



**Xavier University of Louisiana  
New Orleans, Louisiana**

# **Request for Proposal (RFP) Custodial Services by Zone**

**RFP #XUJC022020  
DUE: 4:00 P.M., CST, 03/20/2020**

Proposal Release Date: 02/14/2020  
Deadline for Inquiries 4:00 P.M., CST, 03/09/2020

Mail or Deliver all Proposals to:

**Marion Bracy  
Vice President of Facility Planning and Management**

**Xavier University of Louisiana  
Office of Facility Planning and Management  
1 Drexel Drive  
Administration Building, Office 216B  
New Orleans, LA 70125**

## **1.1 INTRODUCTION TO XAVIER UNIVERSITY OF LOUISIANA**

Xavier's origins date back to 1915, when then Mother Katharine Drexel, a former Philadelphia socialite who founded the Sisters of the Blessed Sacrament and devoted her life to the education of African Americans and Native Americans, opened a high school on the site previously occupied by Southern University. Ten years later, in 1925, Xavier University of Louisiana became a reality when the College of Liberal Arts and Sciences was established and in 1927, a College of Pharmacy was opened.

The University's major academic units are the College of Arts and Sciences and the College of Pharmacy. The University also awards the Master of Theology through its Institute for Black Catholic Studies. The total enrollment for fall 2019 was 3,325, which included a freshman class of 832. Of these, 2,512 are undergraduates in the College of Arts and Sciences, 608 are students in the College of Pharmacy, and 187 are graduate students. The university is supported by the efforts of more than 500 full-time and part-time faculty and staff.

XULA is a campus located on over 63 acres with 26 residential houses, 4 residence halls, and approximately 25 academic, office, and athletic buildings. XULA's ultimate purpose is to contribute to the promotion of a more just and humane society by preparing its students to assume roles of leadership and service in a global society. This preparation takes place in a diverse and conscientious learning and teaching environment that incorporates all relevant educational means, including research, sustainable practices and community service.

## **2.1 OVERVIEW OF THE PROJECT**

The purpose of this Request for Proposals (RFP) is to solicit proposals with pricing to provide custodial services by Zone at XULA for approximately 1,300,000 square feet on the XULA campus. Custodial, or Custodial Services, means all labor (custodial, janitorial, housekeeping and typical porter services), materials, equipment, and supplies necessary to perform the work in accordance with the requirements defined throughout this RFP and related attachments.

The objective of contracting the services described in this RFP is to implement a performance-based cleaning program which yields quality levels generally consistent with the APPA Level 2 standard of Custodial service for a majority of the campus and APPA Level 1 for the St. Joseph Health Center only, XULA requires a clean, safe, and healthy environment for students, administration, faculty, and staff.

Proposers may submit for one, several, or all three Zones of the campus. For each Zone proposed, all buildings in that Zone must be included in that proposal. Attachment A provides an inventory of the buildings in each Zone and a description of each Zone can be found under Section 3.1 included in this RFP.

## **2.2 INTENT**

Based on this RFP, XULA may elect to award to a single, or multiple responsible Contractors a contract based on whose proposal, conforming to this RFP, is most advantageous to the University, price and other factors considered. XULA reserves the right to issue multiple contracts or to separately procure individual requirements that are the subject of the contract during the contract term, when deemed by the University to be in its best interest.

### **3.1 SCOPE OF PROPOSAL**

Xavier University of Louisiana is seeking proposals from experienced and qualified Contractors for Custodial Services based on Zones for the campus that will provide maximum value through trained staff, enhanced technology, superior customer service, streamlined processes, sustainability efforts and reasonable costs. XULA requires a clean, safe, and healthy environment for students, administration and staff at the campus. The scope of the services required is detailed in the RFP document.

This is a Request for Proposal, not a proposal process. Financial considerations are important but will not be the sole determinant for the award. Within this RFP, XULA challenges the proposers to carefully study and research the unique aspects of campus life and to submit unique proposals that demonstrate the ability to operate in a performance-based environment and to maintain quality levels of work.

XULA intends for this RFP to result in a contract for a period of (3) years, consisting of a (3) year initial period and 2 (1) year option periods at the pricing and proposal information contained herein upon mutual agreement with the Contractor. The contract may be extended for additional (1) year periods by mutual written consent of the Contractor and XULA.

Xavier University of Louisiana maintains the right to cancel for cause if performance is not to standard.

#### **Zone 1**

##### **Academic Buildings**

Zone 1 consists of 24 buildings that are considered the backbone of the campus. These areas house the main activities of faculty and student operations on campus. A majority of the buildings in Zone 1 can be described as having some combination of classrooms, offices, various types of academic spaces and labs. All science buildings such as Pharmacy, Qatar, and NCF and each buildings Additions contain some combination of classrooms and offices as well as labs that may require special cleaning techniques due to hazardous chemicals and lab equipment. The Administration Buildings along with the Campus Library and Xavier South are similar in that each are mainly hold classrooms, office spaces, and other types of common and study areas that require daily attention. Some important items to note is that the Campus Police Station is a 24 hour facility and that the Health Services Center on the 2nd floor of St. Joseph's Academic Building requires APPA level 1 cleaning services due to its classification as a medical facility. In addition, the Art Village houses a ceramic studio and will require special cleaning consideration due to the ceramic materials being utilized. In total, Zone 1 is roughly 750,000 gross square feet and requires year round custodial maintenance to ensure campus operations run at an efficient level.

#### **Zone 2**

##### **Residence Life**

Currently, XULA has four large residence halls, with an approximate bed count of 300-500 each (potential additional large hall of 500 beds to be added to make 5). The XULA community consists of approximately 1500 students in campus housing. XULA offers courses during a Fall, Spring and three Summer sessions. In addition, numerous summer camps and related activities occur in ResLife spaces. The two freshmen halls have community bathrooms; while the two mixed classmen halls have suites, single and dual rooms with either a personal bathroom, a bathroom connecting two rooms or a suite bathroom. All facilities have public restrooms and public areas that can include reception rooms, lounges, game rooms, laundry rooms, kitchenettes, computer labs, and offices. All building rooms, suites and interior hallways, have either one or a combination of Terrazzo, LVT or VCT tile and/or carpet.

### Zone 3

#### **University Center**

The University Center located at the corner of Broadway and Drexel Dr. is also to be included in this section. This building is our student center and houses many student support office (i.e. Auxiliary Services, Post Office, Copy Center, Housing Offices, other areas of Student Affairs) as well as the cafeteria and two walk up restaurants.

#### **Athletics and Recreational Sports**

Xavier is a member of the Gulf Coast Athletic Conference, which is affiliated with the National Association of Intercollegiate Athletics (NAIA). It offers five intercollegiate sports - basketball, cross country, tennis, track and field, and volleyball (women only). Our Athletics and Recreational Sports buildings consist of a lot of six tennis courts, a general use Fitness Center, Convocation Annex a building dedicated to athletic offices, meeting rooms and classrooms, and the Convocation Center a 93,000 sq. ft. building that houses our basketball arena, with locker rooms, weight rooms, and additional offices.

In addition to standard housing and facility cleaning, there are some specialty cleaning situations for some areas to be considered and included in the RFP, **Attachment B, section Scope 1.0**.

### **Additional Details**

**Attachment A: Xavier University Campus Building Inventory by Zone** includes a list of all included buildings, indicating each building's overall square and net cleanable square footage, physical location, and building usage.

**Attachment B: Cleaning Specifications** is a statement of work outlining the services, materials, and special items required to perform custodial functions on the XULA campus

**Attachment C: APPA Cleaning Level Standards** includes APPA's cleaning standards from the APPA Custodial Staffing Guidelines for Educational Facilities and requirements highlighted for the cleaning of the XULA campus

**Attachment D: Cleaning Frequency Schedule** includes a copy of the task and frequency set for the cleaning of the XULA campus

**Attachment E: Campus Map** includes a map of the Xavier University of Louisiana campus

### 3.2 RFP DATES

Contractors interested in submitting proposals in response to this RFP should do so according to the following schedule. Failing to adhere to the dates and times for performance specified below, can be a cause for disqualification.

RFP Release Date	February 14, 2020
Campus Tour (Call to schedule)	March 2 - 6, 2020, By appointment
Deadline for Clarifying Questions	March 9, 2020 4:00pm
RFP Submission Deadline	March 20, 2020 4:00pm
Contractor Interviews/Presentations	TBD
Evaluation and Award	May 1, 2020
Targeted Contract Execution, Contractor Start Date	June 1, 2020

#### 3.2.1 Campus Tour

A Campus Tour will be held on the XULA campus. This tour will provide Proposers the opportunity to view the campus and ask questions about the University. Attendance must be limited to two representatives from each participating Contractor. Once proposal is submitted, call to schedule a tour.

#### Campus Tour Schedule

Date: Monday - Friday, March 2 - 6th  
Time: 9:00 a.m. - 3:00 p.m.  
Where: (Room TBA to participating proposers)  
Call: (504) 520 - 7507 to schedule

### 3.3 ADDENDA TO THE REQUEST FOR PROPOSAL

Any changes, additions, or deletions to the RFP will be in the form of a written addenda issued by XULA. Any addenda to this RFP will be posted publicly on the XULA website at:

<https://xula.edu/facility-rfps>

XULA shall not be responsible for failure of any prospective proposer to receive such addenda. All addenda so issued shall become part of this RFP.

## 4.1 INSTRUCTIONS FOR SUBMITTING PROPOSALS AND EVALUATION PROCESS

### 4.2 PROPOSER QUALIFICATION

#### *Minimum Mandatory Requirements and Other Qualification Standards*

The intent of this solicitation is to provide XULA with successful implementation of the program for **Custodial Services by Zones** as specified. The qualification of Proposers is broken out into the two sections below, Minimum Mandatory Requirements and Other Qualification Standards.

**4.2.1 Minimum Mandatory Requirements** are defined as requirements essential to XULA for proposal consideration. Automatic disqualification from the proposal process will result from a proposer's failure to provide or be in compliance with any one or more of the following requirements:

- Attendance to the Campus Tour. Refer to Section 3.2 for specific details.
- **No late proposals will be accepted.** Any proposal received after the specified deadline for submission will not be considered and may be returned to the submitting firm unopened.
- Collusion among Proposers is not allowed. If there is proof of collusion among proposers, all proposals involved in the collusive action will be rejected.
- Proposers must have the ability to obtain the necessary insurance (refer to section 5.1 Indemnification and 6.1 Insurance Requirements).
- Proposers must possess all trade, professional, or business licenses as may be required by the work contemplated by this RFP.
- Proposers must operate within the guidelines of all Federal, State, and Local laws.

**4.2.2 Other Qualification Standards** are defined as standards that if not met or supplied by the proposer, XULA reserves the sole right to reject proposal(s) without limitation.

- Proposer should have verifiable successful experience in the last (5) years in providing the range of services specified in this RFP as a primary Contractor for at least two (5) accounts of similar size, complexity, and business volume.
- Proposer shall present evidence that its management personnel have been engaged for at least the past (3) years in providing custodial services as listed in this RFP.
- Proposer should include with their proposal the company names, addresses, contact names, phone numbers, and brief descriptions of reference accounts meeting this criteria as specified in section 4.4 of the RFP.
- In order to establish its financial capability to provide the required products and services on a long-term contract basis, contractor should submit audited financial statements, or equivalent data, for prior two years.
- Proposer should be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel and warehouse/distribution facilities, product line, order processing, delivery capabilities, maintenance, support, systems, organization structure, operation controls, quality control, and other related factors.
- The proposal should be signed by an Officer or employee duly authorized to legally bind the entity submitting the Proposal.

In addition to the information required above, XULA may request additional information either from the Contractor or others, and may utilize site visits and Contractor presentations, as reasonably required by XULA to verify the Contractor’s ability to successfully meet the requirements of this RFP. XULA also reserves the right to obtain Dun & Bradstreet reports, or similar independent reports for further indications of the Contractor’s ability.

### 4.3 PROPOSAL EVALUATION PROCESS

It is a mandatory requirement of this RFP that the proposer respond to each of the sections listed in the following paragraphs 4.4 – Proposal Requirements, and in the order in which they appear. XULA is seeking proposals from Custodial Service Contractors to provide custodial cleaning services to the XULA campus by Zones. Therefore, it is incumbent upon the proposer to present the responses to the RFP concisely and to the point. The awarding of contract(s) will be based upon the responses to proposals. The personnel listed at the end of section 4.1 are the only contacts required for this project, and although a XULA selection committee will make selection of the awarded firm, these members are the point people for the committee.

***Each proposer’s submission will be scored in each of the following categories by the selection committee:***

Dun/Bradstreet Number and Date Granted	Y / N
License Registration Number and Date Granted	Y / N
Certificate of Insurance	Y / N
Contractor References	10 points
Experience and Qualifications of Contractor, Personnel and Staff	20 points
Experience with Educational Facilities	10 points
Response to Cleaning Specifications/Scope of Work, including Zone Breakouts	20 points
Cost Proposal	20 points
Acknowledgement and acceptance of XULA Terms and Conditions	10 points
Sustainability Efforts and Sustainability Proposed Solutions	10 points

The evaluation committee will develop a composite rating indicating the collective ranking of the highest rated responses in descending order. The evaluation committee may then conduct interviews and presentations with the top ranked responses, usually the top two to three depending upon the number of responses received. Propers selected for an interview and presentation will be provided the opportunity to clarify or elaborate on the proposal, including ease of use of the software and hardware,

equipment quality and durability, performance, integration, etc. The evaluation committee may request an interview, or make a recommendation for the Contract award, at the committee's sole discretion, upon which negotiations may then be conducted with response(s) so selected.

#### **4.4 PROPOSAL REQUIREMENTS**

Proposals must follow the format specified in this section. The submission of a signed proposal will confirm understanding and acceptance of all requirements, terms, and conditions of the RFP unless specific exceptions are taken and alternative language or provisions are offered. The response submitted should have all business, technical, and financial information and pricing. Firms submitting proposals should include the following information as a minimum:

##### ***Contractor Information:***

1. The legal name of the Contractor, address and telephone number, as well as the information on any other local office that may assist in the provision of services.
2. Executive Summary with a brief company introduction and background history, including the year the company was established as currently being operated.
3. The structure of the organization (e.g., sole proprietorship, partnership, corporation, etc.) including organizational and staffing chart of those positions to be utilized in the performance of this contract. Detailed resumes of key supervisory and managerial personnel with experience in a college or university setting are desirable.
4. The name, address and telephone number of the person to whom correspondence should be directed.
5. A certified financial statement, including, but not limited to a Dun and Bradstreet number and rating and (2) audited financial statements for the last (2) years.
6. Pictures or facsimiles of the proposed Contractor apparel should be included with responses and must be approved by XULA prior to use on campus.
7. Provide certificates of insurance that meet the minimum requirements outlined in the Insurance Requirements Section 6.1.

##### ***Contractor Work Experience:***

1. Proposer must be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel, product line, order processing, delivery capabilities, maintenance, support systems, organization structure, operational controls, quality control, and other related factors.
2. Describe experience in servicing a stadium with a capacity of 2,000 or more attendees, if any.
3. Please list all commercial/higher-education contracts lost in the last (3) years with reason for cancellation or non-renewal. XULA reserves the right to contact these businesses, institutions, etc. and requests that contact information be included for each account. Failure to comply may result in rejection of the proposal.
4. Provide (5) similar customer references, at least (3) current and (2) former clients, comparable in size, complexity and operations and with names of organizations and names and phone numbers of customers who have used similar services to those, which are to be provided. Please



include the organization's name, address, phone number, email address, and a contact person for each. Operations would include libraries, labs with hazardous materials, computer rooms, and athletic areas. The University reserves the right to contact or visit any of the references provided. Additionally, the University reserves the right to contact additional references that the University is aware of or may become aware of.

5. Proposer shall provide evidence of background check process. Background checks by Proposer shall comply with all applicable laws, rules and regulations. Proposer further agrees that the background checks as required in this RFP are necessary to preserve and protect the public health, safety and welfare. Background checks will be completed prior to employment and on an annual basis as needed while employee is assigned to XULA.
6. Proposer must review and accept of XULA standard contract terms and be able to follow all campus policies.
7. Demonstrate an understanding of New Orleans, Louisiana processes, required permits, laws, codes, OSHA standards, licenses and applicable state and local codes specific to custodial laws and procedures.

***Staffing Plan & Policy:***

1. Provide a Staffing Sheet that shows the number of proposed full-time and part-time employees for each Zone, for the 12 month school year cleanings. Additional staff required for summer cleanings (camps, summer school, orientation, etc.), school and private events will be determined collaboratively by XULA and the Contractor. *(See Attachment B, section Scope 1.0 for more information)*
2. All Zone staff will work exclusively for the Zone assigned only, with the exception of management, if Contractor is awarded more than one Zone.
3. Explain staffing and management plan for campus Zones.
4. Designate a local "Custodial Manager" who will manage the contract for the Proposer. XULA reserves the right to interview and approve the selection of the custodial manager. Contractor must be willing to reassign any employees from direct contact with XULA personnel or students when requested to do so by XULA. Such request shall only be made on grounds that continued employment in contact with students and/or employees XULA would be detrimental to XULA public relations.
5. Contractor must recognize that satisfactory public relations with students, faculty, staff and visitors to XULA campus is an important part of the custodial service. Proposers should provide as part of the proposal, provisions covering service to customers, including information on training programs which impact customer service.
6. Proposers are requested to provide a staffing proposal in their response to include an indication of employment of XULA students as part-time employees.
7. Summary of training provided to employees.
8. If proposed custodial on-site manager is changed, XULA reserves the right to approve the newly proposed manager.

**Operations Plan & Policy:**

1. Explain quality control procedures.
2. Explain emergency cleaning procedures.
3. Include training and safety manual with procedures that will be implemented at XULA.
4. List grades, qualities, and brand name of chemicals that would be used at XULA.
5. Explain security plans and procedures as well as a plan for key management.
6. Provide description of uniforms to be worn by contract personnel with a photo mock up.
7. Proposer shall agree to fully cooperate with XULA Police Department concerning the enforcement of XULA regulations.
8. To insure a smooth transition and uninterrupted service of operations, proposers should submit a detailed transition plan as part of the proposal.
9. Provide safety information to include: name of insurance provider, safety history of the firm and a general plan on safety practices to be followed at XULA.

**Pricing Schedule:**

Individuals may propose for one, several or all three Zones. For each Zone proposed, all buildings in that Zone must be included in that proposal. Proposals are to include a pricing schedule for each building with a total cost for each individual Zone as identified, per the Xavier University Campus Buildings Inventory by Zone Worksheet, Attachment A of this RFP. The Contractor agrees to furnish all labor, materials, tools, supplies, and equipment to provide custodial services to the proposed XULA Zone(s) unless otherwise explicitly provided for by the university. Proposers will provide their own itemized pricing schedules as follows. Provide quotes for each item below with bundled pricing with product and unbundled pricing without product:

1. The pricing schedule must include pricing for services for the initial contract term and each of the (1) year options.
2. The pricing schedule must include, at a minimum, a labor cost, supplies cost and cost per cleanable square foot for all listed buildings for each Zone proposed, with a total proposed cost for each Zone for the regular custodial services required under this contract.
3. Pricing for all buildings should be specific to the resources required to clean that facility. The indicated building price will be used to adjust contract billings in the event of the permanent addition/deletion of a facility from this contract. No ongoing fixed costs will be allowed under this contract for permanently deleted buildings.
4. Provide your standard billing rate for each service level (i.e. custodian, custodian lead, service responder, porter) and the percentage added to each for overtime work.
5. Provide costs for additional services as specified within Attachment B, section Scope 1.0 of this RFP (i.e. summer residence hall cleaning, school event cleaning and private event cleaning).

**Additional Items:**

The proposal must be signed by the individual(s) legally authorized to bind the Contractor. If complete responses cannot be provided without referencing supporting documentation, such documentation must be provided with the proposal and specific references made to the tab, page, section and/or paragraph where the supplemental information can be found.

**Proposal Format:**

- Contractors shall submit one (1) original proposal marked “ORIGINAL” and four (5) identical copies.
- Proposals shall be in an 8 ½” x 11” format. Supplementary information such as firm brochures, publicity material will be accepted. Organize response information in the same format and order as this RFP. Any variances from specifications which may be proposed must be specifically noted and marked as an “Exception.”

**Submittal Requirements:**

For questions regarding this RFP, submit all inquiries via email to [facilities@xula.edu](mailto:facilities@xula.edu) by 4:00 pm, March 9, 2020. Responses to the questions will be posted on <https://xula.edu/facility-rfps> no later than March 16, 2020 by 4:00 pm. All proposers are recommended to visit the above mentioned website on a regular basis as responses will be posted when available. All documents for a proposal should be included in the package, no separate mailings. Proposals must include a table of contents and all pages numbered.

- Submit 6 hard copies of your proposal and a flash drive with all documents in digital format **by 4:00 PM, March 20, 2020** to:

Xavier University of Louisiana  
1 Drexel Drive  
Administration Building  
Office 216B, Facility Planning and Management  
New Orleans, Louisiana 70125  
Attn: Marion Bracy, Vice President of Facility Planning and Management

- Proposals can be mailed or hand delivered in a box or envelope and label mailings as follows:

REQUEST FOR PROPOSAL NO.: #XUJC022020  
FOR: Custodial Services by Zone

- In addition to the submission of 6 hard copies of your proposal, you are also required to submit an electronic PDF formatted copy of your document on a labeled flash drive or other digital media.

*Proposals that do not arrive by the specified date and time, **WILL NOT BE ACCEPTED** and will be returned unopened. Contractors may submit their proposal any time prior to the above stated deadline. At its sole discretion, XULA may reject incomplete proposal submittals if, in its judgment, the submittal lacks information needed to effectively evaluate the proposal. Nothing in this request for proposals implies a contractual obligation with any firm, nor will XULA reimburse costs for submittal preparation.*

## 5.1 INDEMNIFICATION

The Contractor shall indemnify XULA, its Board of Regents, its officers and employees against any loss or damage (including reasonable attorney's fees and other costs of litigation) caused by the Contractor's negligent acts or omissions or negligent acts or omissions of the Contractor's agents or employees. Contractor shall defend any suit against XULA alleging injuries or damages arising out of the services performed; provided, however, that nothing contained herein shall require the Contractor to defend or indemnify XULA for injuries or damages arising solely out of the negligence of XULA, its agents, or employees.

## 6.1 INSURANCE REQUIREMENTS

Without limiting any liabilities or any other obligation of Contractor, Contractor will purchase and maintain (and cause its subcontractors to purchase and maintain), until all of their obligations have been discharged or satisfied, including any warranty periods under the Agreement, insurance against claims that may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors, as described below.

These insurance requirements are minimum requirements for the Agreement and in no way limit any indemnity covenants in the Agreement. XULA does not warrant that these minimum limits are sufficient to protect Contractor from liabilities that might arise out of the performance of the work under the Agreement by Contractor, its agents, representatives, employees, or subcontractors. These insurance requirements may change if Contractor is a foreign entity, or with foreign insurance coverage.

### A. Minimum Scope and Limits of Insurance:

Contractor's insurance coverage will be primary insurance with respect to all other available sources. Contractor will provide coverage with limits of liability not less than those stated below:

1. Commercial General Liability – Policy will include bodily injury, property damage, personal injury, and broad form contractual liability coverage. Occurrence Form. Limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate on Insurance Services Office Form CG, ISO 2007 or equivalent:

- a. Policy will contain a waiver of subrogation against Xavier University of Louisiana, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, and the City of New Orleans for losses arising from work performed by or on behalf of Contractor.
- b. Policy must be endorsed to include sexual abuse and molestation (SAM) coverage if applicable to the state. This coverage may be sublimited to no less than \$500,000. The limits may be included within the General Liability limit or provided by separate endorsement with its own limits. If unable to obtain SAM coverage under General Liability, it must be included with the Professional Liability.
- c. Policy must be endorsed to include master key coverage.
- d. Policy must be endorsed to include "care-custody-control" coverage.

2. Automobile Liability. Policy will include Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of the Agreement in the following amount. Coverage will be a combined single limit of \$1,000,000 per accident.

- a. Policy will contain a waiver of subrogation against Xavier University of Louisiana, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, and the City of New Orleans for losses arising from work performed by or on behalf of Contractor.
- b. Policy will contain a severability of interest provision.
- c. If hazardous materials or waste is to be transported, the policy must be endorsed with the MCS-90 endorsement in accordance with applicable legal requirements.

3. Worker's Compensation and Employers' Liability. Applicable statutory limits, as amended from time to time.

- a. Employer's Liability in the amount of \$1,000,000 injury and disease per employee.
- b. Policy will contain a waiver of subrogation against Xavier University of Louisiana, its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, for losses arising from work performed by or on behalf of Contractor.
- c. This requirement will not apply to any contractor or subcontractor exempt under ARS § 23-901, when such contractor or subcontractor signs the Sole Proprietor Waiver Form.

4. Commercial Crime Policy or Blanket Fidelity Bond. Coverage should include, but is not limited to, employee dishonesty (to include coverage for theft and mysterious disappearance and inventory shortage).

- a. The bond or policy must be issued with limits of 50% of the contract value or \$50,000 – whichever amount is greater.
- b. The bond or policy must include coverage for all directors, officers, agents and employees of Contractor.
- c. The policy shall be endorsed to include Xavier University of Louisiana as Loss Payee.
- d. The policy shall not contain a condition requiring a conviction or arrest in order to file a claim.
- e. Coverage shall extended to third parties.

5. Professional Liability (Errors and Omissions Liability). If the Contractor will provide Xavier University of Louisiana Services under the Agreement, the Policy will include professional liability coverage as follows:

- Each Claim                   \$1,000,000
- Annual Aggregate         \$2,000,000

a. If the professional liability insurance required by the Agreement is written on a claims-made basis, Contractor warrants that any retroactive date under the policy will precede the effective date of the Agreement; and that either continuous coverage will be maintained or an extended discovery period will be exercised for 2 years beginning at the time work under the Agreement is completed.

b. Policy will cover professional misconduct for those positions defined in the scope of work of the Agreement.

**B. Cancellation; Material Changes:**

Cancellation notices will be delivered to XULA in accordance with all policy provisions. Notices required in this Section must be sent directly to XULA.

**C. Acceptability of Insurers:**

Insurance is to be placed with insurers in the State of Louisiana with an "A.M. Best" rating of not less than A- VII, unless otherwise approved by XULA.

**D. Verification of Coverage:**

Each insurance policy required by the Agreement must be in effect at or prior to commencement of work under the Agreement and remain in effect for the term of the Agreement. Failure to maintain the insurance policies as required by the Agreement, or to provide evidence of renewal, is a material breach of contract. If requested by XULA, Contractor will furnish XULA with valid certificates of insurance. XULA's project or purchase order number and project description will be noted on each certificate of insurance.

**E. Subcontractors.**

Contractor's certificate(s) may include all subcontractors as insureds under its policies as required by the Agreement, or Contractor will furnish to XULA upon request, copies of valid certificates and endorsements for each subcontractor. Coverages for subcontractors will be subject to the minimum requirements identified above.

**F. Approval.**

These insurance requirements are the standard insurance requirements of XULA. Any modification or variation from the insurance requirements in the Agreement will require the approval of XULA.

**7.1 INTERPRETATION OR CORRECTION OF RFP DOCUMENTS**

Proposers shall promptly notify XULA, in writing, of any ambiguity, inconsistency or error, which they may discover upon examination of the RFP Documents or of the site and local conditions. Proposers requiring clarification, interpretation, changes or modifications to the Proposal Documents shall submit a written request to XULA in time to be received by XULA at least five (5) calendar days prior to the opening of the proposal (date to be announced). Interpretations, changes or modifications to the meaning of the RFP Documents will be accomplished through written addenda to all Proposers of record, issued by XULA.

Only questions answered by formal written addenda will be binding. All questions concerning interpretation, changes or modifications shall be emailed to:

[facilities@xula.edu](mailto:facilities@xula.edu)

## **8.1 PROPOSER'S REPRESENTATIONS**

Each Proposer by making his Response represents that:

- A. Proposer has read and understands the RFP Documents and his Response is made in accordance therewith.
- B. Proposer has visited the campus, has familiarized himself generally with local conditions under which the work is to be performed.
- C. Proposer has familiarized himself with all local conditions that may in any manner affect performance, including manpower availability and local labor practices.
- D. Proposer has familiarized himself with Federal, state and local laws, ordinances, rules and regulations that may affect this project.
- E. Proposer acknowledges that XULA is not responsible for any costs associated with the preparation, submittal, or presentations of any kind and that the Proposer assumes all costs of same.

## **9.1 RIGHT TO REJECT STATEMENTS OF QUALIFICATION**

XULA reserves the right, at its sole discretion, to reject any and all Proposals, to cancel this RFP in its entirety, or to cancel the selected group of approved applicants.

Any submittal which does not meet the requirements of this RFP may be considered to be non-responsive, and the Proposal may be rejected. Proposers must comply with all of the terms of this RFP and all applicable local, state, and federal laws and regulations. XULA may reject any Contractor that does not comply with all of the terms, conditions, and performance requirements of this RFP.

## **10.1 ADDITIONAL INFORMATION, TERMS AND COMPLIANCE**

### **10.2 NONDISCRIMINATION**

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the XULA's contracted programs or activities on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal constitutional statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with XULA or in the employment practices of XULA's Contractors. Accordingly, all Request For Qualification Proposers entering contracts with XULA, upon request, be required to show proof of such nondiscrimination.

### **10.3 MINORITY PARTICIPATION**

XULA highly encourages meaningful participation from minority-owned businesses. The Contractor candidates will be evaluated as to the extent that the Proposer identifies and commits to minority-owned

businesses, whether as a Prime Contractor, joint-venture team arrangement, or through the use of sub-consultants.

#### **10.4 SMALL BUSINESS ENTERPRISE**

XULA encourages the acquisition of goods and services from small businesses in our community. A Small Business as it is used in these Proposal Documents means an individual or business entity that

- (1) is independently owned and operated,
- (2) is not dominant in its field of operation,
- (3) has no more than 15 employees and
- (4) its average annual receipts do not exceed \$1 million if, together with its affiliates.

Acquisitions from Small Businesses are encouraged by providing the following advantages or preferences:

Preference is hereby given to materials, supplies and provisions, produced, manufactured or grown in Louisiana, quality being equal to articles offered by competitors outside of the state.

XULA offers a preference for Small Businesses that offer materials, supplies, or equipment that are manufactured, processed, produced or assembled in Louisiana, and which XULA judges to be equal in quality to other materials, supplies, or equipment, provided that all of the following conditions are met:

1. The cost of the Louisiana products does not exceed the cost of other materials, supplies, or equipment that are manufactured, processed, produced or assembled outside the state by more than five per cent.
2. The Contractor of Louisiana products agrees to sell the products at the same price as the lowest Proposal offered on such products.
3. In cases where more than one Proposer offers Louisiana products that are within five per cent of the lowest Proposal, Proposer offering the lowest Proposal on Louisiana products is entitled to accept the price of the lowest Proposal made on such products.

On contracts of \$100,000 or less, a performance bond, as required by the Louisiana public proposal law may be waived by XULA for a Small Business which:

1. Meets the definition and requirements of a “responsible proposer” as set forth below:
  - a. The Small Business has an established business and has demonstrated the capability to provide goods and services in accordance with the terms and conditions of the contract, plans and specifications without excessive delays, extensions, cost overruns or changes for which the Contractor or Sub-Contractor was held to be responsible, and who does not have a documented record of past projects resulting in arbitration or litigation in which the Small Business was found to be at fault.
2. The Small Business has a negotiable net worth or shall be underwritten by an entity with a negotiable net worth, which is equal to or exceeds in value the total cost amount of the public contract as provided in the proposal submitted by the Small Business. All property comprising the



negotiable net worth shall be pledged and otherwise unencumbered throughout the duration of the contract period.

3. Has been operating as the same business for a continuous period of at least three years.
4. Provides an irrevocable letter of credit, property bond or other authorized form of security that is acceptable to the public entity and is in an amount of not less than the amount of the contract, for the faithful performance of his duties.
5. XULA may adopt rules and regulations in accordance with law to effectuate the provisions of this subsection.

In order to qualify for the advantages provided for Small Business in this Plan, the Contractor shall be required to certify by an affidavit under penalty of perjury that it meets the criteria for a Small Business as defined above. The Small Business shall also be required to certify that no person, corporation or other entity that does not meet the definition of a Small Business has any direct or beneficial ship of the Small Business. The certification shall be subject to challenge by competing Proposer's and XULA upon reasonable suspicion. In the event of a challenge, XULA shall conduct an investigation and determine whether the Contractor qualifies as a Small Business.

### **10.5 COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA)**

It is the policy of XULA not to discriminate against any individual having any judicially recognized disability of any kind.

It is the policy of XULA not to discriminate against any company or organization that has an officer or employee with a disability of any kind.

All products, materials and services of this project shall be in compliance with the Americans with Disabilities Act (ADA).

Proposers shall not discriminate against any individual having any disability of any kind when considering award of a joint venture contract, subcontract or purchase order.

Proposers shall not discriminate against any company or organization that has an officer or employee with a disability of any kind when considering award of a joint venture contract, subcontract or purchase order.

**THIS PAGE WAS INTENTIONALLY LEFT BLANK**

**ATTACHMENT A**

Xavier University Campus Buildings Inventory by Zone

**ATTACHMENT A  
XULA Building Inventory by Zone**

No.	Building Name	Year Built	Address/Location	Gross SqFt	Net SqFt	Price Per SqFt	Monthly	Annually
<b>Zone 1 Academic Spaces consisting of labs, classrooms, and offices</b>								
1	Administration Building	1933	1 Drexel Drive	59,271	39,299			
2	Administration Building Annex	1935	2 Drexel Drive	15,038	10,202			
5	College of Pharmacy	1970	1 Drexel Drive	41,347	29,022			
6	College of Pharmacy Addition	1993	1 Drexel Drive	31,460	18,645			
8	St. Katharine Drexel Chapel	2012	1 Drexel Drive	10,837	8,065			
10	Music Building	1937	1 Drexel Drive	21,473	15,063			
13	St. Joseph's Academic/Health Center	1965/2011*	7235 Drexel Drive	29,475	28,210			
18	Central Power Plant	1960/1997*	7103 Dixon Street	9,389				
19	Janitorial Trailer (not on campus map)		7231 Dixon Street					
33	Qatar Pharmacy Pavilion	2010	1 Drexel Drive	73,606	61,547			
36	NCF Academic Science Complex	1988	3713 Short Street	71,352	44,248			
37	NCF Annex	1998	3714 Short Street	109,589	68,356			
38	Library Resource Center	1993	1 Drexel Drive	102,480	88,063			
39	Art Village (Building D)	2012*	7733-35 Edinburg St.	8,006	8,006			
40	Xavier South Building	2003*	909 S. Jefferson Davis Pkwy	111,350	87,761			
43	Art Village (Building C)	2012*	7715 Edinburg St.	4,197	4,092			
45	Shipping / Receiving	1965	3801 S. Carrollton Ave. (Garrard Building)	5,713	4,856			
51	Art Village (Building A)	2012*	3520 Pine Street	7,050	6,720			
65	Geart Town Community Center	2014	7934 Edinburg St.	2,340	2,340			
71	Building Service - A (World Ship)		1041 South Jeff Davis	14,502	3,621			
72	Building Service - B (World Ship)			8,024				
73	Building Service - C (World Ship)		1071 South Jeff Davis	9,288				
89	Campus Police Main Station	1965	3801 S. Carrollton Ave. (Garrard Building)	1,717	1,407			
92	Building Services	1965	3801 S. Carrollton Ave. (Garrard Building)	2,562	2,562			
			<b>Zone 1 Total</b>	<b>750,066</b>	<b>532,085</b>			
<b>Zone 2 Residence Halls</b>								
14	Katharine Drexel - Female Residence Hall	1969	7236 Dixon Street	68,400	56,088			
21	St. Michael's - Male Residence Hall	1955	3930 Pine Street	38,534	32,301			
44	St. Martin De Porres Hall	2003	1001 South Jefferson Davis Pkwy	124,084	119,664			
88	Living/Learning Center	1998	801 S. Jefferson Davis Pkwy	93,556	58,243			
			<b>Zone 2 Total</b>	<b>324,574</b>	<b>266,296</b>			
<b>Zone 3 Recreational and athletic spaces, including classrooms and offices</b>								
17	University Center	2003	4980 Dixon Street	106,584	94,379			
42	Student Fitness Center	2015	939 South Jeff Davis	22,528	21,851			
61	Convocation Academic Center	2012	7910 Stroelitz St.	93,597	76,350			
62	Convocation Annex	2012	7900 Washington Ave.	23,340	15,118			
63	Tennis Center	2012	3601 Pine St.	70,212	1,196			
			<b>Zone 3 Total</b>	<b>316,261</b>	<b>208,894</b>			
<b>GRAND TOTALS</b>				<b>1,390,901</b>	<b>1,007,275</b>			

**THIS PAGE WAS INTENTIONALLY LEFT BLANK**

## **ATTACHMENT B**

### **GENERAL CONDITIONS AND CLEANING SPECIFICATIONS**

The general conditions of these specifications, including amendments and additions thereto, apply to each and every heading included in these specifications with the same force as though repeated in full under each heading respectively.

#### **1.0 SCOPE**

##### **STATEMENT OF WORK**

##### **PURPOSE**

This Statement of Work is intended to outline the services, materials and special items required to perform custodial and housekeeping functions on the campus of Xavier University of Louisiana.

##### **HOURS OF OPERATION AND ACADEMIC CALENDAR**

XULA Campus: The Academic and Administrative buildings are primarily used from 7:00 a.m. to 6:00 p.m. Currently the custodial work is conducted across three shifts:

Day Shift: 7:00 a.m. – 3:30 p.m.  
Evening Shift: 3:30 p.m. – 12:30 a.m.  
Weekend: 9:00 a.m. – 7:30 p.m.

Residential buildings are used 24-hours a day. Administrative buildings are used during the day and up to approximately 9:00 p.m. in the evening. Residence Halls should not be entered until 9:00 a.m. daily, unless otherwise noted or requested.

##### **WEEKEND DUTIES, EMERGENCY CALLS, SUMMER RESIDENCE HALL CLEANING, AND SCHOOL EVENT SUPPORT**

###### **A. WEEKEND DUTIES**

XULA ResLife has (4) full residence halls and will require weekend coverage and support for general cleaning of common bathrooms, pulling of trash/recycling receptacles and trash chutes and occasional hall event support. Weekend shift work should not start earlier than 9:00 a.m. Weekend services occur throughout the entire school year and summer, unless a hall is closed for an extended break or summer.

###### **B. EMERGENCY CALLS**

Additionally, week/weekend emergencies may arise during and after business hours and custodial support services may be required for those emergency calls. Custodians are expected to respond to any minor emergency with no additional charge (i.e. spills, minor restroom overflows, etc.). If a major emergency happens and custodial support is needed, the Contractor and XULA Administration will meet to discuss if additional staff, resources, or an extra charge is needed to abate the emergency.

###### **C. SUMMER RESIDENCE HALL CLEANING**

Each summer, all residence halls must be detailed cleaned and turned over for the next school year and occasionally for the next summer session or camp. It is expected that Contractors will work with XULA to determine the need for additional custodian staff supports. Contractor will provide move out cleaning of all halls when vacated at the end of each academic year in May to prepare rooms in support of summer camps and summer school sessions.

#### **D. EVENTS**

XULA has a large amount of school related events, academic and athletic, that occur each day and some periodic large scale events of 1,000 or more guests. It is imperative that the Contractor adequately provide coverage for all school events when requested by XULA. The Contractor shall support the events per XULA's instructions, which may include, pre-cleaning, mid-event cleaning and post-event clean-up activities, sometimes on very short notice. Whenever possible, the Contractor shall strive to use its existing staff, during their normal work hours, to handle events.

XULA recognizes that the Contractor will, from time to time, need to use additional labor to handle special requests, events and extra services such as home basketball games, orientation, graduations, large receptions, etc. In these instances, the Contractor can bring in temporary staff or provide overtime to current staff at no additional cost to Xavier.

#### **E. PRIVATE EVENTS**

In these instances, the Contractor shall invoice for events and extra services based on the pre-established all-inclusive hourly price for extra work. This hourly rate applies only to events and extra services that require extra labor hours outside of the required contract for community and private (non-school related) events.

### **1.1 QUALITY ASSURANCE AND PERFORMANCE-BASED CRITERIA**

#### **A. QUALITY IMPROVEMENT PLAN**

The Contractor shall provide a Quality Improvement Plan within one week following each audit, regardless of the QSP attained.

#### **B. EMERGENCY RESPONSE**

XULA understands that the Contractor, at times, is required to reassign staff to respond to an emergency. In these cases, the facility that had the reduced available staffing shall not be inspected for two days in order to give the Contractor a chance to catch up on the cleaning of that facility

##### **Service/Emergency Calls**

Service/emergency calls include, but are not limited to, such items as:

- Cleaning up after floods
- Cleaning up spills
- Cleaning muddy or wet entrances
- Cleaning up broken glass
- Water Intrusion

##### **Bio-Hazard Services**

The Contractor shall provide XULA with adequate staffing to complete cleaning and disinfecting services of bio-hazard incidents as they occur. This is to include, but is not limited to: blood spills, vomit and other bodily fluids/waste, and moisture extractions due to floods/water intrusions. These services shall be conducted in accordance with current OSHA and XULA standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

#### **C. TEAM APPROACH**

XULA views its relationship with the Contractor as a team relationship. Therefore, the Contractor shall be invited to accompany XULA during any quality inspection.

#### **D. PROBLEM RESOLUTION**

Contractor shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by XULA's management team to have been performed unsatisfactorily, or missed, Contractor shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to XULA.

## **E. ACCOUNT MANAGEMENT**

XULA reserves the right to ask for team member changes at any time. Contractor shall put in place an Account Management Team that will have the responsibility to manage the XULA account at all buildings within each Zone. This Account Management Team shall consist of (but may not be limited to) the following individuals who will be responsible for the assignments designated below:

### **Director of Operations**

- Is available 24 hours, 7 days a week (as appropriate)
- Is a full-time (40 hours per week minimum) employee that is exclusive to the XULA contract
- Responds to emergencies within one hour
- Has ultimate overall responsibility for all activities within the XULA account
- Functions as the primary contact with the XULA Administrator and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the contract
- Visits XULA buildings as appropriate
- Coordinates XULA's requirements within the Contractor's organization consistent with XULA's needs and quality expectations
- Updates the XULA Administrator with potential changes in products, services and enhancements to the current program
- Provides XULA Administrator information on resources, educational opportunities and industry trends
- Assists XULA Administrator with other program requirements as directed

### **Manager(s) and On-site Supervisor(s)**

- Coordinates and acknowledges all activities
- Acts as a key interface with XULA designee(s)
- Coordinates and tracks all activities ensuring compliance to agreed upon schedules, requirements and quality expectations
- Coordinates all corrective activity
- Responds to calls within 10 minutes
- Makes sure each crewmember understands his or her daily assignment, placing special emphasis on the cleaning specification, complaints and special project assignments

## **F. REPORTING**

The Contractor must provide various management reports to Xavier University of Louisiana. The reports specified below represent the minimum reporting requirements. All reports shall be submitted to the XULA Administrator.

### **Daily**

- Communicate all events and issues to XULA Administrator and other designated XULA personnel, including: attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc.
- The employees of the Contractor shall be responsible to immediately notify the campus XULA Department of Public Safety and security office of any inappropriate or illegal activities that they witness while on campus.

### **Monthly**

- Current staffing information, indicating employee names, shift times, position titles and areas of responsibility
- Month-to-date actual hours worked and associated payroll and payroll-related costs
- Quality inspection scores, including:
  - Overall monthly average score (KPI)
  - Scores per area type and/or floor
  - Corrective action plans and follow-up results

- Quality trend reports

#### **Quarterly**

- A dashboard report indicating high-level KPI's and data. For example: quality control scores (overall and by group), supply purchase amounts and/or KPI's, training hours, and open action items
- A copy of the equipment, consumables and chemical logs, illustrating:
  - Current YTD breakout % of sustainable vs. non-sustainable items (indicate cost and quantity subtotals)
  - Costs for the month, and costs YTD
  - Equipment purchases/repairs
  - Up-to-date chemical/equipment list
- Training logs, indicating topics covered and hours per employee
- Project Schedule ("Cycle Report"): 12/4/3/2/1 (frequencies per year) cycle task schedule to be updated weekly showing completed tasks. Project schedule reports not received will indicate that work was not completed
- Contractor shall provide a report summarizing the status of open special projects/cleaning duties and restorative cleaning tasks

#### **Annual Contractor Review**

- Contractor shall provide XULA with:
  - Review of all KPI's (see Section IV. B.)
  - Status of the Contractor's major cleaning activities and projects
  - Cost saving and process enhancement opportunities
  - Industry trends and outlook

## **1.2 CONTRACTOR PERSONNEL AND RELATED REQUIREMENTS**

### **A. SECURITY**

The names and addresses of all contract employees shall be provided to the Contract Administrator prior to the start of work and immediately if changes in staffing occur.

The personnel employed by the Contractor shall be capable employees, trained and background-checked, all Contractor employees shall undergo a pre-employment drug screening paid for by the Contractor prior to being allowed to start work and qualified in custodial and related work.

All Contractor employees shall undergo a security check paid for by the Contractor prior to being allowed to start work.

The minimum level of security check shall consist of the following:

1. E-Verify. (Social Security Number (SSN) trace report on a national scale verifying full name and/or alias(es) and current and previous addresses).
2. Criminal history search for felony and misdemeanor records conducted on a county-by-county basis using the full name (and maiden name/aliases as applicable), date of birth, and social security number. The search shall be conducted in the employee's current county of residence and prior counties with a history of residence, education, or as revealed by the SSN trace.
3. A moving violation driving history search of employees who will be driving vehicles on campus. Check all states in which the employee has been issued a valid driver's license and for the maximum time period under the issuing state's applicable law.

The Contractor shall submit a report to the Administrator that security checks returned no information on criminal history or moving violations. If the Contractor wishes to use an employee on this contract that has a history of criminal activity or moving violations, the Administrator must



approve the use of that employee. XULA can supply the name of the firm currently doing this security check work for the University; however, the Contractor is free to use any firm desired.

Contractor will be responsible for turning off all lights and securing all prescribed interior doors and exterior entrances upon completion of work assignments.

When notified by XULA of an act of theft or dishonesty by Contractor personnel, and such act is not reasonably in dispute, the Contractor shall immediately reimburse XULA for the amount of XULA's resulting loss without consideration of any potential reimbursement or recovery from Contractor's fidelity carrier. Contractor will remove any Contractor personnel from assignment at XULA that are deemed by XULA to be unsatisfactory for any reason.

Contractor shall maintain a disaster recovery and pandemic response service plan to ensure safety, business continuity and minimum disruption to XULA.

Contractor represents and warrants that all Contractor employees designated to perform services at XULA locations are either citizens or legally eligible to work in the United States. Contractor also represents and warrants that it has and will comply with all applicable immigration laws and regulations relative to those employees.

#### **B. UNIFORMS AND PROTECTIVE GEAR**

All personnel will receive close and continuing first-line supervision by the Contractor. Contractor employees must wear identifiable uniforms (must be approved by XULA) and XULA ID Badges (current cost to Contractor \$25.00 each) while on duty or on campus. Contractor employees must also wear proper Personal Protective Equipment (PPE) at all times where required. Contractor shall supply all uniforms, badges and PPE per XULA's requirements.

University-provided keys used by Contractor in conjunction with its duties shall be kept secure at all times by the Contractor. Keys shall not be taken off campus except when permission is granted by XULA. Keys must be stored in a secure electronic key watcher box while not in use and must be kept in possession of Contractor personnel on their person and securely attached at all times. If keys are misplaced or lost by Contractor personnel, Contractor shall incur full cost to rekey building/buildings.

#### **C. PERSONNEL RESPONSIBILITIES**

Personnel will be expected to deal with XULA employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from XULA employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at XULA locations, using XULA equipment or supplies for personal reasons or to satisfy the requirements of this contract, or taking XULA materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. XULA has the right to remove any personnel from our location at its sole judgment.

In addition, at times special circumstances may arise in which XULA would require a janitor's responsibilities to change for a short period of time. This may result in the janitor performing a function not normally within their job description. Contractor must ensure that employees are flexible to be able to handle special circumstances as they arise.

#### **D. TRAINING**

Contractor shall ensure that staff has received appropriate training for all services described herein. Training programs are to be approved by XULA. Evidence of training must be provided upon request of XULA. The training shall include, but not limited to:

- Environmental Health and Safety training

- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical “hazard” communication training
- Workplace safety training
- Orientation to the building(s) being serviced
- Green Cleaning training
- APPA Level 1 and 2 Standards and practices
- XULA Campus Non-Smoking Policy
- XULA Campus Recycling Program training

Contractor shall provide all training at no additional cost to XULA. Contractor shall provide evidence of initial training, as well as refresher training, at the discretion of XULA.

As a training requirement, the Contractor shall provide at least 40 hours of training for each janitor in a XULA-designated on-campus training facility. As part of green cleaning best practices, the Contractor shall provide at least eight hours per year of training for each janitor (must be documented and submitted as part of green cleaning reports).

**1.3 VEHICLES**

All vehicles must be in new to near-new good operational status at all times and must have company logo. XULA reserves the right to approve all vehicles prior to usage at XULA campus. Contractor shall park only at locations to be designated by XULA. Any and all non-operable vehicles are to be removed from University’s campus.

All staff and company vehicles must have a XULA parking tag. All staff must purchase a campus parking permit yearly, none will be provided by the University.

**1.4 PERFORMANCE REQUIREMENTS**

**A. SPECIFIC SERVICES AND FREQUENCY**

A summary of the cleaning requirements and frequency, by building are outlined in Attachment "D" It should be understood that it is not the intention to mention herein each and every minor item required. It shall be the responsibility of the Contractor to be familiar with good housekeeping procedures and practices and to perform same. The Contractor shall be familiar with the requirements of the various areas and shall have examined the premises and understand the conditions under which Contractor will be obligated to operate.

**B. EQUIPMENT AND SUPPLIES**

All contractor furnished equipment shall be engraved or otherwise permanently identified so that ownership can be readily determined. All Contractor equipment shall be new and completely serviceable at contract start date and maintained via a written and auditable preventative maintenance schedule to ensure equipment continues to operate at manufacturer recommended specifications, and should be kept clean and in good, safe working order. All equipment should be inspected daily to ensure it is in proper and safe operating condition and in case of any safety/operating flaw, should be immediately taken out of service, tagged with service performed within 48 hours. Contractor should provide and maintain adequate equipment inventory ON SITE at all times to perform the requisite daily periodic and emergency services that are considered routine at any college/university, and should not rely on equipment being transported from offsite to perform these services. Contractor should maintain an adequate inventory of backup equipment for uninterrupted services at all times.

In addition to the aforementioned, all interior/exterior transition mats will be furnished and maintained by the Contractor. The University will furnish secured storage areas (i.e. Janitorial Storage Closets) for all of the Contractor's general equipment and supplies and will be controlled by the Contractor. The University assumes no responsibility for equipment and supplies provided by the Contractor.

Equipment provided by Contractor should be of grade and quality considered to be “best in quality” that clearly demonstrates the ability to effectively and efficiently clean but also promote the protection of the asset/surface that it is being used to clean. The University will closely scrutinize the equipment and systems contained within the RFP submittals to ensure that the Contractor selects equipment that is congruent with the University’s need to extend the life of its physical assets to their full extent.

Chemical products/materials or supplies shall not be used in performance under this Contract (or placed or stored on University property), until approved by the appropriate XULA EHS official. Products will be approved based on submission and review of the appropriate Material Safety Data Sheets (MSDS). Cleaning agents containing potential pollutants such as amines, aldehydes, and others listed in the ASHRAE Applications Handbook Ch. 21 Table 2 are not permitted.

### C. DUTIES AND TASKS SCHEDULE

#### 1. Entrances, Lobbies & Corridors Daily Cleaning (M-F):

- Entranceways (access and egress points) shall be said to include a twelve (12) foot perimeter on the outer side of said entranceways. The Contractor shall be responsible for the cleaning of this entire area to include removal of trash, emptying of trash cans, and sweeping daily to ensure the area is maintained in a clean, litter-free manner. Pressure washing to remove gum and other residue to be performed once per quarter. High dusting/web removal should be performed up to a height of 12’ at building entryways (interior and exterior).
- Clean entrance mats with an upright carpet vacuum or a stiff broom and lobby pan. During inclement weather, clean entrance mats with a tank-type vacuum and damp mop entrance areas to remove tracked-in water and soil.
- Empty waste receptacles that are full or nearly full into waste bag. Remove gum, stickers/advertisements from receptacles. Damp wipe soiled waste receptacles. Replace plastic liners as needed. Pack the contents of other receptacles that are not nearly full with a lobby pan or similar tool.
- Clean smudges and soil from glass partitions and doors, using glass cleaner in a spray bottle, and clean lint free cloth or paper towel. Clean partitions and door frames to remove smudges and dust. Remove tape/adhesive from glass.
- Dust all windowsills, ledges, and furniture tops using treated cloth, dusting mitts, or dust mops with short handle up to a height of 12’.
- Spot clean to remove handprints, smudges, and other obvious soil using a cloth or sponge and neutral detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, columns, and other building surfaces. Rinse with sponge and clear water and plastic bottle as needed.
- Clean water fountains with germicidal detergent or crème cleaner. Wipe off with dry cloth.
- Clean fire extinguisher boxes – Remove trash and damp wipe surfaces.
- Clean elevator cabs, walls, vacuum carpets or sweep & mop floors. Elevator thresholds should be clean and free of debris.
- Wipe baseboards.
- Vacuum any carpets or mats and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.
- Dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor at all times. Pick up soil from floor with dustpan.
- Remove gum or other sticky soil from floors. With a lightly damp mop or use of an automated scrubber, completely clean floors to remove heavy soil and spills.
- Collect and remove any litter.
- Straighten chairs, tables and other furnishings to present a clean, organized appearance.

**2. Entrances, Lobbies & Corridors Weekly Cleaning:**

- Clean corners, edges, and behind doors to remove all dust and soil.
- Clean vents.
- Spot wash walls as needed.
- Using a floor machine and buffing pads, spray buff or high speed burnish floors. After buffing, dust mop the floor as necessary.

**3. Stairways:**

- Spot clean to remove handprints, smudges, and other obvious soil using a cloth or sponge and neutral detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, columns, and other building surfaces. Rinse with sponge and clear water and plastic bottle as needed.
- Dust handrails and any window sills or ledges. Using a small treated dust mop, dust mop floor landings, trends, and stair risers to remove soil. Pick up soil and litter at the bottom of the stairs with a dustpan.
- Using a damp mop, mop tiled floor landings, stair treads to remove heavy soil from surfaces.
- Using a brush, agitate and clean concrete stairs and landings to remove any spots/stains.
- Machine polish tiled landings once per week to remove scuff marks.
- Vacuum clean carpets and spot clean as necessary.

**4. Vending areas, Lounges:**

- Collect and remove any litter.
- Empty waste receptacles that are full or nearly full. Damp wipe soiled waste receptacles. Replace plastic liners as needed. Pack the contents of other receptacles with a lobby pan or similar tool.
- Remove trash from tables, ledges, and other building and furniture surfaces.
- Damp wipe soiled surfaces.
- Spot mop floors to remove spills.
- Spot vacuum carpeted areas where needed and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.

**5. Offices, Classrooms, Laboratories, Auditoriums, and Conference Rooms:**

- Empty waste receptacles which are full or nearly full. Do not reach into receptacles, but carefully dump the contents of the receptacle into the waste collection bag. Damp wipe soiled receptacles. Replace plastic liner when needed. Pack the contents of other receptacles with a lobby pan or similar tool.
- Dust clear areas of furniture tops, shelves, window sills, and ledges. Use treated cloth or dusting mitt. (Dust horizontal surfaces only).
- Spot clean glass doors and partitions. Use a soft clean cloth or paper towel with glass cleaner in a spray bottle. Wipe dry as needed.
- Clean any sink or other restroom fixture in office in accordance with the restroom cleaning procedure listed in this document.
- Erase & Clean chalkboards and whiteboards daily unless identified "Do Not Erase" per VII. "Responsibilities of The University", Section F.
- Dust mop smooth floors with a treated dust mop. Sweep wooden or concrete floors, which are too rough to dust mop.
- Using a dampened mop with a mild detergent disinfectant solution, mop all floors (except carpeted floors) to remove soil.
- Vacuum clean traffic patterns on carpeted floors four days each week. (Vacuum clean the entire carpeted area one day each week) and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with spotting kit to university representative so that a deep clean carpet work order can be prepared for prompt attention.

- Return furniture to its original position.
- Collect and remove any litter.

**6. Offices, Classrooms, Laboratories, Auditoriums, and Conference Rooms (Weekly Cleaning):**

- Check all ceilings for cobwebs and remove as necessary.
- Clean corners, edges, and behind doors to remove all dust.
- Damp wipe all doors and door frames.
- Polish all push plates and kick plates.
- Clean all telephones.
- Thoroughly mop all smooth floor surfaces with a mild sanitizing solution.
- Using a floor machine and buffing pads, spray buff or high speed burnish floors. After buffing, dust mop the floor as necessary.
- Completely vacuum carpeted areas, moving all furniture, and rearranging as needed.

**7. Offices, Classrooms, Laboratories, Auditoriums, and Conference Rooms (Quarterly Cleaning):**

- Shampoo carpets: Bonnet or Extraction
- Hard surface floors: deep scrub and refinish quarterly to maintain a clean/fresh top-coat appearance. Completely strip and refinish floors once per year.

**8. Common Space Restrooms, Resident Hall Restrooms:**

**Resident Hall restrooms will be thoroughly sanitized during the day shift. Common space restrooms will be thoroughly sanitized in the evening shift and spot cleaned in the mid-morning and mid-afternoon.**

- Collect all trash and litter from the floor and other surfaces and place it in a waste receptacle or waste collection bag on the cart. Remove all trash collected to a collection point.
- Empty waste receptacles which are full or nearly full. Pack the contents of other receptacles with a lobby pan or similar tool.
- Re-supply toilet paper, paper towels, and hand soap dispensers, as needed.
- Clean shower areas, removing body oil, and soap film build-up, sanitize all surfaces, and clean all water drains of debris.
- Check all basins and sinks and rinse or wipe clean those which are soiled. Clean all soap dishes. Dust all ledges, vents, partitions, and light fixtures above basins and sinks. Polish all mirrors and brightwork.
- Check all urinals, flush as needed, and clean those which are soiled. Check unoccupied stalls, flush fixtures as needed, clean those which are soiled, Check to be sure all plumbing is operational; that there is no stoppages, or leaks. Report any problems to the maintenance department.
- Disinfect all plumbing fixtures, including all shower nozzles and heads, lavatory and shower faucets, basins, bowls, sinks, toilets and urinals, inside and outside, toilet seats to be sanitized on both sides. Clean chrome as needed.
- Spot clean all walls, and doors. Remove graffiti. Damp wipe and clean all soiled partitions and stall doors with disinfectant.
- Sweep and clean wet or heavily soiled floor areas with a mop and germicidal detergent solution, and sanitize floors with germicidal disinfectant cleaner.

**9. Common Space Restrooms, Resident Hall Restrooms (Weekly Cleaning):**

- Clean all corners, edges, and behind doors to remove dust and soil.
- Polish push plates and kick plates.
- Damp wipe all vertical surfaces with a mild sanitizing disinfectant.

**10. Common Space Restrooms, Resident Hall Restrooms (Quarterly Cleaning):**

Machine scrub restroom floors with a mild sanitizing disinfectant, ensuring that all grout lines are completely clean of all soils/stains.

#### **D. FLOOR SERVICE**

This section describes the frequencies for floor services to be performed unless a specific frequency is given in Attachment "D", If frequency is stated in the Attachments, it will override these general frequencies.

Vinyl entrance lobby floors and corridors will also be stripped, re-waxed, four coats burned in, twice per year or as needed.

##### **Floor Refinishing**

1. All floors are to be vacuumed, swept, or dust mopped daily, except as noted in carpet requirements.
2. Entrance lobby floors are to be spray buffed or high speed burnished daily.
3. All corridor floors are to be spot cleaned daily, and top scrubbed every two weeks.
4. Vinyl, and asphalt tile floor, other than corridor floor are to be buffed twice per month, stripped and re-waxed twice per year or as needed to maintain a clean, polished appearance.
5. Concrete floors are to be scrubbed at least monthly or as needed.
6. Classroom or Office areas should be deep scrubbed and recoated twice a year or as needed.

##### **Carpet Shampooing and Extraction**

1. First impression, heavy traffic and main walkways quarterly, all other areas semi-annually.
2. Office spaces extraction once a year or as needed.

#### **E. MISCELLANEOUS**

##### **Venetian Blinds (horizontal and vertical)**

1. Dust Venetian blinds quarterly or as needed.

##### **Upholstered Furniture**

1. Upholstered furniture should be vacuumed/brushed weekly and spot cleaned once per year or as required.

##### **Windows**

1. Interior windows are to be cleaned completely with a window mitt/squeegee with frames/sills wiped down once a year.

#### **F. SPECIAL INSTRUCTIONS**

1. Do not use any University equipment, office machines or supplies other than custodial.
2. Do not remove any material, equipment, supplies, office machines, books, papers or furniture from any location without a work order except that material in wastepaper basket or that which is clearly marked "TRASH".
3. Report to the university representative any material found in a wastepaper basket such as books, office machines or unused supplies.
4. Report any broken furniture, missing or burned out lamps or broken glass to the university representative.
5. All trash containers will be kept in a clean and sanitary condition at all times.
6. The use of deodorant blocks will not be allowed.
7. Foreign matter e.g., chewing gum, tar, skid marks, etc., will be removed from concrete, tile and carpeted areas when noted.
8. All scheduled work to be accomplished by night crew must be completed and must not be left for scheduled day employees to perform.
9. Scheduled work force will be expected to move furniture and equipment from time to time when major cleaning is being done.
10. Do not use any University equipment, refrigerators, microwaves, office machines or office supplies other than custodial.

11. Report to the Director of Building Services any graffiti found in restrooms, walls or any surface of buildings named in this contract.

### **1.5 CLEANING ACTIVITY SPECIFICATIONS**

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are included in Attachment "E", "Routine Custodial Service", and define the frequency of service required for each area.

#### **A. GENERAL CLEANING**

1. Trash/Recycling Collection, bag and place in designated areas, leaving area neat and free of trash. Trash containers are to be lined with black bags. Recycling bins are to be lined with clear bags. All boxes must be collapsed prior to placement in recycling bins. Recycling collections are placed in designated purple dumpsters which are marked for recycling. Do not remove items which do not appear to be trash; leave items which appear to be placed purposefully (such as test papers, etc.), and leave or turn in items which appear to be lost (such as coats, books, notebooks, etc.)

#### **B. HARD SURFACE FLOORS**

1. Sweep using soft hair brooms sprayed with a non-oily sweeping compound. Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be loosened with the broom shall be loosened sufficiently to permit removal by sweeping.
2. Dust Mop using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to permit removal by dust mopping.
3. Damp Mop using a clean mop and/or via use of automated scrubbing equipment and neutral detergent. Dust mop floor immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp, not wet. If strong cleaning solution is used, the floor shall be rinsed with clean water.
4. Spray Buff and/or high speed burnish finished floors using a floor polishing machine and buffing compound compatible with wax on floor. Floors shall be damp mopped immediately prior to spray buffing. Spray buff/burnish until floor is dry and glossy and free of scuff marks. Dust mop floor after buffing to remove all loose waxy residue.
5. Strip & Refinish (vinyl tile floor & terrazzo): Remove all old wax and stubborn soils and stains using a rotary machine, automatic scrubber, or other equipment, and liquid stripping solution. Strip areas in corners, baseboards, and other areas inaccessible to equipment by hand or other methods as necessary, and all stripping solution shall be completely removed via wet/dry vacuum or automatic scrubber. Stripped floors should be completely rinsed free of residue and visually inspected to ensure 100% of previous seal/finish has been removed, repeating the above if necessary. The floor shall be left clean, dry, free of stripping solution and ready for new finish. Apply wax using a new mop or other equipment according to manufacturers' instructions, applying at least four coats of wax. Wax shall be applied evenly, and shall cover the entire floor surface. Waxed surfaces should be burnished with a high speed buffer 72 hours after application.
6. Seal (cement, ceramic tile, quarry tile floors) using a new mop and concrete floor sealer. Apply a minimum of two coats of sealers, according to manufacturer's directions. Floors must be totally clean and dry immediately prior to sealing.
7. Scrub & Disinfect: Scrub floor using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor and film. Exchange mopping solution frequently to ensure solution is clear and does not contribute to resoiling. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe base with a clean cloth or sponge and germicidal cleaner.

### C. CARPETED FLOORS

1. Vacuum carpeted floors using a vacuum cleaner which incorporates brushing or beating action and/or carries the Carpet & Rug Institute (CRI) Seal of Approval. Carpets shall be left clean of all dust, and loose and imbedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains.
2. Carpet Clean: Clean carpeted floors using a water extraction method safe for all carpets, and assist in quick-drying with use of carpet blowers. Immediately prior to cleaning, vacuum, spot clean, and pre-treat heavily soiled areas. If necessary, corners and areas not accessible to machines shall be cleaned by hand. Furniture shall be moved prior to cleaning and shall be moved back into place after the carpet is cleaned, placing all furniture on moisture barriers if carpet is damp. Care shall be taken when moving desks, large tables, file cabinets, credenzas, shelving units, etc.

### D. WALLS AND DOORS

1. Dust walls, moldings, door frames, and the tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.
2. Spot Clean walls using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains, and streaks.
3. Scrub and Disinfect walls, including incidental hardware, and vertical grills and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor and film.

### E. FIXTURES AND FURNITURE

1. Empty Trash and Recycle Cans bag trash, and place in dumpsters.
2. Replace Trash and Recycle Can Liners with liners compatible with trash can size.
3. Wash Trash and Recycle Cans using a neutral detergent solution, (germicidal cleaner for restroom trash cans), leaving the trashcan clean and free of odor.
4. Clean & Disinfect Water Fountains: Clean metal type fountains using a germicidal cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean using a germicidal cleaner and dry with a clean cloth. If necessary, porcelain type fountains shall be scoured with abrasive cleaner to remove mineral deposits. Metal fountains shall be cleaned and polished with appropriate stainless steel cleaner.
5. Dust & Clean Light Fixtures using a clean dry cloth, or water and a neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.
6. Dust Furniture, including shelves, window sills, and other surfaces, using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs. Dust only those surfaces which are cleaned of papers and other possessions of the occupants.
7. Clean Furniture by damp wiping vinyl, plastic, or leather furniture, and vacuuming cloth furniture to remove all loose dirt, lint, and dust.
8. Dust Blinds using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs.
9. Clean Hardware using a clean cloth dampened with a neutral cleaner. Wipe dry and polish metal surfaces.
10. Clean Vertical Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
11. Clean Ceiling Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
12. Clean Rug Type Mats by vacuuming or sweeping to leave mat clean of all loose dirt and soil.
13. Scrub Rug Type and Fixed Building Mats with cleaning solutions and scrubbing machine to leave mat completely clean of embedded soil.
14. Clean Handrails and Accessories using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.
15. Clean Chalkboards using a clean water or pre-approved chalkboard cleaner and wipe dry with a clean cloth leaving chalkboard clean and free of chalk residue. Also wipe out chalk trays and



machine clean erasers to remove all chalk residue. Contractor shall replenish and maintain classroom chalk trays stocked at all times. Xavier shall supply chalk and erasers to the contractors.

16. Clean Whiteboards using a clean cloth or pre-approved whiteboard cleaner and wipe dry with a clean cloth leaving board clean and free of marker residue. Also wipe out trays and machine clean erasers to remove all marker residue. Contractor shall replenish and maintain classroom whiteboard trays stocked at all times. Xavier shall supply markers and erasers to the contractors.
17. Empty & Clean Pencil Sharpener, (wall mounted, non-electric type), by emptying all shavings and wiping clean with a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

#### **F. RESTROOM FIXTURES AND ACCESSORIES**

1. Clean & Disinfect Toilet Fixtures including toilet bowls, urinals, sinks, etc.using a clean cloth, brush or sponge and a germicidal cleaner. (Do not use same cloth or sponge for toilet bowls and urinals for any other surfaces). Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of fixture, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.
2. Clean & Disinfect Toilet Accessories including dispensers, disposals, shelves, mirrors, partitions, etc. using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and disinfected, and free from streaks, stains, mildew, odor and film. Empty sanitary napkin disposals prior to cleaning. Wipe all surfaces dry with a clean cloth and polish metal surfaces.
3. Replace Toilet Supplies as necessary to keep supplies from running out, including toilet paper, paper towels, hand soap, and urinal blocks.

#### **G. GLASS**

1. Clean Door Glass, both sides, and wipes dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.
2. Clean Entrance Door and/or Hallway Door Glass and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.
3. Clean Interior Windows and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.

#### **H. EXTERIOR**

1. Remove Dirt etc. when necessary, using tools and appropriate chemicals as needed to keep building entrance areas and sidewalks clean.
2. Clean Building & Entrance Area to 12' outside of entrance door by sweeping concrete surfaces, removing trash, leaves, grass and other litter.
3. Clean Exterior of Glass Entrance Area and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions. Area includes all glass adjacent to the entrance doors.

#### **I. CLEANING MATERIALS**

The Contractor will be required to furnish all the materials required to do the work as outlined in the schedule of work. It will include, the following approved products:

1. Soaps and detergents.
2. Cleaning chemicals used on floors, walls, furniture, toilet rooms, shower and locker rooms, glass, tile brick, concrete or other building surfaces.
3. Floor finish, sealer and floor finish stripper appropriate for floor where a finish is specified.
4. Wet floor signs.
5. Absorbent lint free cloths (terry cloth is an example), sponges, brushes, pails, spray bottles, scrapers and steel wool.
6. Germicides or fungicides.

The Contractor shall furnish a complete list of cleaning materials, waxes, polishes, stripping compounds, glass cleaners, fungicides, etc., proposed for use in the building. Each item shall be identified by product name, manufacturer and the manufacturer's complete instructions for use. Any product found to be unsatisfactory shall be removed and the correct product submitted for approval at no extra cost to Xavier. Supplies may be stored in bulk provided they are clearly identified. Any secondary container shall be clearly marked for identification during use.

All requests for additional services, outside the scope of this contract, shall be submitted to the contractor by the designated university representative only. Any requests for services received by the unauthorized personnel should be referred to the designated university representative. "The University will not be responsible, financially or otherwise, for any services not authorized or otherwise approved in writing by the designated university representative."

### **1.6 GREEN PURCHASING REQUIREMENTS/SPECIFICATIONS**

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are included in section 1.5 "Cleaning Activity Specifications", and define the frequency of service required for each area.

In order to reduce the adverse environmental impact of our purchasing decisions the University is committed to buying goods and services from manufacturers and suppliers who share the University's environmental concern and commitment. Green purchasing is the method wherein environmental and social considerations are taken with equal weight to the price, availability and performance criteria that we use to make purchasing decisions.

Contractor shall use environmentally preferable products, materials and companies where economically feasible. Environmentally preferable products have less or a reduced effect on human health and the environment when compared to other products and companies that serve the same purpose. If two (2) products are equal in performance characteristics and the pricing is within 5%, the University will favor the more environmentally preferable product and company.

If you are citing environmentally preferred product claims, you must provide proper certification or detailed information on environmental benefits, durability and recyclable properties.

The University and the supplier may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPPs) when such products are readily available at a competitive cost and satisfy the university's performance needs.

Unless otherwise specified, proposers and Contractors should use recycled paper and double-sided copying for the production of all printed and photocopied documents. Furthermore, the documents shall be clearly marked to indicate that they are printed on recycled content (minimum 30% post-consumer waste) paper.

Contractor shall minimize packaging and any packaging/packing materials that are provided must meet at least one of, and preferably all, of the following criteria:

- Made from 100% post-consumer recycled materials
- Be recyclable
- Reusable
- Non-toxic
- Biodegradable

Further, the Contractor is expected to pick up packaging and either reuse it or recycle it. This is a requirement of the contract or purchase order.

## **1.7 TASK PERFORMANCE STANDARDS**

### **A. SWEEPING**

Sweeping is defined as the removal of loose dirt, dust, debris and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

1. Standard: When properly completed, a swept area will be free of all loose dirt, dust, debris or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt will be returned to their original location.

### **B. WET MOPPING**

Wet mopping is defined as the removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton or similar yarn type mop and sufficient neutral detergent and water solution or neutral disinfecting detergent and water solution. This will include rinsing if required or recommended by the detergent manufacturer.

1. Standard: When properly completed a wet mopped floor will be free of all dirt, debris soil, liquids or other foreign material. It will present a uniform appearance free of streaks smudges, heel-marks or any other marks which can be reasonably removed through this cleaning method. (All splash marks/spots on walls and furniture/fixtures must be removed for the proper completion of the wet mopping task.) All items moved to accomplish this task will be returned to their original positions.

### **C. MACHINE SCRUBBING**

Machine scrubbing is defined as the use of a mechanized scrubbing/vacuum machine to accomplish the same result as wet mopping for large areas such as halls, lobbies, auditoriums or similar large areas which would otherwise require extensive labor requirements to complete in a reasonable time period.

1. **Standard**: When properly completed machine scrubbing will be held to the same quality standard as wet mopping.

### **D. DAMP MOPPING**

Damp mopping is defined as the use of a cotton or similar yarn type mop which has been mechanically wrung/squeezed to remove excess solution for the purpose of removing light soil, dirt, liquid or other foreign material from a floor which does not require the complete mopping of the area or the area is not soiled sufficiently to require wet mopping.

1. Standard: When properly completed damp mopping will be held to the same quality standard as wet mopping.

### **E. SPOT CLEANING**

Spot cleaning is defined as the removal of dirt, soil, debris, liquids, stains or other foreign materials from floors, walls, furniture, fixtures or other areas which can be accomplished by cleaning only the immediately affected area where the requirement of cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling.

1. Standard: When properly completed, spot cleaning will remove completely any evidence of the soiling which necessitated the cleaning, and return the finish of the item/area affected to its pre-soiled condition without evidence of occurrence or cleaning.

### **F. STRIPPING**

Stripping is defined as the complete (as is practicable) removal of the wax/finish applied to non-carpeted floor. Stripping may be accomplished by either manual or mechanized application of an approved stripping agent.

1. Standard: When properly accomplished a stripped floor shall be completely free of all dirt, stains, deposits, wax, finish, water and cleaning solution, and shall be ready for the re-application of sealer and floor finish. All splash evidence on baseboards and furniture/fixtures shall be removed. Removal will be considered complete when 95% of the finish has been removed.

#### **G. SEALING**

Sealing is defined as the application of an approved floor sealer prior to the application of the final floor finish according to industry standards and manufacturer recommendations. Application may be by either manual or mechanized methods.

1. Standard: When properly sealed in compliance with the manufacturer's recommendation the floor shall present a uniform appearance with all evidence of splashing on baseboards and furniture/fixtures completely removed.

#### **H. WAXING/FINISHING**

Waxing/Finishing is defined as the application of an approved non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Application may be by either manual or mechanized methods. This includes buffing the finish.

1. Standard: When applied according to the manufacturer's recommendations the finish will present an even high gloss shine. All evidence of splashing will be removed from baseboards and furniture/fixtures. There will be no evidence of buildup or discoloration. After stripping, sealing and waxing have been completed, all items moved will be returned to their original positions.

#### **I. SPRAY BUFFING/BURNISHING**

Spray buffing is defined as the application of a wax and water solution to a floor and buffing with a low speed floor machine. Burnishing is defined as the use of a high speed burnishing machine to provide a high gloss, scuff-free appearance and/or to refurbish the floor finish after wet or damp mopping.

1. Standard: When properly completed a spray buffed/burnished floor shall be held to the same quality as a newly waxed/finished floor.

#### **J. VACUUMING**

Vacuuming is defined as the mechanical removal of loose dust, dirt, soil, debris and other foreign material from carpeted floors and other items; (examples: couches, chairs, walls, curtains/drapes); which lend themselves to this method of cleaning. Mechanized sweepers that are NOT equipped with an independent vacuum motor and collection bag/bin nor the use of Toy brooms will be acceptable means for the cleaning of carpets.

1. Standard: When properly vacuumed there shall be no evidence of any dust or dirt or any other loose foreign material. All items moved during this process will be returned to their original positions.

#### **K. CARPET EXTRACTION**

Extraction is defined as the removal of embedded dirt, soil, grease and stains by injecting approved cleaning agent and/or hot water then extracting all water from the carpeted floor for the purpose of removing embedded soil, dirt, stains or other foreign materials ("When permitted by the manufacturer, hot water extraction shall be the method of choice for all carpet cleaning.")

1. Standard: When properly extracting carpet, the item will be free of any foreign material such as dirt, soil, and stains. The item will be free of any cleaning residue and shall present a

clean and uniform appearance. All excess cleaning agents shall be removed from base-boards, walls, and furniture/fixtures. Any items moved during this process will be returned to their original positions.

**L. DUSTING**

Dusting is defined as the removal of laden airborne dirt, soil, lint, or other foreign material from furniture, fixtures, ledges, shelves, frames, walls and any other items which may accumulate airborne particles. Normal or low dusting is all levels up to and including six (6) feet in height. All high dusting will be all levels above six (6) feet high.

1. Standard: When properly dusted, the item will be free of any laden airborne materials, streaks, and smudges. Laden airborne matter will be removed by either mechanical, chemical or manual means except that devices which merely displace or redistribute the matter, such as feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task will be returned to their original position.

**M. GLASS/WINDOW CLEANING**

Glass/Window cleaning is defined as the removal of dirt, soil, smudges, fingerprints and other foreign material from glass windows, doors, partitions, or any other items which may consist in whole or part of a glass or similar material including mirrors. All chemicals or solutions used to accomplish this task must be approved by the University Representative.

1. Standard: When properly cleaned glass objects will be free of all dirt, soil, smudges, streaks, smears or any other substances which will interfere with the passage or reflectance of light rays as may be applicable to the particular object. All excess spray/solution must be removed from any surrounding trim or surfaces. Any items moved to accomplish this task must be returned as close as possible to their original positions.

**N. TRASH/WASTE REMOVAL**

Trash/Waste removal is defined as the collection and disposal of all materials that have been placed into appropriate containers dedicated for disposal. All boxes removed for disposal must be collapsed before placing in the dumpsters.

**O. METAL CLEANING/POLISHING**

Metal cleaning/polishing is defined as the removal of dirt, soil, fingerprints, smudges, streaks, water marks, scale and other foreign material from metal surfaces and fixtures.

1. Standard: When properly cleaned/polished with an approved non-abrasive cleaner/polish, the metal surface will present a clean uniform appearance free from all dirt, soil, marks, smudges, streaks, scale, etc.

**P. DISINFECTING**

Disinfecting is defined as the removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated, through the application of an approved disinfectant by either manual or mechanical methods. Use of only EPA registered disinfectants will be acceptable to meet this standard.

1. Standard: When properly disinfected surfaces shall be as free as possible of material containing living bacteria, viruses, or other contaminants capable of causing infections. Testing may be accomplished by the agency or through an independent testing facility.

**Q. WOODWORK CLEANING/POLISHING**

Woodwork cleaning/polishing is defined as the treatment of wood furniture, fixtures, and walls with an approved wood cleaner, oil and/or polish to prevent the aging, cracking, and/or drying of wood items and to remove soil, stains, fingerprints and smudges.

1. Standard: When properly cleaned and polished, the wood will exhibit a high uniform sheen free of all dirt, soil, stains, or other foreign material which would detract from a clean and appealing appearance.

**R. DISPENSER SERVICE**

Dispenser service is defined as the checking, and refilling of all towel, toilet tissue, soap, or any other dispensers which may be identified by the University Representative.

1. Standard: When properly serviced dispensers will have an adequate (1 day) supply of dispensed product or will be identified as needing a follow-up check to insure that the dispenser does not remain empty for an extended period of time. At no time will additional supplies be left for patrons/clients/patients/employees to install in the dispensers.

**S. CLEANING, GENERAL**

Cleaning in general is defined as the removal of dirt, soil, stains, liquids, trash, refuse and any other foreign material from an item, fixture, or area and may include the process of disinfecting, if required by the University Representative.

1. Standard: When properly cleaned, an area, fixture or item will be free of all dirt, soil, stains or other foreign material and will present a clean, safe, healthful, and pleasant appearance.

**T. SPECIFIC ELEMENTS OF HOUSEKEEPING ROUTINE TASK PERFORMANCE STANDARDS**

The preceding tasks are general in nature and are not intended to eliminate specific elements of the housekeeping routine. However, the specific elements of the housekeeping routine will be judged against the general task description and standard.

## ATTACHMENT C

### APPA's CLEANING LEVEL STANDARDS

APPA's cleaning standards from APPA's Custodial Staffing Guidelines for Educational Facilities.

Under the Association of Physical Plant Administrators (APPA) there are five levels of cleaning. Please reference below for standards for each level.

APPA Standard Space	Level 1 Orderly Spotlessness	<b>Level 2 Ordinary Tidiness</b>	Level 3 Casual Inattention	Level 4 Moderate Dinginess	Level 5 Unkempt Neglect
Classroom with hard floor	8500	<b>16700</b>	26500	39500	45600
Classroom, hard floor, high use	4700	<b>9600</b>	10100	2100	22900
Classroom, carpeted, high use	5100	<b>12700</b>	13400	17900	18800

APPA Staffing Service Levels (subset used for example). Figures in sq.ft. per custodian.

#### **Level 1 – Orderly Spotlessness**

- Floors and base moldings shine and /or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights- all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

#### **Level 2 – Orderly Tidiness**

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls. But there can be up to two days' worth of dust, dirt, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust smudges and fingerprints are noticeable upon close observation. Lights- all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

#### **Level 3 – Causal Inattention**

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps- all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

#### **Level 4 – Moderate Dinginess**

- Floors are swept or vacuumed clean, but are dull, dingy and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and /or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

**Level 5 – Unkempt Neglect**

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt, scuffed, and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust ball and flies. Many lamps (more than 5 percent) are burned out.
- Trays containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.



## ATTACHMENT D

### ROUTINE CUSTODIAL SERVICE

#### CLEANING FREQUENCY SCHEDULE

The general specifications are given to establish a minimum quality of services for major cleaning activities						
ACTIVITY	DAILY	WEEKLY	MONTHLY	QUARTERLY	AS NEEDED/ REQUESTED	
Trash (all)	X					
Restrooms	X					
Classrooms	X					
Common Areas	X					
Offices	X					
Spray Buff		X			X	
Strip/Wax					X	
Carpet Extraction				X	X	
Windows/Blinds				X		

The frequencies of cleaning described below may be modified as necessary upon written agreement between Contractor and the University.

**EXTERIOR: TERRACES, PORCHES, PATIO, AND OTHER ENTRANCES**

<b>DESCRIPTION OF TASK TABLE</b>	<b>DAILY</b>	<b>BI-WEEKLY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUALLY</b>	<b>ANNUALLY</b>	<b>AS NEEDED/REQUESTED</b>
Pick up or sweep up trash and cigarette butts within twelve (12) feet of entrance	X							
Remove cigarette butts and other trash from planters, ash urns, trash cans, and other architectural features	X							
Sweep steps and remove cobwebs down to sidewalk level	X							
Vacuum/Spot clean and clean floor mats	X							
Clean interior and exterior of entrance door glass and frame	X							
Empty trash cans, damp clean and replace liners	X							
Police outside area to remove litter	X							
Clean and wipe tables	X							
Sweep and wipe door sill	X							
Clean and squeegee interior and exterior glass surrounding entry doors	X							
Clean off walk off mats and walk off grates	X							
Damp mop brick pavers on patio and balconies			X					
Sweep ceilings and walls			X					
Wash and squeegee floor level exterior windows						X		
Pressure wash all porches and walks within 12 feet of entrances.						X		
Remove all pest nestings, gum, etc.								
Clean all exterior windows, ledges, and frames, leaving no streaks on glass to ten (12) feet in height						X		

### ENTRIES AND LOBBIES

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Empty and spot clean trash receptacles	X							
Replace torn or obviously soiled trash can liners	X							
Spot clean and vacuum carpeted floors (including corners and edges)	X							
Spot clean and sweep or dust mop non-carpeted floors (including corners and edges)	X							
Wet mop non-carpeted floors	X							
Spot clean walls and/or glass doors including frames to hand height (70")	X							
Remove fingerprints and grime from wall switches, doors, door frames, handles, and push plates	X							
Clean, sanitize, and polish water fountains (leave no oily films)	X							
Vacuum and spot clean entrance mats	X							
Vacuum or damp wipe furniture								X
Clean glass display cases			X					
Damp wipe and disinfect public telephones			X					
Spray buff or apply renovator and polish with high-speed buffer/burnisher (including corners and edges)					X			
Clean directory boards			X					
Clean entire interior glass and frames			X					
Damp clean base boards			X					
Low dust all horizontal surfaces to hand height (70")	X							
High dust all horizontal surfaces above hand height, including shelves, molding, and ledges			X					
Brush down walls and ceiling vents			X					
Machine scrub concrete and brick paved floors						X		
Scrub and finish hard surface floors with two coats of floor finish								X
Shampoo and extract all carpeted areas						X		X
Strip floors and apply four (4) coats of approved floor finish					X			X
Shampoo upholstered furniture and clean vinyl furniture						X		
Mop up water, wet mop or otherwise vacuum spillage								X
Dust all woodwork			X					

## PUBLIC CORRIDORS

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Vacuum and spot clean all carpeted areas (including all corners and edges)	X							
Dust mop and damp mop hard surface floors (including corners and edges)	X							
Spot clean walls and door glass	X							X
Clean glass partitions	X							X
Clean, disinfect, and polish drinking fountains. No oily residue or film is to be left on drinking fountain	X							
Replace can liners	X							
Empty and spot clean trash receptacles	X							
Clean, sanitize and polish water fountains (leave no oily film)	X							X
Spot clean and spray buff/burnish all hard surface floors (including all corners and edges)				X				X
Damp clean base boards		X						X
Low dust all horizontal surfaces to hand height (70")	X							
High dust all horizontal surfaces above hand height, including shelves, moldings, and ledges			X					
Clean air supply, return, and exhaust vents			X					
Extract all carpeted areas				X				X
Scrub and refinish hard surface floors				X				X
Strip, seal, and refinish all hard surface floors including corners and edges				X				X
Wet mop spillage as necessary								X

## OFFICES

**\*DO NOT TOUCH COMPUTER EQUIPMENT, ANY MATERIAL ON DESKS, WORK TABLES, OR NOT MARKED AS TRASH**

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Empty and damp clean trash receptacles	X							
Replace torn and obviously soiled trash can liners	X							
Remove materials labeled as "trash"	X							
Vacuum and spot clean carpeted floors (including corners and edges)	X							X
Dust mop and damp mop non-carpeted floors (including corners and edges)	X							
Remove all stains from carpeted areas					X			X
Spot clean entry doors and glass partitions	X							
Low dust all horizontal surfaces to hand height (70")	X							
Low dust all furniture and countertops which are not obstructed by paperwork	X							
Wipe telephone receiver with disinfectant	X							
Spot clean and spray buff/burnish all hard surface floors (including corners and edges)								X
Thoroughly vacuum carpeted areas including corners, around and under desks	X							
Vacuum and brush clean upholstered chairs and damp wipe vinyl and leather			X					
Damp clean exposed desk tops and counter tops	X							
High dust all furniture which is not obstructed by paperwork	X							
Dust and damp clean baseboards	X							
Spot clean walls and glass partitions				X				
Remove fingerprints and grime from walls switches, doors, door frames, handles, and push plates	X							
High dust all horizontal surfaces above hand height (70"), including shelves, molding, and ledges	X							
Remove dust and cobwebs from ceiling area	X							
Clean interior glass and frames			X					
Dust and clean ceiling fans				X				
Clean air supply, return, and exhaust vents				X				
Dust and clean window blinds						X		
Scrub and refinish hard floor surfaces							X	
Dust and clean artificial plants				X				
Dust and clean light fixtures if necessary							X	
Strip, seal, and refinish surface floors with four (4) coats of floor finish								X
Shampoo upholstered furniture and clean vinyl furniture								X
Shampoo and extract carpet								X
Clean window treatments								X



## STAIRS AND LANDINGS

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Dust mop and damp mop hard surface floors (including corners and edges)	X							
Vacuum and spot clean all carpeted areas (including all corners and edges)	X							
Dust stairway handrails	X							
Wet mop spillage as necessary								X
Spot sweep steps and landings	X							
Remove stains from carpet					X			X
Damp mop all hard floors	X							
Spot clean walls and exit doors	X							
Remove fingerprints and grime from wall switches, doors, door frames, handles, and push plates	X							
Damp clean hand rails, ledges, and sills	X							
Clean air supply, return, and exhaust vents				X				
Shampoo and extract all carpeted areas					X			X

## RESTROOMS, DRESSING ROOMS, SHOWERS

<b>DESCRIPTION OF TASK TABLE</b>	<b>DAILY</b>	<b>BI-WEEKLY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUALLY</b>	<b>ANNUALLY</b>	<b>AS NEEDED/ REQUESTED</b>
Empty and damp clean trash and sanitary receptacles and replace liners	X							
Thoroughly clean and disinfect all surfaces, floors, lavatory fixtures, toilets, and urinals	X							X
Spot clean all walls, removing spots, stains, and splashes	X							X
Remove all graffiti								X
Refill soap, paper towel, and toilet paper dispensers	X							X
Polish all metal fixtures and surfaces, leaving no oily residue or film	X							
Clean all mirrors	X							
Vacuum and spot clean carpet	X							
Report all items needing repair	X							
Sweep, mop, and disinfect floor	X							
Damp wipe and dry all chrome	X							
Spot clean and sanitize exterior of all soap, paper towel, and toilet paper dispensers	X							
Remove fingerprints and grime from all switches, doors, push plates, etc.	X							
Clean and disinfect countertops	X							
Low dust all horizontal surfaces to handle height(70")	X							
Clean all urinals and commodes with non-corrosive solutions	X							
Descalc fixtures with a non-corrosive solution	X							
Pour mop water out appropriately	X							
Wash and disinfect all toilet partitions			X					X
Wash walls from top to bottom including shower and toilet areas				X				
High dust all horizontal surfaces above hand height(70"), including shelves, moldings, and ledges			X					
Service the sanitary bins and replace soiled bags in the women's restrooms.	X							
Dust and clean light fixtures if necessary	X							
Clean air supply return and exhaust vents	X							
Scrub floor and apply coat of approved floor finish if necessary				X				X
Disinfect all tile surfaces					X			
Strip floor and apply 4 coats of approved floor finish					X			X



**STUDENT HOUSING/SEASONAL(SEMESTER END)**

<b>DESCRIPTION OF TASK TABLE</b>	<b>DAILY</b>	<b>BI-WEEKLY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>QUARTERLY</b>	<b>SEMI-ANNUALLY</b>	<b>ANNUALLY</b>	<b>AS NEEDED/REQUESTED</b>
Clean inside of door facings and doors								X
Sweep floor								X
Spot clean and extract carpet								X
Vacuum mattress								X
Wash furniture(special attention to dressers and drawers)								X
Wash bedroom, bathroom, and corridor walls								X
Clean ceilings and vents								X
Dust and damp clean shelves								X
Wash windows-glass, sills, chrome, and screens.								X
Clean corners and baseboards-using putty knife and corner brush								X
Strip floors and apply 4 coats of approved floor finish								X
Clean light fixtures								X
Wash bathroom doors, partitions, soap shelf, etc								X
Scrub shower walls - special attention to chrome and soap trays								X
Scrub bathtubs								X
Clean and disinfect commodes								X
Clean mirrors, sinks, and plumbing underneath sinks								X
Remove tape,paper, cobwebs, etc. from corridor walls and ceiling								X
Apartments/Condos: Clean all appliances								X
Apartments/Condos:Clean all grease traps, ductwork, vent hoods, and fire prevention treatment								X



### INSTRUCTIONAL SHOP/LAB AREAS

DESCRIPTION OF TASK TABLE	DAILY	BI-WEEKLY	WEEKLY	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY	AS NEEDED/ REQUESTED
Empty all trash cans and damp wipe	X							
Replace torn and obviously soiled liners	X							
Dust mop shop floors	X							
Spot mop shop floors	X							
Clean chalkboards, marker boards, blackboards, chalk trays, and vacuum erasers	X							
Clean and disinfect water fountains	X							
Clean and disinfect telephones	X							
Wet mop shop floors			X					X
Low dust all horizontal surfaces to handle height(70")	X							
High dust all horizontal surfaces above hand height(70"), including shelves, moldings, and ledges			X					
Arrange with department chair to clean light fixtures, exposed ductwork, and walls that can be washed.								X

**THIS PAGE WAS INTENTIONALLY LEFT BLANK**

# ATTACHMENT E XULA Campus Map

CAMPUS MAP  
AUGUST 2015



INTERSTATE 10

HOWARD AVE

DIXON ST

S TELEMACHUS ST

EUPHRASIE ST

AGROWTOPIA

S CLARK ST

S JEFFERSON DAVIS PKWY

CALLOPE ST

S GENOIS ST

S TELEMACHUS ST

AUDUBON ST

BROADWAY ST

PINE ST

LOWERLINE ST

FERN ST

SHORT ST

WASHINGTON AVE

STREPLITZ ST

ORPHEUS ST

PALM ST

EDENBURGH ST

OLIVE ST

S COURTZ ST

S CLARK ST

S JEFFERSON DAVIS PKWY

S GENOIS ST

S TELEMACHUS ST

AUDUBON ST

BROADWAY ST

PINE ST

LOWERLINE ST

FERN ST

SHORT ST

WASHINGTON AVE

STREPLITZ ST

ORPHEUS ST

PALM ST

EDENBURGH ST

OLIVE ST



CAMPUS MAP

## BUILDING INDEX

- 1 Administration Building
- 2 Administration Annex
- 3 Convent
- 5 College Of Pharmacy
- 6 Pharmacy Addition
- 8 St. Katharine Drexel Chapel
- 9 Pedestrian Art Mall
- 10 Music Building
- 11 Gateway/Main Entrance
- 13 St. Joseph Academic/Health Center

## PARKING INDEX

- 65 Xavier University Community Outreach Center
- 70 Crescent Plywood Building Services - A
- 71 Building Services - B
- 72 Building Services - C
- 73 Building Services - C
- 85 STEM Building
- 88 Living / Learning Center
- 89 Campus Police
- 92 Building Services

- A Visitors
- B Staff
- C Faculty
- D Reserve
- E Faculty
- F Vendors
- G Faculty
- H Fac. / Staff
- I Open
- J Staff
- K Staff
- L Staff
- M Open
- N Open
- O Staff
- P Open
- Q Student
- R Staff
- S Faculty
- T Reserve
- U Student
- V Open
- W Open
- X Fac. / Staff
- Y Open
- Z Open