

REQUEST FOR PROPOSALS

NKU-11-2022



Full Custodial Services

10/04/2021

ATTENTION: This is not an order. Read all instructions, terms and conditions carefully.

Proposal NO: NKU-11-2022
Issue Date: 10/04/2021
Purchasing Officer: Blaine Gilmore
Phone: 859.572.6449

RETURN ORIGINAL COPY OF PROPOSAL TO:

**Northern Kentucky University
 Procurement Services
 1 Nunn Drive
 617 Lucas Administrative Center
 Highland Heights, KY 41099**

IMPORTANT: BIDS MUST BE RECEIVED BY: 11 /12/2021 BEFORE 3:00 P.M. HIGHLAND HEIGHTS, KY time.

NOTICE OF REQUIREMENTS

1. The University's General Terms and Conditions and Instructions to Bidders, viewable at the [NKU Procurement Website](#), apply to this Request for Proposal.
2. Contracts resulting from this RFP must be governed by and in accordance with the laws of the Commonwealth of Kentucky.
3. Any agreement or collusion among Offerors or prospective Offerors, which restrains, tends to restrain, or is reasonably calculated to restrain competition by agreement to bid at a fixed price or to refrain from offering, or otherwise, is prohibited.
4. Any person who violates any provisions of KRS 45A.325 shall be guilty of a felony and shall be punished by a fine of not less than five thousand dollars nor more than ten thousand dollars, or be imprisoned not less than one year nor more than five years, or both such fine and imprisonment. Any firm, corporation, or association who violates any of the provisions of KRS 45A.325 shall, upon conviction, may be fined not less than ten thousand dollars or more than twenty thousand dollars.

AUTHENTICATION OF BID AND STATEMENT OF NON-COLLUSION AND NON-CONFLICT OF INTEREST

I hereby swear (or affirm) under the penalty for false swearing as provided by KRS 523.040:

1. That I am the offeror (if the offeror is an individual), a partner, (if the offeror is a partnership), or an officer or employee of the bidding corporation having authority to sign on its behalf (if the offeror is a corporation);
2. That the attached proposal has been arrived at by the offeror independently and has been submitted without collusion with, and without any agreement, understanding or planned common course of action with, any other Contractor of materials, supplies, equipment or services described in the Request for Proposal, designed to limit independent bidding or competition;
3. That the contents of the proposal have not been communicated by the offeror or its employees or agents to any person not an employee or agent of the offeror or its surety on any bond furnished with the proposal and will not be communicated to any such person prior to the official closing of the RFP;
4. That the offeror is legally entitled to enter into contracts with the Northern Kentucky University and is not in violation of any prohibited conflict of interest, including those prohibited by the provisions of KRS 45A.330 to .340, 164.390, and
5. That the Offeror, and its affiliates, are duly registered with the Kentucky Department of Revenue to collect and remit the sale and use tax imposed by Chapter 139 to the extent required by Kentucky law and will remain registered for the duration of any contract award
6. That I have fully informed myself regarding the accuracy of the statement made above.

SWORN STATEMENT OF COMPLIANCE WITH FINANCE LAWS

In accordance with KRS45A.110 (2), the undersigned hereby swears under penalty of perjury that he/she has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky and that the award of a contract to a bidder will not violate any provision of the campaign finance laws of the Commonwealth of Kentucky.

CONTRACTOR REPORT OF PRIOR VIOLATIONS OF KRS CHAPTERS 136, 139, 141, 337, 338, 341 & 342

The Contractor by signing and submitting a proposal agrees as required by 45A.485 to submit final determinations of any violations of the provisions of KRS Chapters 136, 139, 141, 337, 338, 341 and 342 that have occurred in the previous five (5) years prior to the award of a contract and agrees to remain in continuous compliance with the provisions of the statutes during the duration of any contract that may be established. Final determinations of violations of these statutes must be provided to the University by the successful Contractor prior to the award of a contract.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The Contractor, by submitting a proposal, certifies that he/she is in compliance with the Code of Federal Regulations, No. 41 CFR 60-1.8(b) that prohibits the maintaining of segregated facilities.

RECIPROCAL PREFERENCE

- (1) Prior to a contract being awarded to the lowest responsible and responsive bidder on a contract by a public agency, a resident bidder of the Commonwealth shall be given a preference against a nonresident bidder registered in any state that gives or requires a preference to bidders from that state. The preference shall be equal to the preference given or required by the state of the nonresident bidder.
- (2) A resident bidder is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:
 - (a) Is authorized to transact business in the Commonwealth; and
 - (b) Has for one (1) year prior to and through the date of the advertisement, filed Kentucky corporate income taxes, made payments to the Kentucky unemployment insurance fund established in KRS 341.490, and maintained a Kentucky workers' compensation policy in effect.
- (3) A nonresident bidder is an individual, partnership, association, corporation, or other business entity that does not meet the requirements of subsection (2) of this section.
- (4) If a procurement determination results in a tie between a resident bidder and a nonresident bidder, preference shall be given to the resident bidder.
- (5) This section shall apply to all contracts funded or controlled in whole or in part by a public agency.
- (6) The Finance and Administration Cabinet shall maintain a list of states that give to or require a preference for their own resident bidders, including details of the preference given to such bidders, to be used by public agencies in determining resident bidder preferences. The cabinet shall also promulgate administrative regulations in accordance with KRS Chapter 13A establishing the procedure by which the preferences required by this section shall be given.
- (7) The preference for resident bidders shall not be given if the preference conflicts with federal law.

(8) Any public agency soliciting or advertising for bids for contracts shall make KRS 45A.490 to 45A.494 part of the solicitation or advertisement for bids

DEFINITIONS

As used in KRS 45A.490 to 45A.494: (1) "Contract" means any agreement of a public agency, including grants and orders, for the purchase or disposal of supplies, services, construction, or any other item; and

(2) "Public agency" has the same meaning as in KRS 61.805.

SIGNATURE REQUIRED: This proposal cannot be considered valid unless signed and dated by an authorized agent of the offeror. Type or print the signatory's name, title, address, phone number and fax number in the spaces provided. Offers signed by an agent are to be accompanied by evidence of his/her authority unless such evidence has been previously furnished to the issuing office. Your signature is acceptance to the Terms and conditions above.

DELIVERY TIME:	NAME OF COMPANY:	DUNS #
PROPOSAL FIRM THROUGH:	ADDRESS:	Phone/Fax:
PAYMENT TERMS:	CITY, STATE & ZIP CODE:	E-MAIL:
SHIPPING TERMS: F.O.B. DESTINATION - PREPAID AND ALLOWED	FEDERAL EMPLOYER ID NO.:	WEB ADDRESS:

READ CAREFULLY - SIGN IN SPACE BELOW - FAILURE TO SIGN INVALIDATES BID or OFFER

AUTHORIZED SIGNATURE: _____

NAME (Please Print Legibly): _____

TITLE: _____ DATE: _____

State of _____)

County of _____)

The foregoing statement was sworn to me this _____ day of _____, 20____, by _____.

(Notary Public)

My Commission expires: _____

THIS DOCUMENT MUST BE NOTORIZED

Request for Proposal

Objective

Northern Kentucky University's, Office of Business Operations and Auxiliary Services, intends to procure full-service custodial services for selected institutional buildings located on main campus in accordance with the guidelines and specifications contained herein. Please note, the university may wish to negotiate and add additional facilities after the inception of the original contract. Please provide any information in your proposals how the addition of facilities will be priced and possible affects on the original pricing.

Primary Contact

Holly Vasquez
Manager, Procurement Services
Northern Kentucky University
Nunn Drive//AC 617
Highland Heights, KY 41099
859-572-5171 (office)
vasquezhl@nku.edu

Mandatory Campus Visit

An introduction and mandatory site visit will be held on Tuesday, October 12, 2021 in Lucas Administrative Center, 6th Floor Conference Room at 10:00am. Campus visits can be arranged by appointment.

Proposal Schedule

Please see detailed schedule on page 5.

Proposals Due

Proposals will be accepted until 3:00 pm on Friday, November 12, 2021.

General Information

About Northern Kentucky University

Northern Kentucky University is a growing metropolitan university of more than 16,000 students served by more than 2,000 faculty and staff on a thriving suburban campus in the greater Cincinnati area.

Located in the quiet suburb of Highland Heights, Kentucky – just seven miles southeast of Cincinnati – we have become a leader in greater Cincinnati and Kentucky by providing a private school education for a fraction of the cost. While we are one of the fastest growing institutions in Kentucky, our professors still know our students’ names.

Proposal Schedule

The following proposal schedule presents the timeline for the RFP process.

	<u>DATE</u>	<u>ACTION</u>
1.	<u>10-04-2021</u>	RFP release to prospective providers
2.	<u>10-08-2021</u>	Deadline for submission of Acknowledgement of Receipt and attendance of pre-bid meeting
3.	<u>10-12-2021</u>	Pre-bid meeting and representative site tour
4.	<u>10-15-2021</u>	Campus walk through (by appointment only)
5.	<u>10-22-2021</u>	Deadline for submission of questions on RFP
6.	<u>10-29-2021</u>	Send out summary of questions, comments and/or addenda of RFP to all candidates
7.	<u>11-12-2021</u>	Proposals due at 3:00 PM at Procurement Services
8.	<u>11/15-11/21-2021</u>	Proposals review period
9.	<u>11-29-2021</u>	Presentations/interviews with top bidders
10.	<u>11/30-12/10-2021</u>	Proposal review period
11.	<u>12-13-2021</u>	Contract award
12.	<u>12-20-2021</u>	Contract Kick off meeting
13.	<u>01-03-2022</u>	Contract start

Scope of Services

The contractor shall furnish all supervision, cleaning personnel, equipment, supplies, tools and other materials as required for custodial services for Northern Kentucky University.

Contract Award

The selection of a contractor is planned to be finalized and announced by 12/13/21. This decision will be the one that Northern Kentucky University determines to be in its best interest, most responsive to its needs, and offers the greatest benefit for the proposed cost.

Northern Kentucky University intends to award all aspects of operation of the custodial contract to one company.

Start Date/Contract Term

The successful contractor will begin service on Monday, January 3, 2022. Contract will be for an initial period of three (3) years, with two (1) year renewals if agreed upon by both parties.

Firm Offer

Contractor shall agree in advanced written form to submit a proposal with itemized costs, which will be firm. Pricing for this RFP shall be based on a term of three (3) years. Firm offer for first two (2) and projected increase for year three (3). The contractor's proposal pricing shall reflect and be inclusive of any upcoming changes to staff wages &/or any other wage/benefit increases including but not limited to cost of living increases or trade union rate increases. Therefore, the Contractor's proposed pricing shall reflect blended rates that account for any increases over the three (3) year term. Upon successful completion of three (3) year contract, the Contractor and Owner will discuss a potential a two (1) year renewals, followed by annual one (1) year extensions.

A written intent to award shall be furnished to the successful contractor. This Request for Proposal and any addenda along with the Contractors proposal shall be deemed to result in binding contract without further action by either party. Northern Kentucky reserves the right to negotiate with the contractor to add additional individual facilities to the contract.

Addenda

Any "Addenda" or Instructions to Contractors issued by Northern Kentucky University prior to the time for receiving bids shall be covered in the proposal and in closing a contract; they shall become a part thereof.

Bonding

The awarded Contractor shall provide a 100% payment and performance bond for the initial 3 year term and any extensions thereafter based on the financial proposal/contract value prior to starting any work.

Format for Submission

Binding

All proposals shall be submitted by the due date and time. Please submit both hardcopy and a digital copy in Adobe .pdf format by either email or portable drive. The hardcopy is to be on 8½" x 11" paper with comb-style, coil or spiral binding. Limit your proposal, including all attachments to one volume, less than 1 inch thick.

Organization

The proposal is to contain a cover sheet, a Table of Contents, and the following sections:

1. Cover Letter
2. Staffing Plan and Policies
3. Operations Plan and Policies
4. Equipment Plan (for each facility)
5. Contract Fees (full disclosure)
6. Conflict of Interest Statement

The materials submitted must be in sequence and related to this RFP by Northern Kentucky University.

Northern Kentucky University will make no reimbursement for the cost of developing or presenting proposals in response to the Request.

Required Information

The items listed below are to be contained in each of the sections. Where appropriate, use supplied worksheets.

1. Cover Letter

Issue a cover letter, signed by an officer of the firm, containing a commitment to provide the services required with the personnel specified for the proposed fees.

2. Staffing Plan and Policies

- a) Using the attached Staffing worksheet, show number of proposed full-time and part-time employees.
- b) Explain staffing and management plan for campuses.
- c) Provide organizational chart for Sample University site.
- d) Provide resumes for key corporate and site employees, including project manager.
- e) Outline employee benefits package including items such as paid sick leave, paid vacation, medical coverage, dental coverage, paid uniforms, and retirement benefits.

3. Operations Plan and Policies

- a) Explain quality control procedures.
- b) Explain emergency cleaning procedures.
- c) Include training plans and procedures that will be implemented at Northern Kentucky University.
- d) List grades, qualities, and brand name of chemicals that would be used at Sample University.
- e) Explain security plans and procedures.
- f) Provide description of uniforms to be worn by contract personnel.

4. Contract Fees/Financial Proposal

Provide a narrative detailing the costs of how the requirements will be fulfilled.

5. Conflict of Interest Statement

The respondent shall certify in writing to the Office of Facilities Management, that it knows of no conflict between its interests or the interests of any of its partners or employees, and those of the Sample University; and that it knows of no facts, which might create the appearance of such a conflict.

6. Capital Investment

If the contractor intends to include a capital investment in the proposal; please include a method and length of amortization and proposed buy-out language should the original contract not run the full (3) three years.

Selection Procedures

Evaluation

Northern Kentucky University's evaluation of each proposal will be based upon the information provided in the Proposal, additional information requested by Northern Kentucky University, information obtained from references and independent sources, and formal presentation, if requested. Northern Kentucky University evaluation committee will evaluate proposals in accord with the requirements and criteria set forth in this Solicitation, including any Addenda issued. Northern Kentucky University will award the Contract to the successful Offeror submitting the Proposal determined to be the most advantageous to Northern Kentucky University.

Minimum Qualifications, References and Experience

Contractor must currently perform similar services for at least (3) three comparable accounts within the region and (1) one of which must be in Higher Education. Contractor shall supply a list of 3 names, addresses, and telephone numbers and complete contact information for Higher Education accounts being served within the region of Northern Kentucky University. Include a complete description of the type of service(s) provided for each account. References should be relevant with regard to the scope of services outlined in this RFP. By submitting a Proposal, the Offeror grants permission to the Northern Kentucky University to contact referenced. Contractor must be ISSA CIMS and CIMS Green Building Certified.

Scoring

Scoring of the proposals will be based on the following:

- | | |
|---|-----|
| 1. Responsiveness' of the proposal to the RFP package | 20% |
| 2. Comprehensive financial package | 50% |
| 3. Proposal presentation to the selection committee | 10% |
| 4. Understanding of the APPA housekeeping standards | 10% |
| 5. Review of higher education references | 10% |

Reservation of Rights

- A. This RFP and the process it describes are proprietary to the Owner and are for the sole and exclusive benefit of the Owner. This RFP is not binding on the Owner, and no other party, including any respondent to this RFP or future respondents to any RFP that may be issued by Owner, is intended to be granted any rights hereunder.

Any response to this RFP, including written documents and verbal communication, may be subject to public disclosure by the Owner, or any authorized agent of the Owner and any materials submitted, or ideas elicited in response to this RFP shall be the sole and

absolute property of the Owner, with the Owner having title thereto and unrestricted use thereof.

- B. The Owner reserves and may exercise the following rights and options:
- i. To reject any and all proposals and re-issue the RFP at any time prior to execution of a final contract if, in the Owner's sole discretion, it is in the Owner's best interest to do so;
 - ii. To reject any proposal, that in the sole discretion/judgment of the Owner is not in the best interest of the Owner.
 - iii. To issue subsequent RFPs with terms and conditions that are substantially different from the terms and conditions set forth in this RFP;
 - iv. To supplement, amend, substitute or otherwise modify this RFP at any time prior to the execution of final contracts; to cancel this RFP with or without issuing another RFP;
 - v. To accept or reject any or all of the items in any proposal and award the contract in, whole or in part, if it is deemed in the Owner's best interest to do so;
 - vi. To reject the proposal of any firm that, in the Owner's sole judgment, has been delinquent or unfaithful in the performance of any contract with the Owner, or is financially, or technically incapable, or is otherwise not a responsible firm;
 - vii. To waive any informality, defect, non-responsiveness and/or deviation from this RFP that is not, in the Owner's sole judgment, material to the proposal;
 - viii. To permit or reject, at the Owner's sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections to proposals by some or all of the firms following submission;
 - ix. To request that some or all of the firms modify proposals or provide additional information;
 - x. To request additional or clarifying information or more detailed information from any firm at any time, including information inadvertently omitted in the proposal;
 - xi. To conduct such investigations as the Owner considers appropriate with respect to the qualifications of each firm and any information contained in its proposal.
 - xii. To terminate any negotiations at any time or conduct simultaneous, competitive negotiations with multiple firm.

General Specifications

Level of Cleanliness

It will be the responsibility of the vendor to provide housekeeping services for the individual locations in keeping between APPA Levels 2-3 standards for an educational institution, depending on location, from the perspectives of sanitation, public relations and protection of the physical facility. The following link to the APPA web-site will allow you to review the details of the expected cleaning levels: <https://www.appa.org/bok/cleaning-operations/>

DEFINE LEVEL 2

Therefore, the intent of this RFP request is to approach this matter from a level of cleanliness concept, and a detailed cleaning schedule as intended in Appendix I. Northern Kentucky University reserves the right to add/or delete services.

Termination/Cancellation

During the length of the Contract, in the event that contractor is non-compliant with any portion of the contract, Northern Kentucky University will give contractor 30 days written notice to comply. If compliance is unsatisfactory after 30 days, then a final written notice may be given to terminate the contract 90 days thereafter.

Payments

Payment for services received will be made on a monthly basis. After approval, the invoice will be forwarded for payment.

Space

It shall be the responsibility of the vendor to verify measurements as deemed applicable for the submission of a proposal. Drawings are available for review in the Office of Facilities Management, and campus visit can be arranged in advance.

Insurance

The contractor shall provide at all times during the contract period insurance coverage in accordance with NKU General Terms and Conditions:

Personnel

All matters pertaining to the recruitment, screening, hiring, and retention shall be the exclusive responsibility of the contractor. These matters shall be done fully in compliance with existing statutes and regulations pertaining to affirmative action, non-discrimination, wage and hour and any other stipulations germane to prudent personnel management.

Only those personnel who have been properly trained shall be assigned duties under this contract.

All personnel shall be dressed in uniforms in a manner authorized by the contractor and approved by Northern Kentucky University. The personnel shall be neat and clean in appearance.

Uniforms and picture identification badges shall be worn which fully identify the worker as a member of the contractor's work force.

Contractor shall submit an FBI background check report for all employees 24 hours before starting work. Under the second chance initiative, a case-by-case determination of any criminal record may be considered an exception. Provided such determination by the contractor is presented to NKU and accepted by the NKU Human Resources Department.

Contractor will pay hourly wage rate of no less than \$11.96 dollars per hour. Contractor will pay all taxes pertaining to his employees as required by law.

Any employee whose work habits and/or conduct is deemed objectionable to the University, shall be removed from the work force upon written request by an authorized Northern Kentucky University representative.

Parking

Contractor's staff may park their vehicles in Faculty/Staff/Open lots. All employees must register their vehicles and purchase annual/semesterly parking passes from the Office of Parking Services.

Allowed Holidays

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

University is closed but custodial staff must be present on these days: Good Friday, Wednesday before Thanksgiving and Friday after, Monday before Christmas until the day after New Year Day (specific dates will be provided each year).

Office Space, Storage Space and Utilities

Northern Kentucky University will provide office space, office equipment, computers, copiers, and furnishings. storage space and utilities, including an internet connection for contractor's on-site operations. The Contractor is responsible to provide communication devices such a smart phone, tablets, radios, etc.

Safety

The contractor shall be responsible for training as necessary in the application of chemicals and the use of equipment to facilitate safe conditions for the employees, and the University's students, staff, and faculty. The contractor shall abide by safety policies and protocols of the university and work in coordination with the university's Director of Safety and Emergency Management in matters related to safety and emergency operations.

Security

The contractor shall be responsible for training employees in security requirements of Northern Kentucky University and shall be responsible for the enforcement of the same. University Police

have jurisdiction over all campus facilities. Employees of the contractor shall abide by all guidelines and directives issued by the NKU University police.

1. The Contractor shall be responsible for safeguarding against loss, theft, or damage of all Northern Kentucky University property, materials, equipment, and accessories, which might be exposed to the Contractor's personnel.
2. Guns, knives, or other dangerous weapons shall not be allowed on campus. Alcohol and drugs are prohibited on the campus.

Key Control

1. No person shall knowingly possess an unauthorized key to property owned by Northern Kentucky University. Office of Facilities Management is the only authorized vendor for University key requests.
2. Keys which are no longer needed must be returned to the Office of Facilities Management.
3. Stolen or lost keys must be reported to the Northern Kentucky University Office of Facilities and Northern Kentucky University Public Safety Department immediately.
4. The installation, changing or removal of locks shall be performed only by Northern Kentucky University Office of Facilities Management or its designated contractor.
5. Unauthorized locks are prohibited on doors and if found will be removed and discarded. Any damage or repairs necessitated by the removal of unauthorized lock will be responsibility of the contractor found in violation.
6. Keys should not at any time be left unattended (hanging in a door lock, lying on a desk, etc.).
7. Contractor will be responsible for developing and enforcing a key return policy.
8. Keys are not to be transferred from their assigned carrier to another without proper documentation
9. The Contractor shall be responsible for the total cost of keys requested and for work done to re-secure an area whenever a key is lost or stolen.

Smoke-Free Workplace:

Smoking or use of tobacco products in any form is not permitted on-campus including campus grounds and parking lots. The contractor is responsible for compliance to this policy.

Supervision

All supervision as required for the execution of those contractual responsibilities assumed by the contractor shall be done by the contractor or his/her designated representative.

Damage

Contractor shall be responsible for the repair/replacement to the satisfaction of Northern Kentucky University's representative of any damage to the facility caused by any employee of the contract.

Equipment and Supplies/Materials

The selected contractor will provide the university with paper towels, bath tissue, hand soap, walk-off mats. Contractor is responsible for properly managing provided supplies. The procurement and maintenance of all other equipment, supplies and tools required for the successful execution of this contractual obligation shall be the contractor's responsibility. Contractor shall restock all dispensers daily and will ensure all restrooms are stocked properly at the beginning and the end of each shift.

Contractor shall store supplies and equipment in storage areas and custodial closets designated by Associate Director of Facilities. All storage areas are to be orderly and clean at all times. Wet mops are to be rinsed clean, wrung as dry as possible, and hung up. Mop buckets are to be emptied and rinsed out whenever they are not in use.

Northern Kentucky University will provide locked storage spaces, but it shall not be responsible for losses, which may be incurred due to theft and/or vandalism.

All equipment shall be maintained properly and kept in clean condition.

A listing of all chemicals and equipment that will be used by the successful contractor must be submitted for approval prior to initial service under the contract. Changes may be made only after duly authorized.

All chemicals and equipment must meet or exceed OSHA requirements and commonly recognized safety requirements. Safety Data Sheets will be maintained on each job site for all chemicals used in the cleaning processes.

The Contractor must furnish all needed safety equipment and protective devices necessary for the safety of all Building occupants and property of Northern Kentucky University.

Emergencies

All emergency conditions shall be promptly reported to the University's authorized representative.

In case of emergency (such as flooding) Contractor will be contacted by Authorized University's Representative and is expected to respond and report to Office of Facilities management in sixty (60) minutes. The university maintains a protocol which includes public address system, e-mail and text alerts, called Norse Alert. All contractor employees will be required to enroll in this program in order to receive timely alerts and urgent communications to campus wide emergencies.

Contractor's Representative

The Contractor shall provide appropriate Management staffing.

A representative of the contractor shall be appointed within (10 working days) after receipt of contract, and this person shall be available as deemed necessary by the representative for purposes of reporting problems, requesting schedule changes, etc. This individual shall be someone other than the job supervisor and he/she shall be the sole contact person for routine matters.

The University reserves the right, for reasonable issues, to request a change of Site and /or Account Manager at any time. Any substitution by the Contractor of manager must be

submitted in writing to the Director of Business Operations and Auxiliary Services or designee for approval prior to the change

Scheduling Housekeeping

Northern Kentucky University practices day cleaning with porter(s) and special project work in the evenings and weekends.

See Appendix I, Cleaning Schedules.

Moving

Moving any furniture or equipment within a building is included. Moving furniture or equipment between buildings is performed on a time and material basis.

Maintenance related Work Orders

Site manager will be issued access to Northern Kentucky University's work order system. Report any facility, equipment or furnishings in need of repair.

Entrance Mats

Northern Kentucky University shall procure for and provide floor mats for entrances; The Contractor shall be required to vacuum the mats daily, shampoo, power wash as needed. Northern Kentucky University will replace the mats as they wear out. It is responsibility of the Contractor to make sure correct and matching mats are placed at the doors, as well as to report what mats have to be replaced.

Bio-Hazard Services

The Contractor shall provide Northern Kentucky University with adequate staffing to complete cleaning and disinfecting services of bio-hazard incidents as they occur. This is to include, but not limited to: blood spills, vomit and other bodily fluids/waste. These services shall be conducted in accordance with current standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current standards and regulation.

Mold/ Mildew clean up and maintenance

Contractor will be responsible for mold and mildew clean up and maintenance when requested by authorized Northern Kentucky University Representative. All employees must be properly trained and fit for duty.

Window Cleaning

Contractor will source and manage annual exterior window cleaning service through a professional window cleaning subcontractor and Northern Kentucky University will pay subcontractor directly.

Summer Services

Please review required summer services for Housing and Residential life. These are the only specified services, for summer months, for this contract.

Quality control

During the term of the Agreement, Contractor is required to participate in web-based global quality system. Orange-QC is preferred.

Quality assurance activities, such as those associated with participation in performance-based programs are considered to be an integral part of the contractor-client relationship. It is not anticipated that participation in the quality system will require any additional management resources on the part of the contractor.

During the term of the agreement, Contractor's site manager shall fully inspect all contracted facilities as outlined in Appendix 1.

Contractor and Northern Kentucky University representative shall jointly conduct monthly quality audits. The Contractor has primary responsibility to schedule and coordinate the audits as well as an Annual Executive Review presentation.

During the term of this agreement, the Contractor is required to maintain a quality success percentage of 85% at each included property.

The contractor shall provide a Quality Improvement Plan within one week following each audit, regardless of the Inspection Score attained. Contractor is responsible to provide weekly summary of projects completed.

In addition, authorized Northern Kentucky University Official will conduct building inspections without prior notification. If during inspection it is found that services are not being performed adequately, services will be re-performed by Contractor at no additional cost to the University.

Addition of Square Footage

If space needs to be added during the term of the contract, it shall be done at the rate of:

Classroom Areas	\$ _____	per sq. ft. per month
Laboratories (Chem/Bio)	\$ _____	per sq. ft. per month
Shops (Art, Metal, etc.)	\$ _____	per sq. ft. per month
Office Areas	\$ _____	per sq. ft. per month
Public Areas	\$ _____	per sq. ft. per month
Conference Rooms	\$ _____	per sq. ft. per month
Athletic Event Areas	\$ _____	per sq. ft. per month
Indoor Gymnasium	\$ _____	per sq. ft. per month
Food Preparation	\$ _____	per sq. ft. per month
Dining Space	\$ _____	per sq. ft. per month
Dorm Rooms	\$ _____	per sq. ft. per month
Computer Labs	\$ _____	per sq. ft. per month

Emergency and/or Unscheduled Work

Monday – Friday

Per hour per employee \$ _____

Minimum hours required, if any _____ hours

Saturday

Per hour per employee \$ _____

Minimum hours required, if any _____ hours

Sundays/Holidays

Per hour per employee \$ _____

Minimum hours required, if any _____ hours

APPENDIX I Cleaning Schedules

Building	Type of building	Mon-Fri	Evening Porter	Weekend Porter	Weekly Common area only	Quarterly	Yearly
<u>BUILDING</u>	Student Union	X	X	X			
<u>BUILDING</u>	University Center	X	X				
<u>BUILDING</u>	112 Pike St.				Weekly Full Cleaning		X
<u>BUILDING</u>	Campus Recreation Center	X	X	X			
<u>BUILDING</u>	Residential Life/Housing	X					
<u>BUILDING</u>	Kentucky Hall	X		X			
<u>BUILDING</u>	Commonwealth Hall	X		X			
<u>BUILDING</u>	Norse Hall	X		X			
<u>BUILDING</u>	University Suites	X		X			
<u>BUILDING</u>	Northern Terrace	X		X			
<u>BUILDING</u>	Callahan Hall	X		X			
<u>BUILDING</u>	New Residence Hall (currently unnamed)	X		X			
<u>Norse Commons Administration Building</u>	Administrative	X				X	X
<u>BUILDING</u>	BB&T Arena	X	X, As Needed	X, As Needed			

RESIDENCE HALLS:

I. LOBBY AND COMMON AREA

- A. Daily
 - 1. Clean door glass
 - 2. Reset furniture to its original layout
 - 3. Empty and damp clean all trash receptacles
 - 4. Dust and spot clean all furniture
 - 5. Clean and polish all metal door handles
 - 6. Spot clean all walls to hand height
 - 7. Damp clean elevator exterior doors
 - 8. Vacuum entrance mats
 - 9. Spot clean entrance mats
 - 10. Dust mop composition floors
 - 11. Spot mop composition floors
 - 12. Clean directory board
 - 13. Clean and sanitize water fountain(s)
 - 14. Vacuum carpet

- B. Weekly
 - 1. High dust above hand height all horizontal surfaces including any shelves, moldings, ledges, pipes, ducts, vents, heating outlets, and blinds
 - 2. Damp clean baseboards, along walls, and corners
 - 3. Clean door glass
 - 4. Dust intake vents
 - 5. Mop composition floors
 - 6. Spray buff composition floors
 - 7. Removal of graffiti
 - 8. Touch point cleaning during pandemic periods

- C. Quarterly
 - 1. Clean carpet in entrances and lobbies

- D. Semi-Annual
 - 1. Spray buff composition floors

- E. Annually
 - 1. Renovate and refinish composition floors, apply five coats
 - 2. Shampoo all upholstered furniture and wash vinyl furniture
 - 3. Clean inside light fixtures

II. RESTROOMS/SHOWERS

- F. Daily
 - 1. Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins
 - 2. Clean and sanitize all flush rings, drain and overflow outlets
 - 3. Clean and polish all chrome fittings
 - 4. Clean and sanitize toilet seats
 - 5. Damp mop with disinfectant
 - 6. Clean and polish all glass and mirrors
 - 7. Clean all showers including shower curtains
 - 8. Empty all containers and disposals
 - 9. Spot clean and sanitize exterior of all containers

10. Dust metal partitions and window sills
11. Remove spots, stains, splashes from wall area adjacent to hand basins
12. Refill all dispensers to normal limits: tissue and towels from client's supply
13. Spot clean metal partitions
14. Remove fingerprints from doors, frames, light switches, handles, etc.
15. Low dust all surfaces to hand height including sills, moldings, ledges, shelves, frames, and ducts

G. Weekly

1. Wash and sanitize metal partitions
2. Clean tile walls
3. High dust above hand height including sills, moldings, ledges, shelves, frames, ducts, and heating outlets

H. Monthly

1. Machine scrub floors
2. Wash all tile walls

III. STAIRWELLS

A. Daily

1. Sweep stairs and landings
2. Spot clean exit doors
3. Spot clean wall to hand height (70")
4. Dust hand rails
5. Spot mop stairs

B. Weekly

1. Fully Mop stairs
2. Damp clean hand rails, ledges, and sills

IV. ELEVATORS

A. Daily

1. Vacuum carpet
2. Spot clean carpet
3. Dust and damp mop floors
4. Spot clean interior walls and doors
5. Clean key board

B. Weekly

1. Clean interior walls and doors
2. Clean elevator door tracks
3. Pac vac carpeting

ANNUAL DEEP CLEANING SPECIFICATIONS

Cleaning Operations based on Yearly Procedures in Residence Halls:

I. BEDROOMS

1. Ceilings - cobwebs
2. Clean light fixtures
3. Remove thumbtacks, etc. from bulletin boards
4. Clean tops of lights
5. Clean mirrors
6. Clean clothes rods in closets
7. Clean shelves and radiators
8. Clean inside of door facings and doors
9. Sweep floor
10. Vacuum/clean mattresses
11. Wash furniture - (special attention to dressers and desk drawers)
12. Reset furniture to its original layout
13. Wash walls, remove stickers
14. Wash windows - sill, chrome and screens
15. Clean corners and baseboards - using putty knife and corner brush
16. Scrub and wax floors

II. KITCHENS

1. Ceilings - cobwebs and food particles
2. Clean light fixtures
3. Wash walls
4. Wash windows
5. Clean stove, including oven
6. Clean refrigerator
7. Clean microwave
8. Clean cabinets, inside and outside, special attention to cabinet drawers
9. Clean counter tops, tables, and chairs
10. Clean all dust catchers
11. Clean corners and baseboards - using putty knife and corner brush
12. Clean floor (appropriately to floor finish)

III. RESTROOMS

1. Clean light fixtures
2. Wash walls, doors, partitions, hand dryers, soap shelf, torpedo cans, etc. use LPH disinfectant detergent and cold water
3. Scrub showers walls - special attention to chrome and soap trays
4. Clean windows, ceiling and vents
5. Clean commodes and urinals (bowl cleaner inside of bowl only)
6. Clean mirrors, sinks and plumbing underneath sinks
7. Clean bathtubs and showers
8. Scrub floors using lime scale remover (for buildup) and floor machine

IV. SUPPLY ROOMS AND CLOSETS

1. Clean vents
2. Clean light fixtures
3. Wash walls
4. Wash shelves and sinks
5. Organize supplies
6. Machine scrub floor and wax where acceptable

V. RECREATION ROOMS

1. Ceilings
2. Clean light fixtures
3. Vacuum draperies or dry clean
4. Wash walls and clean paneling
5. Wash windows, sills, screens, chrome, radiators, door facings, and doors
6. Leather chairs - wash or shampoo (depending on fabric)
7. Clean tables and polish
8. Wash and disinfect torpedo and trash cans
9. Empty and wash all ash stands
10. Vacuum and shampoo carpet
11. Machine scrub and wax tile floors

VI. CORRIDORS

1. Clean ceilings
2. Clean light fixtures
3. Remove tape, paper cobwebs, etc. from ceiling
4. Wash walls as necessary
5. Wash windows, sills, and clean chrome
6. Wash and disinfect trash chutes and trash rooms
7. Clean water fountain
8. Wash fire doors and clean glass
9. Clean elevators floors, and doors (special attention to corners)
10. Scrub and wax floors

VII. LOBBY AND CONCESSION AREAS, OFFICE

1. Clean ceilings
2. Reset furniture to its original layout
3. Clean light fixtures
4. Wash walls and clean panels (polish)
5. Clean windows, sills, and radiators
6. Clean and disinfect trash receptacles
7. Wash woodwork
8. Wash and shampoo furniture
9. Wash or polish tables
10. Clean lamps
11. Shampoo carpets
12. Machine scrub (using red soap and hot water)
13. Machine polish

VIII. STAIRWELLS

1. Clean light fixtures
2. Wash walls
3. Clean windows
4. Wash hand rails and polish
5. Scrub steps with hand brush (special attention to corners)
6. Scrub stairwell landing with floor machine

IX. BASEMENTS (single family homes)

- Sweep and mop floors
- Clean light fixtures
- Clean cobwebs
- Clean windows
- Clean washer and dryer in and out

NKU Recreational Complex: (Albright Health Center)

I. Lobby/Halls/Entrances/Corridors/Stairways:

A. Daily

1. Vacuum walk off mats
2. Spot clean door/window/partition glass
3. Vacuum carpeted traffic paths
4. Spot clean hard floors to remove all liter and debris
5. Remove collected trash to the designated area
6. Replace trash can liners as necessary
7. Police exterior area within 10 feet of entrance

B. Weekly

1. Mop hard surface floor
2. Machine scrub hard surface floor
3. Wall to wall vacuum
4. Dust all low reach surfaces (no ladder required)
5. Clean and polish bright metal work

C. Monthly

1. Dust high reach horizontal and vertical surfaces (within reach of 2nd ladder step, or pole duster)

D. Semi-Annually

1. Scrub/Recoat finished floor surfaces

E. Annually

1. Hot water carpet extraction
2. Strip/Refinish finished hard surface floors as necessary

II. Gymnasium(s), Racquetball Courts:

A. Daily

1. Spot clean door/window/partition glass
2. Spot clean floors to remove all liter and debris
3. Dust mop and tack floor
4. Remove black heel and tar marks
5. Remove collected trash to the designated area
6. Replace trash can liners as necessary
7. Police viewing areas

B. Weekly

1. Scrub floor with walk-behind scrubber
2. Dust all low reach surfaces (no ladder required)
3. Clean and polish bright metal work

C. Monthly

1. Dust high reach horizontal and vertical surfaces (within reach of 2nd ladder step, or pole duster)

III. Weight/Exercise Room(s)

A. Daily

1. Spot clean all surfaces, removing fingerprints and stains
2. Mop all spills, stains
3. Remove collected trash to the designated area
4. Replace trash can liners as necessary

B. Weekly

1. Wipe and disinfect exercise equipment
2. Dust all low reach surfaces (no ladder required)

C. Monthly

1. Dust high reach horizontal and vertical surfaces (within reach of 2nd ladder step, or pole duster)

IV. Pool

- A. Weekly
 1. Machine scrub deck

V. Locker Rooms and Restrooms

- A. Daily
 1. Refill dispensers
 2. Clean and sanitize all fixtures
 3. Spot clean all surfaces, removing fingerprints and stains
 4. Wipe all counters and mirrors
 5. Remove collected trash to the designated area
 6. Replace trash can liners as necessary
- B. Weekly
 1. Wash all restroom partitions
 2. Fully clean showers
- C. Monthly
 1. Machine scrub all restroom and hard floor surfaces using disinfectant cleaner
- D. Quarterly
 1. Machine wash all ceramic tile walls

VI. Offices/Conference Areas/Meeting Rooms/Studio Spaces

- A. Daily
 1. Spot clean carpeted areas
 2. Spot clean all surfaces, removing fingerprints and stains
 3. Mop all stains and spills
 4. Spot clean hard surface floor areas to remove all liter and debris
 5. Remove collected trash to the designated area
 6. Replace trash can liners as necessary
- B. Weekly
 1. Mop hard surface floor
 2. Machine scrub hard surface floor
 3. Wall to wall vacuum
 4. Dust all low reach surfaces (no ladder required)
 5. Clean and polish bright metal work
- C. Monthly
 1. Dust high reach horizontal and vertical surfaces (within reach of 2nd ladder step, or pole duster)
 2. Semi-Annually
 3. Scrub/Recoat finished floor surfaces
- D. Annually
 1. Hot water carpet extraction
 2. Strip/Refinish finished hard surface floors as necessary

James and Rachel Votruba Student Union:
NKU University Center:

I. LOBBY AND COMMON AREA

A. Daily

- (a) Clean door glass
- (b) Reset furniture to its original layout
- (c) Empty and damp clean all trash receptacles
- (d) Dust and spot clean all furniture
- (e) Clean and polish all metal door handles
- (f) Spot clean all walls to hand height
- (g) Damp clean elevator exterior doors
- (h) Vacuum entrance mats
- (i) Spot clean entrance mats
- (j) Dust mop composition floors
- (k) Spot mop composition floors
- (l) Clean directory board
- (m) Clean and sanitize water fountain(s)
- (n) Empty all trash
- (o) Meeting Rooms – pull trash, vacuum, wipe tables and chairs

B. Three Times Weekly

- (a) Spray buff terrazzo floors

C. Weekly

- (a) High dust above hand height all horizontal surfaces including any shelves, moldings, ledges, pipes, ducts, vents, and heating outlets
- (b) Damp clean baseboards, along walls, and corners
- (c) Clean door glass
- (d) Dust intake vents

D. Quarterly

- (a) Shampoo carpet
- (b) Cleaning of tables bases for tables in the food court

E. Semi-Annually

- (a) Scrub and refinish floors (or as needed)

F. Annually

- (a) Strip and refinish composition floors, apply five coats
- (b) Shampoo all upholstered furniture and wash vinyl furniture and legs/bases
- (c) Extract carpet

II. OFFICE AREAS

A. Weekly

- (a) High dust to hand height all horizontal surfaces, including shelves, moldings, ledges, pipes, ducts, and heating outlets
- (b) Clean entire desk tops (where possible)
- (c) baseboards, corners, around and under tables
- (d) Spray buff all composition floors
- (e) Remove fingerprints from doors, frames, light switches, kick and push plates, handles, and moldings, around doorways

- (f) Clean entrance glass
- (g) Remove dust and cobwebs from ceiling area
- (h) Dust all baseboards
- (i) Vacuum all offices and suite common areas

B. Monthly

- (a) Clean all partition glass
- (b) Dust blinds

C. Annually

- (a) Renovate and refinish all composition floor, apply five coats of finish
- (b) Clean upholstered furniture

III. RESTROOMS

A. Daily

- (a) Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins
- (b) Clean and sanitize all flush rings, drain and overflow outlets
- (c) Clean and polish all chrome fittings
- (d) Clean and sanitize toilet seats
- (e) Damp mop with disinfectant
- (f) Clean and polish all glass and mirrors
- (g) Empty all containers and disposals
- (h) Spot clean and sanitize exterior of all containers
- (i) Dust metal partitions and window sills
- (j) Remove spots, stains, splashes from wall area to hand basin
- (k) Refill all dispensers to normal limits: tissue and towels from client's supply
- (l) Spot clean metal partitions
- (m) Remove fingerprints from doors, frames, light switches, handles, etc.
- (n) Low dust all surfaces to hand height including sills, moldings, ledges, shelves, frames, and ducts

B. Weekly

- (a) Wash and sanitize metal partitions
- (b) Spot clean tile walls
- (c) High dust above hand height including sills, moldings, ledges, shelves, frames, ducts, and heating outlets

C. Monthly

- (a) Machine scrub floors
- (b) Wash all tile walls
- (c) Dust intake vents

IV. LOUNGES/VENDING AREA/DINING FACILITIES

A. Daily

- (a) Dust mop composition floors
- (b) Reset furniture to its original layout
- (c) Damp mop composition floors
- (d) Damp clean chairs and tables
- (e) Empty trash containers and replace liners
- (f) Spray buff composition floors
- (g) Vacuum carpet
- (h) Spot clean carpet

- B. Weekly**
 - (a) Clean exterior of trash containers
 - (b) Sweep baseboards
 - (c) High dusting
- C. Monthly**
 - (a) Clean interior of trash containers
 - (b) Cleaning of seating including legs
- D. Annually**
 - (a) Refinish composition floors, apply five coats of finish

V. STAIRWELLS

- A. Daily**
 - (a) Sweep stairs and landings
 - (b) Spot clean exit doors
 - (c) Spot clean wall to hand height (70")
 - (d) Dust hand rails
 - (e) Mop stairs
- B. Weekly**
 - (a) Damp clean hand rails, ledges, and sills

VI. ELEVATORS

- A. Daily**
 - (a) Vacuum carpet
 - (b) Spot clean carpet
 - (c) Spot clean interior walls and doors
 - (d) Clean key board
 - (e) Dust and damp clean floors
- B. Weekly**
 - (a) Clean interior walls and doors
 - (b) Clean elevator door tracks
 - (c) Shampoo carpets

VII. LOADING DOCK (Student Union only)

- A. Daily**
 - (a) Sweep and mop floors
- B. Weekly**
 - (a) Power wash floors

VIII. CARGO ELEVATOR (Student Union only)

- A. Daily**
 - (a) Sweep and mop floors

ADMINISTRATIVE BUILDINGS: (112 Pike St. Covington, KY)

I. LOBBY AND COMMON AREA

A. Weekly

- (a) Clean door glass
- (b) Reset furniture to its original layout
- (c) Empty and damp clean all trash receptacles
- (d) Dust and spot clean all furniture
- (e) Clean and polish all metal door handles
- (f) Spot clean all walls to hand height
- (g) Damp clean elevator exterior doors
- (h) Vacuum entrance mats
- (i) Spot clean entrance mats
- (j) Dust mop composition floors
- (k) Spot mop composition floors
- (l) Clean directory board
- (m) Clean and sanitize water fountain(s)
- (n) Vacuum carpets
- (o) High dust above hand height all horizontal surfaces including any shelves, moldings, ledges, pipes, ducts, vents, and heating outlets
- (p) Damp clean baseboards, along walls, and corners
- (q) Clean door glass
- (r) Dust intake vents
- (s) Spray buff composition floors

B. Semi-Annually

- (a) Scrub and apply five coats of finish (or as needed)

C. Annually

- (a) Renovate and refinish composition floors, apply five coats
- (b) Shampoo/clean all upholstered and vinyl furniture.
- (c) Shampoo carpets

II. OFFICE AREAS

A. Weekly

- (a) High dust to hand height all horizontal surfaces, including shelves, moldings, ledges, pipes, ducts, and heating outlets
- (b) Empty wastebaskets and replace liners as needed
- (c) Dust furniture
- (d) Clean desk tops (where possible)
- (e) Sweep baseboards, corners, around and under desks
- (f) Spray buff all composition floors
- (g) Remove fingerprints from doors, frames, light switches, kick plates, handles, and moldings around doorways
- (h) Clean entrance glass
- (i) Remove dust and cobwebs from ceiling area
- (j) Dust all baseboards

B. Monthly

- (a) Clean all partition glass
- (b) Dust blinds

C. Annually

- (a) Renovate and refinish all composition floors, apply five coats of finish
- (b) Shampoo/clean all upholstered and vinyl furniture
- (c) Shampoo carpets

III. RESTROOMS

A. Weekly

- (a) Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins
- (b) Clean and sanitize all flush rings, drain and overflow outlets
- (c) Clean and polish all chrome fittings
- (d) Clean and sanitize toilet seats
- (e) Damp mop with disinfectant
- (f) Clean and polish all glass and mirrors
- (g) Empty all containers and disposals
- (h) Spot clean and sanitize exterior of all containers
- (i) Dust metal partitions and window sills
- (j) Remove spots, stains, splashes from wall area adjacent to hand basins
- (k) Refill all dispensers to normal limits: tissue and towels from client' supply
- (l) Spot clean metal partitions
- (m) Remove fingerprints from doors, frames, light switches, handles, etc.
- (n) Low dust all surfaces to hand height including sills, moldings, ledges, shelves, frames, and ducts
- (o) Wash and sanitize metal partitions
- (p) Spot clean tile walls
- (q) High dust above hand height including sills, moldings, ledges, shelves, frames, ducts, and heating outlets

B. Monthly

- (a) Machine scrub floors
- (b) Wash all tile walls

IV. LOUNGE/VENDING AREAS

A. Weekly

- (a) Dust mop composition floors
- (b) Reset furniture to its original layout
- (c) Damp mop composition floors
- (d) Damp clean chairs and tables
- (e) Empty trash containers and replace liners
- (f) Vacuum carpet
- (g) Spot clean carpet
- (h) Mop stairs
- (i) Damp clean hand rails, ledges, and sills
- (j) Sweep baseboards
- (k) Spray buff composition floors

B. Monthly

- (a) Clean interior of trash containers
- (b) Semi-Annually
- (c) Refinish composition floors, apply five coats of finish

The BB&T Arena

EAST SIDE EVENT

SMG-Suite

Empty all waste receptacles, including recyclable and remove trash to designated area

Vacuum all carpets

Spot clean walls, light switches, doors, door glass, door frames (as needed)

Dust under 6' all furniture, fixtures, equipment and accessories and all horizontal surfaces including ledges, sills, door frames and moldings, etc.

Clean break room, clean conference room

Dust mop and/or mop hallway outside of SMG suite

Meeting Rooms

Empty all waste receptacles, including recyclable and remove trash to designated area

Vacuum all carpets

Spot clean walls, light switches, doors, door glass, door frames (as needed)

Clean tables

Vacuum Meeting Room Hallway

Northern Class suite

Empty all waste receptacles, including recyclable and remove trash to designated area
Vacuum all carpets

Spot clean walls, light switches, doors, door glass, door frames (as needed)

Dust under 6' all furniture, fixtures, equipment and accessories and all horizontal surfaces including ledges, sills, door frames and moldings, etc.

Housekeeping Closet

Clean slop sink

Check chemical levels and report to supervisor when low
Keep closet in an order fashion

VOM C Restrooms

Pour water in drains daily

Empty trash & replace liners as necessary

Sweep and wet mop floors with disinfectant cleaner

Clean and sanitize all restroom fixtures, mirrors and counters

Clean and refill all dispensers

Polish all stainless steel

Spot clean walls, partitions, door and door frames (as needed)

Vault

Empty trash & replace liners as necessary

Sanitize and polish sinks, counters & tables with disinfectant cleaner

Dust mop & wet mop hard floors with disinfectant cleaner

Dust all horizontal surfaces

Clean and polish stainless steel fixtures

Clean glass surfaces

WEST SIDE EVENT

Athletics Suite and Coaches Suite

Empty all waste receptacles, including recyclable and remove trash to designated area
Vacuum all carpets
Spot clean walls, light switches, doors, door glass, door frames (as needed)
Dust under 6' all furniture, fixtures, equipment and accessories and all horizontal surfaces including ledges, sills, door frames and moldings, etc.
Clean break room
Clean conference room

AH Locker Rooms

Pour water in drains daily
Empty trash & replace liners as necessary
Sweep and wet mop floors with disinfectant cleaner
Clean and sanitize all restroom fixtures, mirrors and counters
Clean and refill all dispensers
Polish all stainless steel
Spot clean walls, partitions, door and door frames (as needed)
Flush all toilets once per day minimum
Wipe down all horizontal and vertical surfaces

Weight Room

Police the area for debris
Clean glass surfaces as needed
Dust and wet mop hard floors with disinfectant and cleaner

Academic Center

Empty all waste receptacles, including recyclable and remove trash to designated area
Vacuum all carpets
Clean glass surfaces
Wipe down all horizontal and vertical surfaces

Athletics Tile Hallway

Dust mop hard floor daily
Wet mop 3 times a week (Mon/Wed/Fri)
Scrub the floors (grout) 1 x/month

Sports Medicine

Clean glass surfaces

Dust mop & wet mop hard floors with disinfectant cleaner

Empty all waste receptacles, including recyclable and remove trash to designated area Wipe down all horizontal and vertical surfaces

Scrub the floors (grout) as needed

VOM B Restrooms and Athletics Restroom

Dust mop & wet mop hard floors with disinfectant cleaner

Empty all waste receptacles, including recyclable and remove trash to designated area Pour water in drains daily

Sweep and wet mop floors with disinfectant cleaner

Clean and sanitize all restroom fixtures, mirrors and counters Clean and refill all dispensers

Polish 1,1)1 stainless steel

Spot clean walls, partitions, door and door frames (as needed)

Housekeeping Closet

Clean slop sink

Check. chemical levels and report to supervisor when low Keep closet in an order fashion

FLOATERS

Employee Restrooms

Dust mop & wet mop hard floors with disinfectant cleaner

Empty all waste receptacles, including recyclable and remove trash to designated area Pour water in drains daily

Sweep and wet mop floors with disinfectant cleaner

Clean and sanitize all restroom fixtures, mirrors and counters Clean and refill all dispensers

Polish all stainless steel

Spot clean walls, partitions, door and door frames (as needed)

Main Lobby before 10am

Clean glass surfaces

Wipe down all horizontal and vertical surfaces

Empty all waste receptacles, including recyclable and remove trash to designated area Clean box office window glass

Dust mop & clean the floors using auto scrubber

Monumental Staircase and all internal glass to staircase (as needed) Polish all stainless steel

Box Office

Empty all waste receptacles, including recyclable and remove trash to designated area weekly

Vacuum all carpets weekly

Box Office Restroom (weekly) and Lobby Restroom (daily)

Pour water in drains

Empty trash & replace liners as necessary

Sweep and wet mop floors with disinfectant cleaner

Clean and sanitize all restroom fixtures, mirrors, and counters Clean and refill all dispensers

Polish all stainless steel

Spot clean walls. partitions, door and door frames (as needed)

Housekeeping Office/Storage

Clean and organize the cleaning equipment Organize stock

Laundry Room

Dust mop & wet mop hard floors with disinfectant cleaner
Empty all waste receptacles, including recyclable and remove trash to designated area

Elevators

Vacuum tracks on all levels
Keep floors and walls free of dust and debris

Security Office

Dust mop & wet mop hard floors with disinfectant cleaner
Clean glass surfaces
Vacuum carpet at the entrance
Dust all horizontal surfaces

Trash Room

Organize and clean

Loading Dock

Dust mop the floors
Clean the floors using auto scmbber as needed

AFTERNOON ROUTINE CHECKS

All Suites

Wipe down all horizontal surfaces
Clean glass surfaces
Vacuum carpet if needed
Clean and disinfect suite restroom as needed
Dust mop & wet mop hard floors with disinfectant cleaner in the suite's restrooms as needed
Pour water in drains daily in suite's restroom as needed

Concourse Restrooms

Dust mop & wet mop hard floors with disinfectant cleaner
Empty all waste receptacles, including recyclable and remove trash to designated area
Pour water in drains daily
Sweep and wet mop floors with disinfectant cleaner
Clean and sanitize all restroom fixtures, mirrors and counters
Clean and refill all dispensers
Polish all stainless steel
Spot clean walls, partitions, door and door frames (as needed)
Wipe all ledges and trash cans on Concourse including Guest Services booth and accessible as needed
Clean concession counters and door fronts as needed

Family Restroom

Dust mop & wet mop hard floors with disinfectant cleaner
Empty all waste receptacles, including recyclable and remove trash to designated area
Pour water in drains daily
Clean and sanitize all restroom fixtures, mirrors and counters
Clean and refill all dispensers
Polish all stainless steel
Spot clean walls, partitions. door and door frames (as needed)

Clean and check all Housekeeping Closets on Concourse

Clean slop sink

Check chemical levels and report to supervisor when low

First Aid and First Aid Restroom

Dust mop & we mop hard floors with disinfectant cleaner

Empty all waste receptacles, including recyclable and remove trash to designated area
Clean glass surfaces

Wipe down all horizontal and vertical surfaces
Pour water in drains daily

Clean and sanitize all restroom fixtures, mirrors and counters
Clean and refill all dispensers

Polish all stainless steel

Spot clean walls, partitions, door and door frames (as needed)

Guest Services Booth

Vacuum carpet if needed

Wipe down all horizontal and vertical surfaces

REGULAR PROJECTS

Scrape all visible gum off all floor areas

ONCE IN TWO WEEKS PROJECTS

Stainless steel kickplates on all doors polished

MONTHLY PROJECTS

Check and wipe down dirty sections base boards *as needed*
Vacuum air diffusers and returns in all spaces within reach
Glass in bowl area

QUARTERLY PROJECTS

Clean under and behind the bleachers. If we have a question about what is trash, contact lead engineer.

YEARLY PROJECTS (JUNE-SEPTEMBER)

Clean all base boards

Wipe seat bottoms in all sections of bowl area

Use backpack vacuum to vacuum cloth seats in bowl area

Pressure wash restrooms top to bottom

Floor resurfacing (i.e. scrub/recoat or strip/wax) *as requested* by customer will be quoted and billed separately. Other project work requested by customer will be quoted and billed separately.

NOTES FOR ALL HOUSEKEEPING STAFF

Cleaners have to note and report to the Lead Engineer any deficiencies such as:
Light bulbs out

Broken fixtures (door hardware, light switches, outlets, plumbing, etc.)
Items out of place

Security risks

Housekeeping equipment or supplies found to be in disrepair.

Event Cleaning, BB&T Arena

HOURLY COST	
	Per Hour
Supervision	\$23.97
Technicians	\$14.79

EVENTS	1000	1:001-2000	2001-3500	3501-5000	5001-7000	>7000
	Normal	\$722.65	\$898.89	\$1,055.66	\$1,369.21	\$1,545.44
Only Lower Level (Sections 101-112) &Floor	\$644.26	\$820.50	\$1,134.05	\$1,259.47	\$1,435.70	\$1,576.80
Half Bowl Both Levels (Sections 103- 110, 203- .210) & Floor	\$644.26 ..	\$820.50	\$1,134.05	\$1,259.47	\$1,435.70	\$1,576.80
Number of porters recommended**	2	3	4	6	6	8

EVENT EXTRA SERVICES	
	Add
Multiple shows per day	\$ 295.80
Confetti shows	\$ 295.80
Dirt shows	\$ 2,550.00

SUITE/PARTY DECK CLEANING COST	
	Each
Suites 1-12	\$ 20.40
Suites A-B	\$ 25.50
Party Deck	\$ 25.50