



APPENDIX E: FACILITY MAINTENANCE GUIDELINES

As part of the Anthony Wayne Drive Development Project ("the project"), Wayne State is willing to allow Private Entities to provide proposals indicating whether or not there is interest in delivery custodial / service contract and facility maintenance services, as opposed to contracting with the University through the Management Agreement.

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

I. General Overview

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

It will be the responsibility of the Private Entity to provide services in alignment with the high standards of an educational institution from the perspectives of sanitation, public relations, and protection of the physical facility. Services should be commensurate with APPA guidelines, which are described further in Section 6.3 and Appendix F.

II. Responsibilities of Private Entity

A. Personnel

1. Private Entity will exclusively handle all matters pertaining to human resource issues. This will include but is not limited to recruitment, screening, hiring, and retention. These matters will be done in compliance with existing statutes and regulations pertaining to affirmative action, non-discrimination, wage and hour and any other stipulations germane to prudent personnel management.
2. The Private Entity is responsible for training personnel for duties performed under this program.
3. All personnel will be dressed in a manner authorized by the Private Entity. The personnel will be neat and clean in appearance. Uniforms will be worn which fully identify the worker as a member of the Private Entity's work force.
4. Payment to all employees is the responsibility of the Private Entity. Private Entity will pay at least the prevailing wage. Private Entity to follow all state/local laws.
5. Private Entity will remove any employee from the work force deemed objectionable by the university.



6. All Private Entity personnel will be issued a picture identification card that is to be worn in a visible location at all times.
7. All employees must successfully complete a background check approved by the University prior to starting work on the Wayne State campus.

B. Safety

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

C. Security

1. Private Entity will maintain photos of all employees working on Wayne State property.
2. Guns, knives, or other dangerous weapons will not be permitted on campus. Private Entity will immediately dismiss employees who do not adhere to this policy.
3. Alcohol, outside of those provisions outlined in Section 01-11 of the University's Administrative Policies, and drugs are strictly prohibited on Wayne State's campus. Wayne State is a smoke- and tobacco-free campus, and electronic cigarettes are not allowed.
4. Private Entity will help safeguard against loss, theft, or damage of all property, material, equipment and accessories which employees of the Private Entity might be exposed to while performing duties.
5. Keys will be provided to the Private Entity. Private Entity will maintain keys in locked key box.
6. Keys will be checked out at the beginning of each shift and returned at the end of each shift. If keys are missing, Private Entity is to notify university representative immediately. Private Entity will be responsible for any cost associated with the re-keying due to lost keys.
7. Private Entity and employees are subject to and will comply with the rules and regulations governing vehicular parking and traffic per Parking and Transportation Services for Wayne State's Campus.
8. The Private Entity will cooperate fully with the Wayne State University Police Department in their efforts to promote a safe and secure environment of the campus.



D. Supervision

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

E. Damage

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

F. Equipment/Supplies

1. Private Entity will maintain and procure all equipment necessary to perform the program. Equipment should be kept in a clean condition.
2. Loss of equipment / supplies is not the responsibility of the university, including those supplies provided by the university.
3. A small and large wet-vacuum should be housed within the area or otherwise be readily available to Private Entity.
4. Material Safety Data Sheets ("MSDS") will be maintained on job site for all chemicals used. University Representative will also be provided two (2) copies of MSDS per chemical used.
Note: University Representative will supply one (1) copy of MSDS to the Office of Environmental Health and Safety.

G. Emergencies

1. During emergency conditions (e.g. severe weather conditions), employees will report to the University for instructions. Personnel must be available to perform extra duties or emergency services.

H. Private Entity's Representative

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

I. Scheduling

1. The housekeeping program is a 24-hour operation. While most heavy cleaning will take place during the day between 8:00 A.M. and 4:30 P.M., there is a need for after-hours coverage for emergencies. Request for changes to the shift will be approved by the Office of Housing and Residential Life and will be determined to best meet the needs of faculty, staff, and students and to facilitate facility needs.



J. Recycling

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

The Private Entity must insure compliance with the recycling program of the University and accommodate any procedural changes that occur. The weights of all recycled materials will be provide to the Office of Housing and Residential Life for reporting purposes.

K. Method of Evaluation/Quality Control

1. Evaluator(s): Identify positions at Wayne State

Procedure: The University will monitor feedback from students, staff, and guests. The designated staff will also document cleanliness of areas using a "Custodial Quality Control Checklist." Any findings or reports deemed to be less than satisfactory by the University will result in written notification to the Private Entity. Private Entity must perform corrective actions within 24 hours of receiving notice. Failure to do so will result in the University performing the work and the Private Entity will absorb any costs incurred by the University.

L. Rating Scale

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

M. Apartment and Residence Hall Cleaning Expectations:

1. The Cleaning Checklist outlines specific duties that will be completed in entirety for detailed cleanings, at the close of move out in May and again prior to opening in early August. This is also required for mid-semester moves when an entire apartment becomes vacant. The Private Entity will be notified of the vacancy by complex administrators. The checklist will be provided to the Private Entity during the negotiation process.

Outside of these detailed cleanings, the University will negotiate with the Private Entity the requirements for cleaning student apartments, inclusive of bathrooms, kitchens, and hallways.



N. Common-use Areas & Public Areas

TASK	FREQUENCY OF SERVICE
Empty & reline trash can. Clean if necessary	2xD M-S
Clean horizontal & vertical surfaces	1xD M-S
Clean & sweep outside veranda up to 10' from exterior doors.	1xD M-F
Clean, sanitize, and polish water fountains	1xD M-F
Dust mop floor. Vacuum carpets & mats	1xD M-F
Wet mop floor. Remove spots from carpet	1xD M-F
High dust	1xD M-F
Burnish & dust mop floor – 1 st floor	3xW M,W,F
Burnish & dust mop floor- 2 nd and up	2xW T,Th
Manage area for trash (including veranda)	2xD M-S
Strip & refinish floors with a minimum of 3 coats of wax	1xY (July)
Spray Buff or equivalent and top coat with 1 coat of wax	1xY (December)
Shampoo Carpets	2xY
Remove Gum	Upon finding
Clean Stairwells (interior and exterior)	1xD M-F
Scrub stairwells (interior and exterior)	2xY
Clean all kitchens surfaces	1xD M-F
Clean kitchen ovens in residence halls	1xW
Clean burner pans	1xW

O. Exterior Entrances and Exits

TASK	FREQUENCY OF SERVICE
Empty & reline trash can. Clean if necessary	1xD M-S
Sweep concrete/hard surface (10 ft from entrances)	1xD M-S
Clean glass & window frames	1xD M-S
Vacuum mats (both sides) and sweep under mat	1xD M-S
Clean entrance doors (glass, metal or wood surfaces)	1xD M-S



P. Elevators

TASK	FREQUENCY OF SERVICE
Clean & polish horizontal & vertical surfaces	1xD M-S
Dust mop floor	1xD M-S
Vacuum interior & horizontal tracks	1xD M-S
Wet mop floor	1xD M-S
Remove any and all graffiti	1xD M-S
Remove any trash	1xD M-S

Q. Public Access Restrooms and Staff Toilets

TASK	FREQUENCY OF SERVICE
Empty, clean & reline trash can	2xD M-S
High dust	2xD M-S
Low dust	2xD M-S
Clean & disinfect horizontal & vertical surfaces & restroom fixtures	2xD M-S
Clean & replenish all dispensers	2xD M-S
Dust mop floor	2xD M-S
Wet mop floor	2xD M-S
Manage area (replenish supplies, clean spills, wipe surfaces, empty trash and report malfunctioning fixtures as needed)	3xD M-S
Soap scrub or deep clean floors	3xYr
Remove any and all graffiti	1XD M-S

R. Custodial Closets and Storage Areas

TASK	FREQUENCY OF SERVICE
Clean custodial closets	2xW
Empty, clean & reline trash can	2xW



S. Corridors and Lobbies

TASK	FREQUENCY OF SERVICE
Empty & reline trash can. Clean if necessary	1xD M-S
Clean horizontal & vertical surfaces	1xD M-S
Clean, disinfect & polish water fountains	1xD M-S
Dust mop floor.	1xD M-S
Vacuum carpets & mats, removed gum and soiled spots	1xD M-S
Wet mop floor.	1xD M-S
Low dust	1xD M-S
High dust	1xD M-S
Dust mop & scrub floor – 1 st floor	3xW M-S
Dust mop & scrub floor- 2 nd and up	2xW M-S
Buff floors	1xW M-S
Vacuum & spot clean upholstered furniture	1xW M-S
Clean entrance door glass	1XD M-S
Clean glass partition & display cases	1xD M-S
Spot clean smudges, finger marks on walls, door facing, and doors.	1xD M-S
Dust furniture	1xD M-S

T. Stairs and Landings

TASK	FREQUENCY OF SERVICE
Clean horizontal & vertical surfaces	1xD M-S
Dust mop floor or sweep floor	1xD M-S
High dust	1xW M-S
Wet mop floor	1xD M-S
Pressure wash exterior stairs and landings	1xM



U. Break rooms, Office spaces and Reception Areas

TASK	FREQUENCY OF SERVICE
Empty trashcan. Clean & reline if necessary	1xD M-F
Clean/dust horizontal & vertical surfaces	1xD M-F
Dust mop floor	1xD M-F
Complete vacuum floor. Remove spots and gum	1xD M-F
Wet mop floor	1xD M-F
Low dust	1xD M-F
High dust	1xW M-F
Vacuum & spot clean upholstered furniture	1xW M-F
Vacuum air supply and return air vents	1xW
Clean windows	1xW
Dust window treatments	1xW

V. Seminar and Meeting Spaces

TASK	FREQUENCY OF SERVICE
Empty trashcan. Clean & reline if necessary	2xD M-F
Clean/dust all horizontal & vertical surfaces (tables, boards, monitors, chairs, etc.)	1xD M-F
Dust mop floor	1xD M-F
Complete vacuum floor. Remove spots and gum	1xD M-F
Wet mop floor	1xD M-F
Shampoo carpet	1x Yr
Strip, refinish/seal hard surface floors	1x Yr
Low dust (furniture, table/chair rails and legs)	1xD M-F
High dust areas over 6 feet (vents, light fixtures, blinds)	1xW M-F
Manage and replenish erasers and markers (maintain 2 writing utensils at each board and 1 eraser per board)	1XD M-F
Vacuum & spot clean upholstered furniture	1xM
Vacuum air supply and return air vents	1XW
Damp clean table tops, spot clean door surfaces, and smudges on walls and light switch.	1xD