

**Mississippi State University
Request for Proposals (RFP) 22-140
Custodial Services for the School of Architecture Jackson Center
located at 509 East Capitol Street, Jackson, MS**

ISSUE DATE: November 10, 2022

ISSUING AGENCY: Office of Procurement and Contracts

Mississippi State University
610 McArthur Hall
245 Barr Avenue
Mississippi State, MS 39762

Sealed Proposals, subject to the conditions made a part hereof, will be received no later than **December 13, 2022, at 2:00 PM in the MSU Office of Procurement and Contracts, same address above**, for furnishing services and potentially, optional services as described herein.

IMPORTANT NOTE: Indicate firm name, and RFP number on the front of each sealed proposal envelope or package.

All inquiries concerning this RFP should be directed to:

Jennifer Mayfield
Office of Procurement and Contracts, (Same address above)
jmayfield@procurement.msstate.edu
662-325-2550

Any addendum associated with this RFP will be posted at <http://www.procurement.msstate.edu/procurement/bids/index.php> located under RFP 22-140. It is the respondent's responsibility to assure that all addenda have been reviewed and if applicable, signed and returned.

1. UNIVERSITY OVERVIEW

Mississippi State University (MSU) is a comprehensive land grant university of 21,500+ students and approximately 5,000 faculty and staff. The main campus is located adjacent to the community of Starkville in northeast Mississippi, with a remote campus located in Meridian with an enrollment of around 700 students. Additionally, the university operates several remote agricultural experiment stations, Extension offices located in each of the eighty-two Mississippi counties and a 5th Year Architecture Program located in Jackson, MS.

Additional information about MSU can be found at our website www.msstate.edu.

2. INVITATION TO SUBMIT PROPOSAL ON RFP

MSU, is requesting proposals from experienced and qualified organizations to provide Daily Cleaning of the School of Architecture Jackson Center located at 509 East Capitol Street, Jackson, MS.

The cleaning service contractor plays an integral part in the ability of MSU School of Architecture to daily provide to department faculty, staff, students and guests a clean, safe and well-maintained facility. All cleaning services will be conducted after 6:00 PM. Students will be working in this building all hours. The Service Provider will work around the students to ensure areas are cleaned.

3. SCOPE OF SERVICES REQUIRED

Provide janitorial services five (5) times a week for the MSU School of Architecture Jackson Center located at 509 East Capitol Street, Jackson, MS 39201-2704.

A. Services to be performed:

Offices, conference rooms, break rooms, library and common areas:

Daily duties:

- Empty waste containers, clean as necessary and insert liners. Trash to be removed to collection point behind building.
- Wipe and disinfect all countertops, desks, tables, Library shelves, cabinets light switches and elevator buttons.
- Vacuum carpeted floors
- Sweep corners, dust mop and damp mop resilient and hard floors.
- Clean area just outside the main entrance (6' radius) and clean class entrance doors.
- Return all chairs to proper position under desks and tables.
- Clean all stainless-steel surfaces with stainless steel cleaner
- Clean break room counters and sinks.

- Clean and sanitize all water fountains.

Weekly duties:

- Dust and clean furniture including desks, shelves, cabinets, computers, tables and chairs.
- Clean interior glass windows and partitions.
- Dust interior windowsills in all areas.
- Clean and polish all kick and push plates on all doors.
- Remove dust and cobwebs from ceiling areas in wall corners and main entrance/exits (inside and outside).
- Clean outside of Microwave and Refrigerator.
- Vacuum entryway mats.
- Wipe and sanitize telephone and handset.
- Sweep north and south stairwells.
- Clean elevator

Monthly duties:

- Dust all horizontal surfaces including sills, ledges, moldings, picture frames, clocks, door hinges, etc.
- Dust air vents, door louvers and blinds.

Restrooms:

Daily duties:

- Clean (interior and exterior), sanitize and polish all fixtures including mirrors, toilets, urinals and sinks.
- Empty all waste containers, clean as needed and insert can liners. Trash to be removed to collection point behind building.
- Refill all dispensers, napkins, soap, tissue, liners, etc.
- Dust mop/damp mop (sanitize) resilient and hard floors.
- Spot clean walls (glass and semi-gloss paint only), doors and partitions.

Weekly duties:

- Remove cobwebs from ceiling areas and corners.
- Dust/clean partitions from top to bottom.

Monthly duties:

- Low dust and high dust all surfaces including faces, louvers, and air vents, sills, moldings, ledges, shelves, frames, door hinges, etc.

B. Miscellaneous

- All paper products, soap and liners are to be supplied by MSU school of architecture.
- Stripping and waxing of vinyl tile floors billed separately (upon request) square foot.
- Carpet cleaning services billed separately (upon request) square foot.
- Machine scrubbing of ceramic tile floors billed separately (upon request) square foot.
- All professional building services personnel subject to criminal background screening.
- Contractor will be issued access card to main building entrance and keys to access interior offices and spaces. Contractor responsible for maintaining control of card/keys during contract period and returning them at contract completion.
- Contractor responsible for locking all doors that were opened during service. Repeated instances of not locking doors could result in contract termination.
- MSU Custodial Standards attached (Appendix b)
- Upon assumption of contract, annual cleaning “deep clean” shall be accomplished in accordance with attached standards.

4. INQUIRIES ABOUT RFP

Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. **Questions should be submitted either via a Word document or plainly typed in the email itself.** Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). Please send your inquiries to Jennifer Mayfield via electronic mail at jmayfield@procurement.msstate.edu.

All inquiries should be marked “URGENT INQUIRY. MSU RFP 22-140”

5. ADMINISTRATIVE INFORMATION

a) Issuing Office

This RFP is issued by the following office:

Office of Procurement and Contracts
Mississippi State University
245 Barr Avenue, 610 McArthur Hall
Mississippi State, MS 39762

b) Schedule of Critical Dates

The following dates are for planning purposes only unless otherwise stated in this RFP progress towards their completion is at the sole discretion of the university.

RFP Posted	November 10, 2022
Questions from Vendors Due	November 28, 2022
MSU Q&A Response Due	December 2, 2022
Proposal Submission Deadline – 2:00 p.m.	December 13, 2022
Award Date (Estimated)	December 16, 2022
Contract Effective Date (Estimated)	January 1, 2023

6. PROPOSAL CONTENTS

This is a two-step RFP process. The technical proposals and the cost proposals are to be submitted in separate sealed envelopes. Indicate firm name, RFP# and word “Technical Proposal” on the front of the sealed technical proposal envelope or package. Indicate the firm name, RFP# and the word “Cost Proposal” on the front of the sealed proposal envelope or package.

At a minimum, the following items should be included in the contents of the Technical Proposal:

- Cover letter, indicating the scope of the proposal. The letter should include an overview of the services being offered. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP. (Cover letter should be no more than three pages in length.)
- Corporate Structure and Credentials
 - Number of years of experience
 - Staffing levels and support proposed
 - Examples of similar previous work.
- Operations and Ability To Perform
 - Provide operation plan. This should include, but not be limited to, acknowledgement and agreement with all requirements as well as explanations, where applicable, of the intended plan to achieve the requirements.
 - Describe how services will be provided to MSU.

At a minimum, the following items should be included in the contents of the Cost Proposal:

- Fees for initial purchase of software/items/service (including all preparation, installation, rollout, training and first year maintenance and support)
- Annual Maintenance Costs after initial purchase.

7. DISCUSSIONS/EVALUATION CRITERIA/AWARD PROCESS

MSU reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. MSU reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. MSU likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. MSU may make a written determination showing the basis upon which the award was made, and such determination shall be included in the procurement file.

MSU reserves the right to award this contract in whole or in part depending on what is in the best interest of MSU with MSU being the sole judge thereof.

The evaluation factors set forth in this section are described as follows:

- The Vendor's ability to deliver an application meeting the overall objective and functions described in the RFP
- Competitive fees
- Availability and access technical support
- Vendor's experience with similar systems
- Compliance with applicable State and Federal laws and regulations
- The committee may invite finalists for interviews and/or presentations

Failure to attend a requested interview presentation before the committee may result in a proposal not being considered.

Upon award of contract(s), successful respondent(s) will be asked to provide a transition plan and timeline and obtain MSU's input and concurrence before moving forward.

Proposals will be scored based on the following weights (100 points total):

- Corporate Structure/Years of Experience/References – 20 pts
- Operation Plan/Ease of Use/Services Offered – 30 pts
- Fees – 50 pts.

8. PROPOSAL SUBMISSION

Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 7. Please make sure that the RFP number is clearly visible on the outside of the package.

Technical Proposal – One (1) original and one (1) electronic copy (of the complete technical proposal in one pdf file on a flash drive) of parts 7(b)(i) (Cover Letter), 7(b)(ii) (Corporate Structure and Credentials), and 7(b)(iii) (Operations and Ability to Perform) should be sealed in a package with “Technical Proposal” in the lower left hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.

Cost Proposal – One (1) original and one (1) electronic copy (of the complete cost proposal in one pdf file on a flash drive). Should be sealed in a package with “Cost Proposal” in the lower left-hand corner. Each submitted package should be a complete copy. The original shall be marked on the first page “Original”.

The proposal package must be received on or before **2:00 p.m. on December 13, 2022**. It is the responsibility of the respondent to ensure that the proposal package arrives in the Procurement and Contracts office on-time. The proposal package should be delivered or sent by mail to:

**Office of Procurement and Contracts
Mississippi State University
610 McArthur Hall
245 Barr Avenue
Mississippi State, MS 39762**

Your response must include the signature page included in this RFP (See Appendix A) and contain the signature of an authorized representative of the respondent’s organization. The signature on the “Original” signature page should be in blue ink

MSU reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the University to do so.

Proposals received after the stated due date and time will be returned unopened. Submission via facsimile or other electronic means will not be accepted.

9. PCI COMPLIANCE ISSUES (IF APPLICABLE)

The vendor must provide a PCI compliant processing environment using one of the approved options below. If the vendor is unable to fully adhere to one of these options, the proposal will be removed from consideration.

- **Option 1** – Integrate with MSU’s existing third-party solution (NelNet Business Solutions – Commerce Manager), because all hardware, software and back-end processing have been vetted and credit/debit card payments are automatically posted to Banner.

- **Option 2** – Use alternative third-party solution. Use a different MSU Merchant ID but same bank account.
 - Work with members of MSU’s PCI Council and third-party PCI Compliance consultant to review business needs and proposed solution.
 - Ensure card transactions processed by university personnel are performed using a PCI-validated point to point encrypted (P2PE) solution. The solution must be listed on the PCI council’s website (<https://www.pcisecuritystandards.org>), must not be expired, and devices to be used with the solution must have a PIN transaction security (PTS) expiration date at least 3 years past the date of installation.
 - Obtain the following solution information
 - Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.
 - Verify that all devices have a current PTS certification and have an expiration date at least 3 years past the installation date of the solution.
 - Obtain a data flow diagram showing where payment card data will be introduced to the proposed solution and all steps/hops it will take until payment information is delivered to the merchant processing bank. This will determine all of the service providers that must provide an AoC.
 - Require specific reporting requirements and interfaces to support Banner integration and automatic posting of credit/debit card payments to the ERP. The exact file layout will be provided upon request.

- **Option 3** – Use alternative third-party solution. Use vendor’s Merchant ID.
 - Work with members of MSU’s PCI Council and third-party PCI Compliance consultant to review the solution.
 - Ensure card transactions processed by university personnel are performed using a PCI-validated point to point encrypted (P2PE) solution. The solution must be listed on the PCI council’s website (<https://www.pcisecuritystandards.org>), must not be expired, and devices to be used with the solution must have a PIN transaction security (PTS) expiration date at least 3 years past the date of installation.
 - Obtain the following solution information
 - Attestation of compliance (AoC) from all parties involved in handling or that affect the security of cardholder data.

- Verify that all devices have a current PTS certification and have an expiration date at least 3 years past the installation date of the solution.
- Obtain a data flow diagram showing where payment card data will be introduced to the proposed solution and all steps/hops it will take until payment information is delivered to the merchant processing bank. This will determine all of the service providers that must provide an AoC.
- Payments due MSU will be remitted on a predetermined basis, net of all applicable fees and merchant discounts. Banner integration not required.

10. TWO-PHASE, BEST AND FINAL OFFER

If the initial proposals do not provide MSU with a clear and convincing solution, or if MSU feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, MSU reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submittals (Phase-One), MSU may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.

The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through initial RFP submittal process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.

11. TERM OF CONTRACT

It is MSU's intention to enter into a four (4) year contract, estimated to begin January 1, 2023.

MSU reserves the right to terminate this agreement with thirty (30) days-notice, by the Director of Procurement and Contracts via certified mail to the address listed on the signature page of this RFP (See Appendix A) if any of the terms of the proposal and/or contract are violated.

In the event the contractor fails to carry out and comply with any of the conditions and agreements to be performed under the specifications, MSU will notify the contractor, in writing, of such failure or default. In the event the necessary corrective action has not been completed within a ten (10) day period, the contractor must submit, in writing, why such corrective action has not been performed. The University reserves the right to determine whether or not such noncompliance may be construed as a failure of performance of the contractor.

Termination of contract by contractor without cause can only occur with at least one-hundred and twenty (120) days-notice prior to the proposed termination of the contract.

In the event MSU employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this contract, the contractor agrees to pay the attorney's fees and expenses so incurred by MSU.

12. ACCEPTANCE TIME

Proposal shall be valid for one-hundred and eighty (180) days following the proposal due date.

13. RFP CANCELLATION

This RFP in no manner obligates MSU to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards this end is solely at the discretion of MSU and may be terminated without penalty or obligations at any time prior to the signing of a contract. MSU reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

14. INDEPENDENT CONTRACTOR CLAUSE

The contractor shall acknowledge that an independent contractor relationship is established and that the employees of the contractor are not, nor shall they be deemed employees of MSU and that employees of MSU are not, nor shall they be deemed employees of the contractor.

15. OTHER CONTRACT REQUIREMENTS

Award Terms: This contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the Supplier, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from the University.

Standard Contract: The awarded contractor(s) will be expected to enter into a contract that is in substantial compliance with MSU's standard contract http://www.procurement.msstate.edu/pdf/standard_rfp_contract.pdf. Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which the MSU cannot change (see Standard Addendum <http://www.procurement.msstate.edu/contracts/standardaddendum.pdf>) Significant changes to the standard contract may be cause for rejection of a proposal.

The Procurement Process: The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.

- Request for Proposals (RFP) is issued to prospective suppliers.
- A deadline for written questions is set.
- Proposals will be received as set forth in Section 8.
- Unsigned proposals will not be considered.

- All proposals must be received by MSU no later than the date and time specified on the cover sheet of this RFP.
- At that date and time, the package containing the proposals from each responding firm will be opened publicly and the name of each respondent will be announced.
- Proposal evaluation: The University will review each proposal.
- At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal
- Respondents are cautioned that this is a request for proposals, not a request to contract, and the MSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- The proposals will be evaluated according to the criteria set forth in Section 7.

APPENDIX A: SIGNATURE PAGE

Provide information requested, affix signature and return this page with your proposal:

Name of Firm: _____

Complete Address: _____

Telephone Number: _____

E-mail Address: _____

Authorized Signature: _____

Printed Name: _____

Title: _____

APPENDIX B: MSU CUSTODIAL OPERATING STANDARDS 2022

Custodial Services Mission Statement:

Custodial Services' mission is to maintain a safe and clean environment in which all members of the campus community can live, learn, and work.

A Regular Services Schedule follows and indicates the level of service provided for a typical E&G building. This schedule will be provided to each custodian to understand the frequency of service expected.

Custodial Standards Defined:

1. Exteriors:

a) Entrance

- Sweep outside entrance ramp to main sidewalk or driveway daily.
- Vacuum/sweep mats daily.
- Pick up dirt, trash, and leaves daily.
- Remove cobwebs weekly.

b) Doors

- Both sides of door glass will be free of tape, smudges, and fingerprints.
- Lock and unlock doors at appointed times.

2. Interiors – Common Areas/Hallways:

a) Floors

- The floor, including corners, will be free of all debris.
- Carpeted floors will be vacuumed daily.
- Vinyl, ceramic and terrazzo floors will be dust mopped daily with a dust inhibitor treated dust mop.
- Spots and gum on all floor coverings will be removed upon discovery.
- Floor moldings will be maintained in a dust free condition.
- Vinyl, ceramic and terrazzo floors will be wet mopped daily. Spots and stains will be removed daily.
- Vinyl and terrazzo floors will be scrubbed and recoated as finish wears, allowing damage to floor covering. (Minimum semi-annually)
- Walk off mats will be cleaned every day and be free from dirt and debris. Mats should be inspected and removed from service when tattered or torn causing trip or other type hazards

b) Walls/Wall Coverings

- Wall coverings will be dust and smudge free.
- Chalk trays will be wiped down so large accumulations of chalk dust are not present.
- Chalkboards will be maintained to meet the expectations of the instructional staff.
- Any tape on walls will be removed daily.
- Walls will be inspected when cleaned for any peeling or chipped paint. Any walls needing repair will be reported to Master Custodian to submit work request in Aim system.
- Graffiti will be removed from walls daily. Obscenity and gang related material will be removed immediately.

c) Windows/Windowsills

- Windows will be free of fingerprints and smudges.
- Remove cobwebs weekly.
- Windowsills will be free of dust and debris.
- All windows are to be closed and locked nightly.

d) Ceilings

- Remove cobwebs weekly.
- Report burned out light bulbs and damaged ceiling tiles and damaged light covers to Master Custodian for maintenance request.
- Clean all light covers/globes when covers or globes reduce the amount of light needed for the area. (Minimum semiannually).
- Return vents and discharge vents will be dust free. Report damaged or rusty vents to Master Custodian for maintenance request.

e) Trash Receptacles

- Emptied daily and liner replaced when torn or dirty.
- Broken or unsightly receptacles shall be removed and replaced immediately.

f) Drinking Fountains

- Drinking fountains will be free of water deposits, streaks and dust.
- Use a germicidal or bacteriostatic cleaner containing no objectionable odor.
- The mouthpiece, basin, and exterior will be sanitized daily.
- Fountains will be operational and water flow will be adequate with no drainage problems. Report maintenance needs to Master Custodian.

g) Elevators

- Doors should be free of smudges and fingerprints.
- Carpet should be vacuumed daily.
- Report maintenance needs to Master Custodian.

3. Restrooms:

a) Floors

- Will be swept daily.
- Floors will be mopped daily at a minimum with a germicidal bacteriostatic cleaner.
- Floor drains will be flushed daily with bacteriostatic cleaner used in above standard.
- Floor drain strainers will be replaced when broken or missing.
- Floors will be scrubbed with an auto scrubber or low speed scrubber semiannually. Bacteria eating enzymes will be introduced during this process.

b) Walls/Partitions/Doors/Accessories

- Walls will be free of fingerprints, smudges and graffiti.
- Soap dispensers will be functional, filled and deposit free.
- Paper towel holders will be full and free of graffiti (Stainless steel fixtures will be cleaned and polished).
- Toilet paper holders will be full and maintained.
- Mirrors will be fingerprint and smudge free.
- Windows will be free of fingerprints and smudges.
- Remove cobwebs weekly.
- Windowsills will be free of dust and debris.
- Broken or nonfunctioning hardware will be replaced within five working days of observation unless this causes a security problem to the facility and then it will be corrected immediately.

c) Sinks

- Bowl will be free of soap scum.
- Drains will be free of hair and soap deposits.
- Fixtures will be cleaned and polished daily to remove water deposits.
- Entire lavatory will be wiped down daily with germicidal detergent.
- Plumbing fixtures will be cleaned daily.

d) Toilets

- Bowl will be free of water deposits.
- Water holes will be free of deposits to allow proper water circulation.
- Fixtures will be cleaned and polished daily to remove water deposits.
- Entire toilet (including base and both sides of seat) will be wiped down daily with germicidal detergent.
- Toilet seat will be maintained in a safe condition, including secure toilet seat.
- Report maintenance needs to Master Custodian.

e) Urinals

- Bowls will be free of water deposits.
- Water swirl holes will be free of deposits to allow proper water circulation.
- Fixtures will be cleaned and polished daily to remove water deposits.
- Entire urinal will be wiped down daily with germicidal detergent.
- Report maintenance needs to Master Custodian.

4. Washrooms/Locker Rooms

a) Floors

- Will be swept daily.
- Floors will be mopped daily at a minimum with a germicidal bacteriostatic cleaner.
- Floor drains will be flushed daily with bacteriostatic cleaner used in above standard.
- Floor drain strainers will be replaced when broken or missing.
- Floors will be scrubbed with an auto scrubber or low speed scrubber semiannually. Bacteria eating enzymes will be introduced during this process.

b) Walls/Partitions/Doors/Accessories

- Walls will be free of fingerprints, smudges and graffiti.
- Soap dispensers will be functional, filled and deposit free.
- Paper towel holders will be full and free of graffiti (Stainless steel fixtures will be cleaned and polished).
- Toilet paper holders will be full and maintained.
- Mirrors will be fingerprint and smudge free.
- Windows will be free of fingerprints and smudges.
- Remove cobwebs weekly.
- Windowsills will be free of dust and debris.
- Broken or nonfunctioning hardware will be replaced within five working days of observation unless this causes a security problem to the facility and then it will be corrected immediately.

c) Sinks

- Bowl will be free of soap scum.
- Drains will be free of hair and soap deposits.
- Fixtures will be cleaned and polished daily to remove water deposits.
- Entire lavatory will be wiped down daily with germicidal detergent.
- Plumbing fixtures will be cleaned daily.

d) Toilets

- Bowl will be free of water deposits.
- Water holes will be free of deposits to allow proper water circulation.
- Fixtures will be cleaned and polished daily to remove water deposits.
- Entire toilet (including base and both sides of seat) will be wiped down daily with germicidal detergent.
- Toilet seat will be maintained in a safe condition, including secure toilet seat.
- Report maintenance needs to Master Custodian.

e) Urinals

- Bowls will be free of water deposits.
- Water swirl holes will be free of deposits to allow proper water circulation.
- Fixtures will be cleaned and polished daily to remove water deposits.
- Entire urinal will be wiped down daily with germicidal detergent.
- Report maintenance needs to Master Custodian.

f) Showers

- Shower floors and walls will be free of mildew and water deposits.

Annual Cleaning Specifications (deep clean)

Cleaning Operations based on Yearly Procedures for Academic/Administrative Buildings

a) Lobby, Office, and Classrooms

- Clean ceilings
- Clean light fixtures
- Wash walls and clean panels (Polish)
- Clean windows, sills, and radiators
- Clean and disinfect trash receptacles
- Wash woodwork
- Wash and shampoo furniture (if applicable)
- Wash or polish tables/desk
- Clean lamps
- Shampoo carpets
- Strip and Wax Floors
- Machine Polish Other Floors (i.e., concrete, etc.)

b) Restrooms

- Clean light fixtures
- Wash walls, doors partitions, hand dryers, soap shelf torpedo cans, etc.
- Use Betco disinfectant detergent and cold water
- Scrub shower walls – special attention to chrome and soap trays
- Clean windows, ceiling, and vents
- Clean commodes and urinals {bowl cleaner inside of bowl only}
- Clean mirrors, sinks and plumbing underneath sinks
- Clean bathtubs using Betco Solution
- Scrub floors using lime scale remover (for buildup) and floor machine

c) Supply Room and Closets

- Clean vents
- Wash walls
- Organize Supplies
- Machine scrub floor and wax where acceptable

d) Study Rooms

- Ceilings
- Clean light fixtures
- Vacuum draperies or dry clean
- Wash walls and clean paneling

- Wash windows, sills, screens, chrome, radiators, door facings, and doors
- Leather chairs – wash or shampoo (depending on fabric)
- Clean tables and polish
- Wash and disinfect torpedo and trash cans
- Vacuum and shampoo carpet
- Machine scrub and wax tile floors

e) Corridors

- Clean ceilings
- Remove tape, paper cobwebs, etc. from ceiling
- Wash walls as necessary
- Wash windows, sills, and clean chrome
- Wash and disinfect trash chutes and trash rooms
- Clean water fountain
- Wash fire doors and clean glass
- Clean elevators floors, and doors (special attention to corners)
- Scrub and wax floors
- Shampoo Carpet

f) Stairwells

- Clean light fixtures
- Wash walls
- Clean windows
- Wash handrails and polish
- Scrub steps with hand brush (special attention to corners)
- Scrub stairwell landing with floor maintenance

g) Kitchens

- Ceilings – cobwebs and food particles
- Clean light fixtures
- Wash walls
- Wash windows
- Clean stove, including oven
- Clean cabinets, inside and outside, special attention to cabinet drawers
- Clean counter tops, tables, and chairs
- Clean all dust catchers
- Clean corners and baseboards – using putty knife and corner brush
- Scrub and wax floors.

Academic Cleaning Specifications

a) Classrooms/Labs

i. Daily

- Empty all trash receptacles, damp clean, sanitize the exterior and replace liners from Contractor's supply.
- Spot clean to hand height (70") glass partitions and glass doors
- Dust mop composition floors with chemically treated dust mop
- Spot clean composition floors with all-purpose cleaner
- Spot clean all desktops and furniture
- Erase chalk/dry erase boards (As Needed)
- Spot clean carpet

ii. Weekly

- Sweep baseboards, corners, around and under desks
- Remove fingerprints from doors, frames, light switches, kick plates, handles, and railings
- Clean partition glass
- Clean chalk boards
- Dust intake vents
- Damp Clean window ledges
- Damp Mop composition floors
- Damp clean chalk trays
- High dust above hand height
- Vacuum carpet

iii. Monthly

- Spray buff floors (Only Stripped and Waxed Floors)
- Spot clean all walls to hand height (70") (Additional Cost)

iv. Annually

- Shampoo upholstered furniture (Additional Cost)
- Renovate and refinish composition floors (apply five coats of finish) – (Additional Cost)
- Shampoo Carpets (Additional Cost)

b) Lobby and Common Area

i. Daily

- Clean door areas
- Empty and damp clean all trash receptacles
- Clean and sanitize all metal door handles
- Clean and sanitize all metal door metal handles
- Damp clean elevator exterior doors
- Vacuum entrance mats
- Spot clean entrance mats
- Dust mop composition floors
- Spot mop composition floors
- Clean and sanitize water fountains

ii. Weekly

- Spray Buff composition floor (Additional Cost)
- High dust above hand height all horizontal surfaces including any shelves, molding, ledges, pipes, ducts, vents, and heating outlets
- Damp clean baseboards, along walls, and corners
- Clean door glass
- Dust intake vents
- Dust and spot clean all furniture
- Clean the directory board
- Vacuum the carpet

iii. Semi-Annually (Additional Cost)

- Scrub and refinish floor
- Spot Clean all walls to hand height

iv. Annually (Additional Cost)

- Renovate and refinish composition floor, apply five coats
- Shampoo all upholstered furniture and wash vinyl furniture

c) Office Areas

i. Daily

- Empty wastebaskets and replace liners as needed
- Clean counter tops
- Spot clean door glass, partition glass

- Clean and sanitize water fountain(s)
- Dust mop composition floors
- Spot mop composition floors
- Low dust all surfaces to hand height (70")
- Clean entrance glass

ii. Weekly

- High dust to hand height all horizontal surfaces, including shelves, molding, ledges, pipes, ducts, and heating outlets
- Clean entire desktops (when possible)
- Sweep baseboards, corners, around and under desk
- Dust all telephones
- Dust all exposed filing cabinets, bookcases, and shelves
- Spot clean desktops (as needed)
- Vacuum all carpet
- Remove fingerprints from doors, frames, light switches, ick push plats, handles, and moldings around doorways
- Remove dust and cobwebs from ceilings area

iii. Monthly

- Clean all partition glass
- Dust blinds
- Spray buff all composition floors (Only Floors Stripped & Waxed)
- Spot clean carpet
- Dust all baseboards

iv. Annually

- Renovate and refinish all composition floors, apply five coats finish (Additional Cost)
- Clean Upholstered furniture (Additional Cost)
- Shampoo Carpets (Additional Cost)

d) Restrooms

i. Daily

- Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins
- Clean and sanitize all flush rings, drain and overflow outlets
- Clean and polish all chrome fittings
- Clean and sanitize toilet seats
- Clean and polish all glass and mirrors

- Damp mop with disinfectant
 - Empty all containers and disposals
 - Spot clean and sanitize exterior of all containers
 - Dust metal partitions and windowsills.
 - Remove spots, stains, splashes, from wall area adjacent to hand basins
 - Refill all dispensers to normal limits: tissue and towels from client's supply
 - Spot Clean metal partitions
 - Remove fingerprints from doors, frames, light switches, handles, etc.
 - Low dust all surfaces to hand height including sills
- ii. Weekly
- Wash and sanitize metal partitions
 - Spot clean tile walls
 - High dust above hand height including sills, moldings, ledges, shelves, frames, and ducts
- iii. Monthly
- Machine Scrub Floors
 - Wash all tile walls

e) Lounge/Vending Areas and Cafeteria

- i. Daily
- Dust mop composition floors
 - Damp mop composition floors
 - Damp Clean chairs and tables
 - Empty trash containers and replace liners
 - Vacuum Carpet
 - Spot clean carpet
- ii. Weekly
- Clean exterior of trash containers
 - Spray buff composition floor
- iii. Monthly
- Clean interior of trash containers

f) Stairwells

- i. Daily
 - Sweep stairs and landings
 - Spot clean exit doors
 - Spot clean wall to hand height (70")
 - Dust handrails
 - Spot mop stairs
- ii. Weekly
 - Mop Stairs
 - Damp clean handrails, ledges, and sills

g) Elevators

- i. Daily
 - Vacuum carpet
 - Spot clean carpet
 - Spot clean interior walls and doors
 - Clean keyboard
- ii. Weekly
 - Clean interior walls and doors
 - Clean elevator tracks
 - Pac Vac Carpeting

Administrative buildings cleaning specifications

a) Lobby and Common Area

i. Daily

- Clean door areas
- Empty and damp clean all trash receptacles
- Clean and sanitize all metal door handles
- Clean sanitize all metal door metal handles
- Damp clean elevator exterior doors
- Vacuum entrance mats
- Spot clean entrance mats
- Dust mop composition floors
- Spot mop composition floors
- Clean and sanitize water fountains

ii. Weekly

- Spray Buff composition floor (Additional Cost)
- High dust above hand height all horizontal surfaces including any shelves, molding, ledges, pipes, ducts, vents, and heating outlets
- Damp clean baseboards, along walls, and corners
- Clean door glass
- Dust intake vents
- Dust and spot clean all furniture
- Clean the directory board
- Vacuum the carpet

iii. Semi-Annually (Additional Cost)

- Scrub and refinish floor
- Spot Clean all walls to hand height

iv. Annually (Additional Cost)

- Renovate and refinish composition floor, apply five coats
- Shampoo all upholstered furniture and wash vinyl furniture

b) Office Areas

i. Daily

- Empty wastebaskets and replace liners as needed
- Clean counter tops

- Spot clean door glass, partition glass
- Clean and sanitize water fountain(s)
- Dust mop composition floors
- Spot mop composition floors
- Low dust all surfaces to hand height (70")
- Clean entrance glass

ii. Weekly

- High dust to hand height all horizontal surfaces, including shelves, molding, ledges, pipes, ducts, and heating outlets
- Clean entire desktops (when possible)
- Sweep baseboards, corners, around and under desk
- Dust all telephones
- Dust all exposed filing cabinets, bookcases, and shelves
- Spot clean desktops (as needed)
- Vacuum all carpet
- Remove fingerprints from doors, frames, light switches, ick push plats, handles, and moldings around doorways
- Remove dust and cobwebs from ceilings area

iii. Monthly

- Clean all partition glass
- Dust blinds
- Spray buff all composition floors (Only Floors Stripped & Waxed)
- Spot clean carpet
- Dust all baseboards

iv. Annually

- Renovate and refinish all composition floors, apply five coats finish (Additional Cost)
- Clean Upholstered furniture (Additional Cost)
- Shampoo Carpets (Additional Cost)

c) Restrooms

i. Daily

- Clean and sanitize all vitreous fixtures including toilet bowls, urinals, and hand basins
- Clean and sanitize all flush rings, drain and overflow outlets
- Clean and sanitize toilet seats
- Clean and polish all glass and mirrors

- Damp mop with disinfectant
 - Empty all containers and disposals
 - Dust metal partitions and windowsills.
 - Remove spots, stains, splashes, from wall area adjacent to hand basins
 - Refill all dispensers to normal limits: tissue and towels from client's supply
 - Remove fingerprints from doors, frames, light switches, handles, etc.
 - Low dust all surfaces to hand height including sills
- ii. Weekly
- Spot clean tile walls
 - High dust above hand height including sills, moldings, ledges, shelves, frames, and ducts
- iii. Monthly
- Machine Scrub Floors (Additional Cost)
 - Wash all tile walls (Additional Cost)
 - Clean and polish all chrome fittings (Additional Cost)
 - Spot clean and sanitize exterior of all containers
 - Spot Clean metal partitions
 - Wash and sanitize metal partitions (Additional Cost)

d) Lounge/Vending Areas

- i. Daily
- Dust mop composition floors
 - Damp mop composition floors
 - Damp Clean chairs and tables
 - Empty trash containers and replace liners
 - Vacuum Carpet (As needed)
 - Spot clean carpet
- ii. Weekly
- Clean exterior of trash containers
 - Spray buff composition floor (Additional Cost)
 - Wipe Exterior of Vending Machines
- iii. Monthly
- Clean interior of trash containers

e) Stairwells

- i. Daily
 - Sweep stairs and landings
 - Spot clean exit doors
 - Spot mop stairs
- ii. Weekly
 - Mop Stairs
 - Damp clean handrails, ledges, and sills
 - Spot clean wall to hand height (70")
 - Dust handrails

f) Elevators

- i. Daily
 - Mop VCT Tiles
 - Spot clean interior walls and doors
 - Clean keyboard
- ii. Weekly
 - Clean interior walls and doors
- iii. Monthly
 - Clean Elevator Tracks

APPA Custodial Service Levels

Level 1 – Orderly Spotlessness

Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building or the historical focal point. This is show-quality cleaning for the prime facility.

Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.

All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.

Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.

Trash containers and pencil sharpeners are empty, clean, and order-free.

Level 2 – Ordinary Tidiness

Level 2 is the base upon which this study is established. This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms, and similar type facilities are not acceptable.

Floors and base moldings shine and/or bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains, or streaks.

All vertical and horizontal surfaces are clean, but marks, dust smudges, and fingerprints are noticeable with close observation.

Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.

Trash containers and pencil sharpeners are empty, clean, and odor-free.

Level 3 – Casual Inattention

This level reflects the first budget cut, or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

Floors are swept clean, but upon close observation dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen.

There are dull spots and/or matted carpet in walking lanes, and streaks and splashes on base molding.

All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.

Lamps all work and all fixtures are clean.

Trash containers and pencil sharpeners are empty, clean, and order-free

Level 4 – Moderate Dinginess

Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People beginning to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning.”

Floors are swept clean but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.

All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.

Less than 5% of lamps are burned out, and fixtures are dingy.

Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

Level 5 – Unkempt Neglect

This is the final and lowest level. The trucking industry would call this “just-in-time cleaning.” The facility is always dirty, with cleaning accomplished at an unacceptable level.

Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Based molding is dirty, stained, and streaked. Gum, stains, dirt, dust ball, and trash are broadcast.

All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.

More than 5% of lamps are burned out, and fixtures are dirty with dust balls and flies.

Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.