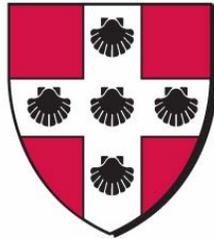


# WESLEYAN

## UNIVERSITY

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Request for Proposal  
Custodial/Janitorial Services  
Proposal Due Date: February 15, 2012

<b>Time and Date of Pre-Proposal Conference/Walk Through</b>	<b>9:00 ~ 1:00 P.M. 01/18/2012</b>
<b>Deadline for Inquiries</b>	<b>5:00 P.M. 01/24/2012</b>
<b>Time and Date Set for Closing – Sealed bids must be received by:</b>	<b>3:00 P.M. 02/15/2012</b>
<b>Planned Contract Start Date:</b>	<b>04/01/2012</b>

# Table of Contents

<u>Section</u>		<u>Page</u>
Section I	Request for Proposal	
1.0	Scope	3
1.1	Contract Term	4
1.2	Definitions	4
Section II	General Conditions and Requirements	
2.0	Custodial Service Requirements	6
2.1	Cleaning Method Definitions and Quality Standards	6
2.2	Supplies and Equipment	10
2.3	Scope Details and Other Requirements	12
2.4	Staffing Guidelines	15
2.5	Work Schedules	17
2.6	Reports and Submittals	21
2.7	Quality Control	21
2.8	General Cleaning Procedures	22
Section III	Instruction to Bidders	
Section IV	Attachments	
1	Bid Submittal Sheet	
2	Wesleyan University Master Purchase Agreement Products/Services	
3	Employment Code for Service Contractors	
4	Sample of 2011 Summer Residential Cleaning Schedule	
5	Vehicle Procurement Policy	
6	Vehicle Safety Policy	
7	Campus Map	
8	List of campus buildings and assignable cleaning areas	
9	APPA Levels of Cleaning	
10	2011 Summer Program Schedule	
11	Wesleyan University Floor Plans, CD Available	

## CUSTODIAL MAINTENANCE SERVICES

### SECTION I

### REQUEST FOR PROPOSAL (RFP)

**1.0 SCOPE.** Wesleyan University is a prestigious liberal arts university located at 237 High Street in Middletown, Connecticut with 2,860 full-time undergraduates and 135 graduates' students. The campus consists of approximately 316 acres and 311 buildings including: Olin Memorial Library; Russell House; a National Historic landmark, the six-story Exley Science Center; Andrus Public Affairs Center; the Van Vleck Observatory; the Center for Film Studies; the Freeman Athletic Center; with a 50-meter swimming pool, skating rink, gymnasium, fitness center, and squash courts, 11-building Center for the Arts complex; the Usdan University Center. Many of the 311 buildings are rented by faculty, staff and graduate families and are not within the scope of basic services. Many other buildings are cleaned only partially or annually as space becomes vacated. The total campus building floor area is 1.82 million square feet. Of that 1,086,904 square feet are cleaned daily and 151,874 square feet are cleaned weekly. The remaining 576,382 square feet are cleaned annually and include student rooms, apartments and individual wood framed houses.

Assignable Cleaning Area Categories	APPA Cleaning Level	General Cleaning Frequency (exceptions noted in Section 2.8)	Maintained Square footage
100-Classroom Facilities	2	Daily	94,414
200-Laboratory Facilities	2	Daily ex. As noted	56,769
300-Office Facilities	2	Weekly	151,874
400-Study Facilities	2	Daily	1,352
500-Special Use Facilities, Athletics	2	Daily	155,291
600-General Use Facilities, Conf. Rm, Kitchenette, etc.	2	Daily	327,333
700-HealthCare Facilities	2	Daily	9,053
800-Residential Facilities, Student Rooms, etc.	2	Annually	333,969
800 – Apartments and Wood frame houses only	2	Annually	242,413 (GSF)
900-Circulation Area, Corridors/Stairs/Elevators, etc.	2	Daily	374,250
000-Building Service Area, Public Rest Room, Trash Room	2	Daily	67,628
Olin Library	1	Daily	Included above
Usdan University Center	1	Daily	Included above
Davison Health Center	1	Daily	Included above

Wesleyan University places high priority in having clean and well maintained buildings as an important part of our recruitment and retention of faculty, staff, and students. Our current strategy is to clean public spaces (classrooms, corridors, and bathrooms) daily and private spaces (faculty and staff offices) weekly. Students are expected to clean their residences. Custodial forces do not clean student residences, apartments, or houses until the end of the school year unless there is a turnover in resident. With few exceptions, faculty and staff support cost effective operations by carrying their personal trash and recycling to receptacles located in the corridors. Scope of work includes cleaning before and/or after events, special requests during normally scheduled shifts, and emergency spill cleanup.

Wesleyan University is committed to the sustainable operations and is signatory to the American College and University Presidents' Climate Commitment to reduce greenhouse gas emissions. Wesleyan University utilizes Sightlines Inc. consultants to benchmark our operations against peer schools for custodial cleanliness and other operational and maintenance criteria.

Wesleyan University (herein referred to as University) is soliciting proposals from qualified companies who can provide custodial/janitorial maintenance services. Contractor shall be able to provide the University with market competitive pricing as well as a team of dedicated representatives who will be the primary contact point for related University service needs. The Contractor must have demonstrated competence in providing these services and must have the qualifications necessary to perform the services outlined in this RFP.

The services will be provided in accordance with the terms, conditions and requirements set forth in this RFP. General Conditions and Requirements are set forth in Section II. This RFP provides sufficient information for interested parties to prepare and submit proposals for consideration by the University. In this document, the words Contractor and seller are used interchangeably. The words Wesleyan and buyer are also used interchangeably.

Contractor proposals must remain in effect and subject to acceptance by Wesleyan University for sixty (60) calendar days after the due date. Wesleyan University reserves the right to reject any or all proposals and to request any additional information it deems necessary to support a decision. The acceptability of the institution's responses shall be determined solely by the University.

If your company is NOT interested in submitting a proposal in response to this RFP, please send an e-mail message titled "No Proposal" to [obookas@wesleyan.edu](mailto:obookas@wesleyan.edu) or return a copy of the RFP stamped "NO PROPOSAL." Failure to do so may eliminate your company from our future RFI & RFP lists. The University will select responses that best demonstrate an institution's competence, qualifications and is deemed in the best interest of the Wesleyan community.

The decision will be based on criteria such as the following:

- Demonstrated value – Cost
- Performance Management and Improvement Programs
- Demonstrated quality monitoring, Innovation and process improvements
- Environmental Sustainability – demonstrated programs for existing and past clients
- Relevant experience cleaning similar institutions
- Financial strength of company
- Demonstrated success in meeting customer needs
- Additional Information
- Demonstrated programs to maintain and improve employee morale.

For additional information, visit the Wesleyan home page at <http://www.wesleyan.edu/>

**1.1 CONTRACT TERM** The University intends to negotiate and execute a Contract for custodial services with the Contractor submitting proposal which the University determines best meets our requirements and is considered to be the best value. The term of any resulting contract will be for three (3) years and is renewable with agreement by both parties for three (3) additional one-year terms for a total length not to exceed six (6) years, unless terminated earlier as provided within the terms of the resulting agreement.

**1.2 DEFINITIONS** The following terms and phrases will have the meanings assigned unless the contract indicates a contrary meaning.

- (a) **Acceptable Quality Level** - The level of service below which the contract will not be paid or damages may be assessed.
- (b) **Addendum** - A modification of the contract terms, general conditions or requirements issued by the Owner and distributed to prospective respondents prior to the opening of proposals.
- (c) **Contract**- Consists of the Request for Proposal, any addenda, the successful respondent's response, and the purchase order.
- (d) **Contract Administrator** - The individual partnership or corporation whose proposal is accepted and who enters into a contract with the Owner.
- (e) **Contractor** – The designated individual of the partnership or corporation whose proposal is accepted and who enters into a contract with the Owner.
- (f) **Contract Manager** - One or more individuals designated by the Contract Administrator to monitor and inspect the performance of the work during the contract term.
- (g) **Owner** – Wesleyan University.
- (h) **Request for Proposal** - The written notice inviting the submission of proposals for the specified requirements.
- (i) **Respondent** - Any individual, partnership or corporation submitting a proposal.
- (j) **Submittal Instructions** - The section describing the method of preparing and submitting proposals and of awarding the contract together with other information of value to prospective respondents.

## SECTION II

### GENERAL CONDITIONS AND REQUIREMENTS

#### CUSTODIAL SERVICES

**2.0** **CUSTODIAL SERVICE REQUIREMENTS** Services shall include, but are not limited to, the requirements contained in this RFP. Services set forth that contain the words “must” or “shall” are mandatory and must be provided as specified with no alteration, modification, or exception. Services set forth that contain the words “may” or “can” allow Respondents to offer alternatives to the manner in which the services are provided. The requested services and corresponding deliverables shall include but are not limited to Custodial Services at the APPA (Association of Physical Plant Administrators) level of cleanliness specified in Attachment 9.

#### **2.1 Cleaning Method Definitions and Quality Standards**

2.1.1 Sweeping: Sweeping is defined as the removal of loose dirt, dust, debris and other foreign material through either manual or mechanized methods as appropriate for the location and situation.

Standard: When properly completed a swept area shall be free of all loose dirt, dust, debris or other foreign material with no build up in corners, crevices, under and around furniture parts. All items moved to remove dirt, etc. shall be returned to their original location.

2.1.2 Wet Mopping: Wet mopping is defined as the removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton or similar yarn type mop and sufficient neutral detergent and water solution or neutral disinfecting detergent and water solution. This must include rinsing if required or recommended by the detergent manufacturer.

Standard: When properly completed, a wet mopped floor shall be free of all dirt, debris, soil, liquids or other foreign material. It shall present a uniform appearance free of streaks smudges, heel-marks or any other marks which can be reasonably removed through this cleaning method. All splash marks/spots on walls, baseboards and furniture/fixtures must be removed for the proper completion of the wet mopping task. All items moved to accomplish this task shall be returned to their original positions.

2.1.3 Damp Mopping: Damp mopping is defined as the use of a cotton or similar yarn type mop which has been mechanically wrung/squeezed to remove excess solution for purpose of removing light soil, dirt, liquid or other foreign material from a floor which does not require the complete mopping of the area or the area is not soiled sufficiently to require wet mopping.

Standard: When properly completed, damp mopping shall be held to the same quality standard as wet mopping.

- 2.1.4 Machine Mopping: Machine mopping is defined as the use of a mechanized scrubbing/vacuum with the same result as wet mopping for large areas such as halls, lobbies, auditoriums or similar large areas which would otherwise require extensive labor requirements to complete in a reasonable time period.

Standard: When properly completed machine mopping shall be held to the same quality standard as wet mopping.

- 2.1.5 Spot Cleaning: Spot cleaning is defined as the removal of dirt, soil, debris, liquids, stains or other foreign materials from floors, wall, furniture, fixtures or other areas which can be accomplished by cleaning only the immediately affected area where the requirement of cleaning the whole area would not be necessary. Spot cleaning shall be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling.

Standard: When properly completed, spot cleaning shall remove completely any evidence of the soiling which necessitated the cleaning, and return the finish of the item/area affected to its pre-soiled condition without evidence of occurrence or cleaning.

- 2.1.6 Stripping: Stripping is defined as the complete (as is practicable) removal of the wax/finish applied to non-carpeted floor. Stripping may be accomplished by either manual or mechanized application of an approved stripping agent.

Standard: When properly accomplished, a stripped floor shall be completely free of all dirt, stains, deposits, wax, finish, water and cleaning solution, and shall be ready for the re-application of sealer and floor finish. All splash evidence on baseboards, walls and furniture/fixtures shall be removed.

- 2.1.7 Sealing: Sealing is defined as the application of an approved floor sealer prior to the application of the final floor finish according to industry standards and manufacturer recommendations. Application shall be by either manual or mechanized methods.

Standard: When properly sealed in compliance with the manufacturer's recommendation the floor shall present a uniform appearance with all evidence of splashing on baseboards, walls and furniture/fixtures completely removed.

- 2.1.8 Waxing/Finishing: Waxing/Finishing is defined as the application of an approved non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Application shall be by either manual or mechanized methods. This includes buffing the finish.

Standard: When applied according to the manufacturer's recommendations, the finish shall present an even high gloss shine. Evidence of splashing shall be removed from baseboards, walls and furniture/fixtures. There shall be no evidence of buildup or discoloring. After stripping, sealing and waxing have been completed all items moved shall be returned to their original positions.

- 2.1.9 Spray Buffing/Restoring: Spray buffing/restoring is defined as the application of a wax and water solution to a floor and buffing with a high speed-buffing machine to refurbish the floor finish after wet or damp mopping.

Standard: When properly completed a spray buffed floor shall be held to the same quality as a newly waxed/finished floor.

2.1.10 Vacuuming: Vacuuming is defined as the mechanical removal of loose dust, dirt, soil, debris and any other foreign material from carpeted floors and other items; ex. couches, chairs, walls, curtains/drapes, which lend themselves to this method of cleaning.

Standard: When properly vacuumed there shall be no evidence of any dust or dirt or any other loose foreign material. All items moved during this process shall be returned to their original positions.

2.1.11 Shampooing: Shampooing is defined as the application of an approved cleaning agent to a carpeted floor or cloth material or covering for the purpose of removing embedded soil, dirt, stains or other foreign materials. Application shall be manual or mechanized.

Standard: When properly shampooed the item shall be free of any foreign material such as dirt, soil, and stains. The item shall be free of any cleaning residue and shall present a clean and uniform appearance. All excess cleaning agents shall be removed from baseboards, walls, and furniture and fixtures. Any items moved during this process shall be returned to their original positions.

2.1.12 Dusting: Dusting is defined as the removal of laden airborne dirt, soil, lint, or other foreign material from furniture, fixtures, ledges, shelves, frames, walls and any other items which may accumulate airborne particles. Normal or low dusting includes levels up to and including six (6) feet in height. All high dusting shall be all levels above six (6) feet high.

Standard: When properly dusted the item shall be free of any laden airborne materials, streaks, and smudges. Laden airborne matter shall be removed by either mechanical, chemical or manual means except that devices which merely displace or redistribute the matter, such as feather dusters, shall not be used, unless treated to attract and hold the matter. All items moved to accomplish this task shall be returned to their original position.

2.1.13 Glass/Window Cleaning - Glass/Window cleaning is defined as the removal of dirt, soil, smudges, fingerprints and other foreign material from glass window, doors, partitions, or any other items which may consist in whole or part of a glass or similar material including mirrors. All chemicals or solutions used to accomplish this task must be approved by the University.

Standard: When properly cleaned, glass objects shall be free of all dirt, soil, smudges, smears or any other substances which shall interfere with the passage or reflectance of light rays as may be applicable to the particular object. All excess spray or solution must be removed from any surrounding trim or surfaces. Any items moved to accomplish this task must be returned as close as possible to their original positions.

2.1.14 Trash/Waste Removal: Trash/Waste removal is defined as the collection and disposal of all materials which have been placed into appropriate containers dedicated for disposal including those containers located outside of buildings. This service also includes the separation of identified recyclable materials and placement into an identified recycling container. The University shall provide one or more central trash and recycle receptacles near the Buildings, and shall be responsible for the emptying of those receptacles. Contractor shall transport and empty all trash, litter and garbage into those receptacles on a daily basis before 7:00 a.m. for the night shift and 11:00 a.m. for the day shift. Bagged trash may not be left outside of buildings. Contractor shall dispose of waste cleaning chemicals in accordance with all applicable regulations.

- 2.1.15 Recycling: All specified recyclable materials must be collected, maintaining separation into appropriate containers. Once collected, materials are to be moved to the proper designated locations for transportation. University shall provide one or more central recycle receptacles near the Buildings, and will be responsible for the emptying of those receptacles. Contractor must transport and empty all recyclable materials into those receptacles on a daily basis before 7:00 A.M for the night shift and 11:00 a.m. for the day shift.

Standard: When properly removed the waste receptacles shall be free of all wastes and disposed materials. When any liner is used in a waste receptacle it shall be replaced if there is any evidence of soiling, tearing or other damage or contamination. When any receptacle has been used for disposal of liquid or wet wastes the liner shall be replaced regardless of its age or appearance. If the liner leaked or otherwise allowed wastes to contact the receptacle, the receptacle shall be cleaned and disinfected. Recyclable materials shall be separated and placed into their appropriate containers.

- 2.1.16 Metal Cleaning/Polishing: Metal cleaning/polishing is defined as the removal of dirt, soil, fingerprints, smudges, water marks, scale and other foreign material from metal surfaces and fixtures.

Standard: When properly cleaned/polished with an approved non-abrasive cleaner/polish the metal surface shall present a clean uniform appearance free from all dirt, soil, marks, smudges, scale, etc.

- 2.1.17 Disinfecting and Sanitizing: Disinfecting is defined as the removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated through the application of an approved disinfectant by either manual or mechanical methods.

Standard: When properly disinfected surfaces shall be as free of material containing living bacteria, viruses, or other contaminants capable of causing infections. Testing may be accomplished by the University or through an independent testing facility.

- 2.1.18 Woodwork Cleaning/Polishing: Woodwork cleaning/polishing is defined as the treatment of wood furniture, fixtures, and walls with an approved wood cleaner, oil and/or polish to prevent the aging, cracking, and/or drying of wood items and to remove soil, stains, fingerprints and smudges.

Standard: When properly cleaned and polished, the wood shall exhibit a high uniform sheen free of all dirt, soil, stains, or other foreign material which would detract from a clean and appealing appearance.

- 2.1.19 Dispenser Service: Dispenser service is defined as the checking, and refilling of all towel, toilet tissue, soap, hand sanitizer or any other dispensers which may be identified by University.

Standard: When properly serviced dispensers shall have an adequate one (1) day supply of dispensed product or shall be identified as needing a follow-up check to insure that the dispenser does not remain empty for an extended period of time. At no time shall additional supplies be left for patrons, clients, employees to install in the dispensers.

- 2.1.20 **Cleaning General:** Cleaning in general is defined as the removal of dirt, soil, stains, liquids, trash, refuse and any other foreign material from an item, fixture, or area and may include the process of disinfecting, if required by University.

Standard: When properly cleaned an area, fixture or item shall be free of all dirt, soil, stains or other foreign material and shall present clean, safe, healthful, and pleasant appearance.

## **2.2 Supplies and Equipment**

- 2.2.1 **Supplies** –Contractor will furnish at its sole cost and expense materials, supplies, tools and equipment required for the satisfactory performance of the Custodial Services, including all soaps, cleaners, detergents, disinfectants and trash can/wastebasket liners. List of Supplies should be submitted to University for approval. Any change requires University prior approval. The Contractor shall maintain on-site Material Safety Data Sheets (MSDS) for all chemicals used to maintain University facilities and shall train employees on the use of MSDS.

- 2.2.2 Specifically, but not exclusively, the Contractor shall provide the following materials, equipment and supplies:

All chemicals needed to perform wet and dry cleaning.

All hand soap, hand sanitizer and shower soap products. Changes may only be made to dispensing systems with prior approval by Wesleyan Management.

All liners for waste, sanitary, and recycle containers. All liners for recycle containers shall be clear.

All associated equipment and supplies required to apply, distribute and dispense cleaning chemicals, including strippers, finishes, waxes, polishes.

All rags, cloths, wipes and towels.

All mops, brooms and vacuums needed to perform dry cleaning.

All equipment and machinery needed to sanitize, shampoo, extract, strip, wax, buff, and burnish floor materials, clean walls, etc.

- 2.2.3 The Contractor is responsible for receiving all materials at central locations on campus as designated and provided by the University and is responsible for transporting those materials to the locations where needed.

2.2.4 The University shall provide the following:

Paper products such as paper towels, toilet tissue and toilet seat covers not related to the Contractor's services.

Shower curtains and hooks.

Contractor shall provide an alternate bid to provide materials listed above.

Water and electricity to the extent that they exist and are available in each building and building space.

2.2.5 The Contractor shall provide the University at least one (1) week notice when quantities of supplies provided by the University are at reorder levels. The Contractor is to use order form provided by Wesleyan Management. The Contractor shall provide documentation that describes locations and volumes where materials were used.

2.2.6 Environmental Products and Methods

2.2.6.1 Petroleum Based or Oily Substances Prohibition – Contractor shall not use petroleum-based cleaners, polishes and dressings or cleaning material that are otherwise oily in nature in any Service Areas covered by this Contract. It is extremely important that Contractor not leave any oily residue on any surface.

2.2.6.2 The Contractor shall only use products that have the “Green Seal Certification Mark” (GS-37) unless an alternate product has been approved by Wesleyan Management. If the Contractor is found to have a chemical on campus that does not meet this standard, the Contractor will be assessed a fine of \$100 per incident that will be expected to be paid or credited within 30 days.

2.2.7 Storage – The University shall provide janitorial closets for storage of chemicals and supplies. Particular attention is to be exercised in not blocking/damaging telephone and data boards installed in janitorial closets - applicable building code compliance shall apply. A central stockroom will be provided for Contractor supplied materials. The Contractor shall maintain orderly and clean storage rooms.

2.2.8 Contractor shall provide modern equipment, new or in excellent condition at the initiation of the Contract, then maintain in acceptable, safe condition and appearance that meets the professional standards of the University. Equipment must meet all safety standards. Provide equipment with low decibel levels for cleaning done when student, faculty or staff are present and engaged in study, work or conferencing activities. Service and maintenance records may be subject to inspection. Propane burnishers are not allowed. All vacuums should have HEPA (High Efficiency Particulate Absolute) filtering systems.

2.2.9 Contractor shall provide sufficient equipment and shall be made available on site to handle emergencies such as wet carpet, flooded rooms, etc. and bring in sufficient personnel to complete extraction within 6 hours (on average) of notification and acceptable dryness levels at 12, 24 and 36 or more hours after extraction is completed. Equipment shall include but not be limited to extractors, wet-vacs, dehumidifier units, air movers, etc.

2.2.10 Vehicles - The Contractor will provide all vehicles necessary to accomplish the scope of this contract. All costs of owning, maintaining, operating and insuring vehicles will be the Contractor's responsibility.

No vehicles are allowed on University sidewalks or pedestrian walkways at any time without prior approval by Wesleyan management.

All vehicles shall be in good repair, clean and neat in appearance with no noticeable dents or damage. Vehicles shall clearly display company name or identification.

Contractor's employees shall operate vehicles in accordance with the University's vehicle policy (see attachment # 6).

All vehicles used on campus will comply with Wesleyan University's Department of Physical Plant Vehicle Procurement Policy (see attachment # 5) and must be low or zero emissions.

### **2.3 Scope Detail and Other Requirements**

2.3.1 Contractor shall perform the duties, functions, and all other work in a professional and workmanlike manner and to the satisfaction of University.

2.3.2 Contractor shall furnish at their expense, all labor, equipment, materials, cleaning supplies and incidentals as noted on this document, including all related management, supervisory and administrative services.

2.3.3 Contractor must comply with all industry standards, rules and regulations of University, and all applicable local, State and Federal Statutes and regulations.

2.3.4 Contractor's workforce shall be expected to move furniture and equipment from time to time when major cleaning is being done.

2.3.5 Contractor shall not use any University equipment, office machines or supplies without the express consent of University.

2.3.6 Contractor shall report all potential fire hazard conditions, safety issues and any areas in need of repair to University.

2.3.7 Contractor shall lock interior doors when leaving an office, office suite, or classroom when completing the daily cleaning service.

2.3.8 Contractor shall limit the use and exposure of building keys and provide a written plan as to how the keys will be utilized and controlled on a daily basis. Keys will be issued only to responsible staff and shall not leave university grounds. Contractor must conduct a semiannual key inventory with University. Due to security concerns, the cost of lost keys and re-keying a building shall be the responsibility of Contractor.

2.3.9 Contractor must provide employees with proper safety equipment (PPE) and any necessary equipment and supplies to properly perform the functions listed in the RFP. Contractor shall provide training in accordance with paragraph 2.5.4.

- 2.3.10 Contractors shall instruct employees to respect and accommodate the needs of University community at all times. It may be necessary to alter cleaning schedules in some areas to accommodate special events.
- 2.3.11 Contractor shall not remove any materials, equipment, supplies, office machines, books, papers, or furniture from any location without a work order except that material in wastepaper basket or that which is clearly marked “TRASH” or “RECYCLE”.
- 2.3.12 Contractor shall report to the Office of Public Safety lost and found, any material found in wastepaper receptacles such as books, office machines, or unused supplies, etc.
- 2.3.13 Contractor shall timely report any broken furniture, missing or burned out lamps, broken door locks or closers, broken glass, and torn wallpaper to University.
- 2.3.14 Any foreign matter e.g., chewing gum, tar, skip marks, etc., shall be removed from concrete, tile, carpet and other surface areas immediately when noted.
- 2.3.15 Desk Tops and Hard Finish Furniture – Shall be cleaned regularly with an approved neutral cleaner/disinfectant and clean microfiber cloth. Apply approved furniture polish monthly.
- 2.3.16 Chalkboards and White Marker Boards
  - 2.3.16.1 Clean chalkboard and erasers and white marker boards so as to be free of dust, streaks and shadowing.
  - 2.3.16.2 Contractor shall ensure that boards are cleaned in accordance with the manufacturer’s directions. If there are questions, information can be supplied by University.
  - 2.3.16.3 Contractor shall replenish chalk, markers and erasers supplied by the University.
- 2.3.17 Venetian blinds - Use only a soft bristled brush, dust each side. Do not use any type of cleaner or water solution on blinds. Accumulation of dust is unacceptable.
- 2.3.18 Walk-off Mats – It is the responsibility of Contractor to maintain walk-off mats at all building entrances.
- 2.3.19 Outside Entrances: Outside entrances shall be opened, swept and trash picked up in an area covered by a twenty (20) foot radius of the entrance. Drains located within radius shall be kept clear of debris. Contractor is responsible for cleaning outdoor mats.
- 2.3.20 Lights – Contractor shall turn off the lights upon leaving any Service Area.
- 2.3.21 Window Cleaning:
  - 2.3.21.1 Outside – Clean windows that are within 15 feet of the ground as measured to the top of the window annually unless specified otherwise.
  - 2.3.21.2 Interior windows – clean as specified in general cleaning specification (section 2.8) or as needed.

2.3.22 Contractor shall provide cleaning services for special events including but not limited to Homecoming/Family weekend, in the Fall semester, and Reunion/Commencement at the end of the academic year, within the scope of this contract. Staffing and scheduling shall be provided per section 2.5.12.

2.3.23 Summer Residential Cleaning (SRC)– Contractor shall provide staff to complete Summer Residential Cleaning

The following are the requirements of SRC:

2.3.23.1 SRC bulk cleaning – The Contractor shall perform initial bulk cleaning of all residential facilities to include removal of visible trash and clean out of refrigerators. Bulk cleaning shall be completed within ten (10) business days after students vacate premises. The University will provide the Contractor a schedule to follow for this process.

2.3.23.2 The Contractor’s on site management is expected to perform an inspection of each building to confirm that bulk cleaning was completed.

2.3.23.3 The Contractor will be required to thoroughly clean all residential facilities, in accordance with all General Cleaning Procedures (2.8) in preparation for fall occupancy.

2.3.23.4 University Management will provide the Contractor with a schedule that will indicate completion dates for individual residential buildings that require SRC service.

2.3.23.5 The Contractor’s on site management is expected to perform an inspection of each building to confirm that final cleaning was completed prior to notifying Wesleyan management.

2.3.23.6 Upon notification of SRC final cleaning, Wesleyan management will conduct quality assurance inspections of cleaning performance. All deficiencies shall be corrected immediately upon notification at no additional charge.

2.3.23.7 Contractor shall broom clean and remove all debris from attics and basements of Senior Wood Frame buildings upon request as part of the summer residential service. These areas are generally locked and unavailable to students.

2.3.24 Summer Programs

2.3.24.1 Some residential buildings remain open all summer and daily service shall continue to be provided in accordance with all cleaning standards described in this contract to support our summer programs.

2.3.24.2 At each program completion rooms need to be re-cleaned as needed in response to orientation, camps, and other overnight activities. A sample summer program schedule from 2011 is provided as Attachment 10. For variation of summer camp rooms cleaned of more than 10%, a cost per room adjustment based on attachment 1, Bid Submittal Sheet, may be applied by mutual agreement.

- 2.3.25 Residence Hall Opening – The Contractor shall provide staff to accommodate the large volume of trash/recycle removal and cleaning needs that are caused by the typical arrival of students at the beginning of the academic year. Service will be expected on Saturday, Sunday and Labor Day weekend as well as on weekdays. There will be no additional charge for this service.
- 2.3.26 Contractor shall be responsible for handling linens and towels for select special events and summer programs. The Contractor will receive linens, make beds, set up bathroom sets and collect/inventory linens at the end of the event. Typical events that require these services include but are not limited to Reunion/Commencement (approximately 500 beds) and Writers Conference (approximately 100 beds).

## **2.4 Staffing Guidelines**

- 2.4.1 Each individual who is assigned to perform the work under an agreement that might result from this RFP will be an employee of Contractor or an employee of a permitted sub-Contractor engaged by Contractor. The use of 1099 labor is not allowed by the State of Connecticut Department of Labor. All Contractors shall be required to prove to the University that they and its sub-Contractors do not employ 1099 labor. Contractor is responsible for the performance of all individuals performing the work under a Contract that might result from this RFP. Prior to commencing the work, Contractor will (1) provide University with a list of all individuals who may be assigned to perform the work, and (2) have an appropriate criminal background screening performed on all such individuals. Reports shall be available for University review. Contractor shall determine on a case-by-case basis whether each individual assigned to perform the work is qualified to provide such services. Contractor will not knowingly assign any individual to provide services on University campus who has a history of criminal conduct unacceptable for a university campus, including violent or sexual offenses. Contractor will update the list each time there is a change in the individuals assigned to perform the work.

Prior to commencing performance of the work under a Contract that might result from this RFP, Contractor will provide University a letter signed by an authorized representative certifying compliance with this Section. Contractor will provide University an updated certification letter each time there is a change in the individuals assigned to perform the Work.

- 2.4.2 Hourly employees shall not be required to sign a “no compete” agreement with Contractor. Hourly employees must be allowed to apply for jobs for the University even if they are for work of a similar nature. Management employees shall be allowed to compete for University jobs in areas that do not compete with their Contractor assigned job.
- 2.4.3 Contractor shall provide adequate supervision and personnel to assure quality control and sufficient staffing to meet time requirements during all scheduled and special cleaning services. All supervisory staff must be able to read, write and speak both English and Spanish fluently and the language of all employees under their supervision. Contractor’s employees must be able to read, write, speak, and understand the English language. All written and verbal communications to employees should be in the languages of their workers.
- 2.4.4 Contractor shall provide management and all supervisory personnel with University provided radios for normal operations. Contractor shall provide management and supervisory personnel with cell phones for

response to emergency situations twenty-four (24) hours a day. Home and/or cell phone numbers shall also be provided for all supervisory and management staff.

2.4.5 Contractor shall have supervisory personnel check and inspect all buildings daily for proper cleaning schedules and performance per the contract.

#### 2.4.6 Contract Management

2.4.6.1 The Contractor shall assign to the University one authorized administrator as “Contract Manager”, and during that person’s absence, a substitute Contract Manager, who shall be responsible for assuring the performance of the work and the collaborative measurement of the standards. The Contract Manager shall be authorized to make all necessary administrative decisions, representations, assurances and actions necessary to perform the work and achieve the standards of performance for that work.

2.4.6.2 The Contract Manager or alternate shall be available to the University at all times (24 hours a day 365 days a year). The Contractor will provide the University with emergency contact information.

2.4.6.3 The Contract Manager shall meet with University Representatives once each week to review contract performance and discuss operational business.

2.4.6.4 The Contract Manager shall make weekly inspections of the performance of their staff.

2.4.6.5 The Contract Manager shall coordinate all necessary information between the University and the Contractor’s supervisory staff in order to perform to the standards of the contract.

2.4.6.6 The Contract Manager will be responsible for all invoicing and necessary corrections to invoices. Invoices for services rendered shall be submitted within 5 business days of completing the service. Basic services within the scope of this contract shall be billed monthly.

#### 2.4.7 On Site Management

2.4.7.1 The Contractor shall provide at minimum four full time on site managers to monitor the ongoing performance of cleaning staff. Two managers will be dedicated to the traditional day shift Monday – Friday (7:00 a.m. – 3:30 p.m.) and two managers will be dedicated to the traditional 3<sup>rd</sup> shift Sunday - Thursday (11:00 p.m. – 7:30 a.m.).

2.4.7.2 Each manager must be able to read, write and speak English fluently.

2.4.7.3 The Contractor shall provide each manager with a cell phone. The numbers of the cell phones shall be made available to University staff and will be used by University staff to communicate daily with the managers.

2.4.7.4 The managers will be expected to meet daily with University staff to provide service updates and receive instructions for daily operations. They shall submit all completed work orders daily to

University Management. They will also be expected to participate in a group staff meeting once each week to review operational issues. This meeting may be outside the supervisor's regular shift. Attendance by all managers shall be included in the scope of this contract.

- 2.4.7.5 The managers will provide a monthly written report which describes significant cleaning projects that have been accomplished for that period.
- 2.4.7.6 The University will provide the Contractor with one office space equipped with a phone and computer. Local phone service shall be provided by the University. The office shall be located at the discretion of the University.
- 2.4.7.7 Each manager shall be proficient with using a computer in order to answer and respond to emails and to utilize the University's work order and Event Management systems.
- 2.4.7.8 Managers shall provide daily notification to University Management of special building conditions such as physical hazards, leaks, burnt out lights or other damage.
- 2.4.7.9 Managers shall notify University Management, in advance, whenever they will be absent from the work place for vacation, sick or personal leave. Replacement individuals and contact information must be provided. The required number of supervisors according to 1-5 must be maintained.

## **2.5**

### **WORK SCHEDULES**

IT SHALL BE THE CONTRACTOR'S RESPONSIBILITY TO DETERMINE LEVELS OF STAFFING, COMPETENCIES OF STAFFING, HOURS OF LABOR AND SCHEDULES OF PERSONNEL NEEDED TO ACHIEVE THE STANDARDS OF PERFORMANCE DESCRIBED IN THIS SPECIFICATION AND IN COMPLIANCE WITH THE WORK SCHEDULE REQUIREMENTS AT STRAIGHT TIME RATES. OVERTIME SHOULD NOT BE USED OTHER THAN WHEN NECESSARY TO CALL STAFF IN TO ADDRESS EMERGENCY SITUATIONS. IT IS EXPRESSLY INTENDED THAT THE CONTRACTOR SHALL DETERMINE ANY AND ALL METHODS AND PROCEDURES NEEDED TO ACHIEVE THE PERFORMANCE OBJECTIVES AND THE APPROPRIATE LEVELS OF ADMINISTRATIVE SUPPORT REQUIRED TO SUSTAIN THE SERVICES DESCRIBED IN THIS CONTRACT. SEE ALSO SECTION 2.5.11 FOR STAFF POSITIONS REQUIRED AT SPECIFIC TIMES.

- 2.5.1 Specific areas of the University campus are restricted access. It shall be Contractors responsibility to establish cleaning times for these areas and obtain access permission from the respective department heads. Examples include but are not limited to: Film Studies Vault, Projection rooms, high profile research laboratories, etc.
- 2.5.2 Contractor shall only assign employees acceptable to the University and consult with the University prior to making decisions related to changes in management personnel assigned by Contractor.

- 2.5.3 Contractor shall furnish employees with professionally styled uniforms and University photo identification badges as per University's specifications. Uniform shall display company name. Employee name shall be clearly displayed and readable. Employee apparel must be appropriately worn, non-revealing nor contain logos, sayings/phrases, pictures/graphics or advertisements other than discreet company logos. Contractor employees will prominently display ID badges at all times.
- 2.5.4 Contractor shall provide employee proper and adequate training, including Right-To-Know, Asbestos Awareness, Blood-Borne Pathogens, Safety and proper cleaning methods and practices as required by OSHA. Contractor shall also provide a complete acceptable Safety Program outline and sample materials for the review and approval by the University. Provide also an outline delineating Standard Operating Procedures (SOP's), and schedule and topics for brief weekly meetings to be presented to all line employees by supervisory staff including safety and operational topics.
- 2.5.5 All scheduled work assigned to the night/morning crew shall be completed and shall not be left for scheduled day employees to perform.
- 2.5.6 The Contractor's employees shall only have days off in accordance with the applicable bargaining agreement between the Contractor and their employees. If the Contractor is not utilizing staff under a bargaining agreement, the Contractor will submit a holiday schedule along with bid proposal documents. The Contractor will provide full service on traditional holidays if the University is open for business. The University reserves the right to adjust holiday schedules with two (2) weeks prior notice.
- 2.5.7 The Contractor shall be expected to provide Basic Services on those occasions that the University is officially closed due to weather, or some other emergency. The Contractor shall be expected to provide Basic Services prior to the University's opening on days when that opening is delayed by weather or some other emergency.
- 2.5.8 Staff Parking - There is no reserved parking on campus. Contractor and Contractor's employees are required to register vehicles parked on campus property, park only in recognized and posted University parking lots as assigned by Public Safety or in legal parking spaces on the street, and abide by all University policies, procedures, rules and regulations regarding parking and use of motor vehicles. Registration of vehicles is performed at the Office of Public Safety at 208 High Street. The Contractor is responsible for paying fines imposed on operators of vehicles registered to the Contractor.
- 2.5.9 Building Access and Security
- 2.5.9.1 Contractor shall be responsible for basic building security which shall include:
- Awareness of persons entering and exiting buildings serviced during the hours that Contractor's staff are performing work.
  - Notifying management or the Office of Public Safety when there is a suspicious person or event on University property.
  - Assuring the proper closing and locking of doors during hours of Contractor's occupancy of building.
  - Operation of security systems/coordination with Public Safety.

- 2.5.9.2 Keys to buildings and spaces within them will be issued to Contractor’s managers following the “University Key Policy”. Keys may not be removed from campus under any circumstances.
- 2.5.9.3 During the course of Contractors work, doors to individual spaces may be left unlocked, but under no circumstances shall they be propped open by any means. Upon completion of cleaning in each space where access was gained by key, the Contractor shall lock all doors accessing that space.
- 2.5.9.4 Exterior doors that are locked by the University shall not be left unlocked by the Contractor at any time.
- 2.5.9.5 Contractor shall be responsible to deactivate and reactivate building and area alarm systems upon entry and exit.
- 2.5.9.6 The Contractor will be responsible for all keys issued for building access. If keys are lost, that loss must be reported to Wesleyan Management immediately. The Contractor will be responsible for the cost to replace and/or re-keying of all locks necessary to maintain building security.

2.5.10 Campus facilities typically receive the majority of the service on the following two shifts:

Day Custodians	
Monday - Friday	7 a.m. – 3:30 p.m.
Night Custodians	
Sunday -Thursday	11:00 p.m. – 7:30 a.m.

Sunday trash and recycling removal, bathroom touchup, and supply restocking services shall be provided in the student residential dormitories.

2.5.11 The university has facilities that have required coverage that is in addition to daily service shown on Attachment 7. The following is an outline and description of these hours:

Usdan University Center (45 Wyllys Avenue)

2 staff Monday – Friday 9:00 a.m. – 5:30 p.m.

1 staff Monday – Sunday 11:00 a.m. – 7:30 p.m.

1 staff Monday – Friday 7:30 p.m. – 4:00 a.m.

1 staff Saturday & Sunday – 3:30 p.m. – 12:00 a.m.

(Note kitchen is currently cleaned by dining staff – dining tables are bussed by dining staff)

Freeman Athletic Center (161 Cross Street)

1 staff on Saturdays from 1:00 p.m. – 5:00 p.m.

Approximately 5 months (November 15 – March 15)

(winter sports coverage)

Film Studies (305 Washington Terrace)

2 hours on Saturday in addition to

Monday - Friday

Pi' Café (Science Center)

Saturdays & Sundays during academic

1 hour maximum

President's House (269 High Street)

1 staff Tuesday & Friday 10:00 a.m. – 3:00 p.m.

Summerfield's (Butterfield C)

7 days during academic year (9 months)

5 hours maximum

Health Center (327 High Street)

3 hours each Saturday in addition to Mon – Friday service

Public Safety (208 High Street)

7 days (i.e. M-Fri plus Sat & Sun)

2 hours maximum for Sat. & Sun

Admission Office (70 Wyllys Ave)

2 hours every after noon (Including Saturdays)

Wes Shop (Foss 2)

7 days during academic year (9 months)

1 hour maximum on weekends

2.5.12 Events: Contractor will provide support of events based on requests received from the University and will use on site staff at no extra charge. After hours or additional labor requests will be billed to the university at the contract hourly rate based on previous approval by university administration. Additional hours worked due to events will be billed at straight time and should be staffed accordingly. Cleaning requirements will be detailed in the event sheet or work order request. Duties include and are not limited to tasks detailed in General Cleaning Procedures.

2.5.13 In the event activities are scheduled or occur on the premises which interfere with Contractor's normal cleaning schedule, Contractor shall rearrange such schedule so the work is performed before and/or after the activity. Such rearrangements of the schedule shall not be a basis for additional fees or charges.

2.5.14 All special events, such as graduations, athletic games, receptions, etc. shall be coordinated with the University for most effective time and manner of cleanliness. A schedule of all events will be provided when available.

## **2.6 Reports and Submittals**

- 2.6.1 Prepare a monthly activity report to include floor care, burnishing, buffing, refinish and shampooing and a listing of special cleanups for any facility. Report shall be due by the 10th of each month and shall be turned in to the attention of the University. Weekly inspection reports shall also be turned in by close of business on Mondays to University.
- 2.6.2 Contractors shall submit information regarding staffing and technologies used in calculating their financial proposal. Contractor shall submit a total cost per day for custodial services based on the maintainable square footage per APPA level. Note that many areas are not cleaned daily. Contractor shall provide an organizational chart and a table indicating the staffing configuration. This table shall include employee names, job positions and a brief job description of each position. Additionally, Contractor shall submit information on the process, procedures, equipment, and technologies used in performing the various tasks required to meet the cleanliness specification.
- 2.6.3 Proposal must include the following:
  - 2.6.19.1 Hard Floor Care Plan
  - 2.6.19.2 Carpet Care Plan
  - 2.6.19.3 Restroom Care Plan
  - 2.6.19.4 Locker Room Care Plan
  - 2.6.19.5 Shower Room Care Plan
  - 2.6.19.6 Window Cleaning Plan
  - 2.6.19.7 Upholstered Furniture Care Plan
- 2.6.4 Proposal shall include the staff to complete Summer Residential Cleaning (SRC). See paragraph 2.3.23

## **2.7 Quality Control**

- 2.7.1 The measurement of the Contractor's performance will be completed through the use of a quality control inspection system to ensure that the University receives the quality of services as called for under the contract, and pays only for the acceptable level of services received. The Contractor's quality control inspection system shall be pre-approved by Wesleyan University.
- 2.7.2 Measurement of performance for Basic Services will be done by weekly inspection of areas and spaces. Inspections shall be performed concurrent with or immediately after the Contractor's completion of the work and prior to the space being placed into service or substantially occupied. All findings shall be provided to Wesleyan management on a weekly basis.
- 2.7.3 Quality assurance inspections will be performed at the discretion of University Management. Contractor's representative or supervisor may be present.

2.7.4 The Contractor's quality control inspection system shall utilize scoring method that evaluates various aspects of a specific room or defined area such as a hallway or lobby.

2.7.5 **Penalty for failure to perform** - scores on individual items that fall below Wesleyan determined levels shall be corrected by the close of next business day. If the average score for an evaluated space remains below acceptable levels at the close of the next business day, the University will request and expect to receive a credit on the following months invoice for the amount equal to the size of the space inspected based on the "cost per sq foot" for additional cleaning from the bid submittal sheet.

2.7.6 Additional Definition of Cleanliness – The descriptions listed below provide a guideline of the level of cleanliness that is expected in addition to criteria specified under APPA levels of cleanliness:

**Floors** (including stairs and landings) shall be bright and clean. No build-up in corners, on baseboards or along walls. Carpets are free of all visible dirt, debris, and foreign matter. Floors underneath heating and other appliances shall be similarly bright and clean.

**Vertical, horizontal and other surfaces**, shall be clean and have no accumulation of dust, dirt marks, streaks, smudges, graffiti, cob webs or fingerprints.

**Restroom, locker rooms and washrooms**, fixtures (sinks, urinals, toilets, faucets, door handles, flush valves and dispensers) including the exposed plumbing associated with them, shall be clean, disinfected, and odor free. All dispensing shall be fully stocked.

**Trash and recycle receptacles** shall be clean (inside and out), empty, odor free and contain new liners.

**Furniture and equipment** shall be clean and have no accumulation of dust, dirt marks, streaks, spots, smudges, graffiti, cob webs or fingerprints.

## 2.8 General Cleaning Procedures

### 2.8.1 – 100 Classroom Facilities (Daily except where noted)

- Clean Whiteboards, Chalkboards to include their chalk/marker tray.
- Dust and wet mop hard surface flooring
- Strip and refinish hard surface floors annually.
- Strip and Seal CFA Art Studios North and South and CFA Art Workshop quarterly.
- Vacuum carpeting
- Spot clean carpets as needed.
- Shampoo carpets semi-annually or as needed.
- Remove trash and recycling replacing soiled liners
- Clean trash and recycling containers.
- Dust and spot clean walls
- Clean and disinfect desk tops
- Clean seating including shampooing upholstered furniture semi-annually.
- High dust monthly.
- Dust HVAC supply and return grilles monthly, clean annually
- Clean door glass and sanitize door handles.
- Clean inside of windows monthly, more frequently as needed.
- Organize classroom into its original configuration in a neat and orderly fashion making sure to maintain egress.
- Dust window treatments.
- Clean window treatments annually or as needed.
- Remove gum from desks, tables and tablets.
- Remove posters and flyers from walls, windows and doors.
- Inspect lighting in CFA Print shop 006 and replace any extinguished bulbs. Bulbs to be supplied by the University.
- Replenish University supplied chalk and erasers.
- Refill hand sanitizer dispensers.

### 2.8.2 – 200 Laboratory Facilities (Daily except where noted)

- Clean Whiteboards, Chalkboards to include their chalk/marker tray.
- Dust and wet mop hard surface flooring
- Strip and refinish hard surface floors annually where applicable.
- Vacuum carpeting
- Spot clean carpets as needed.
- Shampoo carpets semi-annually, more frequently as needed.
- Remove trash and recycling replacing soiled liners
- Clean trash and recycling containers.
- Dust and spot clean walls
- Clean and disinfect desk top.
- Clean door glass and sanitize door handles
- Clean inside of windows monthly, more frequently as needed.
- Organize room into its original configuration in a neat and orderly fashion making sure to maintain egress.
- Dust window treatments.
- Clean window treatments annually or as needed.
- Clean seating including shampooing upholstered furniture semi-annually.
- Remove gum from desks, tables and tablets.
- Remove posters and flyers from walls, windows and doors.
- Replenish University supplied chalk and erasers.
- Refill hand sanitizer dispensers.
- High dust Monthly, more frequently as needed.
- Dust HVAC supply and return monthly, clean annually.
- Clean eyewash stations.
- Hall/Atwater research laboratories will be cleaned 2 times per week. Frequency may vary based on faculty discretion.

### 2.8.3 – 300 Office Facilities (weekly except where noted)

- Remove trash and recycling replacing soiled liners.
- Trash and recycling removed daily in Shanklin and Hall Atwater building offices.
- Clean trash and recycling containers.
- Dust and wet mop hard surface flooring.
- Strip and Refinish hard surface floors annually where applicable
- Vacuum carpeting and upholstered furniture.
- Spot clean carpets as needed.
- Shampoo carpets semi-annually, more frequently as needed.
- Dust, clean and disinfect hard surfaces, including furniture, telephones and door hardware.
- Spot clean walls, door frames and partition walls.
- High dust monthly, more frequently as needed.
- Dust HVAC supply and return monthly, clean annually.
- Set furniture back to original configuration and lock door upon leaving.
- Dust window treatments.
- Clean window treatments annually
- Clean inside of windows monthly, more frequently as needed.
- The President's office and adjoining suite shall receive above services daily

### 2.8.4 – 400 Study Facilities (Daily except where noted)

- Remove trash and recycling replacing soiled liners.
- Clean trash and recycling containers.
- Dust and wet mop resilient flooring
- Strip and refinish hard surface floors annually.
- Vacuum carpeting.
- Spot clean carpeting as needed.
- Spot clean walls, door frames, and partition walls
- Shampoo carpets semi-annually, more frequently as needed.
- Clean and disinfect worktops where accessible and approved by University.
- Clean Whiteboards, Chalkboards to include their chalk/marker tray.
- Organize Study facility into its original configuration in a neat and orderly fashion making sure to maintain egress.
- Dust window treatments.

- Clean window treatments annually
- High dust monthly, more frequently as needed.
- Dust HVAC supply and return monthly, clean annually

**2.8.5 – 500 Special Use Facilities Athletics (Daily except where noted)**

- Empty trash and recycling replacing soiled liners.
- Clean trash and recycling containers
- Sweep and wet mop resilient flooring.
- Sweep and Machine clean high impact flooring (common hallways).
- Vacuum carpeting.
- Spot clean carpeting as needed.
- Sweep and spot mop Bacon Field House floor daily.
- Machine mop entire Bacon Field House floor surface weekly.
- Wipe down walls as needed.
- Dust mop and clean wood flooring in Silloway gymnasium using Court Clean system.
- Clean bleacher system (seating, flooring, railing and glass) in Silloway Gymnasium when accessible (approximately 30 times/year)
- Clean glass between Silloway gym and lobby.
- Clean and disinfect Fitness Center, Erg room and Multi-purpose room equipment (weekly)
- Clean and disinfect wrestling mats.
- Clean Skating Arena bleacher, common walkways and corridors to locker rooms.
- Clean skating arena floor in off season after ice is removed and before it is put down in the fall.
- Clean the skating arena walls annually.
- Clean the Squash Court walls semi-annually.
- Stock paper towel dispensers.
- Replenish hand sanitizing dispensers.
- High dust monthly, more frequently as needed.
- Dust HVAC supply and return monthly, clean annually.
- Dust window treatments.
- Clean window treatments annually
- Disinfect water fountains

## 2.8.6 – 600 General Use Facilities (Daily except where noted)

### (Conference Rooms, Dining Halls, Kitchens, Locker rooms, shared offices, etc.)

- Empty trash and recycling replacing soiled liners.
- Clean trash and recycling containers
- Sweep and wet mop resilient flooring.
- Vacuum and spot clean carpets.
- Stage room furniture appropriately and neatly, i.e. tuck in chairs, straighten tables.
- Clean Whiteboards and/or Chalkboards
- Dust and spot clean walls
- Clean and disinfect desk tops
- High dust monthly.
- Dust HVAC supply and return monthly, clean annually.
- Clean door glass and frames, more frequently as needed.
- Clean inside of windows monthly, more frequently as needed
- Dust window treatments.
- Clean window treatments annually
- Shampoo carpets quarterly in Usdan Dining rooms.
- High Dust in Café of Usdan University Center Quarterly, more frequently as needed..
- High Dust in Fayerweather Building, Beckham Hall, Quarterly, more frequently as needed.
- Clean inside of refrigerators, microwaves and stoves. Quarterly or more frequently as needed.
- CFA Dance Studios – Clean showers and locker room areas
- CFA World Music – Clean showers and locker room areas.
- Laundry and Vending equipment: Clean outside surfaces. Clean lint traps, behind and underneath equipment when accessible.
- Disinfect water fountains.

**2.8.7 – 700 Health Care Facilities (Davison Health Center, Athletic AIC areas) – Daily except where noted**

- Remove trash and recycling replacing soiled liners
- Clean trash and recycling containers.
- Dust and wet mop hard surface flooring with disinfectant.
- Burnish hard surface flooring weekly.
- Scrub and recoat hard surface flooring quarterly.
- Strip and refinish hard surface floors annually.
- Vacuum carpeting
- Spot clean carpets as needed.
- Shampoo carpets semi-annually or as needed.
- Dust and spot clean walls
- Clean door glass and sanitize door handles
- Clean inside of windows monthly, more frequently as needed.
- Dust window treatments.
- Clean window treatments annually, more frequently as needed.
- Clean seating including shampooing upholstered furniture semi-annually.
- Refill hand sanitizer dispensers.
- High dust Monthly, more frequently as needed.
- Dust HVAC supply and return monthly, clean annually.
- Restock paper, soap and sanitizing dispensing systems in exam rooms
- Clean and disinfect sinks and faucets
- in all exam rooms.

**2.8.9 – 800 Residential Facilities – Student Rooms (Annually)**

- Carpeted area must be extraction cleaned thoroughly with proper equipment, including all edges and corners.
- Hard surface flooring to be cleaned and waxed.
- Upholstery, including but not limited to couch and chair cushions to be steam cleaned.
- Remove all tape, tack material, posters, etc. from furniture, walls and ceilings.
- Walls and baseboards to be wiped clean.
- Heating units wiped cleaned and vacuumed where necessary.
- Lobby area cleaned.

- Clean all window blinds, all glass inside and out (where accessible), all screens and all window tracks.
- Furniture shall be moved to allow carpet and hard surface flooring underneath to be cleaned, vacuumed, shampooed, stripped and refinished.
- Furniture shall be wiped down and the wood to be polished.
- Drawers to be emptied of trash and the inside of the drawer vacuumed and wiped clean.
- Clean ceiling light fixture covers inside and out.
- High dust

#### 2.8.10 **800 – Residential Facilities -APARTMENTS & WOOD FRAMED HOUSES (Annually)**

- Cleaners must be last group to follow all painting and maintenance crews during the summer cleaning and building maintenance projects. The university will provide a schedule to follow to meet this requirement.
- Carpeted area must be extraction cleaned thoroughly with proper equipment, including all edges and corners.
- Upholstered furniture must be extracted thoroughly.
- Hard surface flooring to be cleaned, stripped and refinished.
- Furniture must be moved, wiped clean, and swept under.
- Stoves must be thoroughly cleaned, inside and out. Including but not limited to burners, drip pans, stove interior walls, and door. Drip pans that are beyond effective cleaning shall be replaced. The university will provide the drip pans.
- Hood vents to be thoroughly cleaned.
- Clean and sanitize all appliances, inside and out.
- Clean and sanitize all kitchen cupboards, inside and out.
- Clean and sanitize all kitchen countertops
- Move all appliances and clean underneath
- All ceiling and light fixtures must be dusted and cleaned.
- Thoroughly clean and sanitize toilets, sinks, vanities/countertops, medicine cabinets, showers and shower doors.
- Replace shower curtains.
- Polish mirrors
- Vacuum and wipe clean all exhaust vents.
- Upholstery, including but not limited to couch and chair cushions shall be steam cleaned.
- Furniture must be returned to place after apartment has been cleaned.
- Common area walls must be wiped down
- Walls and baseboards shall be wiped clean.
- Heating units shall be wiped cleaned and vacuumed where necessary.

- Wooden furniture shall be polished.
- All bedroom furniture shall be wiped clean including but not limited to beds, dressers, desks, chairs, and wardrobes.
- All drawers shall be emptied of trash and the inside of the drawer wiped clean.
- Clean window blinds, inside glass, screens and window tracks.
- Clean hallway walls and heating units
- Vacuum and shampoo clean carpeted hallway floors.
- Clean and finish hard surface hallway floors and stairs (except for treads).
- Bathrooms should not be used for dumping any waste, or waste product from machines.
- High Dust all rooms.
- Clean ceiling mounted light fixture covers, inside and out.

**2.8.11 – 900 Circulation (Entrances, Stairwells/Staircases, Food serveries, Elevators and Corridors) Daily except where noted**

- Empty trash and recycling replacing soiled liners.
- Clean trash and recycling containers
- Sweep and wet mop resilient flooring.
- Vacuum and spot clean carpets.
- Dust and spot clean walls
- High dust monthly.
- Dust HVAC supply and return monthly, clean annually.
- Clean door glass and disinfect handles, more frequently as needed.
- Clean inside of windows monthly, more frequently as needed.
- Clean elevator doors and tracks.
- Dust window treatments.
- Clean window treatments annually
- Clean entry doors and glass, sanitizing handles
- Vacuum walk off mats.
- Empty exterior trash containers common to the building
- Empty and clean cigarette urns 25 feet from the building.
- Sweep and clean 20 feet from every entrance/exit.
- Burnish floors in Usdan Center quarterly.
- Replenish hand sanitizing dispensers.
- Complete Strip and Wax of floors in Usdan annually.

- Disinfect water fountains and clean eye wash stations.

#### 2.8.12 – 000 Restroom (Daily except where noted)

- Empty trash and recycling replacing soiled liners.
- Clean trash and recycling containers
- Clean and disinfect toilets, urinals, sinks and countertops
- Clean and disinfect mirrors and bathroom chrome.
- Clean and disinfect partitions.
- Sweep floor and wet mop with disinfectant.
- Restock paper, soap and sanitizing supplies.
- Clean shower floors, walls, partitions and curtains.
- Clean and disinfect shower walls, fixtures, floor drains, soap dispensers and soap dishes daily.
- Change university supplied shower curtains as needed.
- High dust monthly.
- Dust HVAC supply and return monthly, clean annually, more frequently as needed.
- Clean all stainless steel.
- Replace urinal screens and blocks as needed.
- Disinfect door handles

### Section 3.0 - Instruction to Bidders

3.1 Contract RFP may be acquired by contacting:

Olga Bookas  
(860) 685-2122

Any questions regarding this RFP shall be submitted in writing by email to [obookas@wesleyan.edu](mailto:obookas@wesleyan.edu)

3.2 All Contractors intending to bid are required to attend a pre-bid conference:

Date – January 18, 2012  
Time - 9:00 a.m. – 1:00 p.m.  
Location – Usdan University Center, room 108  
Directions to the University are located at [www.wesleyan.edu](http://www.wesleyan.edu)

3.3 Sealed bids are to be submitted to:

Olga Bookas, Purchasing Manager  
Wesleyan University  
Finance Office  
237 High Street, North College  
Lower Level, Room 023  
Middletown, CT 06459  
[obookas@wesleyan.edu](mailto:obookas@wesleyan.edu)  
Phone: 860 685-2122, Fax: 860-685-2520

Sealed bids must be received by:

Date – February 15, 2012  
Time – 3:00 p.m.

3.4 Respondents shall supply one (1) original and three (3) copies of the proposal. Pages should be numbered to contain an organized, paginated table of contents corresponding to the section and pages of the proposal.

3.5 **Content:** Below is a summary of requested information. Proposals submitted without this information will be considered incomplete:

3.5.1 Company Description

3.5.2 Ownership

3.5.3 Physical Address

- 3.5.4 Mailing address
- 3.5.5 Telephone and Fax and Cellular numbers of company and representatives
- 3.5.6 Email addresses of company and representatives.
- 3.5.7 Financial Report, including latest annual report and latest quarterly report.
- 3.5.8 Litigation the company has been involved with, in the New England area during the last two (2) years.
- 3.5.9 Safety policies and training procedure described in detail.
- 3.5.10 Description of the company's commitment to environmental sustainability.
- 3.5.11 Bid Submittal Sheet (see attachment #1)
- 3.5.12 Insurance documentation as required by the Wesleyan University
- 3.5.13 Master Purchase Agreement Products/Services (see attachment #2) executed by Contractor with this RFP attached as Schedule A thereof and without further modification.
- 3.5.14 References as described in 3.8 below.
- 3.5.15 Quality control procedures and systems described in detail.
- 3.5.16 Performance Improvement Plan
- 3.6 Experience and Qualifications: Describe services your organization has provided that demonstrate the ability to carry out the proposed services.
- 3.7 Compensation and Fees: Provide a compensation schedule for all services requested in response to this RFP in accordance with the Bid Submittal sheet (see attachment #1).  
  
Provide an annual cost for services for each of the first three years of the contract.  
  
Provide a total for the entire length of the three year contract.  
  
Provide an hourly charge for additional services for each of the three years of the contract. Provide light duty and a heavy duty rates.

Provide cost per cleanable square foot per year and cost per cleanable square foot per day for a change in building inventory for each of the three years of the contract. This figure shall be used as a guideline to adjust base contract fees in the event that buildings are added or deleted from the original inventory or when buildings are taken off line for maintenance or modification (e.g. summer maintenance projects). Prior to the start of contract work the Contractor shall provide a daily schedule for this purpose.

Provide a cost for one full time utility person to change light bulbs in all buildings on campus for each of the three years of the contract. Describe proposed qualifications for that utility person.

- 3.8 References: Provide a complete list of all companies you are currently servicing, including contact name and telephone number of clients that you've performed similar service as stated in the RFP.
- 3.9 Telephone and facsimile proposals will not be accepted. All submitted proposals become the property of Wesleyan University after the RFP submittal deadline/opening date. Responses submitted shall constitute an offer for a period of ninety (90) days or until selection is made by Wesleyan University management.
- 3.10 Campus Tour
- Interested bidders who attend the Pre-bid meeting are required to participate in a guided tour of the campus following the meeting on January 18, 2012.
- 3.11 Requests for Information will be accepted after the Pre-bid meeting up to 3:00 p.m. January 24, 2012. All requests must be submitted in writing to Olga Bookas (see 3.3)
- 3.12 Addenda or answers to an RFI (if necessary) will be distributed by email to those who have attended the pre-bid meeting.
- 3.13 Selected vendors may be invited back to campus to make a presentation to the selection committee. This invitation will be at the discretion of the University.
- 3.14 Floor plan drawings for campus buildings are provided via compact disc attached as Attachment 11.
- 3.15 The University is interested in the Personnel Policies and Performance Levels for all employees. The University desires to review Respondent's Personnel Policies/Procedures. Respondent is requested to provide a brief outline of its standard employee policies and procedures.

Respondent should provide the methods it will use for assuring that employees maintain satisfactory performance levels. In addition, Respondent should provide its policies for hiring, promotion, termination and any other pertinent personnel policies, most notably, the procedures and capacities for replacing local personnel at the management level in completion of the Services.

University requires information regarding Respondent's Employee Training Programs. Respondent shall attach a detailed outline of the training program to be used for hourly and supervisory/management personnel, including the length and frequency of training, sites of training, and procedures used for employee evaluations. This plan should also include information about the

staff that will conduct the training, their background and qualifications, and the training resources that will be made available during the program.

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## RFP for Custodial/Janitorial Services

### Attachment 1 -Bid Submittal Sheet

Vendor Name: \_\_\_\_\_

Date: \_\_\_\_\_

Annual Cost for 1st year of Service: \$ \_\_\_\_\_

Annual Cost for 2nd year of Service: \$ \_\_\_\_\_

Annual Cost for 3rd year of Service: \$ \_\_\_\_\_

**Total Cost of base contract: \$ \_\_\_\_\_ -**

\*Monthly Invoices shall be fixed at one-twelfth of the annual contract amount.

**Itemized Costs for additional Services:**

Hourly Wage:	Year 1	Year 2	Year 3
Light Duty Custodian	\$ _____	\$ _____	\$ _____
Heavy Duty Custodian	\$ _____	\$ _____	\$ _____
On Site Manager	\$ _____	\$ _____	\$ _____

**Pricing for change in building cleanable square footage +/-:**

	Year 1	Year 2	Year 3
Cost per square foot/day (APPA Level 1):	\$ _____	\$ _____	\$ _____
Cost per square foot/day (APPA Level 2- annual cleaning frequency)	\$ _____	\$ _____	\$ _____
Cost per square foot/day (APPA Level 2- weekly cleaning frequency)	\$ _____	\$ _____	\$ _____
Cost per square foot/day (APPA Level 2 daily cleaning frequency)	\$ _____	\$ _____	\$ _____

	Year 1	Year 2	Year 3
Cost per summer camp or other room turnover per bed	\$ _____	\$ _____	\$ _____

<b><u>Alternate: Annual Cost per hour for FTE to do Light Bulb Changes</u></b>	\$ _____	\$ _____	\$ _____
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Attachment 4 Sample Residential Cleaning Schedule – 2011

**Summer Maintenance  
Schedule 2011**

#	Building	Beds	Trades Completion Day	Custodial Completion Day
	Clark Hall	143	Wednesday, May 18, 2011	Wednesday, May 18, 2011
	Fauver Residence Hall	171	Wednesday, May 18, 2011	Wednesday, May 18, 2011
5	Foss Hill	74	Wednesday, May 18, 2011	Wednesday, May 18, 2011
6	Foss Hill	40	Wednesday, May 18, 2011	Wednesday, May 18, 2011
7	Foss Hill	66	Wednesday, May 18, 2011	Wednesday, May 18, 2011
<b>End of RC prep</b>		<b>494</b>		
202	Washington St.	39	Thursday, May 26, 2011	Friday, May 27, 2011
230	Washington St.	30	Thursday, May 26, 2011	Friday, May 27, 2011
240	Washington St.	7	Thursday, May 26, 2011	Tuesday, May 31, 2011
250	Court Street	13	Friday, May 27, 2011	Tuesday, May 31, 2011
356	Washington St.	19	Friday, May 27, 2011	Wednesday, June 01, 2011
	Fauver Apartments	100	Thursday, June 02, 2011	Friday, June 03, 2011
	Butterfield A	132	Tuesday, June 07, 2011	Thursday, June 09, 2011
	Butterfield C	158	Monday, June 13, 2011	Thursday, June 16, 2011
200	Church Street	39	Tuesday, June 14, 2011	Friday, June 17, 2011
19 A	Fountain Ave.	5	Wednesday, June 15, 2011	Friday, June 17, 2011
19 B	Fountain Ave.	5	Wednesday, June 15, 2011	Friday, June 17, 2011
19 C	Fountain Ave.	5	Wednesday, June 15, 2011	Friday, June 17, 2011
2	Foss Hill	32	Thursday, June 16, 2011	Monday, June 20, 2011
3	Foss Hill	24	Thursday, June 16, 2011	Tuesday, June 21, 2011
4	Foss Hill	32	Friday, June 17, 2011	Wednesday, June 22, 2011
1	Vine Street	15	Monday, June 20, 2011	Wednesday, June 22, 2011
156	High Street	51	Tuesday, June 21, 2011	Thursday, June 23, 2011
1	Foss Hill	40	Wednesday, June 22, 2011	Monday, June 27, 2011
<b>End of summer program prep</b>				
1	High Rise	1	Wednesday, June 22, 2011	Monday, June 27, 2011
4	High Rise	26	Thursday, June 23, 2011	Monday, June 27, 2011
5	High Rise	26	Thursday, June 23, 2011	Tuesday, June 28, 2011
6	High Rise	26	Sunday, June 26, 2011	Wednesday, June 29, 2011
7	High Rise	26	Monday, June 27, 2011	Thursday, June 30, 2011
8	High Rise	26	Monday, June 27, 2011	Thursday, June 30, 2011
A	Low Rise	40	Tuesday, June 28, 2011	Friday, July 01, 2011
B	Low Rise	36	Wednesday, June 29, 2011	Tuesday, July 05, 2011
C	Low Rise	24	Thursday, June 30, 2011	Wednesday, July 06, 2011
D	Low Rise	16	Thursday, June 30, 2011	Thursday, July 07, 2011
E	Low Rise	24	Friday, July 01, 2011	Thursday, July 07, 2011

128	A	Church Street	4	Friday, July 01, 2011
128	B	Church Street	4	Friday, July 01, 2011
151		Church Street	12	Friday, July 01, 2011
154		Church Street	7	Tuesday, July 05, 2011
162	A	Church Street	4	Tuesday, July 05, 2011
162	B	Church Street	2	Tuesday, July 05, 2011
162	C	Church Street	3	Tuesday, July 05, 2011
72		High Street	5	Tuesday, July 05, 2011
107		High Street	7	Tuesday, July 05, 2011
132		High Street	11	Tuesday, July 05, 2011
136	A	High Street	4	Wednesday, July 06, 2011
136	B	High Street	1	Wednesday, July 06, 2011
146	A	High Street	2	Wednesday, July 06, 2011
146	C	High Street	2	Wednesday, July 06, 2011
159		High Street	11	Wednesday, July 06, 2011
163		High Street	10	Wednesday, July 06, 2011
200		High Street	24	Thursday, July 07, 2011
200		College Street	6	Thursday, July 07, 2011
240		Court Street	11	Thursday, July 07, 2011
267	B	Court Street	3	Thursday, July 07, 2011
267	C	Court Street	3	Thursday, July 07, 2011
59		Pearl Street	6	Friday, July 08, 2011
65	A	Pearl Street	5	Friday, July 08, 2011
65	B	Pearl Street	5	Friday, July 08, 2011
65	C	Pearl Street	5	Friday, July 08, 2011
126		Pearl Street	24	Monday, July 11, 2011
184		Washington St.	6	Monday, July 11, 2011
186		Washington St.	6	Monday, July 11, 2011
316		Washington St.	10	Monday, July 11, 2011
324	A	Washington St.	4	Monday, July 11, 2011
324	B	Washington St.	3	Monday, July 11, 2011
344		Washington St.	15	Tuesday, July 12, 2011
346		Washington St.	5	Tuesday, July 12, 2011
171	A	Vine Street	1	Tuesday, July 12, 2011
171	B	Vine Street	3	Tuesday, July 12, 2011
167		Vine Street	4	Tuesday, July 12, 2011
163		Vine Street	4	Tuesday, July 12, 2011
159		Vine Street	4	Tuesday, July 12, 2011
151		Vine Street	3	Tuesday, July 12, 2011
23	A	Vine Street	3	Tuesday, July 12, 2011
23	B	Vine Street	3	Wednesday, July 13, 2011
21		Vine Street	3	Wednesday, July 13, 2011
11		Vine Street	5	Wednesday, July 13, 2011

Thursday, July 07, 2011
Thursday, July 07, 2011
Friday, July 08, 2011
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Thursday, July 14, 2011
Thursday, July 14, 2011
Thursday, July 14, 2011
Friday, July 15, 2011
Friday, July 15, 2011
Friday, July 15, 2011
Monday, July 18, 2011
Tuesday, July 19, 2011

9		Vine Street	5	Wednesday, July 13, 2011
7		Vine Street	5	Wednesday, July 13, 2011
5		Vine Street	6	Wednesday, July 13, 2011
118		Knowles Ave.	2	Wednesday, July 13, 2011
122	A	Knowles Ave.	2	Wednesday, July 13, 2011
122	B	Knowles Ave.	2	Wednesday, July 13, 2011
126	A	Knowles Ave.	3	Wednesday, July 13, 2011
126	B	Knowles Ave.	3	Thursday, July 14, 2011
224		Cross Street	4	Thursday, July 14, 2011
220		Cross Street	4	Thursday, July 14, 2011
170		Cross Street	3	Thursday, July 14, 2011
168		Cross Street	4	Thursday, July 14, 2011
182		Cross Street	6	Thursday, July 14, 2011
28		Lawn Avenue	10	Thursday, July 14, 2011
34		Lawn Avenue	8	Friday, July 15, 2011
64		Lawn Avenue	8	Friday, July 15, 2011
65		Lawn Avenue	8	Friday, July 15, 2011
71		Lawn Avenue	6	Friday, July 15, 2011
73	A	Lawn Avenue	3	Friday, July 15, 2011
73	B	Lawn Avenue	3	Friday, July 15, 2011
76		Lawn Avenue	5	Friday, July 15, 2011
80		Lawn Avenue	5	Monday, July 18, 2011
96	A	Lawn Avenue	3	Monday, July 18, 2011
96	B	Lawn Avenue	3	Monday, July 18, 2011
97		Lawn Avenue	4	Monday, July 18, 2011
88		Home Avenue	6	Monday, July 18, 2011
85		Home Avenue	4	Monday, July 18, 2011
84		Home Avenue	5	Monday, July 18, 2011
77		Home Avenue	5	Monday, July 18, 2011
73		Home Avenue	5	Monday, July 18, 2011
63	A	Home Avenue	4	Tuesday, July 19, 2011
63	B	Home Avenue	4	Tuesday, July 19, 2011
60		Home Avenue	6	Tuesday, July 19, 2011
59	A	Home Avenue	4	Tuesday, July 19, 2011
59	B	Home Avenue	4	Tuesday, July 19, 2011
55		Home Avenue	4	Tuesday, July 19, 2011
54		Home Avenue	5	Tuesday, July 19, 2011
53	A	Home Avenue	1	Tuesday, July 19, 2011
53	B	Home Avenue	5	Tuesday, July 19, 2011
52		Home Avenue	4	Tuesday, July 19, 2011
49		Home Avenue	4	Wednesday, July 20, 2011
48		Home Avenue	5	Wednesday, July 20, 2011
43	A	Home Avenue	4	Wednesday, July 20, 2011

Tuesday, July 19, 2011
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Monday, July 25, 2011
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Tuesday, July 26, 2011

43	B	Home Avenue	4	Wednesday, July 20, 2011
44		Home Avenue	6	Wednesday, July 20, 2011
37		Home Avenue	5	Wednesday, July 20, 2011
18		Brainerd	3	Wednesday, July 20, 2011
20		Brainerd	3	Wednesday, July 20, 2011
27		Brainerd	5	Thursday, July 21, 2011
38		Brainerd	3	Thursday, July 21, 2011
40		Brainerd	3	Thursday, July 21, 2011
44		Brainard	9	Thursday, July 21, 2011
29		Miles Avenue	5	Thursday, July 21, 2011
203	A	Pine Street	2	Thursday, July 21, 2011
203	B	Pine Street	2	Thursday, July 21, 2011
207	A	Pine Street	2	Thursday, July 21, 2011
207	B	Pine Street	2	Thursday, July 21, 2011
211	A	Pine Street	2	Thursday, July 21, 2011
211	B	Pine Street	2	Thursday, July 21, 2011
223		Pine Street	2	Thursday, July 21, 2011
227		Pine Street	6	Friday, July 22, 2011
231	A	Pine Street	5	Friday, July 22, 2011
231	B	Pine Street	5	Friday, July 22, 2011
231	C	Pine Street	5	Friday, July 22, 2011
235		Pine Street	4	Friday, July 22, 2011
251	A	Pine Street	3	Friday, July 22, 2011
251	B	Pine Street	3	Friday, July 22, 2011
260		Pine Street	6	Friday, July 22, 2011
261		Pine Street	5	Friday, July 22, 2011
265		Pine Street	4	Monday, July 25, 2011
269		Pine Street	4	Monday, July 25, 2011
273		Pine Street	4	Monday, July 25, 2011
277		Pine Street	4	Monday, July 25, 2011
105		Cross Street	4	Monday, July 25, 2011
109		Cross Street	4	Monday, July 25, 2011
113		Cross Street	4	Monday, July 25, 2011
69	A	Fountain Ave.	2	Monday, July 25, 2011
69	B	Fountain Ave.	2	Monday, July 25, 2011
64		Fountain Ave.	6	Monday, July 25, 2011
63		Fountain Ave.	3	Tuesday, July 26, 2011
58		Fountain Ave.	4	Tuesday, July 26, 2011
56		Fountain Ave.	6	Tuesday, July 26, 2011
57		Fountain Ave.	4	Tuesday, July 26, 2011
51		Fountain Ave.	4	Tuesday, July 26, 2011
41		Fountain Ave.	4	Tuesday, July 26, 2011
40		Fountain Ave.	4	Tuesday, July 26, 2011

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Monday, August 01, 2011
Monday, August 01, 2011
Monday, August 01, 2011
Tuesday, August 02, 2011
Tuesday, August 02, 2011
Tuesday, August 02, 2011
Tuesday, August 02, 2011

29		Fountain Ave.	4	Tuesday, July 26, 2011	Tuesday, August 02, 2011
20	A	Fountain Ave.	5	Tuesday, July 26, 2011	Tuesday, August 02, 2011
20	B	Fountain Ave.	5	Wednesday, July 27, 2011	Tuesday, August 02, 2011
20	C	Fountain Ave.	5	Wednesday, July 27, 2011	Tuesday, August 02, 2011
25	A	Fountain Ave.	5	Wednesday, July 27, 2011	Wednesday, August 03, 2011
25	B	Fountain Ave.	5	Wednesday, July 27, 2011	Wednesday, August 03, 2011
10	A	Fountain Ave.	3	Wednesday, July 27, 2011	Wednesday, August 03, 2011
10	B	Fountain Ave.	3	Wednesday, July 27, 2011	Wednesday, August 03, 2011
6		Fountain Ave.	2	Wednesday, July 27, 2011	Wednesday, August 03, 2011
14	A	Warren Street	5	Wednesday, July 27, 2011	Wednesday, August 03, 2011
14	B	Warren Street	5	Wednesday, July 27, 2011	Wednesday, August 03, 2011
14	C	Warren Street	4	Thursday, July 28, 2011	Wednesday, August 03, 2011
12		Warren Street	5	Thursday, July 28, 2011	Wednesday, August 03, 2011
4		Warren Street	4	Thursday, July 28, 2011	Thursday, August 04, 2011
2		Warren Street	3	Thursday, July 28, 2011	Thursday, August 04, 2011
131		Cross Street	4	Thursday, July 28, 2011	Thursday, August 04, 2011
142		Cross Street	5	Thursday, July 28, 2011	Thursday, August 04, 2011
202		Cross Street	3	Thursday, July 28, 2011	Thursday, August 04, 2011
		Butterfield B	118	Tuesday, August 02, 2011	Tuesday, August 09, 2011
8		Foss Hill	58	Thursday, August 04, 2011	Thursday, August 11, 2011
9		Foss Hill	64	Friday, August 05, 2011	Monday, August 15, 2011
10		Foss Hill	63	Tuesday, August 09, 2011	Wednesday, August 17, 2011
		Malcolm X	26	Wednesday, August 10, 2011	Wednesday, August 17, 2011
157		Church Street	24	Wednesday, August 10, 2011	Thursday, August 18, 2011
2		High Rise	24	Thursday, August 11, 2011	Friday, August 19, 2011
3		High Rise	26	Friday, August 12, 2011	Friday, August 19, 2011
15		Pearl Place	6	Friday, August 12, 2011	Friday, August 19, 2011
267	A	Court Street	4	Friday, August 12, 2011	Monday, August 22, 2011
146	B	High Street	4	Friday, August 12, 2011	Monday, August 22, 2011
124		High Street	5	Friday, August 12, 2011	Monday, August 22, 2011
22		Lawn Avenue	3	Friday, August 12, 2011	Monday, August 22, 2011
82		Lawn Avenue	4	Friday, August 12, 2011	Monday, August 22, 2011
86	A	Lawn Avenue	3	Friday, August 12, 2011	Monday, August 22, 2011
86	B	Lawn Avenue	3	Friday, August 12, 2011	Monday, August 22, 2011
72	A	Home Avenue	5	Monday, August 15, 2011	Monday, August 22, 2011
72	B	Home Avenue	5	Monday, August 15, 2011	Tuesday, August 23, 2011
66		Home Avenue	6	Monday, August 15, 2011	Tuesday, August 23, 2011
35		Home Avenue	6	Monday, August 15, 2011	Tuesday, August 23, 2011
42		Miles Avenue	4	Monday, August 15, 2011	Tuesday, August 23, 2011
215	A	Pine Street	2	Monday, August 15, 2011	Tuesday, August 23, 2011
215	B	Pine Street	2	Monday, August 15, 2011	Tuesday, August 23, 2011
239	A	Pine Street	2	Monday, August 15, 2011	Tuesday, August 23, 2011
239	B	Pine Street	1	Monday, August 15, 2011	Tuesday, August 23, 2011

239	C	Pine Street	3	Monday, August 15, 2011	Tuesday, August 23, 2011
266		Pine Street	4	Tuesday, August 16, 2011	Tuesday, August 23, 2011
107		Cross Street	4	Tuesday, August 16, 2011	Tuesday, August 23, 2011
125		Cross Street	2	Tuesday, August 16, 2011	Wednesday, August 24, 2011
127		Cross Street	3	Tuesday, August 16, 2011	Wednesday, August 24, 2011
192		Cross Street	5	Tuesday, August 16, 2011	Wednesday, August 24, 2011
146		Cross Street	6	Tuesday, August 16, 2011	Wednesday, August 24, 2011
46		Fountain Ave.	4	Tuesday, August 16, 2011	Wednesday, August 24, 2011
43		Fountain Ave.	4	Tuesday, August 16, 2011	Wednesday, August 24, 2011
42		Fountain Ave.	4	Tuesday, August 16, 2011	Wednesday, August 24, 2011
35		Fountain Ave.	4	Tuesday, August 16, 2011	Wednesday, August 24, 2011
34		Fountain Ave.	4	Wednesday, August 17, 2011	Wednesday, August 24, 2011
30		Fountain Ave.	5	Wednesday, August 17, 2011	Thursday, August 25, 2011
24		Fountain Ave.	5	Wednesday, August 17, 2011	Thursday, August 25, 2011
15		Fountain Ave.	4	Wednesday, August 17, 2011	Thursday, August 25, 2011
14		Fountain Ave.	4	Wednesday, August 17, 2011	Thursday, August 25, 2011
7		Fountain Ave.	4	Wednesday, August 17, 2011	Thursday, August 25, 2011
2		Fountain Ave.	4	Wednesday, August 17, 2011	Thursday, August 25, 2011
8		Warren Street	5	Wednesday, August 17, 2011	Thursday, August 25, 2011
6		Warren Street	5	Thursday, August 18, 2011	Thursday, August 25, 2011

<b>Total beds</b>	<b>2,269</b>
<b>RC beds</b>	<b>494</b>
<b>Grand Total beds</b>	<b>2,763</b>

Attachment 5 Vehicle Procurement Policy



**Department of Physical Plant**

**Administrative Procedure-**

**TITLE:** Vehicle Procurement

**PROCEDURE NO.** ADMIN- *later*

**PURPOSE:** Procure new and replacement vehicles in a manner that minimizes the amount of greenhouse gas (GHG) emissions inventory of Wesleyan University.

**POLICY:**

1. Departments shall specify low or zero emissions vehicles when procuring new or replacement vehicles unless specifically justified and approved otherwise by the Finance Department. User departments shall consider best available technology including, but not be limited to electric, hybrid, bio-diesel, and/or sharing of vehicles between departments to reduce or minimize GHG emissions associated with the vehicle(s) purchased. Documented justification for use of non-low or zero emissions vehicles shall be submitted for approval with the vehicle purchase order to the Wesleyan Purchasing Department.
2. Departments considering renewal of service contracts with outside vendors (e.g. grounds, custodial, dining service) that involve vehicles for materials handling or transportation shall require vendors to provide low or zero emissions vehicles under the contract unless specifically justified and approved otherwise by the University. Bidders shall submit calculated estimation of GHG emissions for vehicle(s) specified based on anticipated operating hours.

**APPLICABILITY:** All Wesleyan University Departments and service contracts.

**REFERENCE:**

- (a) Sustainability Advisory Committee

**PROCEDURE:**

1. User department: Identify need for vehicle or service contract(s) where vehicles are required to operate for more than 10% of time spent on campus to provide the required service. Identify required load carrying capacity (weight and volume), top speed, number of personnel to be carried, type of roads traveled, weather protection, safety requirements.
2. User department: Conduct evaluation of alternative vehicles for the application including, but not limited to electric, hybrid, bio-diesel, propane, or other best available technology.
3. User department: Document the evaluation including vehicle selected and justification.
4. User department: Prepare purchase requisition; submit to Purchasing Department with vehicle specifications and if necessary documented justification for specifying non-low or zero emissions vehicle(s).
5. Purchasing Manager: Review purchase requisition, approve or return to requesting department for further clarification or justification.
6. Purchasing manager: Solicit vendor proposals in accordance with vehicle specifications
7. Purchasing manager: Place purchase order based on lowest qualified bid.
8. Vendor: Submit calculated estimate of GHG emissions for each vehicle type and a complete list of vehicles provided with purchase order or contract to the Manager of Purchasing.
9. Purchasing Manager: Submit GHG emission calculation to Chairperson of the Transportation Subcommittee of the Sustainability Advisory Committee.
10. Transportation Subcommittee Chairperson or designee: Update “Clean Air – Cool Planet Greenhouse Gas Emissions Calculator” spreadsheet (Attachment A).

**RESPONSIBILITY FOR KEEPING PROCEDURE CURRENT:**

- Manager of Purchasing

**DISTRIBUTION FOR PROCEDURE AND SUBSEQUENT REVISIONS:**

1. Wesleyan University “Portfolio” Website

**RECORD OF REVISIONS:**

<u>Rev.#</u>	<u>Date</u>	<u>Summary of Changes</u>	<u>Prepared by:</u>	<u>Reviewed by:</u>	<u>Approved by:</u>
A	12/19/07	Initial draft	Cliff Ashton	Olga Bookas	not required
0	1/23/2008	Editorial comments incorporated	Cliff Ashton	Trans.Sustainability Subcommittee ( TSSC)	
1	2/1/2008	Revised to require low or zero emissions	Cliff Ashton	TSSC	

Vehicles unless justified otherwise.

## **Wesleyan University Motor Vehicle Operations Policy**

APPLICATION: 1) All University students, faculty, employees or volunteers in connection with University-related activity; and

2) Anyone operating a University owned or leased motor vehicle

EFFECTIVE DATE: APRIL 1, 2009

- I. Authorized Drivers. All Drivers must meet the minimum standards in order to operate University owned or leased vehicles. University vehicles include automobiles, vans, trucks, electric vehicles and/or golf carts. A list of qualified Drivers will be maintained by the University Transportation Manager and updated annually. The University reserves the right to withhold or withdraw the privilege of driving University vehicles in its sole discretion.
- a. *Licensure*: Drivers must have a valid U.S. driver's license for at least 3 years and the license must be correct and appropriate to the vehicle to be used (endorsements, etc.).
  - b. *Age*: Drivers must be a minimum of 20 years of age.
  - c. *University Application, Training and Testing*: Drivers must
    - (i) Complete a Wesleyan University Driver Application Form;
    - (ii) Attend a Wesleyan University Driver Training Session (minimum 1 hour);
    - (iii) Pass a Wesleyan University Driver Training Test with a score of 80% or better.
  - d. *Record Check*: To be eligible, Drivers must agree to subject themselves to a motor vehicle record check prior to driving and at least every 5 years thereafter. To be eligible to drive hereunder, the check must show a driving record that meets the following standards and is *otherwise satisfactory in the University's sole discretion*.
    - i. The record may not show more than three (3) moving violations and/or accidents in the most recent three (3) years.
    - ii. The record may not show more than two (2) moving violations and/or accidents in the most recent year.
    - iii. The record may not show any material convictions which shall include driving while under the influence, reckless driving, vehicular homicide or

- assault, eluding a police officer, fleeing the scene of an accident, racing or permitting a minor to operate a motor vehicle.
- iv. Drivers must report to the Transportation Manager any incident that occurs which would, if revealed in a record check, render that Driver ineligible hereunder.
- e. *Loss of Driving Privileges:* In addition to the University's discretion and the items listed above, the following actions may result in suspension or termination of driver privileges hereunder: operating a vehicle outside of the scope of the University-related activity; operating a vehicle in an unsafe, illegal or reckless manner; failure to report an accident; or operating a vehicle while under the influence.

Misconduct, repeat offenders or loss of driving privileges may result in disciplinary action.

II. Vehicle Operations. All Drivers are expected to exercise all applicable safety measures and precautions. Specifically, Drivers must:

- a. *Always*
  - i. Operate vehicles in accordance with all applicable law, rule and regulation;
  - ii. Immediately report any incident or accident in accordance with law and the Wesleyan University Incident Reporting Policy (see <http://www.wesleyan.edu/generalcounsel/policies.html>)
  - iii. Use seat belts;
  - iv. Ensure that the number of passengers at no time exceeds the legal capacity of the vehicle and/or the number of seat belts available;
  - v. Use vehicles only for authorized University-related activities and prevent the use of any and all vehicles by anyone not specifically authorized;
  - vi. Follow all of the University Driver guidelines including those outlined in the Wesleyan University Driver Training session;
  - vii. Operate or park vehicles only on or in authorized areas designed for such operation;
  - viii. Minimize unnecessary idling of vehicles to minimize pollution and maximize fuel efficiency;
  - ix. Refrain from smoking in vehicles and refrain from smoking outside of vehicles when fueling;
  - x. Refrain from consuming alcohol within 12 hours of operating a vehicle or consuming anything that could impair driving ability;
  - xi. Either stay overnight before or after the event in question or ensure that a second authorized Driver participates in the trip to share driving responsibilities when travelling more than 500 miles or 8 hours from the University or the trip origination.
- b. *Before Driving*

- i. Conduct a full inspection of the vehicle and familiarize yourself with its operational controls as well as its load and handling characteristics; and
  - ii. Fully inspect the vehicle for any and all safety issues and, if a fully compliant and safe vehicle is not immediately made available, report any and all defects immediately to the Department Fleet Coordinator or University Transportation Manager for further instruction. Minimal, non operational and non safety related defects may be appropriately noted in vehicle check out documentation so as to document the damage or defect.
- c. *After Return or Upon Leaving the Vehicle*
  - i. Remove all keys and fully secure the vehicle;
  - ii. Fully inspect the vehicle as provided in (b)(ii) above, noting any changes in condition; and
  - iii. Ensure that the vehicle is in good and clean condition with all garbage, personal or other items removed.

III. Special Restrictions.

- a. *Golf Carts or Other Limited Access Vehicles.* Golf cart operation must be in compliance with all larger vehicle requirements.
- b. *Fifteen Passenger Vans.* Fifteen Passenger or larger vans will not be rented, leased, purchased or operated by the University or used on University business.

IV. Privately Owned Vehicles and Personal Use.

- a. *Use of Privately Owned Vehicles for University Business.*
  - i. The use of privately owned vehicles is discouraged for conducting University business or sponsored activity.
  - ii. Individuals transporting others in their private vehicles (students, faculty or staff, community partners, etc.) on University business must become authorized Drivers and are subject to the requirements of this policy.
  - iii. Any student who proposes to drive their privately owned vehicle on University business or for a University activity must obtain prior approval from the University Transportation Manager and become an authorized Driver.
  - iv. Any Driver using a privately owned vehicle for University business or sponsored activity is fully responsible to maintain automobile liability as well as their vehicle in accordance with applicable law.
  - v. Individuals are responsible for the replacement of University owned items that are left in or contained in personal vehicles.
- b. *Personal Use of Vehicles.* University owned or rented vehicles shall not be used for personal use *except where directly incidental to the permitted University use (e.g. travel to dinner location when travelling on business).* The University is not responsible for any personal items left in or contained in vehicles.

V. Accidents, Damage, Claims, Insurance, Tickets and Moving Violations.

a. *Accidents and Damage:*

In case of any accident involving a University owned or leased/rented vehicle, Drivers must:

- a. check for injury and seek help if necessary (911);
- b. ensure scene safety as much as possible – stay off road, in car, activate hazard lights, etc. as necessary;
- c. contact law enforcement for assistance and request a report;
- d. check for insurance ID card for vehicle;

- e. report incident pursuant to Wesleyan University Incident Reporting Policy [a copy should be in each vehicle]
- f. not discuss the events with anyone except law enforcement, Wesleyan supervisors and other authorized Wesleyan personnel; and
- g. Do not admit responsibility for the accident or sign any statement.
- h. Any and all costs to repair and replace damage to vehicles operated under this policy or other property may be assessed to the individual Driver and/or the department responsible for the vehicle's operation.

b. *Tickets and Moving Violations*

When moving or parking violations are incurred by a Driver, the Driver is solely responsible for the charges. Any traffic offense, fines, payments, or penalties are the personal obligation of the Driver. When a violation is issued, the Driver must report the incident to the Department Fleet Coordinator immediately.

VI. Responsible Individuals.

a. *University Transportation Manager*

- i. maintains list of authorized Drivers;
- ii. names and maintains list of Department Fleet Coordinators;
- iii. conducts all Driver training and background checks;
- iv. updates this policy; and
- v. coordinates incident and accident reporting with University Risk Management.

b. *Departmental Fleet Coordinator*

- i. coordinate Driver and vehicle activity for department;
- ii. implement this policy for the department and develop department-specific procedures where necessary (i.e. key check out and related policies)
- iii. work with Transportation Manager on policy and day to day issues;
- iv. ensure all department users understand and comply with this policy;
- v. ensure that vehicles are maintained in a safe operating condition; and
- vi. respond to questions and concerns from Drivers in department.

VII. Exceptions

a. Exceptions will be made by the Transportation Manager upon review of the request and approval by University Risk Manager or University Counsel.

Attachment 7 - Campus Map – Transmitted separately

Attachment 8 Campus Buildings and Assignable Cleaning Areas – transmitted separately

## **Levels of Cleaning**

### **Custodial Staffing Guidelines for Educational Facilities, 1992**

#### **APPA, The Association of Higher Education Facilities Officers**

#### **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 that 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 odor-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 are 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 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 odor-free.

**Level 4 – Moderate Dinginess** Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People begin 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 percent 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. Base molding is dirty, stained and streaked. Gum, stains, dirt dust balls 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 percent 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.

Attachment 10          Compact Disk or email file Containing Floor Layout Drawings of Campus  
Buildings – to be transmitted separately