**Mississippi University for Women**

**Request for Proposals (RFP) 21-004**

ISSUE DATE: December 20, 2021

ISSUING AGENCY: Office of Resource Management

1100 College Street

Columbus, MS 39701

Sealed Proposals, subject to the conditions made a part hereof, will be received **January 20, 2022, at 2:00 PM in the MUW office of Resource Management, 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:**

Angie Atkins

(Same address above)

[asatkins@muw.edu](about:blank)

662-329-7223

Any addendum associated with this RFP will be posted at [https://www.muw.edu/images/admin/admin/resources](about:blank) located under RFP 21-004. It is the respondent’s responsibility to assure that all addenda have been reviewed and if applicable, signed and returned.

There will be a **site visit and tour of the facilities on** January 11, 2022, at 10:00 AM.Please email the contact above to indicate that you are planning to attend the site visit and you will be provided with detailed information.

1. **UNIVERSITY OVERVIEW**

Building on its long tradition of excellence in liberal arts and professional education, as well as its historic focus on academic and leadership development for women, Mississippi University for Women will continue to be a university that prepares both women and men for successful lives by providing a high-quality education in a personalized learning environment.

Mission

Mississippi University for Women provides high quality undergraduate and graduate education for women and men in a variety of liberal arts and professional programs while maintaining its historic commitment to academic and leadership development for women. Emphasizing a personalized learning experience, the University engages in a variety of instructional methodologies to provide educational opportunities in a diverse and inclusive environment. The institution promotes research, scholarship, and creativity to enhance student development and achievement as a platform for lifelong education and growth.

*Revised October 21, 2021*

Guiding Principles

MUW provides high-quality instructional programs that emphasize teaching and learning. With faculty and staff of the highest caliber, MUW is dedicated to providing a campus environment that encourages lifelong learning, strong career preparation, and personal growth. Graduates are expected to have skills in communication, technology, and critical thinking, as well as an awareness of self, gender-related issues, cultural diversity, and responsible citizenship.

MUW is student oriented. MUW provides small classes and emphasizes personalized student attention, so that each student will have the opportunity to succeed. MUW offers a student-life program that stimulates learning and leadership development.

MUW values research, scholarship, and creativity. While MUW is primarily a teaching institution, the university supports research, scholarship, and creativity to enhance the professional development of faculty and staff in order to better prepare students.

MUW is committed to diversity among its faculty, staff, and students. The faculty, staff, and students of MUW represent the global society in which we live. MUW believes that diversity allows students to grow in their understanding of self and others.

MUW endorses sound organizational principles and is committed to operational efficiency, collaborative strategic planning, institutional effectiveness, and creative problem solving.

MUW meets regional, state, and national needs for higher education. The University responds to the needs of the local community by providing cultural activities; programs for intellectual, professional, and social development; and by assisting in economic development. MUW extends its outreach to the state and nation using multiple delivery methods, including the internet and other advanced systems.

MUW is committed to public service. MUW forms partnerships with businesses, as well as with educational, governmental, public service, and charitable organizations, to create opportunities that provide economic and social advantages for the institution, co

More information about MUW can be found at our website [www.muw.edu](about:blank)

1. **INVITATION TO SUBMIT PROPOSAL ON RFP**

MUW, is requesting proposals from experienced and qualified organizations to provide

the custodial services for campus buildings including the Plymouth Bluff Conference Center and cabins. The external cleaning service contractor plays an integral part in the ability of MUW to provide staff, faculty, students and guests a clean, safe and well-maintained facility, as well as host events on the campus of MUW on the Columbus campus. The contractor selected represents MUW and plays a vital role in the daily experience of our customers and staff. There are many assignments where the service provider will interact with the University's employees and customers. Assignments will vary from day to day. MUW has the sole authority to determine the level/type of services required in designated areas, and whether services are needed at our facilities.

The inclusion of an on-site program manager would be considered to be an enhancement, provided the cost and space requirements were not exorbitant. MUW has a minimal amount of space available for this purpose. Proposals may desire to include such an option with a specific cost attached.

MUW would have the ability to either accept the option or contract without the option.

1. **SCOPE OF SERVICES REQUIRED**

The following requirements are absolute minimums that a contractor must meet. If these requirements are not met, the proposal will be removed from consideration. The contractor must provide a detailed description of how each of these requirements will be met by the proposed firm.

In performance of the contract, the contractor agrees it will comply with all applicable state, federal and local laws and regulations and all applicable policies and procedures of the University and its governing board, the Board of Trustees of State Institutions of Higher Learning ("IHL").

MUW reserves the right to add similar items/services or delete items/services specified in the subsequent contract as requirements change during the term of the contract. Prices for items/services to be added to the contract will be mutually agreed to by MUW and the Contractor. A Contract amendment will be issued for each addition or deletion that is approved.

**Requirements**

* 1. Contracted service providers must consider the quality of their personnel, the image they project, and the level of services they provide. Any personnel operating on campus reflects upon the university as a whole. All service personnel must adhere to all applicable Mississippi University for Women policies and procedures as they relate to their specific duties and presence on campus. Personal appearance, conduct, courtesy, knowledge, and proficiency must be ensured for any service provider operating on the Mississippi University for Women campus. All service provider personnel are required to wear proper company uniforms, with company logo, and have proper identification with them at all times.
  2. There should be adequate supervision on campus to ensure that all service personnel are in their designated areas and are performing all required duties. Supervisors must be able to supervise staff and also assist in providing the service being performed. Supervisors must be familiar with key MUW staff and demonstrate an understanding and exemplification of the mission of MUW.
  3. The Contractor will be responsible to repair or replace, to the satisfaction of the University, any damages to grounds, buildings, vehicles or other property belonging to the University or any of its employees, students or visitors present on campus where such damage is the direct or indirect result of any actions of the Contractor and/or its employees.
  4. It is strongly recommended that proposers inspect the premises before submitting their proposal. A pre-proposal conference and site visit will be held as shown on page one.
  5. Qualified proposers are preferred to have previous experience providing custodial services in a setting of similar size to or greater than the facilities set forth herein.
  6. Proposal shall clearly define the contractor's process for ensuring high quality management personnel capable of managing a contract of this magnitude.
  7. The proposal shall clearly define the contractor's plans and process for providing services for regularly scheduled events as well as for providing unscheduled service needs that may arise.
  8. The proposal shall clearly define the contractor's process for background checks so as to ensure the safety of MUW staff, faculty, fans, teams, coaches and guests. All of contractor's personnel must have a background examination prior to being assigned to work on MUW's campus. The background examination must be renewed as necessary so that no longer than three years has elapsed since a background examination was last conducted of the employee.
  9. MUW will furnish trash bags, paper products and soap for dispensers, and hand sanitizer. All other supplies or equipment necessary to clean the specified areas is the responsibility of the proposing contractor unless special allowances are agreed upon with the Vice President for Administration and CFO.
  10. Services MUST be performed as indicated within this RFP.
  11. Special event times are subject to change. It is the responsibility of the contractor to confirm all event times the day prior to the event.
  12. At no time shall anyone associated with the contractor be allowed into any restricted areas without permission of the MUW Director of Facilities Management.
  13. External Events. MUW receives facility requests to host external events. The contractor may be asked to provide services for any event in the form of pre-event/during event/post- event services. The scope of work will generally be in line with those already detailed for specific venues, but exact needs will be determined by the event host in coordination with the Director of Facilities Management. The use of additional "host supplied" (parents/participants/etc.) services will be deterred whenever possible. Annually MUW is requested to provide venues for several dozen external events ranging from non-MUW athletic events to private weddings.

**Insurance**

The awarded contractor, as an independent contractor, shall provide proof of Comprehensive General Liability insurance, Workers' Compensation insurance and Commercial Auto Liability insurance. The contractor shall provide a Certificate of Coverage mailed to the Board of Trustees of State Institutions of Higher Learning, Office of Insurance & Risk Management,

3825 Ridgewood Road, Suite 429, Jackson, MS, 39211 and MUW ten working days prior to start of services. The Certificate of Coverage should, at a minimum, contain the name of the carrier, effective and expiration dates of coverage, a description of the covered perils, amount of coverage by peril, the name and mailing address of the insurance company, and the name and mailing address of the insurance agent.

The Certificate of Coverage must name the Board of Trustees of State Institutions of Higher Learning and MUW as an additional insured. The Comprehensive General Liability coverage and the Commercial Auto Liability coverage shall be a minimum amount of One Million Dollars ($1,000,000) per occurrence and Two Million Dollars ($2,000,000), or equivalent, annual aggregate through an insurance company with a Best rating of A- or higher and a financial size Class X or higher approved by the Mississippi Department of Insurance

**References**

MUW desires to do business with a contractor that has a proven track record in similar services. The proposer shall provide a list of three references where similar services were provided for an organization of a size comparable to or greater than MUW. MUW will contact these references to determine the quality of services rendered; such information will be considered in the evaluation of the proposal. The list must include contact person and telephone number.

1. **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 Angie Atkins via electronic mail at [asatkins@muw.edu.](about:blank)

All inquiries should be marked “URGENT INQUIRY. MUW RFP 21-004”

1. **ADMINISTRATIVE INFORMATION**
   1. **Issuing Office**

This RFP is issued by the following office:

Resources Management

Mississippi University for Women

1100 College Street

W-Box 1628

Columbus, MS 39701

* 1. **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 December 20, 2021**

**Site Visit January 11, 2022**

**Questions from Vendors Due January 14, 2022**

**MUW Q&A Response Due January 19, 2022 Proposal Submission Deadline – 2:00 p.m. January 20, 2022**

**Award Date (Estimated) January 26, 2022 Contract Effective Date (Estimated) March 1, 2022**

1. **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 3 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 MUW.

1. **DISCUSSIONS/EVALUATION CRITERIA/AWARD PROCESS**

MUW 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. MUW reserves the right to contact and interview anyone connected with any past or present projects with which the respondent has been associated. MUW likewise reserves the right to designate a review committee to evaluate the proposals according to the criteria set forth under this section. MUW may make a written determination showing the basis upon which the award was made, and such determination shall be included in the procurement file.

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

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

* The Vendor’s ability to deliver services as described in the RFP
* Competitive fees
* Availability and access to support
* Vendor’s experience with similar size facilities
* 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 MUW’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 – 50 pts
* Fees – 30 pts.

1. **PROPOSAL SUBMISSION**

Proposals shall be submitted in two packages (envelopes or boxes) as set forth in Section 6. 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), Cover Letter, Corporate Structure and Credentials, and 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 January 20, 2022.** It is the responsibility of the respondent to ensure that the proposal package arrives in the Resource Management office on-time. The proposal package should be delivered or sent by mail to:

**Resources Management**

**Mississippi University for Women**

**1100 College Street**

**W-Box 1628**

**Columbus, MS 39701**

Your response must include the signature page included in this RFP 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

MUW 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.

1. **TWO-PHASE, BEST AND FINAL OFFER**

If the initial proposals do not provide MUW with a clear and convincing solution, or if MUW feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, MUW 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), MUW 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.

1. **TERM OF CONTRACT**

It is MUW’s intention to enter into a five (5) year contract, estimated to begin March 1, 2022.

MUW reserves the right to terminate this agreement with thirty (30) days-notice, by the Director of Resources Management 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, MUW 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 or MUW without cause can only occur with at least ninety (90) days-notice in writing to the other party.

In the event MUW 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 MUW.

1. **ACCEPTANCE TIME**

Proposal shall be valid for ninety (90) days following the proposal due date.

1. **RFP CANCELLATION**

This RFP in no manner obligates MUW 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 MUW and may be terminated without penalty or obligations at any time prior to the signing of a contract. MUW reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

1. **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 MUW and that employees of MUW are not, nor shall they be deemed employees of the contractor.

1. **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 MUW’s standard contract. Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which the MUW cannot change.

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 MUW 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 MUW 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:

1. mail Address:

Authorized Signature:

Printed Name:

Title:



**A. CORRIDORS, STAIRWELLS, AND ENTRANCES**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **ITEM** | **FREQUENCY** | | Empty Trash Receptacles | Daily | | Wet Mop Hard-Surface Floors & Clean Baseboards | Weekly | | Vacuum or Dust Mop Floors | Daily | | Spot Wash Walls, Doors, Partition Glass | Weekly | | High Dust Ledges, Sills & Vents, Spray Buff or Burnish Floors | Weekly | | Shallow Scrub & Re-Coat all Hard Surface Floors | Quarterly or As Required | | Carpet Spotting | As Required | | Light Extraction of Carpets | Bi-Weekly or As Required | | Strip & Refinish all Floors | Annually or As Required | | Carpet Shampooing & Extraction | As Required | |  |
|  |  |
|  |  |

**B. AUDITORIUM, CONFERENCE ROOMS, OFFICES, LIBRARIES, ETC.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ITEM** | **FREQUENCY** |  |  |  |
| Empty Trash Receptacles | Daily |  |  |  |
| Wet Mop Hard-Surface Floor and Clean Baseboards | Weekly |  |  |  |
| Vacuum Carpeted Floors | Daily or As Required |  |  |  |
| Spot Wash Walls, Doors & Partition Glass | Weekly |  |  |  |
| High-Dust & Clean Writing Boards | Weekly |  |  |  |
| Clean Doors | Daily |  |  |  |
| High-Dust Ledges, Sills, Vents | Weekly |  |  |  |
| Spot Clean Ceilings and Walls | Weekly |  |  |  |
|  |  |  |  |  |
| Spray Buff or burnish all Hard-Surface Floors | Weekly as Required |  |  |  |
| Carpet Spotting | Daily or As Required |  |  |  |
| Light Extraction of Carpets | As Required |  |  |  |
| Strip and Refinish all Floors | Semi-Annually or As Required |  |  |  |
| Carpet Shampooing & Extraction | Semi-Annually or As Required |  |  |  |
| Washing of Desks & Non-Wood Office Desks | Weekly |  |  |  |
| Polishing of Furniture | Weekly |  |  |  |
| Spot Clean Ceilings | Weekly |  |  |  |
| Bathroom Floors - Machine Scrub | Annually |  |  |  |

**C. BATHROOMS, LOCKER ROOMS, AND SHOWERS**

|  |  |
| --- | --- |
| **ITEM** | **FREQUENCY** |
| Empty Trash Receptacles | Daily |
| Clean Sinks, Urinals, Fountains, Commodes, Showers | Daily |
| Wipe Partitions, Doors | Daily |
| Clean Mirrors | Daily |
| Fill Dispensers | Daily |
| Floor Mopping | Daily |
| Locker Room, Benches | Daily |
| High-Dust Vents, High Ledges | Weekly |
| Shower, Walls & Floors - Scrub Floors Using Automatic Floor Machine or Deck Brush | Weekly |
| Spot Clean Ceilings | Weekly |
| Bathroom Floors - Machine Scrub | Monthly |

**D. LABORATORY AREAS**

|  |  |
| --- | --- |
| **ITEM** | **FREQUENCY** |
| Empty Trash Receptacles | Daily |
| Wet Mop Hard-Surface Floors & Clean Baseboards | Daily |
| Clean Walls, Doors, Partition Glass | Daily |
| High-Dust Ledges, Sills & Vents | Weekly |
| Spray Buff or burnish All Hard-Surface Floors | Weekly or as required |
| Spray Buff and Re-Coat, Shallow Scrub & Re-Coat All Hard Surface Floors | Quarterly or As Required |
| Strip and Refinish All Floors | Annually |

**E. MISCELLANEOUS SERVICES**

|  |  |
| --- | --- |
| **ITEM** | **FREQUENCY** |
| Clean Entrances | Daily |
| Police Walkways | Daily |
| Police Entrance Doors | Daily |
| Dust & Clean Furniture, Boxes, etc. | As Requested |
| Dust Chairs | As Requested |
| Police Trash Dumpsters & Compactors | Daily |
| Police Mechanical Areas | Weekly |
| Clean Exterior Windows - 1st Floor | Annually |
| Clean All Interior Windows | Annually or As Required |

**F.  RESIDENCE HALLS SPECIFICATIONS**

**During Normal operations and occupancy**

All residence hall common areas such as entrances, bathrooms, elevators, laundry, vending and breakrooms, computer labs, study rooms, entertainment rooms, corridors, lobbies, closets, and stairwells will be cleaned following Specification A. Corridors, Stairwells, and Entrances except that the services will be provided 5 days per week.

**Between semesters, summers, and other unoccupied times**

The residence rooms and common areas tile floors (other than no wax tile) shall be stripped, waxed and buffed annually during the summer break and cleaned and buffed during the winter break.   Coordination in advance with the Housing and Residence Life Director is required.

The residence rooms and common areas carpeted floors shall be shampooed, and thoroughly cleaned, by extraction annually while the halls are unoccupied.  The extraction process should be such that the water removed can dry quickly leaving no odor. Coordination with the Housing and Residence Life Director is required in advance.

**Residence Hall Emergency Service Calls.**

When residence hall service calls of an emergency nature are reported, an immediate response is required till the emergency is mitigated.  Coordination with the Housing and Residence Life Director will be required if any service is not able to be restored.  Calls typical of an emergency fall into the categories of fire and life safety, sanitation issues, security issues and heating, ventilation and air conditioning issues.

1. **DINING SERVICES AREAS**

Dining Services entrance lobbies and restrooms to be included in Specifications A and C

|  |  |
| --- | --- |
| Empty Trash Receptacles | Excluded |
| Wet Mop Hard-Surface Floors & Clean Baseboards | Excluded |
| Vacuum or Dust Mop Floors | Excluded |
| Spot Wash Walls, Doors, Partition Glass | Excluded |
| High Dust Ledges, Sills & Vents, Spray Buff or Burnish Floors | In conjunction with Food Service Operator |
| Shallow Scrub & Re-Coat all Hard Surface Floors | In conjunction with Food Service Operator |
| Carpet Spotting | In conjunction with Food Service Operator |
| Light Extraction of Carpets | In conjunction with Food Service Operator |
| Strip & Refinish all Floors | Semi-Annually or As Required |
| Carpet Shampooing & Extraction | Semi-Annually or As Required |

Hogarth Dining Center Kitchen under the control of Food Services is excluded.

1. **Apartments**

The 48 Apartments on Campus are to be terminally cleaned as vacancies arise, list of apartments is on next 2 pages.

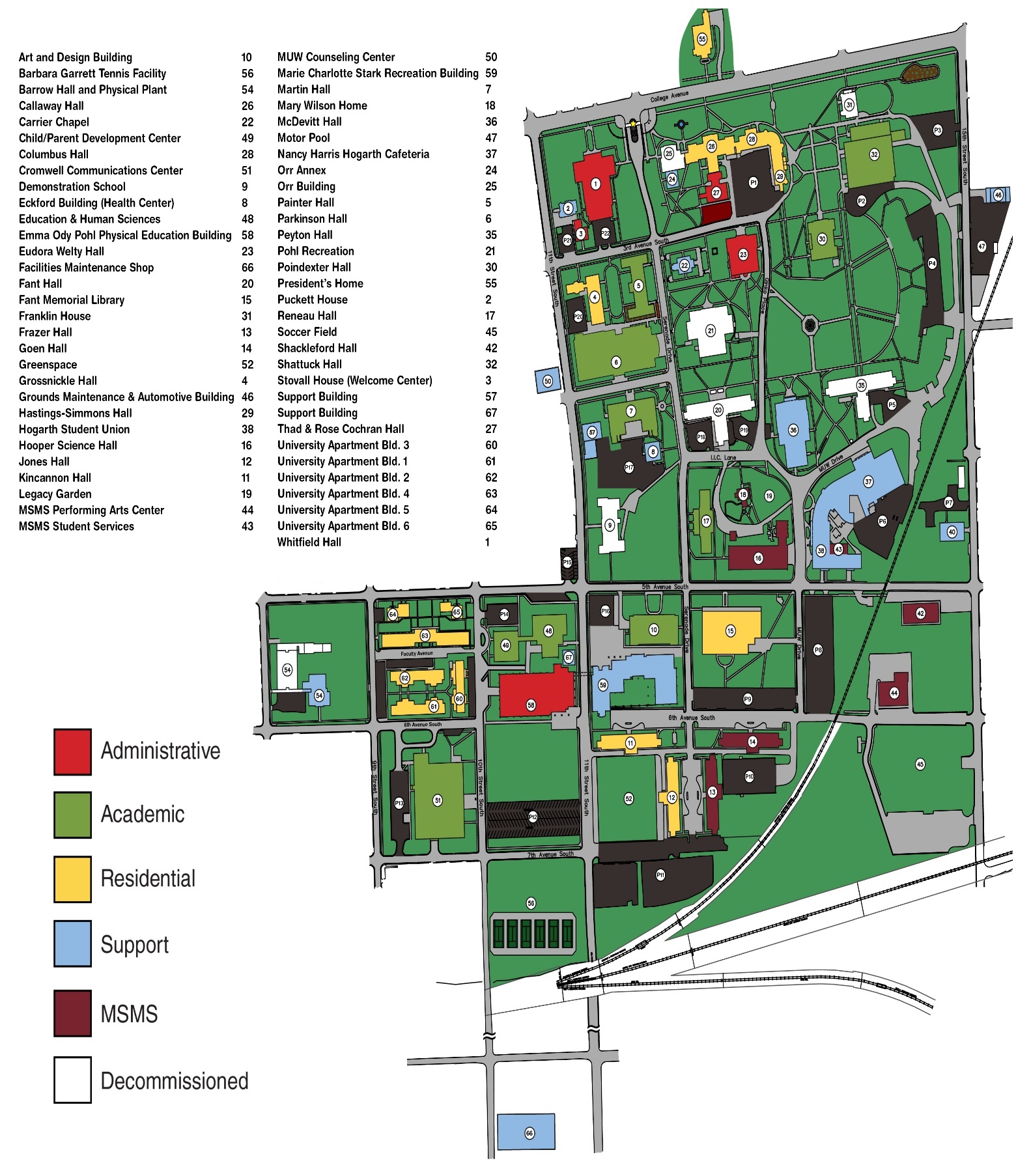
1. **AREAS SPECIFICALLY EXCLUDED FROM CLEANING**

MSMS Academic Facilities, offices and residence halls.

**BUILDING LISTING**

**(Use & Square Footage)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Bureau of Buildings Number* | *Building Name* | *Original Date of Construction* | *Date of Last Major Renovation* | *Type of Building  (Academic, Research, Academic Support, Residential, Auxiliary, Library etc.)* | *Number of Floors* | *Gross Sq Ft  (GSF)* |
| ***9*** | ***Arts & Design*** | ***1961*** | ***2008*** | ***Academic*** | ***3*** | ***45,792*** |
|  | ***Automotive & Grounds*** | ***2005*** | ***n/a*** | ***Auxiliary*** | ***1*** | ***3,217*** |
| ***1*** | ***Callaway*** | ***1860*** | ***1993*** | ***Residential*** | ***4*** | ***48,484*** |
| ***2*** | ***Carrier Chapel*** | ***1962*** | ***1962*** | ***Auxiliary*** | ***2*** | ***5,085*** |
| ***38*** | ***Cochran*** | ***1908*** | ***2005*** | ***Academic Support*** | ***5*** | ***26,396*** |
| ***4*** | ***Columbus*** | ***1896*** | ***2001*** | ***Residential*** | ***4*** | ***29,905*** |
| ***64*** | ***Cromwell*** | ***1977*** | ***2002*** | ***Academic*** | ***2*** | ***71,360*** |
|  | ***Counseling Center*** |  |  | ***Academic Support*** | ***1*** | ***~ 1113*** |
| ***5*** | ***Turner Hall*** | ***1929*** | ***1975*** | ***Academic*** | ***2*** | ***23,367*** |
| ***25*** | ***Eckford*** | ***1929*** | ***2007*** | ***Auxiliary*** | ***1*** | ***2,809*** |
| ***54*** | ***Education & Human Sciences*** | ***1974*** | ***2002*** | ***Academic*** | ***4*** | ***37,848*** |
| *58* | ***Emma Oddy Pohl Gym*** | ***2006*** | ***2006*** | ***Academic*** | ***2*** | ***47,662*** |
| ***6*** | ***Faculty Apartments*** | ***1960*** | ***2005*** | ***Residential*** | ***1*** | ***24,168*** |
| ***8*** | ***Fant Hall*** | ***1927*** | ***2002*** | ***Residential*** | ***4*** | ***50,310*** |
| ***52*** | ***Fant Library*** | ***1969*** | ***2016*** | ***Library*** | ***2*** | ***71,602*** |
| ***44*** | ***Grossnickle*** | ***1922*** | ***1996*** | ***Residential*** | ***2*** | ***14,184*** |
| ***13*** | ***Hasting Simmons*** | ***1900*** | ***1996*** | ***Residential*** | ***4*** | ***22,944*** |
| ***61*** | ***Hogarth Dining*** | ***1969*** | ***2012*** | ***Auxiliary*** | ***2*** | ***41,142*** |
| ***41*** | ***Hogarth Student Center*** | ***1961*** | ***2002*** | ***Auxiliary*** | ***2*** | ***47,500*** |
| ***16*** | ***Jones*** | ***1964*** | ***1993*** | ***Residential*** | ***6*** | ***47,018*** |
| ***18*** | ***Kincannon*** | ***1962*** | ***2009*** | ***Residential*** | ***6*** | ***46,437*** |
| ***23*** | ***Martin*** | ***1929*** | ***2005*** | ***Academic*** | ***3*** | ***43,290*** |
| ***15*** | ***McDevitt*** | ***1927*** | ***1995*** | ***Academic Support*** | ***1*** | ***18,400*** |
| ***27*** | ***Painter*** | ***1922*** | ***1995*** | ***Academic*** | ***2*** | ***21,466*** |
| ***28*** | ***Parkinson*** | ***1951*** | ***2003*** | ***Academic*** | ***2*** | ***63,898*** |
|  | ***Physical Plant Warehouse*** | ***2006*** | ***n/a*** | ***Auxiliary*** | ***1*** | ***20,000*** |
|  | ***Plymouth Bluff Center*** | ***1994*** | ***2005*** | ***Auxiliary*** | ***1*** | ***21,540*** |
| ***31*** | ***Poindexter*** | ***1904*** | ***2010*** | ***Academic*** | ***4*** | ***30,801*** |
| ***33*** | ***President's Home*** | ***1969*** | ***2002*** | ***Residential*** | ***1*** | ***5,311*** |
| ***34*** | ***Puckett House*** | ***1905*** | ***2002*** | ***Residential*** | ***3*** | ***5,000*** |
| ***35*** | ***Reneau*** | ***1929*** | ***1997*** | ***Academic*** | ***4*** | ***29,728*** |
| ***37*** | ***Shattuck*** | ***1910*** | ***2002*** | ***Academic*** | ***1*** | ***48,134*** |
|  | ***Stark Recreational Center*** | ***2006*** | ***2006*** | ***Academic Support*** | ***2*** | ***41,584*** |
| ***39*** | ***Stovall*** | ***1910*** | ***1995*** | ***Auxiliary*** | ***2*** | ***4300*** |
| ***20*** | ***Welty*** | ***1929*** | ***1991*** | ***Academic Support*** | ***3*** | ***37197*** |
| ***46*** | ***Whitfield*** | ***1927*** | ***1996*** | ***Academic Support*** | ***2*** | ***23590*** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

****

**Campus Ma**

**Fall 2021 Full Term**

**August 16 – December 3**

|  |  |
| --- | --- |
| August 10 | New Faculty Orientation |
| August 11 | Convocation |
| August 11-13 | Fall Development Series |
| August 12 | Residence Halls Open |
| August 13 | REGISTRATION |
| August 16 | Day and Evening Classes Begin |
| August 18 | Last Day to be Admitted to the University |
| August 20 | LAST DAY TO ADD AND/OR DROP FOR CLASSES VIA BANNER WEB FOR FULL-TERM COURSES  Last Day for 100% Tuition adjustment on drop and/or withdrawal for Full-Term  **No-show reporting date. Students who fail to attend any classes by this date will have their registration cancelled.** |
| August 27 | Last Day for 95% Tuition adjustment for Complete Withdrawal for Full-Term  First Day to File an Academic Early Alert  Last Day to Opt-Out of First Day |
| September 6 | Labor Day Holiday |
| September 10 | Fall Financial Aid Refunds Begin |
| September 16 | LAST DAY TO DROP OR WITHDRAW WITHOUT RECEIVING A GRADE OF WP/WF FOR FULL-TERM  LAST DAY TO CHANGE FROM CREDIT TO AUDIT FOR FULL-TERM  LAST DAY TO SUBMIT CHANGE OF MAJOR FORM |
| September 29 | Last Day to File an Academic Early Alert |
| October 1 | Mid-term grades due by 9:00 a.m. for Full-Term Courses  Last Day to Apply for a Degree to be awarded for December 2021, fee of $100.00 |
| October 4-5 | Fall Break |
| October 18 | **Spring 2022 Pre-Registration Begins**  Graduates, Seniors, Veterans & Honors--Beginning October 18  Juniors-Beginning October 25  Sophomores-Beginning November 1  Freshmen--Beginning November 8  Students Not Enrolled Fall 2021--Beginning November 15 |
| October 27 | Last Day to Drop a Full-Term Class  Last Day to Withdraw if only enrolled in Full-Term |
| November 19 | LAST DAY FOR STUDENT ORGANIZATION EVENTS, PROGRAMS, SOLICITATION, AND FUND RAISING |
| November 24-26 | Thanksgiving Holidays |
| November 29-December 3 | Final Exams for Full-Term Courses |
| December 3 | Commencement |
| December 7 | Final Grades Due 9:00 a.m. for Full-Term Courses |
| January 5 | Last Day for December 2021 Degrees to be Conferred |

**Summer 2022 Full Term**

**May 24 – July 28**

|  |  |
| --- | --- |
| May 23 | REGISTRATION |
| May 24 | Classes Begin |
| May 25 | Last Day to be Admitted to the University |
| May 27 | LAST DAY TO ADD AND/OR DROP VIA BANNER WEB FOR FULL-TERM  Last Day for 100% Tuition adjustment on drop and/or withdrawal for Full-Term  No-show reporting date. Students who fail to attend any classes by this date will have their registration cancelled.  Last Day to Apply for a Degree to be Awarded in August 2022, fee of $100.00 |
| May 30 | Memorial Day |
| June 1 | Last Day for 95% Tuition adjustment for Complete Withdrawal  First Day to File an Early Alert |
| June 2 | LAST DAY TO DROP OR WITHDRAW WITHOUT RECEIVING A GRADE OF WP OR WF FOR FULL-TERM  LAST DAY TO CHANGE FROM CREDIT TO AUDIT FOR FULL-TERM |
| June 6 | Last Day to Opt-Out of First Day |
| June 10 | Summer Financial Aids Refunds Begin |
| June 17 | Last Day to File an Early Alert |
| June 24 | Midterm Grades Due by 9:00 a.m. for Full-Term Courses |
| July 4 | Independence Day Holiday |
| July 15 | Last Day To Drop A Full-Term Course  Last Day to Withdraw if only enrolled in Full-Term Course |
| July 26 | Last Day of Classes for Full-Term |
| July 27-28 | Final Exams for Full-Term |
| July 29 | Commencement |
| August 1 | Final Grades Due for Full-Term by 9:00 a.m. for Full-Term Courses |
| August 19 | Last Day for August 2022 Degrees to be Conferred |

***Standard Method and Procedures***

The standardization of methods and procedures ensures that all cleaning staff perform tasks in the same way and provide a basis for establishing assignments. The routine methods support the procedures, as well as the major projects such as stripping, sealing, scrubbing, refinishing floors, etc. Each cleaning staff member's work assignment should provide a listing of equipment, materials, chemicals, and hand tools required to perform the task, as well as a detailed description of exactly what is expected. The following methods should be included:

* Applying wax or synthetic floor finish
* Carpet shampooing, "Bonnet" Method
* Carpet shampooing, water extraction method
* Cleaning rest rooms
* Cleaning water fountains
* Damp mopping
* Dust mopping
* Dusting horizontal and vertical surfaces
* Emptying trash receptacles
* Furniture polishing
* Manual sweeping
* Scrubbing floors
* Sealing concrete and terrazzo floors
* Spot cleaning
* Spot cleaning carpets & upholstered furniture
* Spot cleaning glass
* Spot mopping
* Stripping waxed or finished floors
* Vacuuming carpets completely
* Vacuuming traffic patterns

Periodically, methods should be reviewed and changed, as required, as new products and new ideas are introduced. This requires continual updating of the manual and training/refresher training of new and current employees. Strict adherence to prescribed procedures should be tempered with practical consideration. If, for example, the specification calls for nightly vacuuming, as-needed spot cleaning and annual deep clean shampooing, the cleaning staff might need to make some adjustments based upon actual conditions.

During inspections there are found neatly vacuumed carpet with multiple stains - cleaning staff are rigidly following the prescribed specifications; however, the owner only sees the growing number of stains and does not see the task the cleaning staff is performing. Making adjustments to the specifications by allowing for increase of periodic work and decrease of some routine work will provide a better quality of service at no additional cost.

***Task and Frequency***

A guide will be submitted for the task and frequency of duties to achieve the visual appearance described and desired. Creativity with task and frequency creates optimum value as long as the visual appearance standard is not compromised. As part of maintaining a facility, cleaning staff are typically involved in the following types of tasks and procedures.

* Daily Assignments

A daily listing of duties should be provided for all individual work assignments. At the completion of the work shift, the Cleaning Supervisor will check off "assignment completed" next to each job assignment that was covered by that shift. He or she will also list any additional work, absentees, etc. in spaces provided, sign it, and file it as a record of that shift's work.

* Routine Cleaning

Routine Cleaning is usually done when spaces are generally vacant or minimally occupied. This includes the cleaning of public areas on a daily basis, restrooms, lobbies, corridors, stairs, elevators, meeting rooms, cafeteria, gyms and locker areas and offices. This includes removing all trash, cleaning and disinfecting restrooms including replenishing bathroom supplies, mopping hard surface floors and vacuuming carpeting

* Policing, Special Request, and Emergency Cleaning

This is performed normally during the routine hours the facility is open and is scheduled Monday through Friday. Cleaning staff is asked to generally police the public areas and maintain restrooms, while the building is in use. For weekend coverage, we recommend staggering the workforce or utilizing part-time help. Any cleaning requests that are not routinely scheduled i.e. additional carpet shampooing, floor refinishing, additional cleaning for weekend activities, etc. can be accomplished during this time.

* Project Cleaning

Project Cleaning (Periodic Work) supplements Routine Cleaning and is more thorough and detailed in nature, requiring a greater skill level than routine tasks performed by regular custodial personnel. All periodic work should be scheduled in advance and published. Project Crews should be used so that daily cleaners will not always be called on to double their workloads.

* Weekly Work Assignments

Project Teams are organized on a crew basis for periodic work such as floor waxing, wall washing, spray buffing, and other floor care functions; high dusting; and damp wiping of partitions and walls. Each crew is drawn from staff cleaners, composed of specially trained personnel who work on a periodic schedule. This schedule is planned on a daily basis for a full year to obtain optimum scheduling and lead time for ordering required materials. A finalized periodic schedule should be developed and submitted for review and approval by the Director of Facilities

***Performance Standards for Routine Custodial Work***

The following sections are standard routine cleaning descriptions and frequencies, which may require certain exceptions. These exceptions should be controlled carefully to prevent long- term loss of the high standards expected by MUW.

* Empty Trash Receptacles

All waste receptacles and other trash containers within the area should be emptied and returned to their initial location. Boxes, cans, papers, etc. placed near a trash receptacle and marked 'TRASH" should be removed. All waste from such trash receptacles should be removed from the area and placed at a designated location in such a manner as to prevent the adjacent area from becoming littered by such trash. In areas where food may be disposed daily, large trash receptacles would be centrally located for collection of such waste and should be emptied daily. Trash receptacles in public areas and rest rooms should be emptied daily. The exterior of

waste receptacles should be damp wiped with germicidal detergent solution from a spray bottle and a synthetic fiber cloth to remove evident soil as needed. A lotion type cleanser and an abrasive pad should be used to remove stubborn soils. All plastic liners, which are tom or obviously soiled, should be removed from trash receptacles and replaced with new plastic liners. The liners should be folded back over the rim of the receptacle.

* Rearrange Furniture as Required

All furniture moved by the custodial worker during the performance of the work should be returned to its appropriate location. Additionally, all other office furniture such as chairs and waste receptacles should be returned to their appropriate location. Furniture must be placed in specified location and missing or broken items reported.

* Clean Entrance Mats

Interior entrance mats should be vacuumed daily. If the mat is wet, it may be necessary to use a wet/dry vac. The mat should be periodically removed, and the area underneath should be mopped and allowed to completely dry before replacing the mat. Exterior mats may be cleaned by sweeping, vacuuming or hosing. Exterior mats should be replaced when they become worn or are no longer capable of trapping dirt and moisture.

* Spot Clean Carpets

Use a spray bottle of carpet shampoo, nylon brush, and clean cloth to remove obvious spots and stains from carpets. Spot cleaning should be attempted only after the carpet has been completely vacuumed. Spray a small amount of shampoo directly onto the spot to be removed. Using the nylon brush, start at the outer edges of the spot and brush toward the center. Remove the residue with the clean cloth. If the spot is not completely removed, repeat the procedure. If the spot remains after the second attempt, report the problem to the Supervisor.

* Mop and Disinfect

Prior to being damp mopped and disinfected, the floor surface should be swept, or dust mopped. A wet mop, mop bucket and wringer, and a germicidal detergent solution should be used to remove soil and non-permanent stains from the entire area. The detergent solution should be changed periodically and remain clear. All accessible areas should be damp mopped. Chairs, trash receptacles, etc., should be moved when necessary to mop underneath. After being damp mopped, the floor should have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There should be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining in the area. In large areas with floor drains, a pump-up sprayer should be used to apply the germicidal detergent solution to the

entire floor area and allowed to remain for three to five minutes. Then a floor squeegee should be used to squeegee the solution into the floor drain. A damp mop should be used to dry areas inaccessible to the floor squeegee.

* Wet Clean Floors

Prior to being wet cleaned, the entire floor surface involved should be swept, or dust mopped. A wet mop, mop bucket, and wringer, scrub brush, floor squeegee and neutral detergent (use a degreaser for floors which are not coated with a metal-link polymer floor finish) should be used to remove all soil and non-permanent stains from the entire floor, baseboards, etc. The neutral detergent (or degreaser) solution should be applied to the entire floor area and allowed to remain for three to five minutes. Then the entire floor area should be scrubbed with the scrub brush. In areas with floor drains, the floor should then be squeegee dry and then rinsed with clear water. In areas without a floor drain, the solution should be picked up with a wet mop and mop bucket and wringer or a wet pick- up vacuum if available and then rinsed with clean water twice. All accessible areas should be wet cleaned. Chairs, trash receptacles, etc. should be moved when necessary to mop underneath. After being wet cleaned, the floor should have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil.

There should be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining in the area.

* Spray-Buff (Restore) Floors Finish

Prior to being spray-buffed, the floor surface should be dust mopped. A single-disc floor machine, buffing pad, and a spray bottle with spray-buffing solution should be used to restore a uniform gloss and protective finish to resilient tile or terrazzo floors which are finished with a metal-link polymer floor finish. The spray-buff solution should be prepared by mixing a solution of equal parts of water and floor finish. The areas accessible to the floor machine should be spray- buffed. Chairs, trash receptacles, etc. should be tilted and moved where necessary to spray-buff underneath. The floor should be dust mopped after spray-buffing. After spray-buffing, the entire floor should have a uniform glossy appearance, free of scuffmarks, heel marks, and other stains, and should have a uniform coating of floor finish. All spray-buff solution should be removed from baseboards, furniture, and trash receptacles.

* Dust Mop/Sweep

All visible litter such as paper, rubber bands, paper clips, chewing gum, etc. should be picked up or swept and placed in a waste collection container. Prior to sweeping the floor surface, use a mop and neutral detergent solution to remove spills and obvious soil from the floor; and use a putty knife to remove gum, tar, and other sticky substances from the floor. On resilient tile, terrazzo, smooth sealed concrete or other smooth finished floor surfaces, use a treated dust mop

and dustpan to remove accumulated soil and litter. On rough, unsealed concrete, or other floors where dust-mopping is not effective, use a push broom. The entire area to be swept should be cleaned thoroughly to remove dust, dry soil, and other litter. Chairs and trash receptacles should be tilted or moved where necessary to sweep underneath. After the floor has been swept, the floor surface, including comers and abutments, should be free of streaks, litter, and spots caused by spills or tracking.

* Spot Mop

A wet mop, mop bucket and wringer, and a neutral detergent solution should be used to remove all obvious soil and nonpermanent stains from the entire area. The neutral detergent solution should be changed periodically and remain clear. Trash receptacles, chairs, etc. should be moved when necessary to spot mop underneath. After being spot mopped, the floor should have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There should be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining in the area. In rest rooms, a germicidal detergent solution should be used in lieu of neutral detergent solution.

* Damp Mop

Prior to being damp mopped, the floor surface should be swept, or dust mopped. A wet mop, mop bucket and wringer, and a neutral detergent solution should be used to remove soil and non-permanent stains from the entire area. The neutral detergent solution should be changed periodically and remain clear. All accessible areas should be damp mopped. Chairs, trash receptacles, etc., should be moved when necessary to mop underneath. After being damp mopped, the floor should have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There should be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining in the area.

* Clean and Disinfect Drinking Fountain

Use a spray bottle of germicidal detergent, cloth, small percolator brush, abrasive pad, and lotion- type cleanser to remove all obvious soil, streaks, smudges, etc. from the drinking fountains and cabinets; then, disinfect all porcelain and polished metal surfaces including the openings and drain. After cleaning, the entire drinking fountain should be free of streaks, stains, spots, smudges, scale, and other removable soil.

* Dust Building and Furniture Surfaces

Use a lightly treated dust cloth, lightly treated hand-held dusting tool, lamb's wool dusting tool, tank vacuum with dusting attachments, or combination of these dusting tools to remove all

dust, lint, litter, dry soil, etc. from the horizontal surfaces of desks, chairs, file cabinets, and other types of furniture and equipment and from horizontal ledges, windowsills, blinds, handrails, etc., below 7'0" from the top of the floor surface. Items on desktops are not to be disturbed. After regular dusting, all such surfaces should have a uniform appearance, be free of streaks, smudges, dust, lint, litter, etc. Dusting should be accomplished by removal of soil from the area, not by rearranging it from one surface to another. Desktops, file cabinets, and the like, should be completely cleared before dusting.

* Spot Clean Furniture, Fixtures, Walls, Partitions, Doors, Etc.

Use a clean cloth and spray bottle of neutral detergent, germicidal detergent, or glass cleaner to remove fingerprints, smudges, marks, streaks, etc. from washable surfaces of walls, partitions, doors, furniture, fixtures, appliances, etc. Germicidal detergent should be in use in rest rooms and drinking fountains. Non-abrasive soft cleanser should be used on hard-to-remove spots.

After spot cleaning, there should be no streaks, spots, or other evidence of removable soil. This includes both sides of glass in exterior doors and vestibules and in offices.

* Vacuum Traffic Patterns

Use an upright carpet vacuum to remove obvious soil and litter from the carpet in the traffic pattern, and where surface soil is apparent.

* Vacuum Complete

Use an upright carpet vacuum to collect surface soil and embedded grit from all areas accessible to the carpet vacuum. The beater bar should be adjusted to correspond with the pile height of the carpet. Chairs and trash receptacles should be tilted or moved where necessary to vacuum underneath. Additionally, as necessary, to prevent any visible accumulation of soil or litter in carpeted areas inaccessible to the upright carpet vacuum, a crevice tool and brush attachment should be used. After the carpeted floor has been completely vacuumed, it should be free of all visible litter, soil, and embedded grit.

* Disinfect Rest Room, Fixtures, Walls, Partitions, Doors, Etc.

Use a cloth and germicidal detergent solution to damp wipe and disinfect all surfaces of fixtures, walls, partitions, doors, locker benches, fronts, etc.

* Refill Paper Towel, Toilet Tissue, and Hand Soap Dispensers

All dispensers should be completely filled to the proper level. The paper supplies and hand soap should be placed in the dispensers in accordance with the directions of the paper and

dispenser manufacturers. Hand soap dispensers and adjacent surfaces should be wiped to remove spillage.

* Clean and Disinfect Wash Basins, Toilets, Urinals and Showers

Apply germicidal detergent solution to all the basins (or in larger rest rooms, to all basins on one wall) and to the wall area beside and between the basins. Clean the tops, sides, insides, piping underneath and wall areas between the basins with a cloth. Wipe the metal surfaces dry with a cloth to prevent spotting. Apply germicidal detergent solution to all the urinals (or in the larger rest rooms, to all the urinals on one wall) and to the wall area between and below the urinals with a cloth. This cloth should be of a particular color, which will be used only on commodes and urinals. Clean the insides of the urinals with a bowl mop. Use the bowl mop to clean the underside of the flushing rim. Wipe metal surfaces dry with a clean cloth to prevent spotting. Clean under the urinal if wall hung.

Apply germicidal detergent solution to the insides and outsides of the commodes and to the wall areas beside them. Spray the top of the seat first, then lift the seat, and spray the remainder of the fixture. Clean the seat, outside of the fixture, and wall beside the fixture with the same color cloth used to clean the outsides of the urinals. Clean the inside of the fixture with a bowl mop. Use the bowl mop to clean under the flushing rim. Wipe the top of the seat and the metal surfaces dry with a cloth to prevent spotting. Apply germicidal detergent solution to the walls and floors in shower stalls; use a cloth and abrasive pad to damp wipe all surfaces of the shower. Remove all debris from the shower drain

* De-scale Toilets and Urinals

Use non-acid-type bowl cleaner and a nylon or cotton bowl mop to remove scale, scum, mineral deposits, rust stains, etc. from toilet bowls and urinals. After descaling, the entire surface should be free from streaks, stains, scale, scum, mineral deposits, rust stains, etc. Caution must be used to prevent damage to adjacent surfaces caused by spills of the use of any bowl cleaner.

* Clean Urinal Drains or Floor Drains in Rest Rooms

Periodically use a screwdriver to remove the drain cover and/or strainer. Use a circular, stiff bristle wire brush and a germicidal detergent to remove scum, scale, and other soil from the inside of the drainpipe and then flush with hot water and germicidal detergent. Use a flat, stiff- bristle, wire brush to remove scum, scale, and other soil from the drain cover. Then put strainer or cover back in place. Pour at least one quart of germicidal detergent into the drain. (This should be done one time per week).

* Remove Scum from Showers/Tubs

This should be used weekly. The purpose of this procedure is to remove soap scum and body oil buildup from shower stalls and shower walls in the athletic areas. The custodian should apply the shower cleaner using the special applicator and a hose. The solution should be applied as thick foam to all surfaces, including the floor. The solution should be allowed to set for 2-3 minutes.

During this time, the custodian should use a brush or scrubbing pad and agitate the solution in areas where the buildup may be heavy. The application should be switched to the rinse mode, and all surfaces thoroughly rinsed and re-scrubbed until all residues and buildup has been removed. Chrome should be dried with a clean cloth.

* Disinfect Carpet

In carpeted locker rooms, the carpet can be disinfected by using a mild solution of, cleaner disinfectant applied with a pump-up sprayer. The sprayer should be adjusted so the solution is applied as a mist. Allow the surface to dry and vacuum thoroughly with an upright carpet vacuum. This procedure should be followed only upon the completion of complete vacuuming prior to the application of cleaner disinfectant.

* Stripping, Refinishing Resilient Tile, and Terrazzo Floors

Stripping shall be defined as the complete removal, without damage to the floor surface, of all finish and/or sealer from all visible floor surfaces and from those floor surfaces, which can be exposed by the removal of non-fixed furnishings. Stripping will also include the complete removal of marks, scuffs, stains, etc. except on cases in which there are damage to the floor surface. The stripping chemical(s) used will meet the specifications given in this manual for the type of finish and/or sealer being stripped, and will be used

* Carpet Cleaning, Water Extraction Method

Carpet cleaning, water extraction method, will be defined as the spot cleaning, vacuuming, operation with water extraction equipment, and re-vacuuming of all carpet in an area. All stained areas will be treated with spot cleaning solutions, following the directions of the manufacturer of the solutions. Spot cleaning should continue until as much of the stain as possible has been removed. The water extraction equipment will be operated over the entire carpeted area. All instructions provided by the manufacturer of the water extraction equipment and material should be followed during their use. After operating the water extraction equipment and allowing sufficient drying time, the carpet should be vacuumed following a pattern, which will give the carpet pile a uniform appearance.

* Carpet Cleaning, "Bonnet Method"

Bonnet shampooing of carpet is defined as the spot cleaning, vacuuming, shampooing, and re- vacuuming of all carpet in an area. All vacuuming, before and after shampooing should be done with a medium-duty, pile lifter type vacuum. All stained areas should be treated with spot cleaning solution, following the directions of the manufacturer. Spot cleaning should be continued until as much of the stain as possible has been removed. The shampooing should be performed using equipment and materials specifically designed for Bonnet shampooing and meeting the specifications for such equipment and materials given in this manual. The instructions provided by the manufacturers of the equipment and materials should be followed during its use. Areas, such as comers, which are inaccessible to the machine, should be shampooed with the cleaning solution and manual scrubbing devices. After shampooing and allowing sufficient drying time, the carpet should be vacuumed following a pattern, which will give the carpet pile a uniform appearance. A pile lifter brush can be helpful at this point.

* Machine Scrubbing and Polishing of Concrete Floors

Machine scrubbing of concrete floors is defined as applying a detergent solution to all areas of the floor, allowing the solution to remain on the floor for three to five minutes, operating a single-disc floor machine equipped with a bassinet brush or a scrubbing pad over all accessible floor areas (including those areas which can be made accessible by the removal of non-fixed furnishings), manually scrubbing those areas which are inaccessible to the floor machine, removing the solution from the floor and rinsing the floor three times with clear water. No stripping solution or sealer should remain on baseboards, doors, or other non-floor surfaces.

* High Dusting

High dusting is defined as the removal of dust, cobwebs, oily film, etc., from all fixtures, and surfaces above seven feet but below twelve feet from the top of the floor. This includes lights, grilles, light fixtures, pipes, sprinkler systems, cables, ledges, walls, ceilings, vents, etc. High dusting should be accomplished by using treated dust cloths, treated dusting tools, a damp cloth, and a tank vacuum with crevice tool, brush attachment and wall attachment. After high dusting, all areas and surfaces above seven feet but below twelve feet from the top of the floor should be free from all types of soil removable by dusting or damp wiping and should blend in with the areas below seven feet high.

* Washing Interior Glass

Washing interior glass will be defined as the complete removal of smudges, tape, oily film, and other types of soil from all glass in interior partitions, walls, doors, displays, and other glass areas. (This includes both sides of glass in interior doors and vestibules). A glass cleaning

chemical, window squeegee tool with rubber blade, clean synthetic fiber cloths should be used. After washing, the glass areas will be free of dust, smudges, oily film, tape, and all other types of soil, streaks, and watermarks. Glass cleaner splash and drip marks should be removed from all adjacent surfaces.

* Machine Scrub Rest Room Floors

Machine scrubbing of rest room floors is defined as applying a germicidal detergent solution to all areas of the floor, allowing the solution to remain on the floor for three to five minutes, operating a single disc floor machine equipped with a bassinet brush or a scrubbing pad over all accessible floor areas (including those areas which can be made accessible by the removal of non-fixed furnishings), manually scrubbing those areas which are inaccessible to the floor machine, using a corner brush for baseboards and a deck brush under or around fixed partitions removing the solution from the floor and rinsing the floor three times with a light mix of germicidal detergent and water. No cleaning solution should remain on baseboards, doors, or partitions.