

EXHIBIT D: PROJECT FACILITY MAINTENANCE GUIDELINES

As part of the Project, the University is willing to allow Private Entities to provide proposals indicating whether or not there is interest in delivering custodial / service contract and facility maintenance services, as opposed to contracting with the University through the Management Agreement.

Please find below the standards for the delivery of custodial / service contracts and facility maintenance if provided by the Private Entity.

I. General Overview

Private Entity is to furnish all supervision, cleaning personnel, equipment, supplies, tools, and other materials as required for custodial / service contracts and facility maintenance services for all buildings within the Project.

It will be the responsibility of the Private Entity to provide services in alignment with the high standards of an educational institution from the perspectives of sanitation, public relations, and protection of the physical facility. Services should be commensurate with APPA guidelines, which are described further in Exhibit E of the ITN.

II. Responsibilities of Private Entity

A. Personnel

1. Private Entity will exclusively handle all matters pertaining to human resource issues. This will include but is not limited to recruitment, screening, hiring, and retention. These matters will be done in compliance with existing statutes, regulations and other laws pertaining to affirmative action, non-discrimination, wage and hour and any other stipulations germane to prudent personnel management. Private Entity shall defend, hold harmless and indemnify the University from all claims, demands, suits, judgments, costs, damages, and attorney's fees arising from any claim or assertion that Private Entity violated any applicable law or employment contract.
2. The Private Entity is responsible for training personnel for duties performed under this program.
3. All personnel will be dressed in a manner authorized by the Private Entity and approved by the University. The personnel will be neat and clean in appearance. Uniforms will be worn which fully identify the worker as a member of the Private Entity's work force.
4. Payment to all employees is the responsibility of the Private Entity. Private Entity will pay at least the minimum wage. Private Entity to follow all state/local laws.

5. Private Entity will remove any employee from the work force deemed objectionable by the University or University Housing.
6. All Private Entity personnel will be issued a picture identification card that is to be worn in a visible location at all times.
7. All employees must successfully complete a background check prior to starting work on the Florida Poly campus. The University shall have the right to require that any employee be terminated, or prospective employee not hired, to the extent necessary to protect the safety and welfare of the residents and guests on the Project.

B. Safety

1. Private Entity will train all employees on application of chemicals and the use of equipment.
2. Private Entity will train all employees for training and implementation of a program to minimize exposure to blood borne pathogens. Program will educate about the risk of possible exposure, clean-up procedures and all vaccination required by OSHA.

C. Security

1. Private Entity will maintain photos of all employees working on Florida Poly property.
2. Contractors and subcontractors are prohibited to use Alcohol and Drugs on Florida Poly's Campus. Smoking is permitted in designated smoking areas only.
3. Private Entity will safeguard against loss, theft, or damage of all property, material, equipment and accessories which employees of the Private Entity might be exposed to while performing duties.
4. Keys will be provided to the Private Entity. Private Entity will maintain keys in a locked key box.
5. Keys will be checked out at the beginning of each shift and returned at the end of each shift. If keys are missing, Private Entity is to notify a University representative, who will be identified in advance for this purpose, immediately. Private Entity will be responsible for any cost associated with the re-keying due to lost keys.
6. Private Entity and employees are subject to and will comply with the rules and regulations governing vehicular parking and traffic per the Division of Law Enforcement and Safety for Florida Poly's Campus.

7. The Private Entity will provide reasonable cooperation to the University Police Department in their efforts to promote a safe and secure environment of the campus.

D. Supervision

Private Entity will provide the supervision necessary to maintain the program. This must include an on-site supervisor during all shifts manned.

E. Damage

The Private Entity will be responsible for the repair/replacement for any damage to the facility or personal injury caused by any employee of the Private Entity.

F. Equipment/Supplies

1. Private Entity will maintain and procure all equipment necessary to perform the program. Equipment should be kept in a clean condition.
2. The University shall not be responsible for any loss of equipment or supplies.
3. A small and large wet-vac should be housed within the area or otherwise be readily available to Private Entity.
4. MSDS Sheets will be maintained on job site for all chemicals used. University Representative will also be provided two (2) copies of MSDS sheets per chemical used.
Note: University Representative will supply one (1) copy of MSDS sheet to the Office of Environmental Health and Safety.

G. Emergencies

1. During emergency conditions (hurricane preparedness, floods, etc), employees will report to the University for instructions. Personnel must be available to perform extra duties or emergency services.

H. Private Entity's Representative

1. A representative of the Private Entity shall be appointed within 24 hours of receipt of contract. This person shall be available to the University for the purpose of reporting problems, requesting scheduling changes, etc. This individual shall be someone other than the on-site supervisor and they shall be the sole contact person for routine matters.
2. A representative of the Private Entity shall be appointed prior to purchase of Dorm 2.

I. Scheduling

1. The housekeeping program is a 24-hour operation. While most heavy cleaning will take place during the day between 8:00am and 4:30pm, there is a need for after-hours coverage for emergencies. Request for changes to the shift will be approved by University Housing

and will be determined to best meet the needs of faculty, staff, and students and to facilitate facility needs.

J. Recycling

1. The Private Entity, on each shift, will remove all materials denoted recyclable from inside buildings. Recyclable materials shall be transported and placed in an appropriate and acceptable manner in the designated collection container. Recyclables shall include white paper, mixed paper, aluminum, glass or plastic containers, and cardboard.

The Private Entity must insure compliance with the recycling program of the University, as same shall be amended over the Project life cycle, and accommodate any procedural changes that occur.

K. Method of Evaluation/Quality Control

1. Evaluator(s): Director of Facility Operations for University Housing or his/her Designee

Procedure: The University will monitor feedback from students, staff, and guests. The designated staff will also document cleanliness of areas using a "Custodial Quality Control Checklist." Any findings or reports deemed to be less than satisfactory by the University will result in written notification to the Private Entity. Private Entity must perform corrective actions within 24 hours of receiving notice. Failure to do so will result in the University performing the work and the Private Entity will absorb any costs incurred by the University. Payment terms of the final Project agreement will include terms to incentivize Private Entity to comply with specified operations quality control standards and penalize Private Entity for non-compliance.

L. Rating Scale

1. The following rating scale will be used when evaluating services:
 - **E** – (Excellent) APPA Level 1- A condition indicating continuous care and attention.
 - **G** – (Good) APPA Level 2- A condition indicating care and attention, though improvements may be made.
 - **A** – (Average) APPA Level 3- A condition indicating laxity, but which can be corrected without much effort.
 - **NI** – (Need Improvement) APPA Level 4- A condition indicating neglect over a comparatively short time, but which can be corrected without much effort.
 - **P** – (Poor) APPA Level 5- A condition indicating complete neglect over a long period.

M. Residence Hall Cleaning Expectations:

1. The services detailed below will be provided during conferences. The requirements for unit cleanings following guest turnover will apply following the departure of each conference group.

N. Common Areas & Public Areas

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Empty & reline trash can. Clean if necessary	Daily	Daily	Annual
Clean horizontal & vertical surfaces	Weekly	Daily	Annual
Clean & sweep outside verandah up to 10' from exterior doors.	Weekly	Daily	Annual
Clean, sanitize, and polish water fountains	Daily	Daily	Annual
Dust mop floor. Vacuum carpets & mats-Lobby	Daily	Daily	Annual
Wet mop floor. Remove spots from carpet-Lobby	Daily	Daily	Annual
Vacuum-Hallways	M-W-F	Daily	Annual
High dust	Monthly or as needed	n/a	Annual
Burnish & dust mop floor – 1st floor	Monthly or as needed	Daily	Annual
Burnish & dust mop floor- 2nd and up	Monthly or as needed	n/a	Annual
Police area for trash (including verandah)	Daily	Daily	Annual
Strip & refinish floors with a minimum of 3 coats of wax	Bi-annually	n/a	Annual
Spray Buff or equivalent and top coat with 1 coat of wax	Weekly	n/a	Annual
Shampoo Carpets	Bi-annually or as needed	n/a	Annual
Remove Gum	Daily	Daily	Annual
Clean Stairwells (interior and exterior)	T-Th	Daily	Annual
Scrub stairwells (interior and exterior)	T-TH	Daily	Annual
Clean all kitchen surfaces	Daily	Daily	Annual
Clean kitchen ovens in residence halls	Bi-annually or as needed	Daily	Annual
Clean burner pans	Bi-annually or as needed	Daily	Annual

O. Exterior Entrances and Exits

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Empty & reline trash can. Clean if necessary	Daily	Daily	Annual
Sweep concrete/hard surface (10 ft from entrances)	Weekly	Daily	Annual
Clean glass & window frames	M-W-F	Daily	Annual
Vacuum mats (both sides) and sweep under mat	Weekly	Daily	Annual
Clean entrance doors (glass, metal or wood surfaces)	Weekly	Daily	Annual

P. Elevators

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Clean & polish horizontal & vertical surfaces	M-W-F	Daily	Annual
Dust mop floor	M-W-F or as needed	Daily	Annual
Vacuum interior & horizontal tracks	Weekly	Daily	Annual
Wet mop floor	M-W-F or as needed	Daily	Annual
Remove graffiti	Daily	Daily	Annual
Remove any trash	Daily	Daily	Annual

Q. Public Access Restrooms

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Empty, clean & reline trash can	Daily	Daily	Annual
High dust	Weekly	n/a	Annual
Low dust	Daily	Daily	Annual
Clean & disinfect horizontal & vertical surfaces & restroom fixtures	Daily	Daily	Annual
Clean & replenish all dispensers	Daily	Daily	Annual
Dust mop floor	Daily	Daily	Annual
Wet mop floor	Daily	Daily	Annual
Police area (replenish supplies, clean spills, wipe surfaces, empty trash and report malfunctioning fixtures as needed)	Daily	Daily	Annual
Soap Scrub or Deep Clean floors	Daily	Daily	Annual
Remove any and all Graffiti	Daily	Daily	Annual

R. Janitor Closets

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Clean janitorial closets	Daily	n/a	Annual

S. Entrances, Corridors & Lobbies

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Empty & reline trash can. Clean if necessary	Daily	Daily	Annual
Clean horizontal & vertical surfaces	Daily	Daily	Annual
Clean, disinfect & polish water fountains	Daily	Daily	Annual
Dust mop floor.	Daily	Daily	Annual
Vacuum carpets & mats, removed gum and soiled spots	Daily	Daily	Annual
Wet mop floor.	Daily or as needed	Daily	Annual
Low dust	Daily	Daily	Annual
High dust	Weekly	n/a	Annual
Dust mop & scrub floor – 1st floor	Daily	Daily	Annual
Dust mop & scrub floor- 2nd and up	Weekly	Daily	Annual
Buff floors	Monthly or as needed	n/a	Annual
Vacuum & spot clean upholstered furniture	Weekly or as needed	Daily	Annual
Buff first floor lobby	Weekly	Weekly	Annual
Clean entrance door glass	Daily	Daily	Annual
Clean glass partition & display cases	Weekly or as needed	Daily	Annual
Spot clean smudges, finger marks on walls, door facing, and doors.	Daily	Daily	Annual
Dust furniture	Daily	Daily	Annual

T. Stairs and Landings

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Clean horizontal & vertical surfaces	M-W-F	Daily	Annual
Dust mop floor or sweep floor	M-W-F	Daily	Annual
High dust	Weekly	n/a	Annual
Wet mop floor	Weekly	Daily	Annual
Pressure wash exterior stairs and landings	Bi-annually	n/a	Annual

U. Break rooms, Office spaces and Reception Areas

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Empty trashcan. Clean & reline if necessary	Daily	Daily	Annual
Clean/dust horizontal & vertical surfaces	Daily	Daily	Annual
Dust mop floor	M-W-F	Daily	Annual
Complete vacuum floor. Remove spots and gum	M-W-F	Daily	Annual
Wet mop floor	M-W-F	Daily	Annual
Low dust	Weekly or as needed	Daily	Annual
High dust	Weekly or as needed	n/a	Annual
Vacuum & spot clean upholstered furniture	Weekly	Daily	Annual
Vacuum Air Supply and Return Air Vents	Weekly	Daily	Annual
Clean windows	Monthly or as needed/requested	Daily	Annual
Dust blinds	Weekly	Weekly	Annual

V. Classrooms

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Empty trashcan. Clean & reline if necessary	Daily-multiple times	Daily	Annual
Clean/dust all horizontal & vertical surfaces (desks, boards, chairs, etc.)	Daily	Daily	Annual
Dust mop floor	Daily	Daily	Annual
Complete vacuum floor. Remove spots and gum	Daily	Daily	Annual
Wet mop floor	Weekly or as needed	Daily	Annual
Shampoo carpet	Bi- annually or as requested	As needed	Annual
Strip, refinish/seal hard surface floors	Bi-annually or as requested	n/a	Annual
Low dust (furniture, table/chair rails and legs)	Weekly	Daily	Annual
High dust areas over 6 feet (vents, light fixtures, blinds)	Monthly	n/a	Annual
Police and Replenish chalk, erasers, and markers (maintain 2 writing utensils at each board and 1 eraser per board)	Daily	Daily	Annual
Vacuum & spot clean upholstered furniture	Weekly or as needed	Daily	Annual
Vacuum Air Supply and Return Air Vents	Weekly	Daily	Annual
Damp Clean desk and table tops, spot clean door surfaces, and smudges on walls and light switch.	Daily	Daily	Annual

W. Building wide trash removal/recycle removal

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Remove of trash and recycling from floors	Daily or as needed	Daily or as needed	n/a
Empty trash compactor and exchange	Daily or as needed 7 days a week	Daily or as needed 7 days a week	n/a
Clean trash rooms on floors	Daily	Daily	n/a
Pressure wash floors	Monthly	Monthly	n/a
Pressure wash equipment	Monthly	Monthly	n/a
Pressure wash trash chutes	Every three years	Every three years	n/a
Pest control	Quarterly	Quarterly	n/a

X. Suite-Style and Apartment-Style Bathroom Cleaning

TASK	FREQUENCY OF SERVICE		
	Academic-Routine	Summer-Routine	Summer-Deep Clean
Clean and disinfect horizontal and vertical surfaces as well as restroom fixtures	Bi-monthly	Bi-monthly	Annual
Dust mop floors	Bi-monthly	Bi-monthly	Annual
Soap scrub or deep clean floors	Bi-monthly	Bi-monthly	Annual

Y. Requirements Following Guest Turnover

1. Student Rooms

	Required at Turnover
Empty trashcan. Clean container	X
Clean/dust all horizontal & vertical surfaces (desks, boards, chairs, etc.)	X
Dust mop floor	X
Complete vacuum floor. Remove spots and gum	X
Wet mop floor	X
Shampoo carpet	X
Clean closet shelves, walls and flooring	
Strip, refinish/seal hard surface floors	X
Low dust (furniture, table/chair rails and legs)	X
High dust areas over 6 feet (vents, light fixtures, blinds)	X
Wipe all wall surfaces and remove smudges	X
Vacuum & spot clean upholstered furniture	X
Vacuum Air Supply and Return Air Vents	X
Damp Clean all student furniture	X
Linen Services- Receiving	X
Linen Services- Distribution	X
Linen packets / complete linen	X
Laundering	X

2. Kitchens

	Required at Turnover
Empty trashcan. Clean container	X
Clean/dust all horizontal & vertical surfaces	X
Clean stoves, refrigerators, ovens range hoods, replace drip pans--all appliances inside and out and behind	X
Clean and disinfect counter tops, all cabinets surfaces	X
Clean lighting fixtures and replace light bulbs and all plumbing fixtures	X
Dust mop floor	X
Complete vacuum floor. Remove spots and gum	X
Wet mop floor	X
Shampoo carpet	X
Strip, refinish/seal hard surface floors	X
Low dust (furniture, table/chair rails and legs)	X
High dust areas over 6 feet (vents, light fixtures, blinds)	X
Wipe all wall surfaces and remove smudges	X
Vacuum & spot clean upholstered furniture	X
Vacuum Air Supply and Return Air Vents	X
Damp Clean all furniture	X

3. Bathrooms

	Required at Turnover
Empty trashcan. Clean container	X
Clean/dust all horizontal & vertical surfaces	X
Clean and disinfect toilet, shower and all adjacent areas	X
Clean and disinfect counter tops, all cabinets surfaces	X
Clean lighting fixtures and replace light bulbs, all plumbing fixtures and accessory items (mirrors, towel bar, toilet paper holder, soap dish)	X
Swipe, mop and disinfect floors	X
Vacuum and clean exhaust fans and vents	X
Clean and disinfect HVAC supply vents	X
Strip, refinish/seal hard surface floors	X
Replace shower curtains	X
High dust areas over 6 feet (vents, light fixtures, blinds)	X
Wipe all wall surfaces and remove smudges	X

4. Common Areas

	Required at Turnover
Empty trashcan. Clean container	X
Clean/dust all horizontal & vertical surfaces (desks, boards, chairs, etc.)	X
Dust mop floor	X
Complete vacuum floor. Remove spots and gum	X
Wet mop floor	X
Shampoo carpet	X
Strip, refinish/seal hard surface floors	X
Low dust (furniture, table/chair rails and legs)	X
High dust areas over 6 feet (vents, light fixtures, blinds)	X
Wipe all wall surfaces and remove smudges	X
Vacuum & spot clean upholstered furniture	X
Vacuum Air Supply and Return Air Vents	X
Damp Clean all student furniture	X

