

REQUEST FOR PROPOSALS  
FOR  
FURNISHING and PROVIDING  
CUSTODIAL SERVICES FOR EDUCATIONAL & GENERAL BUILDINGS  
and  
STUDENT AFFAIRS/AUXILIARY SERVICES FACILITIES  
FOR  
THE CURATORS OF THE UNIVERSITY OF MISSOURI  
FOR  
UNIVERSITY OF MISSOURI – COLUMBIA

RFP # 20-2238-WJ

OPENING DATE: JUNE 10, 2020

TIME: 2:00 PM, CT

Prepared by:

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Strategic Sourcing Specialist  
and  
Teresa Vest  
Associate Director  
University of Missouri (UM) Procurement

Dated: MAY 8, 2020

**RFP # 20-2238-WJ**  
**CUSTODIAL SERVICES FOR EDUCATIONAL & GENERAL BUILDINGS**  
**and STUDENT AFFAIRS FACILITIES**

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## NOTICE TO RESPONDENTS

The University of Missouri requests proposals for the Furnishing and Delivery of **CUSTODIAL SERVICES FOR EDUCATIONAL & GENERAL BUILDINGS and STUDENT AFFAIRS FACILITIES AT THE UNIVERSITY OF MISSOURI, RFP #20-2238-WJ** which will be received by the undersigned at UM Procurement, until **June 10, 2020 at 2:00 p.m. CT. The University assumes no responsibility for any vendor's on-time receipt as specified in this document.**

### **DUE TO THE COVID-19 PANDEMIC THE UNIVERSITY WILL ACCEPT RFP RESPONSES VIA E-MAIL**

Specifications and the conditions of Request for Proposal together with the printed form on which Request for Proposals must be made may be obtained by accessing the following website: <http://www.umsystem.edu/ums/fa/procurement> or from the Strategic Sourcing Specialist identified within this document.

In the event a Respondent chooses to use the Word version of the RFP to aid in preparation of its response, the Respondent should only complete the response information. Any modification by the Respondent of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

If you have any questions regarding the RFP, please send them via email to:

***Teresa Vest, Associate Director***  
***University of Missouri Procurement***  
[\*\*\*vestt@umsystem.edu\*\*\*](mailto:vestt@umsystem.edu)

**All questions regarding the RFP must be received no later than 2:00 p.m. CT on May 28, 2020.**

The University reserves the right to waive any informality in Request for Proposals and to reject any or all Request for Proposals.

THE CURATORS OF THE UNIVERSITY OF MISSOURI

Prepared by:  
Wade A. Jadwin  
Strategic Sourcing Specialist  
and  
Teresa Vest  
Associate Director  
University of Missouri Procurement

**UNIVERSITY OF MISSOURI  
REQUEST FOR PROPOSAL (RFP)  
GENERAL TERMS AND CONDITIONS & INSTRUCTIONS TO RESPONDENTS**

**A. General Terms and Conditions**

1. **Purpose:** The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.
2. **Governing Laws and Regulations:** Any contract issued as a result of this RFP shall be construed according to the laws of the State of Missouri. Additionally, the contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
3. **Taxes:** The contractor shall assume and pay all taxes and contributions including, but not limited to, State, Federal and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished the University are not subject to either Federal Excise Taxes or Missouri Sales Tax.
4. **Sovereign Immunity:** The Curators of the University of Missouri, due to its status as a state entity and its entitlement to sovereign immunity, is unable to accept contract provisions, which require The Curators to indemnify another party (537.600, RSMo). Any indemnity language in proposed terms and conditions will be modified to conform to language that The Curators are able to accept.
5. **Preference for Missouri Firms:** In accordance with University policy, preference shall be given to Missouri products, materials, services and firms when the goods or services to be provided are equally or better suited for the intended purpose. As long as quality is equal, preference by a differential not to exceed 5% shall be given. Firms are considered "Missouri firms" if they maintain a regular place of business in the State of Missouri.
6. **Appropriation:** The Curators of the University of Missouri is a public corporation and, as such, cannot create indebtedness in any one year (the fiscal year beginning July 1 to June 30) above what they can pay out of the annual income of said year as set forth in 172.250, RSMo. Therefore, if the University determines it has not received adequate appropriations, budget allocations or income to enable it to meet the terms of this contract, the University reserves the right to cancel this contract with 30 days' notice.
7. **Equal Opportunity and Non-Discrimination:** In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status. The contractor shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans. Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

8. **Supplier Diversity Participation:** The University of Missouri System is committed to and supports supplier diversity as an essential part of the University’s mission and core values. To qualify as a Diverse Supplier, the company must be at least 51% owned and controlled by someone in one of the recognized groups (see below). These firms can be a sole proprietorship, partnership, joint venture or corporation. Diverse suppliers should be certified from a recognized certifying agency.

The University of Missouri recognizes the following groups:

- MBE (Minority Owned Business Enterprise)
  - African American
  - Asian American (Pacific Asian American & Subcontinent Asian American)
  - Hispanic American
  - Native American
  - WBE (Women Owned Business Enterprise)
  - DVBE (Service Disabled Veteran Owned Business Enterprise)
  - VBE (Veteran Owned Business Enterprise)
  - LGBT (Lesbian, Gay, Bisexual, Transgender)
  - DBE (Disadvantaged Business Enterprise)

Tier 2 Diverse Supplier Spending and Reporting: The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers may be asked to submit Tier 2 information with Women and Diverse Owned Companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms on the contract: Direct and Indirect.

- Direct dollars – dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.
- Indirect dollars – dollars based on a percentage of revenue the University represents to the supplier. An example is as follows:
  - 1) Supplier’s Total Revenues: \$10,000,000
  - 2) Revenues from University \$: \$4,000,000
  - 3) University % of Total Revenues: 40% (#2 divided by #1)
  - 4) Total MBE Dollars: \$150,000
  - 5) Total WBE Dollars: \$150,000
  - 6) Total University Attributable MBE \$: \$60,000 (#3 multiplied by #4)
  - 7) Total University Attributable WBE \$: \$60,000 (#3 multiplied by #5)
  - 8) Total University Attributable MWBE \$: \$120,000 (Sum of #6 and #7)
  - 9) University % Attributable Revenue: 3% (#8 divided by #2)

Supplier Diversity Participation Form: If a respondent will be utilizing a diverse supplier as part of this contract, they must indicate their Supplier Diversity participation levels on the Supplier Diversity Participation Form included in this RFP (see Attachment A). The Respondent must describe what suppliers and/or how the Respondent will achieve the Supplier Diversity goals. Evaluation of proposals shall include the proposed level of Supplier Diversity participation. Proposals that do not meet the participation requirements for Supplier Diversity will not receive any of the points during proposal review.

Suppliers/contractors will be responsible for reporting Tier 2 diverse supplier participation on an agreed upon timing (e.g. quarterly, annually) when business is awarded.

The University will monitor the supplier/contractor's compliance in meeting the Supplier Diversity participation levels committed to in the awarded proposal. If the supplier/ contractor's payments to participating diverse suppliers are less than the amount committed to in the contract, the University reserves the right to cancel the contract, suspend and/or debar the supplier/contractor from participating in future contracts.

9. **Applicable Laws and Regulations:** The University serves from time to time as a contractor for the United States government. Accordingly, the provider of goods and/or services shall comply with federal laws, rules and regulations applicable to subcontractors of government contracts including those relating to equal employment opportunity and affirmative action in the employment of minorities (Executive Order 11246), women (Executive Order 11375), persons with disabilities (29 USC 706 and Executive Order 11758), and certain veterans (38 USC 4212 formerly [2012]) contracting with business concerns with small disadvantaged business concerns (Publication L. 95-507). Contract clauses required by the Government in such circumstances are incorporated herein by reference.
10. **Applicable Digital Accessibility Laws and Regulations:** The University affords equal opportunity to individuals with disabilities in its employment, services, programs and activities in accordance with federal and state laws, including Section 508 of the Rehabilitation Act, 36 C.F.R., Pt. 1194. This includes effective communication and access to electronic and information communication technology resources, and the University expects that all products will, to the greatest extent possible, provide equivalent ease of use for individuals with disabilities as for non-disabled individuals. The University of Missouri has adopted the Web Content Accessibility Guidelines (WCAG), as specified by the University of Missouri Digital Accessibility Policy.

Supplier shall: (1) deliver all applicable services and products in reasonable compliance with University standards (Web Content Accessibility Guidelines 2.0, Level AA or above); (2) provide the University with an Accessibility Conformance Report detailing the product's current accessibility according to WCAG standards using the latest version of the Voluntary Product Accessibility Template (VPAT); (3) if accessibility issues exist, provide a "roadmap" plan for remedying those deficiencies on a reasonable timeline to be approved by the University; (4) promptly respond to assist the University with resolving any accessibility complaints and requests for accommodation from users with disabilities resulting from supplier's failure to meet WCAG guidelines at no cost to the University; and (5) indemnify and hold the University harmless in the event of any claims arising from inaccessibility.

When installation, configuration, integration, updates, or maintenance are provided, the supplier must ensure these processes are completed in a way that does not reduce the original level of WCAG conformance. If at any point after procurement it is determined that accessibility improvements need to be made in order to comply with the WCAG standards, the supplier agrees to work with the University to remedy the non-compliance by submitting a roadmap detailing a plan for improvement on a reasonable timeline. Resolution of reported accessibility issue(s) that may arise should be addressed as high priority, and failure to make satisfactory progress towards compliance with WCAG, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of the agreement.

11. **Applicable Health Related Laws and Regulations:** If these specifications or any resulting contract involves health care services or products, the Contractor agrees to maintain, and will further assure such compliance

by its employees or subcontractors, the confidential nature of all information which may come to Contractor with regard to patients of the University. All services provided pursuant to this contract shall be provided in accordance with all applicable federal and state laws including The Health Insurance Portability and Accountability Act of 1996, Public Law 104-191, sections 261-264 (the Administrative Simplification sections) and the regulations promulgated pursuant thereto and regulations of the Joint Commission on Accreditation of Healthcare Organization and The Centers for Medicare & Medicaid Services (CMS).

Respondents understand and agree that the Curators of the University of Missouri, in the operation of MU Health Care, is regulated under federal or state laws with regard to contracting with vendors. The Contractor represents that it is not currently excluded or threatened with exclusion from participating in any federal or state funded health care program, including Medicare and Medicaid. Contractor agrees to notify the University of any imposed exclusions or sanctions covered by this representation.

The University will regularly check the "List of Excluded Individuals/Entities" (LEIE), maintained by the Office of Inspector General, United States Department of Health and Human Services ("OIG") to determine if any Respondents have been excluded from participation in federal health care programs, as that term is defined in 42 U.S.C. §1320a-7b(f). The University reserves the sole right to reject any respondents who are excluded by the OIG, who have been debarred by the federal government, or who have otherwise committed any act that could furnish a basis for such exclusion or debarment.

12. **Inventions, Patents, and Copyrights:** The Contractor shall pay for all royalties, license fees, patent or invention rights, or copyrights and defend all suits or claims for infringements of any patent or invention right or copyrights involved in the items furnished hereunder. The Contractor shall defend, protect, and hold harmless the University its officers, agents, servants and employees against all suits of law or in equity resulting from patent and or copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

Copyrights for any item developed for the University shall be the property of the University and inure to its benefit and the Contractor shall execute such documents as the University may require for the perfection thereof.

13. **Insurance:** The Contractor shall purchase and maintain such insurance as will protect the Contractor and the University against any and all claims and demands arising from the execution of the contract. Further, when stated in the Detailed Specifications and Special Conditions, the Contractor shall be required to procure and maintain the types and limits of insurance as specified.
14. **Performance Bond/Irrevocable Letter of Credit:** If a performance bond or irrevocable letter of credit is required in the Detailed Specifications and Special Conditions, the Contractor shall furnish to the University, along with their signed contract, a performance bond or unconditional irrevocable letter of credit payable to the Curators of the University of Missouri in the face amount specified in the Detailed Specifications and Special Conditions as surety for faithful performance under the terms and conditions of the contract.
15. **Vendor Gifts:** The contractor shall refrain in offering any offers of gifts to the University, and all University of Missouri employee's, in accordance with University of Missouri Policy #26301, Suppliers.

## **B. Instructions to Respondents**

- A. **Request for Proposal (RFP) Document:** Respondents are expected to examine the complete RFP document and all attachments including drawings, specifications, and instructions. Failure to do so is at Respondents' risk. It is the Respondents' responsibility to ask questions, request changes or clarifications, or otherwise advise the University if any language, specifications or requirements of the RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

Any and all communications from Respondents regarding specifications, requirements, competitive Request for Proposal process, etc., should be directed to the University buyer of record referenced in this RFP. It is the responsibility of the person or organization communicating the request to ensure that it is received.

The RFP document and any attachments constitute the complete set of specifications and Request for Proposal response forms. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding on the University. No employee of the University is authorized to interpret any portion of this RFP or give information as to the requirements of the RFP in addition to that contained in or amended to this written RFP document. In case of any doubt or difference of opinion as to the true intent of the RFP, the decision of the University's Chief Procurement Officer shall be final and binding on all parties.

2. **Preparation of Request for Proposals:** All Request for Proposals must be submitted in the format and number of copies as specified in the detailed specifications and must be plainly marked: **Request for Proposal #20-2238-WJ Custodial Services, and emailed to University of Missouri, 2910 LeMone Industrial Boulevard, Columbia, MO 65201, at vestt@umsystem.edu.**

To receive consideration, Request for Proposals must be received, at the above address, prior to the Proposal due date and time stated in this RFP. It is the respondent's full responsibility for the actual delivery of Proposals during business hours at the specified address.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All Requests for Proposals must meet or exceed the stated specifications or requirements. All equipment and supplies offered must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered. Unless specifically stated and allowed in the Detailed Specifications and Special Conditions, all pricing submitted in response to this RFP is firm and fixed.

Whenever the name of a manufacturer, trade name, brand name, or model and catalog numbers followed by the words "or equal" or "approved equal" are used in the specifications, it is for the purpose of item identification and to establish standards of quality, style, and features. Proposals on equivalent items of the same quality are invited. However, to receive consideration, such equivalent proposals must be accompanied by sufficient descriptive literature and/or specifications to clearly identify the item and provide for competitive evaluation. The University will be the sole judge of equality and suitability. Whenever the name of a manufacturer is mentioned in the specifications and the words "or equal" do not follow, it shall be deemed that the words "or equal" follow unless the context specifies "no substitution." Unless noted on the Request for Proposal form, it will be deemed that the article



furnished is that designated by the specifications. The University reserves the right to return, at contractor's expense, all items that are furnished which are not acceptable as equals to items specified and contractor agrees to replace such items with satisfactory items at the original proposal price.

Time will be of the essence for any orders placed as a result of this RFP. The University reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the respondents Proposal and accepted by the University. Unless otherwise specified in the Detailed Specifications and Special Conditions, all proposals shall include all packing, handling, and shipping charges FOB destination, freight prepaid and allowed.

3. **Submission of Proposals:** Respondent shall furnish information required by the solicitation in the form requested. The University reserves the right to reject proposals with incomplete information or which are presented on a different form. All proposals shall be signed, in the appropriate location, by a duly authorized representative of the Respondent's organization. Signature on the proposal certifies that the Respondent has read and fully understands all RFP specifications, plans, and terms and conditions.

By submitting a proposal, the Respondent agrees to provide the specified equipment, supplies and/or services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the Respondent certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the Respondent has not directly or indirectly induced or solicited any other Respondent to submit a false or sham proposal; (3) the Respondent has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the Respondent has not sought by collusion or otherwise to obtain any advantage over any other Respondent or over the University.

Modifications or erasures made before proposal submission must be initialed in ink by the person signing the proposal. Proposals, once submitted, may be modified in writing prior to the exact date and time set for the RFP closing. Any such modifications shall be prepared on company letterhead, signed by a duly authorized representative, and state the new document supersedes or modifies the prior proposal. The modification must be submitted in a sealed envelope marked "Proposal Modification" and clearly identifying the RFP title, RFP number and closing date and time. Proposals may not be modified after the RFP closing date and time. Telephone and facsimile modifications are not permitted.

Proposals may be withdrawn in writing, on company letterhead, signed by a duly authorized representative and received at the designated location prior to the date and time set for RFP closing. Proposals may be withdrawn in person before the RFP closing upon presentation of proper identification. Proposals may not be withdrawn for a period of sixty (60) days after the scheduled closing time for the receipt of proposals.

All proposals, information, and materials received by the University in connection with an RFP response shall be deemed open records pursuant to 610.021 RSMo. If a Respondent believes any of the information contained in the Respondent's response is exempt from 610.021 RSMo, the Respondent's response must specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption; otherwise, the University will treat all materials received as open records. The University shall make the final determination as to what materials are or are not exempt

4. **Evaluation and Award:** Any clerical errors, apparent on its face, may be corrected by the Buyer before contract award. Upon discovering an apparent clerical error, the Buyer shall contact the Respondent and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. The University reserves the right to request clarification of any portion of the Respondent's response in order to verify the intent. The Respondent is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The University reserves the right to make an award to the responsive and responsible Respondent whose product or service meets the terms, conditions, and specifications of the RFP and whose proposal is considered to best serve the University's interest. In determining responsiveness and the responsibility of the Respondent, the following shall be considered when applicable: the ability, capacity, and skill of the respondent to perform as required; whether the respondent can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the respondent; the quality of past performance by the Respondent; the previous and existing compliance by the Respondent with related laws and regulations; the sufficiency of the Respondent's financial resources; the availability, quality and adaptability of the Respondents equipment, supplies and/or services to the required use; the ability of the respondent to provide future maintenance, service and parts.

The University has established formal protest procedures. For more information about these procedures, contact the Buyer of Record.

In case of any doubt or difference of opinion as to the items and/or services to be furnished hereunder, the decision of the Assistant Vice President Management Services, UM System shall be final and binding upon all parties.

The University reserves the right to accept or reject any or all proposals and to waive any technicality or informality.

5. **Contract Award and Assignment:** The successful Respondent(s) shall, within ten (10) days after the receipt of formal notice of award of the contract, enter into a contract prepared by the University. The Contract Documents shall include the Advertisement for Request for Proposals, Specifications and Addenda, Exhibits, Request for Proposal Form, Form of Contract, Statement of Work, Letter of Award, University Purchase Order, and Form of Performance Bond, if required.

The contract to be awarded and any amount to be paid thereunder shall not be transferred, sublet, or assigned without the prior approval of the University.

6. **Contract Termination for Cause:** In the event the Contractor violates any provisions of the contract, the University may serve written notice upon Contractor and Surety setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, the University may terminate the contract by serving written notice upon the Contractor; but the liability of Contractor and Surety for such violation; and for any and all damages resulting there from, as well as from such termination, shall not be affected by any such termination.

7. **Contract Termination for Convenience:** The University reserves the right, in its best interest as determined by the University, to cancel the contract by given written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
8. **Warranty and Acceptance:** The Contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished or adopted by the University, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, (5) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the University's acceptance of or payment for such equipment, supplies, and/or services.

No equipment, supplies, and/or services received by the University pursuant to a contract shall be deemed accepted until the University has had a reasonable opportunity to inspect said equipment, supplies and/or services. All equipment, supplies, and/or services which do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the Contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

9. **Payment:** Preferred settlement method is through the use of Electronic Accounts Payable solutions. Payment terms associated with these forms of payment will be issued as net 30 after the date of invoice. Payment terms associated with settlement by check will be considered to be net 30 days. Cash discounts for prompt payment may be offered but they will not be considered in determination of award unless specifically stated in the Detailed Specifications and Special Conditions. The University may withhold payment or make such deductions as may be necessary to protect the University from loss or damage on account of defective work, claims, damages, or to pay for repair or correction of equipment or supplies furnished hereunder. Payment may not be made until satisfactory delivery and acceptance by the University and receipt of correct invoice have occurred.

The University encourages suppliers to opt into its Single-Use Account (SUA) credit card program for payment of invoices. The SUA is an electronic, credit card-based payment solution that acts like a check. It provides a single 16-digit virtual account number for each payment. Similar to a check, the credit limit on each SUA is set to the specific payment amount. Payment terms for Suppliers who participate in the SUA program are Net 0 as opposed to the standard Net 30 terms.

10. **Accounting Practices:** The Contractor shall maintain, during the term of the contract, all books of account, reports, and records in accordance with generally accepted accounting practices and standard for records directly related to this contract. The Contractor agrees to make available to the University, during normal business hours, all book of account, reports and records relating to this contract for the duration of the contract and retain them for a minimum period of one (1) year beyond the last day of the contract term.
11. **Debarment and Suspension Certification:** The contractor certifies to the best of its knowledge and belief that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency in accordance with Executive Order 12549 (2/18/86).

12. **Cooperative Purchasing:** The intended coverage of this RFP, and any Agreement resulting from this solicitation, shall be for the use by all faculty, staff, students, departments, locations and affiliates of the University of Missouri, including MU Health Care.

The University of Missouri System seeks to make the terms and prices of this contract available to other higher education institutions and public entities in the State of Missouri. Extension of the terms and prices to any or all other Missouri higher education institutions and public entities is at the discretion of respondents and shall not be considered in the award of this contract. The contractor shall further understand and agree that participation by other higher education institutions and public entities is discretionary on the part of these institutions, and the University of Missouri System bears no financial responsibility for any payments due the contractor by such entities, nor will the University be responsible for contract administration for other institutions.

**UNIVERSITY OF MISSOURI  
DETAILED SPECIFICATIONS AND SPECIAL CONDITIONS**

**1. Scope:**

The Curators of the University of Missouri, a public organization, propose to contract on behalf of University of Missouri-Columbia, Campus Facilities - (hereinafter referred to as "University") with an organization (hereinafter referred to as "Contractor"), to provide Custodial Services as described herein.

It is understood that the appearance of the University of Missouri Columbia campus is an important element in marketing the institution, helping to attract and retain the best students, faculty and staff by promoting an image of excellence. The purpose of these specifications is to require the furnishing of the highest quality equipment, supplies, material and/or service in accordance with the specifications. These documents, and any subsequent addendums, constitute the complete set of specification requirements and proposal response forms.

The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 28,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.

**2. Contract Term:**

The contract term will commence on August 1, 2020 and will end on July 31, 2021 with three (3), one (1) year renewals at the University's option.

**3. Inspection of Premises:**

It is recommended that Contractors completely inspect building sites prior to submitting proposals in order to determine all requirements associated with the contract.

**4. To Arrange Inspection of Premises:**

Tours will be scheduled the week of May 25 – May 29, 2020. Specific days and times will be posted at a later date. Bidders can arrange a tour by contacting Matt Maher [maherl@missouri.edu](mailto:maherl@missouri.edu). No questions will be entertained following any tours. **All questions, concerns, or clarifications must be sent no later than May 28, 2020 at 2:00 p.m via email to Teresa Vest, Associate Director, [vestt@umsystem.edu](mailto:vestt@umsystem.edu).** Potential contractors should take the tour in order to observe actual conditions, verify locations and take dimensions since it shall be conclusively presumed that they have knowledge of the facts revealed by the visit.

**5. Work Plan:**

- A. Exhibit A contains a detailed listing of all Educational and General (E&G) Buildings, including gross square footage, square footage of cleanable areas, and level of service needed.
- B. Exhibit B contains a detailed listing of all Student Affairs/Auxiliary Service Buildings, including gross square footage, square footage of cleanable areas, and level of service needed.

- C. With their proposal, the Contractor must provide a detailed work plan. The expected standard for University of Missouri Facilities is APPA Level 2. In the plan the Contractor will provide a detailed method of performance that indicates the intended method of cleaning each of the buildings included herein. This method of performance should include a detailed description of services, equipment, and procedures as well as any cleaning innovations that will be used to meet the specifications in each of the buildings included. A flow chart (or other detailed description) showing the type of staffing (i.e., site supervisor, lead personnel, custodian, floor project worker, etc.) and the staffing hours proposed for the completion of routine and periodic tasks in each area is also required in the work plan. The work plan must also include the scheduling and tracking methods the Contractor will use to schedule, track, and ensure completion of periodic tasks.
- D. Work plans will be evaluated as to whether they are satisfactory or not. Proposals submitted without a satisfactory work plan as described above will not be considered. Work plans with inadequate or unrealistic method of performance and/or work loading for the tasks and areas considered will be considered unsatisfactory. The University will use the same work loading tools it uses in its own in-house operations to determine if proposed work-loading and method of performance is adequate and realistic. It is the Contractor's responsibility to provide sufficient information in their submitted work plan regarding type of equipment, number and type of staffing hours, etc. so that work-loading calculations can be made. Work plans that contain insufficient information to ascertain whether work-loading is appropriate will be considered unsatisfactory. Work plans that do not include staffing hours for both daily and periodic/project work will be considered unsatisfactory. Work plans that use methods or equipment not allowed by the contract (for example, use of propane-powered equipment) will be considered unsatisfactory. Work plans that fail to indicate how periodic/project work shall be administered and accomplished will be considered unsatisfactory.

## 6. General Terms:

A. In the event the University requires a change in the scope of the work due to renovations, building additions, closing of scheduled areas, opening new buildings, or the addition or removal of buildings to the contract as determined by the best interests on the University, which result in changes to the total number of square feet being serviced, the University will notify the Contractor in writing thirty (30) days in advance of the requested change. Such changes shall be valued upon the Contractor's unit price per square foot calculated by dividing the lump sum bid by the number of original contracted cleanable square feet (e.g. 3.5 million) and will become an adjustment to the monthly payment.

**(Example: a building addition of 25,000 cleanable square feet -- The lump sum bid as submitted by the bidder [\$350,000 in this example] would be divided by the number of square feet included in the bid [3.5 million] which would produce an annual cost per square foot of \$ .7324. The annual charge for the 25,000 foot addition would then be \$18,308.92.)**

B. If, because of riots, war, public emergency or calamity, epidemics or pandemics, fire, earthquake, Act of God, government restriction, labor disturbance or strike, business operations at the University shall be interrupted or stopped, performance of this contract, with the exception of monies already due and owing shall be suspended and excused to the extent commensurate with such interfering occurrence; and the expiration date of this contract may be

extended for a period of time equal to the time that such default in performance is excused.

**7. Contractor's Use of University Spaces:**

Storage space for Contractor's cleaning materials and equipment shall be available in janitor closets or other designated rooms. It shall be the Contractor's responsibility to maintain the storage area in a neat and orderly manner. Toilet facilities in the buildings in which the services are to be performed will be available to the Contractor and his employees. Electrical power for custodial equipment operation may be obtained without cost to Contractor from existing utilities within the buildings as directed by the University.

**8. Contractor's Responsibilities - Cleaning of Premises:**

A. The Contractor shall accomplish the cleaning of buildings listed herein in a manner such that it shall not interfere with other scheduled activities and they shall confine their equipment and the operation of their personnel to the location established by these specifications. Cleaning times are variable in almost all areas, but time sensitive areas such as classrooms, auditoriums, etc. must be ready for business by 7:30 am. A few buildings like Reynolds Alumni, Memorial Union, Rock Quarry, and Student Center may have more restrictions on cleaning times. Cleaning times may be adjusted at any time during the contract period based upon the operational needs of the University, providing the Contractor is notified in writing 60 days prior to the date of implementation.

B. The Contractor will have cleaning representatives on campus during the hours of 7:00 a.m. through 5:00 p.m., Monday through Friday. This person may be used for set-ups and related activities as deemed necessary by the University and the Contractor, and will be available for responses to emergencies, restocking restrooms, shoveling snow, etc. Such presence on campus will also be required for cleaning areas not available during normal contract cleaning hours. In addition, such a presence should be available to police the contracted building(s) as necessary. The Contractor can also use this person for performing normal cleaning tasks as long as the performance of these tasks does not interfere with building operations and does not take precedence over the tasks described above.

C. The Contractor shall also provide an emergency contact number that will be used in the event of a cleaning emergency such as may arise from broken pipes, vandals, weather, or other unforeseen events that may occur when there is no scheduled cleaning contract representative on campus. The Contractor will be expected to respond to such cleaning emergencies. Charges for such emergency call-ins shall be based on the Hourly Rate for Special Request Services (see Proposal Form). Contractor agrees to have emergency help available within 2 hours of notification of such emergency or sooner based on situation.

D. Special care shall be taken to prevent damage to the interior of the building in which they are working. The Contractor shall be responsible for the repair of damage to building interior or exterior which may be caused by workmen or equipment being used during the period of this contract. All such repairs shall be made to meet University requirements and to the satisfaction of the University Contract Representative.

E. The Contractor shall inspect the quality of work performed on a monthly basis or more often for each building covered by the contract. This inspection shall be done independently, without the University Contract Representative's presence, using the task requirement and standards established in this bid, and inspection forms provided by the University. One copy of the inspection shall be provided to the University's Contract Representative within 5 working days after the end of a month in which the

inspection was done or before. If the Contractor fails to provide the University Contract Representative with a copy of the required monthly inspection(s) within the time frame noted above, \$25 will be deducted from the monthly invoice for each required inspection not turned in.

F. The University's Contract Representative along with the Contractor will perform a separate quality assurance inspection of contract buildings on a monthly basis. It is expected that all building areas will pass the quality assurance inspection with a rating of "Acceptable." Deficiencies may still be noted by the inspection in areas rated as "Acceptable" and these deficiencies should be corrected within a month. If deficiencies are serious, numerous or long-standing in an area, an "Unacceptable" rating will be given to the area. When an area is rated as "Unacceptable," corrections will be completed within seven (7) calendar days, and the building will be re-inspected together by both the Contractor and the University Contract Representative. Some deficiencies may be judged by the University Contract Representative to require immediate correction especially if they have an impact on safety or building operations. In such cases, re-inspection will be done the following day. Should re-inspection of the area or other areas in the building yield another "Unacceptable" rating, the Contractor will be notified that inspection levels must be brought up to the "Acceptable" level in all areas with thirty (30) calendar days, and weekly joint inspections shall be done in that time period until the area is brought up to the "Acceptable" level. Failure to comply may result in the termination of the contract within ninety (90) days of written notification.

G. More than three failed re-inspections in a building in a six-month time period will also be seen as non-compliance and may result in the termination of the contract within ninety (90) days of written notification.

H. When buildings fail inspections, it is required that such buildings be brought up to passing standards without impacting performance standards in other buildings that may be covered by the same contract.

I. The University Representative may also perform other unannounced building inspections and regular "walk-throughs" to ensure quality of cleaning. Issues noted during these inspections and walk-throughs will be communicated to the Contractor. If issues are serious or numerous, additional joint inspections with the Contractor present may be scheduled.

J. The Contractor shall be responsible to the University Representative for all services pertaining to this work, and any questions or suggestions from either party of the contract shall be channeled through the University Representative.

K. Contractor shall report all stopped drains, broken or non-working fixtures, broken glass, and other building repair needs to the Maintenance Service Desk for prompt repair.

L. The Contractor shall complete and turn in work log sheets for carpet project work completed in the month. These log sheets shall describe the work done in the month and shall be turned in by the 5<sup>th</sup> day of the following month. \$25 will be deducted from the monthly invoice for each work log not turned in on time. The Contractor will be furnished keys and/or access cards to the buildings included in this contract and shall be held responsible for their use, or misuses. Upon termination of this contract, final payment will not be made until all keys and access cards have been returned to the University. The Contractor will be held liable for any replacement keys, including the cost of replacing locks for any such buildings as deemed necessary by the University. The minimum replacement cost per key will be \$5.00. Lock



replacement costs will be at the prevailing market rate for labor and materials. The University's remedies hereunder are not exclusive and are in addition to any other remedies available as provided by law.

**9. Contractor's Responsibilities - Employees:**

The Contractor shall comply with the following requirements and any deviation from them must have University approval:

A. The Contractor is required to conduct a national criminal background check at its own expense on each individual that will be assigned to perform services on site at University pursuant to this RFP prior to such individual beginning assignment. This background check shall include criminal history, verification of employment and education, and driving record. In addition, successful respondent shall verify whether such individual is registered pursuant to sections 589.400 to 589.425 RSMo (Missouri Sex Offender Registry). The results of such background checks shall be provided to University's Human Resource Services prior to such individual commencing assignment and University reserves the right to refuse assignment of any individual that has a relevant duty-related conviction or guilty plea as determined by University in its sole discretion. The Contractor shall further be required to advise University's Human Resource Services within five (5) days of any individuals who pleads guilty to or are convicted of a criminal violation after they commence performing services on site at University and University reserves the right to require termination of such individual(s)' assignment to University when the conviction or guilty plea is deemed relevant by University in its sole discretion.

In performing criminal background checks, Successful respondent warrants that its activities shall comply with all applicable laws and regulations, including any requirements of the Fair Credit Reporting Act, and it shall indemnify and hold harmless University from and against all liabilities, obligations, claims, damages, penalties, causes of action, reasonable costs and expenses (including, without limitation, attorney's fees) arising or occurring as a result of its failure to comply with the requirements of this provision.

B. The Contractor's employees shall take breaks and lunch periods in designated areas. Under no condition shall employees utilize offices or other areas for break and lunch periods.

C. Employees will comply with all University smoking and tobacco policies. Smoking is prohibited on the University campus including parking lots, grounds, and buildings.

D. The Contractor shall insure that their employees do not use any office equipment, radios, televisions, telephones, computers, or other equipment located in the facilities.

E. The Contractor shall insure that all University Fire, Safety and Security procedures are followed by his employees. Procedures will be supplied to Contractor by the University Representative.

F. Included in the above Safety procedures shall be the appropriate use of wet floor signs to clearly mark the end of each hall and intersection with other halls when floors are wet.

G. The Contractor's employees shall be neat and clean in appearance and shall wear a uniform and a clearly visible identification badge. The uniform must clearly exhibit the contract company's name. It is the Contractor's responsibility to obtain such identification and maintain the badge in good repair. The badge shall have the employee's name, photograph, and company name on the face of the badge. The badge must be displayed in an easily discernible manner on the front of the shirt or smock at all times while the employee is on the premises. Such badges will be provided by the Contractor, and no employee will be allowed to work in a campus facility without such a badge. The Contractor shall be in non-compliance of the contract and the University will deduct \$25.00 from the monthly invoice if a contract employee is observed working on campus without a uniform and ID tag.

H. The Contractor shall maintain control of their employees while on the campus. The University reserves the right, when any employee whose work performance or conduct is objectionable, to request that they be immediately removed from the University premises and replaced at no additional cost to the University.

I. Contract employees dismissed from their jobs for disciplinary reasons are not to be reassigned to any other University building. The Contractor shall notify the University Contract Representative in writing of all employees dismissed from the University of Missouri contracted buildings for disciplinary reasons, including full name, social security number, and the reason for dismissal.

J. The Contractor shall, on a **monthly** basis, supply the University Contract Representative with a complete list of employees, supervisors and management (and their social security numbers) by assigned work areas. If such list is not submitted on or before the last day of the month, \$25 will be deducted from the monthly invoice.

**8. Contractor Responsibilities - Security of Buildings:**

A. Contractor will be provided keys and/or encoded swipe cards for access to the buildings. No unauthorized personnel will be allowed in the facilities by the Contractor. It shall be the Contractor's responsibility to secure all windows, and doors, except classroom doors, when leaving the facility. The Contractor shall lock and unlock doors in accordance with the University master locking and unlocking schedule.

B. Office or other doors shall be unlocked or opened only during the time that cleaning is actually being performed and shall be relocked immediately after the service has been completed.

C. Contract personnel shall not relinquish control of building keys or swipe cards to anyone and shall not leave key rings in janitor closets or lying in custodial carts.

D. In areas where mechanical rooms are used for storage of equipment or supplies, Contract personnel shall take steps to restrict unauthorized persons from entering the mechanical room. Mechanical room doors shall be locked except when working in the room. Contractors will store items in only designated areas of mechanical rooms.

E. Unauthorized persons found in the building after it is closed will be asked to leave. If they refuse, contract staff shall notify the University of Missouri Police Department.

- F. Lost items found by cleaning staff shall be taken to the office of the designated Building Coordinator for the specific building in which the item was found. An exception to this rule will be made for items which may be the result of criminal activity such as billfolds found discarded in trash containers. Such items should be reported promptly to the University of Missouri Police Department. Lost and found items shall not be stored in custodial closets.
- G. Any instance of non-compliance regarding the security items noted above shall be taken seriously by the Contractor and thoroughly investigated so that action is taken to ensure repeated incidents do not occur. Serious or repeated instances may result in termination of the contract and criminal prosecution.

**9. Contractor Responsibilities - Energy Conservation:**

The Contractor will turn off all applicable interior and exterior lights in areas in which they work. Windows will be kept closed and locked in air-conditioned buildings, and lights turned out in unoccupied rooms. At the end of each shift all windows will be closed and locked and interior/exterior lights will be turned off.

**10. Contractor Responsibilities - Personnel, Employment Practices, Staffing and Scheduling:**

- A. In connection with the performance of work under this contract, the Contractor shall follow all applicable government regulations pertaining to employment and agrees not to discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability or veteran status. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Provisions shall be made, however, due to the need for building security, to preclude employment if misrepresentation should be found in the applicant's employment record or references or if the applicant has a misdemeanor or felony conviction for theft, burglary, or other types of violent crime.
- B. The Contractor further agrees to take affirmative action to provide equal employment opportunities with reasonable accommodation, when appropriate, to qualified applicants and employees with disabilities. The Contractor agrees to post in conspicuous places available for employees and applicants for employment notices to be provided by the University setting forth the provisions of the non-discrimination clause.
- C. Personnel relations of employees on the contractor's payroll shall be the Contractor's responsibility. The Contractor shall comply with all applicable government regulations related to hiring practices, employment compensation and payment of personnel.
- D. Personnel of the Contractor shall observe all regulations of the University.

**11. Contractor Responsibilities – Parking on Campus:**

Parking permits are required to park in campus parking lots and garages during certain hours. Parking restrictions differ from lot to lot, but many do not require a permit between the hours of 5:00 p.m. and 7:00 a.m. Service vehicle permits may be purchased for Contractor's service

vehicles from Parking Operations with approval of the director of Parking and Transportation. A service vehicle permit will allow parking of service vehicles near buildings when necessary. Current cost of vendor or service parking permits is \$21/month payable in advance. The University reserves the right to raise parking rates as it deems necessary.

**12. Contractor Responsibilities - Equipment and cleaning supplies:**

A. The Contractor shall furnish and maintain all equipment and cleaning supplies required to do the custodial work. Any equipment unsuitable for use shall be removed from the University's premises.

B. All Contractor furnished equipment shall be engraved or otherwise permanently identified, so that ownership can be readily determined.

C. All battery-operated equipment shall have Gel or AGM batteries. If lead acid wet cell batteries are required in some equipment, prior approval must be obtained from Director of Facility Operations. If approved, batteries shall be charged only in areas with adequate ventilation and with no ignition sources. Such batteries should be charged only with "smart chargers" designed to prevent over-charging. An eyewash station, supplied by the Contractor, must be present within 15 feet of charging areas and the areas must be posted with appropriate safety warning signs supplied by the Contractor. Damaged and leaking batteries should be removed from University premises.

D. Equipment used indoors shall not be powered by propane fuel or other flammable fuels.

E. All electrically operated equipment must possess proper grounding capabilities and must be grounded when in use.

F. Equipment shall not be left out and unattended in public areas during hours when buildings are open to the public.

G. It is the responsibility of the Contractor to provide ladders as necessary for cleaning. Such ladders must meet or exceed all OSHA requirements for the class of work being performed. Work from ladders shall be limited to cleaning items 14 feet or less from floor level.

H. At least one 15 gallon or more wet vacuum machine with wand and hose must be kept on premises for quick response to leak and flood emergencies.

I. If the weight of equipment is seen to cause damage to floors or floor tiles, it shall not continue to be used.

J. Vacuums should be equipped with working dust filtration systems to prevent dispersal of soil particulates into the air and shall not have a negative effect of indoor air quality. Vacuums shall have a CRI Seal of Approval/Green Label certification for commercial cleaning.

**13. Chemicals Furnished by Contractor:**

- A. It is the responsibility of the Contractor to provide all cleaning chemicals and support materials for compliance with this proposal. It is the Contractor's responsibility to comply with the following policies in the purchase, storage and use of chemicals.
- B. Comply with all federal, state and local regulations for the storage, use and disposition.
- C. Empty chemical containers or unused chemicals provided by the Contractor must be disposed of in accordance with federal, state and local regulations. Should University policy or governmental regulations apply that prohibit the disposal of a chemical or container into the University waste stream, it is the responsibility of the Contractor to arrange for independent removal of the chemical or container. Storm sewers shall not be used for disposal of used cleaning solutions or other unwanted liquids.
- D. Up-to-date Material Safety Data Sheets (MSDS) for all chemicals are to be on file in the Contractor's on-site office. A copy of each MSDS must be on file with the Custodial and Special Services Department and Environmental Health and Safety. It is the responsibility of the Contractor to keep all MSDS up to date and on file.
- E. Primary and secondary containers must be properly labeled and meet all federal, state and local requirements. Under no circumstances will secondary containers be used without clear and concise labeling as required by the University's hazardous materials guidelines and OSHA.
- F. Chemicals used will be the least hazardous available for the environment, the employees and staff of the University and contract employees. Preferably green seal approved chemicals only.
- G. Chemicals used must provide the least offense as possible for each class; therefore, chemicals with an offensive odor will be minimized. Ammoniated products, bleach or products with high vapors or volatility are not acceptable.
- H. The successful vendor, at start of contract period, and yearly thereafter, must provide the University with an inventory of all chemicals on hand indicating locations and quantities.
- I. All floor finishes must be UL listed as to slip resistance.
- J. Preference shall be given to use of certified green chemicals and floor care products.

**14. Material Furnished by Contractor:**

The contractor shall provide all hand soap, hand sanitizer, paper towels, chalk, erasers, toilet tissue, and trash can liners for use in building waste receptacles, as well as ice melt for all entrances. It shall be the Contractor's responsibility to keep dispensers filled and clean. Any broken or dysfunctional dispensers must be reported immediately so university maintenance crews can replace unit. Dispensers to be provided by contractor as needed. Supplies shall be stored in custodial closets and other designated storage areas. Paper goods shall be stored off the floor.

The contractor will also be responsible for supplying entrance mats and trash containers for public use areas.

**15. Insurance Requirements (Low Risk):**

Contractor agrees to maintain, on a primary basis and at its sole expense, at all times during the life of any resulting contract the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as the University's review or acceptance of insurance maintained by Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Contractor under any resulting contract. Coverage to be provided as follows by a carrier with A.M. Best minimum rating of A- VIII.

**Commercial General Liability** Contractor agrees to maintain Commercial General Liability at a limit of not less than \$1,000,000 Each Occurrence, \$2,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

Contractor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. Contractor agrees to endorse The Curators of the University of Missouri, its officers, employees and agents as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance state the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.

**Business Auto Liability** (If required in service performance) Contractor agrees to maintain Business Automobile Liability at a limit not less than \$1,000,000 Each Occurrence. Coverage shall include liability for Owned, Non-Owned & Hired automobiles. In the event Contractor does not own automobiles, Contractor agrees to maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

**Workers' Compensation & Employers Liability** Contractor agrees to maintain Workers' Compensation in accordance with Missouri State Statutes or provide evidence of monopolistic state coverage. Employers Liability with the following limits: \$500,000 each accident, disease each employee and disease policy limit.

**Contract Language**

The Curators of the University of Missouri, its officers, employees and agents are to be Additional Insured with respect to the project to which these insurance requirements pertain. A certificate of insurance evidencing all coverage required is to be provided at least 10 days prior to the inception date of the contract between the contractor and the University. Contractor/Party is required to maintain coverages as stated and required to provide written notice of cancellation according to the policy provisions. The University reserves the right to request a copy of the policy. The University reserves the right to require higher limits on any contract provided notice of such requirement is stated in the request for proposals for such contract.

**Indemnification**

The Contractor agrees to defend, indemnify, and save harmless The Curators of the University of Missouri, their Officers, Agents, Employees and Volunteers, from and against all loss or expense from any cause of action arising from the Contractor's operations. The contractor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of

the Contractor or at the option of the University, agrees to pay to or reimburse the University for the Defense Costs incurred by the University in connection with any such liability claims, or demands.

The parties hereto understand and agree that the University is relying on, and does not waive or intend to waive by any provision of this Contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to the University, or its officers, employees, agents or volunteers.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, the University shall have the right to cancel and terminate the contract without notice. The insurance required by the provisions of this article is required in the public interest and the University does not assume any liability for acts of the Agency/Service and/or their employees and/or their subcontractors in the performance of this contract.

16. **Educational and General Buildings - Task Frequency Requirements** – (Upon request, Color-coded maps will be provided to the Contractor to help denote the different types of areas and to designate cleaning schedules for classroom and office areas).

**Specifications:**

All work shall be accomplished in accordance with the general intent of the specifications. For a detailed explanation of cleaning standards and clarification of task statements see Appendix A included with this document.

Please note: No weekend work is included in the task descriptions below except for Reynolds Alumni Center, Memorial Union, and Student Center. In these buildings a basic service run is done to hit public use areas. The work is expected to be performed on a 4:00 a.m. – 5:00 p.m. Monday – Friday schedule.

**A. Rest Rooms**

TASK	
Restock all dispensers and clean	Daily
Empty waste containers/spot clean spillage/replace liners	Daily
Clean/disinfect urinals/toilets/sinks removing and preventing all mineral and soil build up	Daily
Use high flow fluid extraction (Kaivac or Hillyard C3, for example) to clean restrooms with ceramic and concrete floors, except for restrooms too small or not conducive to moisture exposure (as determined by the University representative).	Daily
Clean mirrors / glass	Daily
Sweep/dust mop floors	Daily
Damp mop or brush floors	Daily
Spot clean door plates and handles, graffiti, and light switches	Daily
Spot clean walls. Clean water and soap splashes on walls so as to prevent any build up.	Weekly or as needed
Clean partitions/doors	Weekly

Dust/clean flat surfaces	Weekly
Pour water (or disinfectant cleaning solution) down floor drain	Weekly
Dust/clean vents (ceilings, walls, doors, radiators)	Monthly or as needed
Machine scrub ceramic and concrete floors in restrooms not cleaned by high fluid extraction.	Monthly
High dust any pipes by ceiling or other high surfaces	Quarterly
Strip and recoat resilient tile floors	Annually
Clean light fixtures thoroughly	Annually or as needed

**B. Entryways**

TASK	
Snow and ice removed and ice melt spread. Wet vac entrance mats of excess water during inclement weather. To be completed by 7:00 am and continual monitored during building operational hours. Snow melt will be provided by the awarded contractor.	As needed
Sweep/clean exterior walks and steps to a distance of 20 feet from entrance door. (paper pieces, and other large debris picked up, not swept into landscaping.) Hard surface only.	Daily
Entrance doors / entrance glass cleaned (where no ladder required)	Daily
Posters (unless authorized) removed from entrance doors, windows, and walls.	Daily
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture	Daily
Empty waste container/spot clean spillage/replace liners	Daily
Sweep / dust mop floors and/or vacuum carpets	Daily
Mop or auto-scrub floors	Daily
Floor mats vacuumed	Daily
Dust surfaces (where no ladder required)	Weekly
Clean waste containers	Quarterly or as needed
Dust/clean vents (ceilings, walls, doors, radiators)	Quarterly
All entrance glass up to 14 feet cleaned thoroughly	Quarterly
Dust/clean all higher surfaces, ledges, etc. up to 14 feet	Quarterly
Clean/extract floor mats	Annually
Clean light fixtures	Annually or as needed
Scrub/recoat or strip/finish waxable hard surface flooring.	Annually
Extract carpets	Annually



**C. Hallways / Lobbies**

<b>TASK</b>	
Empty waste container/spot clean spillage/replace liners	Daily
Clean water fountains	Daily
Posters (unless authorized) removed from public hallway walls and doors (but not from bulletin boards)	Daily
Clean interior glass. This is any glass not associated with the inner or outer plate of an exterior window	Daily
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture	
Sweep/dust mop floors and/or vacuum carpets	Daily
Mop or auto-scrub floors	Daily
Clean elevator Sweep/dust mop/vacuum carpet Damp mop floor Clean walls, tracks, ceiling panels	Daily
Common area recycling bins to be checked and emptied into larger recycling totes as needed.	As Needed
Spot clean carpet	As needed
Transport beverage/Paper recycling totes to curb and bring back in when empty. (Take out and in based on schedule.)	Weekly
Dust/clean hallway handrails, wainscoting, picture frames, shelves, paneling and ledges, and other flat surfaces	Weekly
Spot clean walls and doors	Weekly
Burnish/ restore floors	Monthly
Clean waste containers	Quarterly or as needed
Dust/clean vents (ceilings, walls, doors, radiators)	Quarterly
High dust any pipes by ceiling or other high surfaces. (Get clearance via University Representative and EHS prior to cleaning asbestos-insulated pipes.)	Quarterly
Scrub/recoat or strip/finish resilient tile and terrazzo flooring including stair landings	Annually
Extract carpets	Annually
Dust/clean blinds	Semi-annually
Clean light fixtures	Annually or as needed

**D. Stairs / Stairwells**

<b>TASK</b>	
Spot mop spillage (or spot clean carpet) on stairs	As needed
Empty waste container/spot clean spillage/replace liners	Daily
Stairs swept, dust mopped, or vacuumed	2X week

Stairs damp mopped	2X week
Stair railing dusted	2X week
Spot clean walls and doors	Weekly
Damp wipe/clean railings/high dusting	Weekly
Burnish/ restore resilient tile landings	Quarterly
Dust/clean vents (ceilings, walls, doors, radiators)	Quarterly
Stair risers thoroughly cleaned and stairs scrubbed of marks	Semi-annually
Extract carpets	Annually

**E. Classrooms**

Classroom cleaning schedule: Full classroom cleaning is defined as cleaning which includes all 3x week items and also all 2X week items. Partial classroom cleaning is defined as cleaning the 3x week items but not the 2X week items (chalkboard cleaning and damp mopping)

<b>TASK</b>	
Empty waste container/spot clean spillage/replace liners	3X week
Clean chalk boards / trays / erasers/whiteboards	2X week
Re-supply chalk / erasers	3X week
Interior glass cleaned	2X week
Spot clean walls and doors	2X week
Arrange furniture	3X week
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture (offensive graffiti removed when found).	2X week
Spot clean carpet	3X week
Spot mop spillage	3X week
Sweep / dust mop floors or Vacuum carpet	2X week
Mop or auto-scrub floors	2X week
Damp wipe tables	Monthly
Clean waste containers	As needed
Thoroughly clean classroom furniture, top and bottom	Semi-annually
Dust/clean vents (ceilings, walls, doors, radiators)	Semi-annually
Dust/clean blinds	Semi-annually
Scrub/recoat or strip/finish resilient tile and terrazzo flooring including stair landings	Annually
Extract carpets	Annually
Centrally scheduled classrooms with white boards will be furnished with black/red markers.	As needed
Clean light fixtures	Annually or as needed

**F. Auditoriums, Lecture Rooms, Conference Rooms, Break Rooms, Counseling Rooms, Library areas, Laboratories, and Lab Support Areas**

<b>TASK</b>	
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Empty waste container/spot clean spillage/replace liners	Daily
Clean chalk boards/whiteboards / trays / erasers (In conference and counseling rooms, clean chalk board only if board is already erased or customers requests)	Daily
Re-supply chalk / erasers	Daily
Interior glass cleaned	Daily
Spot clean walls and doors	Daily
Arrange furniture	Daily
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture	Daily
Sweep / dust mop floors or Vacuum carpet	Daily
Mop or auto-scrub floors	Daily
Burnish/restore floors	Monthly
Spot clean carpet	As needed
Damp wipe tables	As needed
Clean waste containers	Quarterly or as needed
Thoroughly clean furniture, top and bottom of pen and pencil marks, gum, etc. (except do not clean lab counter tops)	Semi-annually
Dust/clean blinds	Annually
Dust/clean vents (ceilings, walls, doors, radiators)	Annually
Scrub/recoat or strip/finish resilient tile and terrazzo flooring including stair landings	Annually
Extract carpets	Annually
Clean light fixtures	Annually or as needed

**G. Private Offices**

**(Are not included in the net cleanable space, and will be quoted to departments or customers upon request.)**

<b>TASK</b>	
Spot clean carpet	As needed
Empty waste container/spot clean spillage/replace liners	Weekly
Sweep / dust mop floors or vacuum carpet	Weekly
Damp mop floors	Weekly
Spot clean walls, switch plates, and doors	Weekly
Detail vacuum thoroughly (corners/edges)	Monthly
Clean waste containers	Annually
Clean vents and lights fixtures	Annually or as needed

**H. Custodial closets and other areas used for storage of custodial supplies and equipment**

<b>TASK</b>	
Clean floors and straighten	Weekly

**17. Student Affairs/Auxiliary Services/Dorms/Apartment Area – Task Frequency Requirements:**

**Specifications:** The work for all Student Affairs/Auxiliary Services/Dorms/Apartments areas is expected to be performed on a 7:30 a.m. and 5:00 p.m. Monday – Friday schedule, unless otherwise noted.

**A. Rest Rooms; Public Areas and Community Restrooms**

TASK	
Restock all dispensers and clean.	Daily
Empty waste containers/spot clean spillage/replace liners	Daily
Clean/disinfect urinals/toilets/sinks removing and preventing all mineral and soil build up	Daily
Use high flow fluid extraction (Kaivac or Hillyard C3, for example) to clean restrooms with ceramic and concrete floors, Except for restrooms too small (as determined by the University representative).	Daily
Clean mirrors / glass	Daily
Sweep/dust mop floors	Daily
Damp mop or auto-scrub floors	Daily
Spot clean door plates and handles, graffiti, and light switches	Daily
Spot clean walls. Clean water and soap splashes on walls so as to prevent any build up.	Daily
Clean partitions/doors	Daily
Dust/clean flat surfaces	Daily
Pour water (or disinfectant cleaning solution) down floor drain	Weekly
Dust/clean vents (ceilings, walls, doors, radiators)	As Needed
Machine scrub ceramic and concrete floors in restrooms not cleaned by high fluid extraction.	2 X Year
Clean waste containers	As needed
High dust any pipes by ceiling or other high surfaces	As Needed
Clean light fixtures thoroughly	As needed

**B. Entryways**

TASK	
Snow and ice removed 20 feet or where LS can access and ice melt spread. Wet vac entrance mats of excess water during inclement weather. To be completed by 7:00 am and continual monitored during building operational hours	As needed
Sweep/clean exterior walks and steps to a distance of 20 feet from entrance door. (paper pieces, and other large debris picked up, not	Daily

swept into landscaping.)	
Trash receptacles emptied and cleaned	Daily
Entrance doors / entrance glass cleaned (where no ladder required)	Daily
Posters (unless authorized) removed from entrance doors, windows, and walls.	Daily
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture	Daily
Empty waste container/spot clean spillage/replace liners	Daily
Sweep / dust mop floors and/or vacuum carpets	Daily
Mop or auto-scrub floors	Daily
Floor mats vacuumed	Daily
Dust surfaces (where no ladder required)	Weekly
Clean waste containers	Daily
Dust/clean vents (ceilings, walls, doors, radiators)	As Needed
All entrance glass up to 14 feet cleaned thoroughly	As Needed
Dust/clean all higher surfaces, ledges, etc. up to 14 feet	As Needed
Clean/extract floor mats	As Needed
Clean light fixtures	As Needed
Scrub/recoat or strip/finish resilient tile and terrazzo flooring	Annually
Extract carpets	As Needed

**C. Hallways / Lobbies/Study Areas/Lounges/Laundry Rooms**

<b>TASK</b>	
Empty waste container/spot clean spillage/replace liners	Daily
Clean water fountains	Daily
Posters (unless authorized) removed from public hallway walls and doors (but not from bulletin boards)	Daily
Clean interior glass. This is any glass not associated with the inner or outer plate of an exterior window	Daily
Clean all exterior plates inside/out	Yearly
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture	Daily
Laundry areas: Washers/Dryers- Clean out lint traps, wipe inside of machines, wash seal on washer. Leave washer doors slightly ajar to air out.	Daily
Clean in behind Washer/Dryers units as needed to keep floor/wall/hoses dirt and lint free.	As Needed
Sweep/dust mop floors and/or vacuum carpets	Daily
Mop or auto-scrub floors	Daily

Clean elevator Sweep/dust mop/vacuum carpet Damp mop floor Clean walls, tracks, ceiling panels	Daily
Spot clean carpet	As needed
Transport beverage container recycling barrel(s) to curb and bring back in when empty. (Take out and in based on schedule.)	Weekly
Dust/clean hallway handrails, wainscoting, picture frames, shelves, paneling and ledges, and other flat surfaces	Weekly
Spot clean walls and doors	Weekly
Burnish/ restore floors	Monthly
Clean waste containers	As Needed
Dust/clean vents (ceilings, walls, doors, radiators)	As Needed
High dust any pipes by ceiling or other high surfaces. (Get clearance via University Representative and EHS prior to cleaning asbestos-insulated pipes.)	As Needed
Scrub/recoat or strip/finish resilient tile and terrazzo flooring including stair landings	Annually
Extract carpets	2 X Year
Dust/clean blinds	As Needed
Clean light fixtures	As Needed
Upholstered furniture cleaned	2 X Year

**D. Stairs / stairwells**

<b>TASK</b>	
Spot mop spillage (or spot clean carpet) on stairs	As needed
Empty waste container/spot clean spillage/replace liners	Daily
Stairs swept, dust mopped, or vacuumed	Daily
Stairs damp mopped	Daily
Stair railing dusted	Daily
Spot clean walls and doors	Weekly
Damp wipe/clean railings/high dusting	Weekly
Dust/clean vents (ceilings, walls, doors, radiators)	Quarterly
Stair risers thoroughly cleaned and stairs scrubbed of marks	Semi-annually
Extract carpets	Annually

**E. Classrooms**

<b>TASK</b>	
Empty waste container/spot clean spillage/replace liners	Daily
Clean chalk boards / trays / erasers	Daily

Re-supply chalk / erasers	Daily
Interior glass cleaned	Daily
Spot clean walls and doors	Daily
Arrange furniture	Daily
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture	Weekly
Spot clean carpet	As needed
Spot mop spillage	As needed
Sweep / dust mop floors or Vacuum carpet	Daily
Mop or auto-scrub floors	Daily
Damp wipe tables	As Needed
Clean waste containers	As needed
Thoroughly clean classroom furniture, top and bottom	Semi-annually
Dust/clean vents (ceilings, walls, doors, radiators)	As Needed
Dust/clean blinds	As Needed
Scrub/recoat or strip/finish resilient tile and terrazzo flooring including stair landings	Annually
Extract carpets	2 X Year
Clean light fixtures	Annually or as needed

**F. Auditoriums, Lecture Rooms, Conference Rooms, Break Rooms, Counseling Rooms**

<b>TASK</b>	
Empty waste container/spot clean spillage/replace liners	Daily
Clean chalk boards / trays / erasers (In conference and counseling rooms, clean chalk board only if board is already erased or customers requests)	Daily
Re-supply chalk / erasers	Daily
Interior glass cleaned	Daily
Spot clean walls and doors	Daily
Arrange furniture	Daily
Dust/clean furniture/flat surfaces; clean spills, dried liquids, and other easily transferred soils on furniture	Daily
Sweep / dust mop floors or Vacuum carpet	Daily
Mop or auto-scrub floors	Daily
Burnish/restore floors	Monthly
Spot clean carpet	As needed
Damp wipe tables	Weekly
Clean waste containers	As Needed
Thoroughly clean furniture, top and bottom of pen and pencil marks, gum, etc. (except do not clean lab counter tops)	Semi-annually
Dust/clean blinds	As Needed
Dust/clean vents (ceilings, walls, doors, radiators)	As Needed

Scrub/recoat or strip/finish resilient tile and terrazzo flooring including stair landings	Annually
Extract carpets	2 X Year
Clean light fixtures	Annually or as needed

**G. Private Offices**

(Are not included, and will be quoted to departments, or customers, upon request.)

TASK	
Spot clean carpet	As needed
Empty waste container/spot clean spillage/replace liners	Weekly
Sweep / dust mop floors or vacuum carpet	Weekly
Damp mop floors	Weekly
Spot clean walls, switch plates, and doors	Weekly
Detail vacuum thoroughly (corners/edges)	Monthly
Clean waste containers	Annually
Clean vents and lights fixtures	Annually or as requested

**H. Dorm Rooms/Suites**

TASK	
Clean floors and all surfaces, including furniture in sleeping areas thoroughly when rooms area vacated due to end of year move outs (May/June), and right before School starts (August)	2 X Year
Thoroughly clean suite restrooms during school year and during breaks in 360 housing dorms.	Bi-Monthly
Clean vacated dorm room areas as occupants come and go from dorms.	As Needed
Clean all Dorm room glass inside and out.	Yearly
Provide hotel service to rooms during the summer for conferences and camps. This could include any of the following services between room uses; Clean floors, clean furniture inside/out, strip linens from beds, remake beds, spot wash walls, clean lights/vents.	As needed
Scrub and refinish (where applicable) all flooring	Yearly
Clean waste containers	Annually
Clean vents and lights fixtures	Annually

**I. Apartment Areas: Manor House and Tara**

TASK	
Common area flooring- Sweep/vacuum, mop if hard surface.	Daily
Common area restrooms: Complete clean of Stools/Urinals inside/out, clean all chrome, clean fixtures. Spot wash walls. Empty trash, replace liner, clean receptacle. Clean mirror. Stock products	Daily



Washer Dryers- Clean out lint traps, wipe inside of machines, wash seal on washer. Leave washer doors slightly ajar to air out.	Daily
Clean glass on entrance doors to lobbies and laundry areas.	Daily
Trash Receptacles- empty all common area units, replace liner, clean receptacle as needed.	Daily

J. **Weekend Policing/Cleaning of Dorms.** Weekend services will be discontinued during certain times of the year, Christmas Break and summer, and in certain dorms. Schedule determined yearly based on academic break schedule and 360 housing occupancy.

TASK	
Restrooms- All common areas and gang style restrooms-Pull trash and change liner. Check stocking of tissue. Pick up any large debris on floors. Clean up any serious messes from vomit, spills, etc. Pull hair from shower drains.	Saturday/Sunday
Pull trash from any common area in buildings, e.g. lounges, lobbies, laundry rooms, etc., replace liners	Saturday/Sunday
Spot vacuum any obvious bad messes in common areas of lounges, lobbies, laundry areas.	Saturday/Sunday
Spot sweep/mop any obvious bad messes in common areas of lounges, lobbies, laundry areas.	Saturday/Sunday
Report any damage or repair needs as found	Saturday/Sunday

K. **Room/Apartment turns**

TASK	
1 room turn, complete cleaning/disinfecting of each room	Annually
Resetting of all beds in dorm rooms (prepare for new occupant)	Annually

## 18. Floor Maintenance Program Specifications

**A. Frequency of floor project work:** Floor project work is done once in all common use space except for areas designated as departmental offices. In departmental office areas, floor project work is done by request for an additional cost. The frequency of scrubbing/recoating and stripping/refinishing may be decreased with approval of the University liaison. Scrubbing/recoating may be used instead of stripping/refinishing with approval of the University liaison. In general, stripping will be determined as necessary when uneven layering of floor finish has become pronounced, or soils embedded in the floor finish cannot be removed by scrubbing alone. In keeping with green cleaning principles, service providers are encouraged to properly maintain finished floors so that scrubbing/recoating can be used instead of stripping/refinishing.

**B. General description of work to be done:**

- 1 Floor project work in classroom buildings is preferred to be accomplished during summer break prior to the first day of the fall semester, during the winter break prior to the first

day of the spring semester, or overnight. If overnight work is done, Contract must insure rooms are ready for use by 7:00 am. Changes to this general time schedule can be made with approval of the University liaison.

2. For stripping, the contractor shall wet strip the floors and baseboards of all previous layers of floor finish and sealer. For scrubbing, the contractor shall remove top layers of finish and ground-in soil. Care shall be taken with either operation to prevent water damage to the floor and other parts of the building.
3. Stripped floors shall be re-finished with at least 5 coats of finish with preference given to certified green finishes. (If high solids finishes are used, fewer coats may be allowed with approval of the University liaison.)
4. Baseboards shall be scrubbed when stripping or scrubbing operations are done. Baseboards shall not be re-coated with either sealer or finish.
5. Baseboards, kick plates, door frames, furniture and walls will be thoroughly cleaned of mop water and stripper splashes.
6. No hallway floors will be left bare overnight; finishes will be applied prior to the shift end.
7. Furniture will not be left in the halls overnight without the prior approval of the University Liaison and/or Building Coordinator.
8. Within 72 hours after the application of finish, the floors shall be burnished with a UHS non-propane burnisher and a natural-hair pad or other pad appropriate for the finish.
9. Special care will be taken while performing floor cleaning and maintenance procedures as the contractor is liable for any damage caused by the floor cleaning and maintenance operation. Due to the age and architectural differences in buildings certain floor surfaces may need differing treatment other than that stated above. Due to the various types and applications of hard floors, it will be necessary to determine in advance how a particular floor is to be cleaned or finished. The method of cleaning and finishing should be approved in advance by the University representative.

**C. Products and equipment to be used:** Floor care products to be used must be approved by the University and should meet the general requirements noted below.

1. The stripper used shall be a non-ammoniated stripper suitable for use on and not be harmful to any type of hard, resilient flooring (when used as directed). It shall not discolor or soften floor tiles. It shall have no harmful or objectionable odors associated with it nor shall it develop objectionable odors when mixed with water. Product pH shall be between 12 – 14. Preference shall be given to certified green stripping products.
2. The finish shall be products intended for use on resilient tile flooring. They shall be non-yellowing. The film from the products shall have adequate flexibility and adhesion so that it adheres to the floor surface without checking, cracking or peeling. The film from the products shall be water and detergent resistant—it shall show no permanent whitening and no more than minimal temporary dulling from water or detergent mopping solution. The sealer and finish must be compatible products. The sealer and finish must meet or exceed industry requirement for slip resistance in accordance with CSMA and ASTM slip resistance standards of a minimum 0.5 static coefficient of friction as determined by ASTM D-2047, or equivalent certification. Preference shall be given to certified green finishes.
3. The finish shall be a blend of modified acrylic polymers, waxes and resins. It shall have optimum gloss retention, scuff resistance, and black mark resistance. It shall contain a minimum of 16% solids. The film resulting from the product shall be capable of being

- buffed and maintained with a 1500-2000 rpm burnisher and a hog-hair burnishing pad.
4. No propane powered equipment shall be used.

**D. Quality of Workmanship:** All work shall be quality work performed according to industry standards and to the complete satisfaction of the University. Work will be inspected by the University Representative as it is done or when work log sheets are turned in. Work must pass a quality assurance inspection before it is considered completed. Work which fails to pass inspection shall be repaired or redone so that it meets the quality standard as described in the Floor Work Standards below.

#### **Floor Work Standards**

- **All surfaces:** Furniture, walls, doors, door frames and other surfaces adjacent to or within the areas being worked on shall be kept or cleaned free of splashed stripping solution. The contractor shall be responsible for any damage caused by stripper splashing.
  - **Baseboards and corners:** Baseboards and corners shall be stripped and cleaned of dirt, grit and old finish.
  - **Door frames:** Dirt built up on door frames next to the floor shall be removed.
  - **Floor preparation:** All old coats of sealer and finish shall be stripped from the floor and the floor shall be cleaned to provide a clean, dust and grit-free surface on which to apply new sealer and finish. The floor shall be adequately rinsed prior to applying sealer or finish so that all cleaning solutions are removed.
  - **Proper use of stripper:** Stripper shall be used in accordance to manufacturer's directions. Stripper shall be tested in an inconspicuous area of the floor to assure that floor tile will not be damaged or discolored. Excessive set time of stripping solution can damage floor tiles and floor tile adhesive and shall be avoided. Contractor shall be responsible for any damage resulting from the improper use of stripper.
  - **Application:** New finish shall be applied to provide a clean, smooth, streak-free finish. A minimum of five (5) coats of finish are required (unless an approved high solids finish is used).
  - **Floor shine:** Floors shall have a clear high-gloss shine free of dirt; any dusts created by burnishing shall be picked up and removed.
- E. Personnel Qualifications:** Personnel used for the performance of Floor work shall be properly trained and qualified for work of this type. Personnel of the contractor shall observe all regulations of the University. The University reserves the right to refuse to accept services from any personnel deemed by the University to be unqualified, disorderly, or otherwise unable to perform assigned work.

#### **19. Carpet Care Specifications**

Except in departmental office spaces, carpet shampooing is done at least annually. Following is the established minimum cleaning schedule for carpets. This may be increased subject to weather conditions and traffic patterns within the buildings.

- A. **Carpet Spot Removal:** Spots that result from spills, tracking, or other sources shall be removed on a daily, 3X week, or weekly basis. This is determined by the service schedule for each particular area.

- B. **Vacuuming:** This task shall be performed on a daily, 3Xweek, or weekly basis. This is determined by the service schedule for each particular area. Vacuuming includes all areas.
- C. **Shampoo:** Carpet extraction (with a pre-spray followed by rinse and extraction) is the approved carpet cleaning method for annual carpet cleaning. It is the responsibility of the contractor to operate equipment correctly. Carpet damaged due to improper extraction methods is the liability of the contractor.

Frequency will be determined by weather conditions and the appearance of the carpet; however, the unit price shall prevail if frequency is considered excessive.

1. The **extraction** method will be used when shampooing. Chemicals shall be applied via pre-spray, allowed a set time, and then be followed by clean water rinse and extraction.
2. Carpet shampooing shall be documented through the work order system. Shampooing shall be inspected after work log sheets are turned in. Should inspection determine poor quality work, repeated shampooing at no extra charge will be requested.
3. Walls, furniture and other surfaces will be wiped clean of any splashes when complete
4. The furniture moved during shampooing will be replaced to the original order
5. Waterproof material will be placed under the legs and bases of furniture until carpet is dry, and then it shall be removed.
6. Carpet cleaning will be set up with individual buildings contacts and schedules as to not interfere with campus operation or business.

- D. **Frequencies and Schedule of Work:** All rooms on the schedule are entitled to be shampooed at least once annually at no charge. Should more extractions be required the unit price will prevail and may require departmental funding; however, this is subject to prior approval.

20. **Mat Care:** Entry mats shall be extracted thoroughly during and after winter as necessary to prevent ice melt residues from being transferred to other floors in the building. Mats may need to be extracted at other times of the years depending on use and condition.

21. **Snow Removal:**

Snow removal for the buildings included in this RFP must be completed for 7:00 a.m. opening and at the end of the shift if it continues to snow, or there is drifting. The stairs and handicap ramps will be cleaned in their entirety. Sidewalks will be cleaned away from the buildings as far as necessary to where the grounds equipment can take care of it. Ice melt or a fertilizer product will be used. Products to be approved by liaison. These compounds will be provided by Contractor. Snow/Ice removal takes priority and is considered a safety issue. Snow /Ice will be removed whenever needed 24 hours a days, seven days a week unless specified by university. All entrances will be cleared **10 feet out** from building entrances, **or** to where landscape service equipment can access.

## **22. Instructions for Proposal Response:**

Respondents are required to fully respond with compliance statements to each of the mandatory specifications. Respondents are required to fully respond with description of ability to meet (and how) the evaluation questions.

Respondents must be clear and concise in responses in order to be fully credited in the evaluation. Attach and reference any relevant documentation that would ensure the evaluating committee that specifications are met. If “no response” or insufficient response to substantiate compliance is provided, the University reserves the sole right to reject vendor’s proposal from further consideration. Do not include responses that are superfluous or irrelevant to the specific question asked. These are not valuable in the volume of information the various evaluating teams must review.

Proposals must be submitted in the number and manner as specified below:

**Volume I** – Functional Section is to be submitted with one (1) electronic copy via email (not password protected) in PDF format and must contain:

- Response to Information for Respondents and General Conditions,
- Mandatory Specifications and vendor responses, and
- Desirable Specifications and vendor responses.
- If there is any vendor related contract that must be signed as part of doing business, it should also be included in this section.
- **This section includes all response information, except pricing information and Supplier Diversity Participation Form.**

**Volume II** – Financial Section must be submitted separately with one (1) electronic copy via email (not password protected) in PDF format and contain:

- Proposal Form with any supplemental pricing schedules, if applicable, and
- Financial Summary including additional costs, if any, for Desirable Specification Compliance, functional or technical.
- This section should also include the Supplier Diversity Participation Form. Financial statements that may be required are also to be included in this section.

**All proposals must be plainly marked: Request for Proposal #20 2238 WJ, and delivered electronically to University of Missouri Procurement, Teresa Vest at [vestt@umsystem.edu](mailto:vestt@umsystem.edu) .**

Responses to this document must address issues in the order provided.

Note: Any Respondent’s Request for Proposal that makes material modifications to the University’s Terms and Conditions may be found non-responsive, as solely determined by the University.

**Confidentiality of Information:**

All records received from a Supplier will be deemed public records and presumed to be open. If the supplier submits with the Request for Proposal any information claimed to be exempt under the Revised Statutes of Missouri, Chapter 610, this information must be placed in a separate envelope and marked with:

"This data shall not be disclosed outside the University or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the Request for Proposal; however, if a contract is awarded to this Supplier as a result of or in connection with the submission of such information, the University shall have the right to duplicate, use, or disclose this information to the extent provided in the contract. This restriction does not limit the University's right to use information contained herein if it is obtained from another source."

**23. Proposal Evaluation and Basis of Award:**

Respondents must meet the mandatory/limiting criteria to be "qualified" for scoring. If requirements are not met, the respondents are disqualified from further evaluation/award. Qualified remaining respondents will be scored on their ability to meet scored desirable criteria, which includes qualitatively, how specifications are met. A team of University individuals will evaluate and assign points to vendors' responses to the evaluation questions. At the sole option of the University, the functional/technical review team may decide to go on a site visit, at their expense, or request vendors to perform a presentation/demonstration to confirm specifications are met as provided in responses. The University could elect to not award to a potential respondent if site visits/presentations revealed compliance inconsistency.

The University may request vendors selected as finalists to come onsite to the University, at the vendor's expense, for presentations as part of the RFP selection.

Proposals will be awarded based upon the functional and financial evaluation.

**A. Limiting Criteria (Mandatory Requirement)**

1. Must provide a detailed work plan, which includes detailed description of services, equipment and procedures to be used in providing custodial services to all of the various buildings listed in Exhibit A and Exhibit B. **Confirm Yes or No and provide substantiating information to support your answer.**
2. Must employ an onsite supervisor who has a minimum of two (2) years' experience as the supervisor of personnel, and five (5) years of verifiable direct experience with the cleaning products, equipment and systems of the type specified in your plan. **Confirm Yes or No and provide substantiating information to support your answer.**
3. Contractor must provide certifications and training of management team and front-line staff to Industry Standards and Equipment Use. **Confirm Yes or No and provide substantiating information to support your answer.**

## B. Desirable Criteria

It is the Respondent's responsibility to supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations. If more space is needed for comments or a description, attach a page with the additional information and clearly identify it by referencing the associated section number.

1. Provide the history and experience of your firm.
2. Describe why your approach is the most effective and efficient way of meeting our needs and how you came about developing this specific solution. How will this solution separate itself from others? Describe why your firm and the products you specify are best suited for this application and how your past experiences will help us reach this goal? Why are the equipment and products you propose to use the best fit for this solution?
3. Describe your transition plan. Preference will be given to a respondent who will offer positions to the current work force, and acquisition of current University owned equipment.
4. As we are a higher education institution serving both university and community offices and organizations, we need a provider who is willing to work additional events as they are scheduled throughout the year. Some are scheduled well in advance and some with only several days' notice. Describe how you would approach scheduling staff and provide service for such requests.
5. The Contractor is expected to use a work order system that will be made available to the University, along with training on how to use the product. Describe the system you use, including a website or documented information. Describe the training that would be provided to the University.
6. As an institution of higher learning we place great value on continuing education, accreditation, licensing and certifications. Include information on any such educational opportunities, accreditations certifications, etc. that your business, leadership team and frontline staff may possess, as well as professional organizations you belong to.
7. 24/7 telephone and/or internet access to your supervisors or support team is required by the University. Describe how you manage such communication.
8. Describe your company's position on green products.
9. The Contractor must currently be working at or has previously completed work at similar higher ed institutions of 3 million sq. ft. or larger and submit proof of such contracts. Describe your experience working with MU or the University of Missouri System and/or breadth of experience working with Higher Education Clients. Submit at least three references from these contracts. The references must be able to determine vendor's experience and qualifications at performing work of a similar nature and size.

**FORM FOR PROPOSAL**

REQUEST FOR PROPOSALS  
 FOR  
 FURNISHING and PROVIDING  
 CUSTODIAL SERVICES FOR EDUCATIONAL & GENERAL and STUDENT AFFAIRS FACILITIES  
 FOR  
 THE CURATORS OF THE UNIVERSITY OF MISSOURI  
 FOR  
 UNIVERSITY OF MISSOURI – COLUMBIA  
 RFP # 20-2238-WJ  
 OPENING DATE: JUNE 10, 2020  
 TIME: 2:00 PM, CT

The undersigned proposes to furnish the following items and/or services in accordance with all requirements and specifications contained within this Request for Proposal issued by the University of Missouri.

Respondents shall submit firm fixed prices without caveats, conditions or qualifications. The Contractor will invoice and the University of Missouri will pay only the amount offered in this proposal. Surcharges, fees or any additional costs not covered in this proposal are deemed non-applicable and will not be paid.

The Contractor agrees to furnish all labor, materials, tools, supplies and equipment required to provide custodial service in all E&G and Auxiliary Services Facilities as described in these specifications for the sum of:

**Price for the One 1-year period (xx/01/20 to xx/31/21)**      \$ \_\_\_\_\_

**Hourly Rate for Special Request Services:**

**Recharge tasks** - For specific tasks not covered by the specification listed in this document, upon written instruction from the University, the following unit prices shall prevail:

TASK	Pricing on an As Needed Basis:		
	Per Hour/per employee	Per day per employee	Minimum hours required
Snow removal care for all entrance areas 20 feet out or until landscape equipment can access 24/7			
Respond to any sort of calls from buildings outside of normal cleaning periods to react to spills, messes, vandalism, or any sort of cleaning issue deemed a safety or health issue 24/7.			



Provide service for special event cleaning service such as commencement.			
Exterior glass cleaned			
Additional carpet extraction			
Additional hard surface floor care or refinishing			

**Floor care project rates** - for carpet extraction work or floor restoration work (strip, seal, and re-finish) not covered by the specification listed in this document, upon written instruction from the University, the following unit prices shall prevail:

TASK	Pricing on an As Needed Basis:		
	Cents per square foot	Set up fee*	Minimum hours required
Carpet Extraction			
Floor restoration (strip, seal and refinish)			

\*Set-up fee will be waived for scheduled work of more than \_\_\_\_\_sq. feet or, check here \_\_\_\_\_, if set-up fee is for all jobs no matter how large.

**AUTHORIZED RESPONDENT REPRESENTATION**

Authorized Signature		Date	
Printed Name		Title	
Company Name			
Mailing Address			
City, State, Zip			
Phone No.		Federal Employer ID No.	
Fax No.		E-Mail Address	
Number of calendar days delivery after receipt of order: _____		Payment Terms: _____ Note: Net 30 is default. Early pay discounts encouraged.	
Select Payment Method:                      SUA                      ACH                      Check			
Circle one:      Individual      Partnership      Corporation			
If a corporation, incorporated under the laws of the State of _____			
Licensed to do business in the State of Missouri?    ___yes    ___no			
Maintain a regular place of business in the State of Missouri?    ___yes    ___no			

**This signature sheet must be returned with your proposal.**

**ATTACHMENT A**  
**SUPPLIER DIVERSITY PARTICIPATION FORM**

The University of Missouri System is committed to and supports supplier diversity as an essential part of the University's mission and core values. The University's Supplier Diversity efforts reflect this mission.

Tier 2 Supplier Diversity Information - The University strongly encourages Supplier Diversity participation in all of its contracts for goods and services. Tier 2 Spend is spend reported by primary (non-diverse) suppliers of the University of Missouri who subcontract work to, or make purchases from a diverse supplier. Depending upon the contract, primary (non-diverse) suppliers will be asked to submit Tier 2 information with Women and Diverse Owned companies. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract: Direct and Indirect. Awarded suppliers may be asked to utilize CVM Solutions for reporting Tier 2 spend.

- Direct dollars - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.
  
- Indirect dollars - based on a percentage of revenue the University represents to the supplier. An example is as follows:
  - Supplier's Total Revenues: \$10,000,000
  - Revenues from University \$: \$ 4,000,000
  - University % of Total Revenues: 40% (#2 divided by #1)
  - Total MBE Dollars \$: \$ 150,000
  - Total WBE Dollars \$: \$ 150,000
  - Total University Attributable MBE \$: \$ 60,000 (#3 multiplied by #4)
  - Total University Attributable WBE \$: \$ 60,000 (#3 multiplied by #5)
  - Total University Attributable MWBE \$: \$ 120,000 (Sum of #6 and #7)
  - University % Attributable Revenue: 3% (#8 divided by #2)

1. Does your Company have a Supplier Diversity Program? If so, describe efforts your Company has made to increase business with Women and Diverse Owned businesses (i.e. does your Company have a policy statement, participate in outreach activities, promote diverse firm subcontracting, publicize contract opportunities, provide certification assistance, etc.?) Please provide examples (use additional pages if needed): \_\_\_\_\_

\_\_\_\_\_

2. If you are a non-diverse owned Contractor, what percentage of your Company's total contracting and procurement spend for the prior year was with Women and Diverse Owned businesses? Are you able to provide this information specific to University of Missouri business?

\_\_\_\_\_

\_\_\_\_\_

3. If you are a non-diverse owned Contractor, complete the following table indicating the percentage your Company will subcontract with certified Women and Diverse Owned businesses should your Company be the successful bidder. Note: If your Company does not plan to use Women and Diverse Owned businesses to fulfill your contract obligations, please explain why not.

Supplier Name	% of Contract	Specify Direct or Indirect

If there are questions regarding supplier diversity at the University, contact Teresa Vest,  
[vestt@umsystem.edu](mailto:vestt@umsystem.edu).

-----THIS FORM MUST BE SUBMITTED WITH THE VOLUME II RESPONSE-----

**ATTACHMENT B  
SUPPLIER REGISTRATION INFORMATION**

Completion of this section is strongly encouraged. Please review and check ALL applicable boxes.

SMALL BUSINESS CONCERN:  Yes  No

The term "small business concern" shall mean a business as defined pursuant to Section 3 of the Small Business Act and relevant regulations issued pursuant thereto. Generally, this means a small business concern organized for profit, which is independently owned and operated, is not dominant in the field of operations in which it is proposing. We would consider any firm with 500 employees or less a "small business concern".

WOMAN OWNED BUSINESS (WBE):  Yes  No

A woman owned business is defined as an organization that is 51% owned, controlled and/or managed, by a woman. The determination of WBE status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 106-554 for more detail.

MINORITY BUSINESS ENTERPRISE (MBE):  Yes  No

A minority business is defined as an organization that is 51% owned, controlled and/or managed by minority group members. The determination of minority status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 95-507 for more detail. Place an X by the appropriate space below.

1. Asian-Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh  (A)
2. Asian-Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas.  (P)
3. Black - A U.S. citizen having origins in any of the Black racial groups of Africa.  (B)
4. Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speaking areas Mexico, Central America, South America and the Caribbean Basin only.  (H)
5. Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, and regarded as such by the community of which the person claims to be a part.  (N)

A Veteran or Service Disabled Veteran business is defined as an organization that is 51% owned, controlled and/or managed by Veterans. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 109-461 for more detail.

VETERAN BUSINESS ENTERPRISE  Yes  No

SERVICE DISABLED VETERAN BUSINESS ENTERPRISE  Yes  No

}

MISSOURI FIRM: \_\_\_\_ Yes \_\_\_\_ No

A Missouri Firm is defined as an organization which has and maintains within the State of Missouri a regular place of business for the transaction of their business.

**BUSINESS TYPE:**

- Manufacturer \_\_\_\_\_ (M)
- Distributor/Wholesaler \_\_\_\_\_ (D)
- Manufacturer’s Representative \_\_\_\_\_ (F)
- Service \_\_\_\_\_ (S)
- Retail \_\_\_\_\_ (R)
- Contractor \_\_\_\_\_ (C)
- Other \_\_\_\_\_ (O)

SOLE PROPRIETORSHIP: \_\_\_\_ Yes \_\_\_\_ No

**SUPPLIER’S CERTIFICATION:**

The undersigned hereby certifies that the foregoing information is a true and correct statement of the facts and agrees to abide by the laws of the State of Missouri and the rules and regulations of the University of Missouri System now in effect including any subsequent revisions thereof. Supplier acknowledges that it is his/her responsibility to keep the information current by notifying the University of Missouri of any changes.

---

Signature of Person Authorized to Sign this Supplier Registration Information Form

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX A - CLEANING STANDARDS

### Entryways & Lobbies

- 1. Doors/Entryways:** Hand plate/kick plate will be fingerprint and smudge free; glass will be clean and streak free
- 2. Floors:** Clean and streak free; no dust, grit, gum, food, spills or spots
- 3. Entry Mats:** Clean; no dust, grit or litter
- 4. Vacuumed:** Vacuum and mop to produce a clean surface free of dust, grit, litter, gum, food and spills
- 5. Horizontal Surfaces:** Dust and grit free; no cobwebs; vents and convectors clean and free of streaks and lint
- 6. Corners/Edges:** Corners, high and low, free of cobwebs, dust and dirt; baseboards free of mop marks, scuffs, spills, dust and grit; floors cleaned to edges
- 7. Area Trash:** Trash emptied on schedule; plastic liners replaced as specified in procedure to provide clean, odor free container; thoroughly cleaned out as described in task frequency requirements.
- 8. Exterior Steps and Walks:** Outside entrances free of trash and cigarette butts; paved entrances free of dirt clods, gravel and spills to a distance of 20 feet from building, 10 foot radius from the center of the doorway, bottom step or handicap ramp; snow and ice pushed or chipped off walk the full width of the walk to a distance of 10 feet from building or to a point at which snow removal machines may take over easily.

### Elevators

- 1. Floors:** Vacuumed/dust mopped/wet mopped to produce a clean, dirt free floor including edges and corners
- 2. Stainless/Vents:** Stainless fingerprint and smudge free with a shiny surface; vents free of dirt and lint, and wiped clean no less than 12 times per year
- 3. Tracks:** Dust, grit and litter free. Wiped cleaned of ground on soils.

### Restrooms

- 1. Trash:** Trash containers (including sanitary napkin disposal units) emptied on schedule; spillage on top and sides cleaned daily; plastic liners replaced if wet or soiled to provide a clean, odor free container; thoroughly clean out monthly or as needed.

2. **Paper:** Check and refill paper towel dispenser daily; replace toilet paper as necessary; clean dispensers as needed. Paper towels loaded correctly. Partially used stub rolls of roll towels placed in stub roll spot of dispenser so that no towels are wasted.
3. **Soap:** Check daily and replace cartridge when empty; test dispenser to verify it is operational; clean tip and container surface
4. **Sink:** China clean and shiny; hardware clean and shiny, free of soap scum and mineral deposits top to bottom (to include all fixtures and hardware under/on sink)
5. **Urinal / Toilets:** China and hardware clean, shiny and free of dust, hair and mineral deposits top to bottom
6. **Partitions/Walls:** Clean leaving no dust, smudges, fingerprints or graffiti; walls, sills, flat surfaces, ceiling vents and convectors to be dust, lint, oil residue and cobweb free.
7. **Glasswork:** Clean with no streaks, spots or lint
8. **Floors:** Clean and streak free, including edges and corners. Baseboard and lower wall areas to be free of soils.

### **Custodial Closets**

1. **Neat & Clean:** Area/room free of debris, dust and spills; slop sink free of grit and dirt; surfaces dust free; chemicals and equipment stored in an orderly and accessible manner
2. **Adequate Supplies:** Brute and/or cart contain enough supplies to clean an entire area; closet contains enough to clean and restock area for 1-2 weeks under normal use conditions and allowing for storage space
3. **Supplies Stored Off Floor / Heavy Items < 6':** Supplies stored to avoid damage to the containers and their contents; items stored off floor as practical; heavy items stored less than 6 feet off floor
4. **Equipment Clean and Operable:** Equipment kept as clean as possible during use; stored free of any dirt or trash; wiped clean of spills or splatters after use. Equipment properly adjusted for the task and free of malfunctions within the custodian's control; report malfunctions to supervisor promptly; mops rinsed and hung to dry as applicable

### **Corridors & Stairwells**

1. **Walls:** Spills and splatters removed promptly; fingerprints, hand grease and spots removed



from surfaces, especially around door frames, corners, light switches and drinking fountains; footprints and kick marks washed from painted surfaces and dusted from paneled surfaces

2. **Fountains:** Drinking fountain cleaned thoroughly; vents and pipes dusted, sides free of hand grease and stains; stainless and porcelain disinfected and polished; left streak free and shiny with no mineral deposits
3. **Waste Containers:** Receptacles emptied, wiped clean of spills, splatters, ashes and streaks; odor free; liners replaced as necessary
4. **Floors/Corners/Baseboards:** Floors clean and streak free; all corners free of cobwebs, dust and dirt; baseboards free of mop marks, scuffs, spills, dust and grit
5. **Horizontal Surfaces:** All surfaces free of dust, dirt, litter and spills within a height of 14 feet from the floor; this could include some vertical surfaces
6. **Stairwells:** Corners and surface area, including textured stair treads, free of trash, spills and dirt and dust build-up; vertical areas (i.e., stair fronts, sides of open stairways) free of dust, stains and mop drips; area free of litter, gum, food. Stair risers cleaned of marks periodically as indicated in task requirements.
7. **Handrails:** Surface area, lower rails and supporting brackets free of dust and hand grease; stainless or brass rails polish as necessary, removing smudges and streaks

### **Classrooms/Auditoriums/Labs/Conference Rooms**

**Frequency:** Daily for auditoriums, labs, and conference rooms. Three times a week for classrooms with the following exceptions:

***--Chalkboard / Chalk Tray / Eraser cleaning shall be done twice a week.***

***--Floor mopping (except for spill cleanup) shall be done twice a week.***

Definitions of room types: For the purposes of these standards, rooms designated as Lecture Rooms shall be treated as classrooms. Exceptions may be made for Lecture Rooms with over 100 seats that receive frequent use.

1. **Chalkboards / Chalk Trays / Erasers:** Chalk/marker boards erased; chamois or washed as needed; frames and trays dusted and free of chalk/marker dust, stains or streaks; erasers vacuumed or pounded free of heavy chalk/marker dust.
2. **Floors (mopping):** Wet, damp and spot mopped; free of spills, dirt and grit with no streaks
3. **Chalk and Erasers:** Sufficient supply of chalk and erasers for daily use or until next scheduled cleaning under normal use conditions
4. **Ledges/Horizontal Surfaces:** All surfaces free of spills, splatters, stains or dust accumulation (i.e., window ledges, venetian blinds, projector screens and cases, wainscoting, etc.)

5. **Furniture Arranged:** Furniture placed neatly in the required arrangement for that room. Rooms with mobile student desks should contain a number within five of the listed occupancy
6. **Wastebaskets:** Trash receptacles emptied of accumulation on schedule; spot cleaned inside and out to remove dust, ashes and spills; replace liners as required
7. **Corners/Baseboards:** All lower corners and baseboards free of splatters, spills and accumulation of dust or dirt
8. **Doors & Walls:** Doors, glass and frame free of dirt, dust and hand grease; graffiti, splatters, chalk dust and other marks removed from walls daily

**Periodic tasks:**

**Convactor/Ceilings:** Corners at ceilings, convectors, vents, ceiling panels and grids around vents and radiators free of dust, lint and dirt build-up.

**Furniture Cleaned:** All chairs, desks, tables, etc. cleaned and free of spills, dust, gum or graffiti (graffiti which can be removed with no harm to furniture) on all surfaces (i.e., writing surfaces, seats, backs, legs and book holders)

**Window blinds:** Cleaned and wiped free of dust, lint and dirt build-up.

**Light covers:** Removed and cleaned of bugs, dust, and built up soil accumulations.

**Floor Maintenance Program**

Frequency: As per established floor preparation program or as directed by supervisor

1. **All Surfaces:** Baseboards, doors, door frames, and kick plates free of splashed stripper
2. **Preparation:** Clean; strip as necessary to provide a clean, dust and grit free surface
3. **Application:** Clean, smooth and streak free finish; finish should not be applied to baseboards unless directed to do so by University liaison.
4. **Baseboards:** Clean and strip baseboards and corners to remove all dust, grit and old finish
5. **Door Frames:** Remove dirt buildup with particular attention to inside of frame
6. **Proper Care of Equipment:** All equipment (i.e., machines, tools and chemicals) used and stored according to Procedures; clean equipment after each use.
7. **Build-Up Removal:** During scrubbing/stripping operation, build-up of dirt and finish--especially

around furniture, edges and in corners--smoothed to all one level to prevent discoloration of or ridges in the new finish; no splash marks on surfaces

- 8. Use of Supplies:** Floor person uses the most efficient equipment available for the job and uses the correct pads and tools for the task performed; uses "Wet Floor" signs when chemicals are on floors
- 9. Streaks and Marks:** All black marks removed, scratches evened out, scuff marks removed and any rubber burns, scrapes, acid spills and other marks or stains, which may have damaged the tile, cleaned and blended as much as possible and color restored to the tile; there should be no swirls or buffing scratches; floor persons should take care to blend the shine/finish into adjoining areas and rooms which are not part of the immediate work area
- 10. Floor Shine:** Floor should have a clear shine, free of dirt; any buffing dust should be swept up and removed from the area