



**Scope of Work
Custodial Management Services**

**University of Detroit Mercy
Detroit, Michigan**



Date: May 2, 2012

TABLE OF CONTENTS

UNIVERSITY OF DETROIT MERCY CUSTODIAL SERVICES

I. SCOPE OF WORK/TECHNICAL SPECIFICATIONS

A. Academic Buildings Classrooms (Labs), Public Offices, Private Offices, Student Union, & Administration Building (McNichols Campus & Law School)

B. Residential Dorm Buildings

C. Calihan Hall

D. Dental School

E. Quality Control and Miscellaneous Items

Procedure	Description	Frequency
Graffiti Removal	<ul style="list-style-type: none"> x Removal of graffiti from interior of buildings as requested. x All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. 	Daily
Damp Wipe	<ul style="list-style-type: none"> x Spot clean windows interior. x All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. 	Weekly
Stainless Steel Cleaning	<ul style="list-style-type: none"> x Clean, polish, and maintain all stainless. x All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. 	Daily
Whiteboards & Blackboards & Trays	<ul style="list-style-type: none"> x Dust & wet clean chalk trays, white and blackboards. x All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. <p>Chalk provided by UDM Law School Boards & Trays ± Cleaned by UDM furniture movers.</p>	Weekly
Pencil Sharpeners	<ul style="list-style-type: none"> x Empty and clean all pencil sharpeners in classrooms. 	Weekly
Windows Interior	<ul style="list-style-type: none"> x Detailed window cleaning top to bottom. x All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. 	Annually
Windows Exterior	<ul style="list-style-type: none"> x Exterior ground level windows cleaned in Calihan, Quad Commons, Student Union Fountain Lounge and Stairwell, and Shiple. <p>Detailed window cleaning to be contracted by UDM.</p>	Bi-Annually
Wall Washing	<ul style="list-style-type: none"> x Spot cleaned to remove hand prints, markings, etc. x All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. 	Scheduled Program 7 280

Procedure	Description	Frequency
Stairwells	<ul style="list-style-type: none"> x Spot dust mop. x Thoroughly dust mop. x Spot damp mop. x Thoroughly damp mop. x Sanitize hand rails. x Detail cleaned with Kaivac in the Dorms and Architecture. 	<ul style="list-style-type: none"> Daily Weekly 4 days/week Weekly Weekly Annually
Drinking Fountains	<ul style="list-style-type: none"> x Wet clean and disinfect with Sanimaster 4. 	Daily
Trash Receptacles	<ul style="list-style-type: none"> x Empty and reline baskets. x Remove trash to designated dumpster. <ul style="list-style-type: none"> x All classrooms, labs, lobbies, corridors, student lounges, restrooms, and public offices. x Private offices. x Wet wipe/ sanitize with Sanimaster 4. <ul style="list-style-type: none"> x All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. 	<ul style="list-style-type: none"> Daily Daily Bi-weekly Weekly
Restrooms	<ul style="list-style-type: none"> x Completely clean and disinfect with Sanimaster 4. x Wet wipe / disinfect fixtures ±paper towel, toilet paper, and soap dispensers, feminine hygiene dispensers, fixtures, shelves and ledges. x Clean / disinfect inside and outside of urinals and toilets. x Replenish the supply of paper towel, toilet tissue, soap, and feminine hygiene dispensers. x Sweep and mop with Sanimaster 4 all floors. x Clean and polish mirrors. 	Daily and police

INDOOR TRACK	x <hr/>	



Calihan Hall Special Events cleaning/coverage

Prior to the event

‡ 5HVWURRPV ± clean and stock.
‡ 6ZHHS FOHDQ R-Basketball Games
‡ &KHFN FOHDQ R-Basketball Games.
‡ &KHFN FOHDQ XSSHU
‡ &OHDQ PDLQ KDOOZD\ V DQG VWDLUZHOOV
‡ 9DFXXP DOO HQWUDQFH\ RXWGRRU DQG PDLQ DUHQD
‡ &OHDQ JODVV RQ DOO HQWU\ GRRUV
‡ &KHFN FOHDQ 7-Basketball Games
‡ &KHFN FOHDQ R-Basketball Games
‡ &KHFN HPSW\ WUDVK FDQV

During the event

‡ &RQWLQXRXV PRQLWRULQJ RI WKH UHVWURRPV
‡ &RQWLQXRXV PRQLWRULQJ RI WKH FRQFHVVLRQV DUHDV
‡ &RQWLQXRXV PRQLWRULQJ RIDOO WUDVK FDQV
‡ 6ZHHS KOPOR W LDPW ± Basketball Games.
‡ &OHDQ EHQFK DUHD DW KDOIWLPH ± Basketball Games.

Following the Event

‡ &OHDQ UHVWURRPV
‡ &OHDQ ORZHUDE RZOV DQG OSUGHG/ URZ
‡ &OHDQ .+DOOZD\ V
‡ 7DNW UDDVOK RXW RI WKH EXLOGLQJ.
‡ &OHDQ /REE\ DUHDV
‡ 6ZHHS YDFX

Procedure	Description	Frequency
General Clinics, 3 rd & 4 th Year Pod Area, Faculty Practice and Radiology	<ul style="list-style-type: none"> x Empty trash between 1pm-2pm and after 5:30pm. x Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms. x Clean and disinfect all sinks. Sweep and dust mop each cubicle and sanitize cubicle floors. x Main cleaning of floors. x Clean dental chair bases. <p>1st floor Forbo tile areas to be maintained using the 5 ecH2O floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p>
Endodontic, Orthodontic, and Pediatrics Clinic	<ul style="list-style-type: none"> x Empty trash between 1pm-2pm and after 5:30pm.. x Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms. x Clean and disinfect all sinks. Sweep and dust mop each cubicle and sanitize cubicle floors. x Main cleaning of floors. x Clean dental chair bases. <p>1st floor Forbo tile areas to be maintained using the 5 ecH2O floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p>
Oral Surgery Clinics, Operatories Office, and Recovery Room	<ul style="list-style-type: none"> x Empty trash between 1pm-2pm and after 5:30pm. x Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms. x Clean and disinfect all sinks. x Sweep and dust mop each cubicle and sanitize cubicle floors. x Main cleaning of floors. x Clean dental chair bases. <p>1st floor Forbo tile areas to be maintained using the 5 ecH2O floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p>

Procedure	Description	Frequency
1 st & 2 nd Floor Sim Labs	x	

<p>Dispensary and Sterilization</p>	<ul style="list-style-type: none"> x Empty trash. x Vacuum carpeting. x Dust and sanitize table tops. x Dust computer monitor tops and open counter tops. x Dust and wipe counter tops, sterilizer and roll tops. x Vacuum upholstered furniture and sanitize legs and dust picture frames. <p>1st floor Forbo tile areas to be maintained using the Tec-H2O floor machines. No floor finish will be laid on the Forbo floors per manufacture specification</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> <p>Weekly</p> <p>Weekly</p>
<p>Record Room</p>	<ul style="list-style-type: none"> x Empty trash. x Main cleaning of floors. x Dust and wipe counter tops. x Scrub and refinish floors. 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Annually</p>
<p>Materials Management</p>	<ul style="list-style-type: none"> x Empty trash. x Main floor cleaning; sweep and dust mop, wet mop. x Vacuum upholstered furniture and damp wipe legs and damp mop offices. x Scrub and refinish floors. 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> <p>Annually</p>
<p>Student Lounge and Locker Room</p>	<ul style="list-style-type: none"> x Empty trash. x Main floor cleaning. x Dust and sanitize benches. x Dust locker tops. <p>1st floor Forbo tile areas to be maintained using the Tec-H2O floor machine. No floor finish will be laid on Forbo floors.</p> <ul style="list-style-type: none"> x Vacuum upholstered furniture and sanitize legs. x Extract carpets. x Sanitize locker fronts and interiors for designated lockers. 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> <p>Semi-Annually</p> <p>Annually</p>

E. Quality Control and Miscellaneous Agreements

Quality Control of Service:

The following quality of performance reviews will be initiated to insure a high standard of service for the University of Detroit Mercy.

1. Daily Inspections will be conducted by supervisors to ensure a consistent level of cleanliness is achieved on a regular basis. The areas to be inspected each day will change, but will include a representative cross-section of the total area being cleaned.
2. Monthly inspections will be made by the on site management team in the company of Building Managers (as available). A building specific inspection form will be developed for each building.
3. A Monthly summary of housekeeping accomplishments and objectives will be prepared and presented for review and comments, additions, and concurrence by the Director of Support Services.
4. A Monthly Joint Review meeting will be held with at least one representative from the University