Appendix A – Areas of Responsibility

Daily, weekly and end of semester cleaning service is expected in all buildings listed below unless specifically excluded.

**Removal of trash and restocking of paper products and other supplies is required everywhere on campus, even areas that are listed below as excluded from the cleaning schedule.
**Mechanical rooms are not part of the cleaning contract in any building and not included in sq ft numbers below.

A. Toledo Campus- Maps are attached as references.
    a. Administration Hall, 17,041 Sq Ft
        i. Excludes cleaning rooms 172, 165, and all offices in the President's office suite and the HR office suite.
    b. Alumni Hall, 26,569 Sq Ft.
        i. Excludes Department of Public Safety (DPS), DPS Locker Rooms and 100-108
    c. Bicentennial Hall,14,299 Sq Ft
        i. Excludes penthouse
    d. College Hall, 83,431 Sq Ft.,
        i. Excludes the Fireside Kitchen areas, their support spaces , the 140 office suite, the bookstore, the entire second floor besides the hallway, restrooms and room 200.
    e. Dana Center, 46,319 Sq Ft
        i. Excludes the unfinished storage areas
    f. Fire Science/Law Enforcement Building, 22,504 Sq Ft.,
        i. Excludes the TPD office suite (rooms 172-183), 109-114, 120-122, 133-134, 145, 147 and 137.
    g. Fire Training Simulator Building (Center for Emergency Preparedness), 10,185 Sq Ft.,
        i. Excludes the burn tower (127-13) and the high-bay
            - 13,588 Sq Ft high-bay Swept Bi-weekly
            - 13,588 Sq Ft high-bay Scrubbed Bi-monthly
    h. Founders Hall,25,534 Sq Ft.,
    i. Health Technologies Building, 42,184 Sq Ft.,
    j. Heritage Hall, 78,788 Sq Ft.,
        i. Excludes 104A, 133A, 146A,
    k. Industrial Engineering Technologies Building, 38,146 Sq Ft.,
        i. Excludes 129 and 160
    l. Veterans Hall, 14,279 Sq Ft.,
    m. Transportation Technologies Building, 28,072 Sq Ft
        i. Excludes everything all the hard labs (refer to map)
    n. Welding Center 1,730 Sq Ft.,
        i. Excludes everything but restrooms and classrooms.

B. Findlay Campus
    a. Child Care Center, 4,789 Sq Ft
        i. Excludes 111,113 and 119.
    b. Education Center, 89,773 Sq Ft
        i. Excludes rooms 19, 38, 41, 47, 49, 51, 53 and 136
    c. Community Education and Wellness Center, 17,619 Sq Ft.,
        i. Excludes 125, 127, 107 and 108.

Appendix B – Daily Cleaning Service

Classrooms / Labs / Computer Labs

Fully serviced and cleaned every night.

Clean/wash and re-supply chalkboards. Make sure each board in front of the room has two erasers and three to four pieces of chalk. Discard pieces of chalk less than one inch in length. To clean the board surface, use a large sponge with fresh, clean and clear water to wet the sponge and the surface to loosen and pick up the chalk residue. Use a squeegee to take long and straight strokes across the entire horizontal length of the board and there should be no streaks showing when the surface dries. Excess water and chalk dust that has accumulated in the chalk trays must be removed. Clean any spillage of chalk water from all wall and floor surfaces.

Clean and re-supply white boards. Make sure each board in front of the room has two erasers. Erase as much of the whiteboard as possible with a whiteboard eraser without scratching the marking surface of the board. Spray a mist of Expo dry erase board cleaner on the surface of the whiteboard. Using a soft terrycloth or microfiber towel wipe the whiteboard in a circular motion until the whiteboard is cleaned. If ghosting or staining remains apply whiteboard conditioner with a soft terrycloth or microfiber towel. When conditioner dries, buff the whiteboard surface until all remaining conditioner is removed.

Empty pencil sharpeners, waste and recycling containers and check and/or replace liners if soiled.

Desks, tables, lecterns, chairs and other surfaces need dusted, washed and dried with a clean rag nightly. Tables and desks need to be streak free. Also remove graffiti from all surfaces nightly and report to Facilities if it cannot be removed.

Vacuum, dust, mop or wet mop to remove all dirt, dust, ice melting chemicals, debris and spillage from the entire floor area. Empty vacuum dust bin and remove excess dirt from cloth vacuum bags daily.

Align chairs and tables.

Wash or spot clean walls as necessary to remove unsightly marks, dirt, smudges, dust and graffiti.

Report lighting issues to the Custodial Supervisor.

Clean sinks and restock dispensers with paper towels, hand sanitizer and hand soap.

Inspect and spot clean soiled carpet nightly.

Clean computer tables nightly.

Inspect and clean all glass areas for smudges, fingerprints, marks, etc., nightly.

Closets / Storage Areas

All mop buckets are to be emptied and rinsed out before being stored.

Rinse and wring dry all mops before storing.

Custodial carts are to be clean and tidy before being stored. Their waste compartments are to be lined with suitable liners as needed.

The floor is to be swept and all trash is to be removed to the dumpster at the end of each work shift.

Wet mop floor.

Conference Rooms / Meeting Rooms

Clean and dust all surfaces. Conference table should be streak free.

Vacuum entire carpet area to remove all dirt, dust, debris nightly.

Clean, condition, wash and re-supply chalkboards and white boards according to directions under Classrooms/Auditorium Labs/Computer Labs.

Empty pencil sharpeners, waste and recycling containers and check and/or replace liners if soiled.

Align tables and chairs.

Remove all fingerprints and streaks from all surfaces. NOTE: Special attention is needed on all conference tables. They should be washed and dried so there are no streaks.

Report lighting issues to the Custodial Supervisor.

Inspect and spot clean soiled carpet nightly.

Elevators

Cars, doors and call buttons are to be kept clean and free of all handprints, smudges, graffiti and other types of soil.

Use portable vacuum cleaner with a sharp instrument to loosen and clean dirt or debris in corners of the floor of the car, door tracks, and the elevator entrances doors on each floor.

Sweep or wet mop floors to remove all dirt, dust, debris, ice melting chemicals or spillage.

Report lighting issues to the Custodial Supervisor.

Lobbies / Entrances / Corridors / Atriums

Move walk off mats, sweep or dust mop.

Empty waste and recycling containers inside and outside within 20 feet of each building.

Sweep, vacuum, dust mop all floors and rubber vestibule mats. Do not wax rubber tile in the vestibule of each building. Vacuum all walk off mats.

Wet mop or damp mop to remove all spillage, soilage and ice melting chemicals.

Walk off mats are to be swept daily and cleaned appropriately weekly.

Clean tables, chairs and furniture. Straighten as needed.

Report lighting issues to the Custodial Supervisor.

Carefully clean and sanitize drinking fountains, including the cabinet body. They are to be free of all film, grease, spots, streaks and odors.

Sweep concrete and brick areas twenty-five (25) feet out (all directions) from each entrance way of the building perimeters to keep all dirt and debris from being tracked into the buildings. Make sure trash is collected and removed from waste receptacles. Contractor is responsible for the concrete trash containers twenty-five (25) feet out (all directions) from the building entrances.

Locker Rooms and Restrooms

NOTE: This full service is to be completed in every locker room/restroom and must be carefully cleaned, sanitized and stocked every night. The Contractor may be assessed a fine up to $250 per occurrence for failure to clean restrooms per specifications.

Empty trash, check and replace liners in waste containers and clean.

Clean and sanitize the entire surface (inside and out) of each sink, toilet and urinal. They are to be washed with a proper solution of water and an approved non-acid cleaning agent or detergent. No rust or encrustation may remain. Splash wall around and behind sinks to be cleaned as well.

Faucets, flush valves, plumbing pipes, toilet fixtures and dispensers are to be thoroughly cleaned and dried.

Wash all partitions and dividers.

Remove all graffiti as well as other spots or soilage.

Clean and polish mirrors and chromium fixtures.

Re-supply all soap, hand sanitizers, paper, and toilet paper dispensers. (Do not leave extra quantities of loose supplies in restrooms)

Sweep floors, taking care to remove dust, dirt and small debris from corners and underneath toilet fixtures.

Wet mop and scrub floor with warm water and a neutral disinfectant solution. Do not use scouring powder.

Covers of all floor drains must be kept clean and free of obstructions and corrosion.

Report lighting issues to the Custodial Supervisor.

Keep supply and exhaust air vents clean of all dust and dirt.

Keep door vents in restrooms free of dust and debris. Polish kick plates.

Refill toilet seat cover dispenser.

Replace dirty sanitary wax bags and clean containers.

Wipe down and sanitize handles of locker room lockers.

Shower areas are to be sanitized daily. Shower walls and fixtures should be clean of all soap scum. Keep drain covers clear of hair.

NOTE: Unsightly and unsanitary build-up of dirt and stains around the perimeter of restrooms and below or behind toilet bowls is not acceptable. Care must be taken to clean the corners and perimeters of the room as to prevent a build-up of dirt, debris and dark or black marks. Do not use the same toilet swab to clean the sinks that was used to clean the toilets.

Lounges (faculty, staff and public)

Empty pencil sharpeners, waste and recycling containers and check and/or replace liners if soiled.

Clean and dust televisions, tables, chairs, windowsills, couches (under cushions). Sweep or dust under mats and furniture.

Vacuum, dust or wet mop floor surfaces to remove all dirt, dust, debris and ice melting chemicals.

Clean and disinfect sink and wall around sink. Restock paper towels, hand sanitizers and hand soap.

Report lighting issues to the Custodial Supervisor.

Inspect and spot clean soiled carpet areas nightly.

Receiving and Dock Areas

Place all trash in designated dumpsters and recycling bins. Do not put loose trash on the floor. All trash is to be transported throughout the building in carts. Keep carts clean and free of odors at all times.

Dust or wet mop floors and vacuum mats.

Do Not remove recycling materials from campus (i.e. soda cans).

Reception / Office Areas

Empty pencil sharpeners, waste and recycling containers and check and/or replace liners if soiled.

Clean and dust surfaces such as desks, tables, chairs window sills, and file cabinets.

Vacuum to remove all dirt, dust and debris.

Report lighting issues to the Custodial Supervisor.

Inspect and clean all glass areas for smudges, fingerprints, marks etc., nightly.

Inspect and spot clean soiled carpet areas nightly

Stairs /Staircases

Sweep and wet mop all stair treads and landings with fresh, clean water and a neutral cleaner water solution to remove dirt, debris and ice melting chemicals. Use light scrub brush in grooves or rubber to loosen dirt.

Damp wipe handrails, risers, etc., to remove dirt and dust with a clean rag.

Remove all spillage and chewing gum nightly.

Vending Areas and Kitchens

Clean chairs and table tops.

Empty waste and recycling containers and check and/or replace liners if soiled.

Clean the sides and tops of waste containers and the walls near them.

Report lighting issues to the Custodial Supervisor.

Dust mop floor.

Wet mop entire floor area to remove all spillage, dirt, debris and ice melting

chemicals.

Appendix C – Weekly, End of Semester and Annual Cleaning

Weekly Cleaning

Dusting. Use commercial/industrial dusting cloths to remove dust from furniture, fixtures, ledges, sills, picture frames and all other low horizontal surfaces. Dust only after all buffing for the week has been completed. NOTE: Office areas must be given special attention and be kept free of dust.

Spot wash walls, interior doors and frames, light switches, corridor walls, etc .

Vacuum upholstered chairs and spot clean if soiled. Vinyl furniture should be washed with an approved cleaner.

Burnish or spray buff all appropriate public or common areas such as corridors, lobbies, vending area and atria. Spot clean carpet as needed.

Apply new finish to floor, as directed by the Custodial Supervisor, to present an attractive and easy to clean, shine or luster.

Wash inside trash and recycling containers.

Clean walk off mats by using one or more of the approved cleaning methods.

Mix disinfectant solution and pour one-half gallon down each restroom and locker room floor drain.

Clean all glass entrance and vestibule doors and associated entrance glass.

End of Semester / Holiday Break Cleaning

Reminder: These dates are to be determined by the College.

Clean all desks, table arms, carrels, tables and chairs. Use approved products to wash and remove graffiti. Remove chewing gum from under all surfaces. Do not use abrasive cleaners. Clean upholstered furniture as needed.

Remove all insects from light fixtures that can be reached safely from under a six-foot step ladder.

Clean/dust all cabinets and cases, clocks, pencil sharpeners, coat racks, blinds, exit signs, safety lighting, fire extinguishers and boxes, fire hose cabinets and any other wall mounted items.

Clean only items that can be reached with a six-foot step ladder.

Dust tops of doors, door and window frames, light fixtures, cabinets, cases, etc,. in corridors and doors, bells , bell housings, clocks, safety (emergency) lights, exit signs, pipes, ductwork, projectors, etc.

Restrooms should be washed down from top to bottom with a non-acid cleaner. This includes stalls, fixtures, trash receptacles, heaters, mirrors and light fixtures. Ensure that all graffiti is removed and the grout in the tile is clean. Floors should be stripped and rinsed. Special care should be taken to ensure all wax is removed from corners and along base areas. Refinish floors with three (3) coats of finish where applicable. Do not leave finish residue on walls or bases.

Clean all vents, registers, unit ventilators, return air grills, etc.

Clean all doors, door frames, chalk boards, white boards, projection screen housings and any other wall mounted items that can be safely reached with from a six-foot step ladder.

The Job Manager and/or the Contract Supervisor must inform the Custodial Supervisor in writing when the end of semester cleaning of an area is completed and ready for inspection. During the inspection process, if any items are not up to campus specifications the entire area will be considered not finished and the Vendor will not be permitted to proceed with the schedule until such time as these items are re-inspected and approved by the Custodial Supervisor.

Reminder: It is important that end of semester cleaning be done per the schedule established by the College.

Annual cleaning

Refinish hard surface floors

Annual resurfacing of all appropriate hard surface floors in each assigned building based on definitions provided in Appendix E - Floor Care. The Custodial Supervisor in conjunction with the Job Manager will determine appropriate refinishing process to be used in each area.

Carpet Cleaning

Annual cleaning of all appropriate carpeted classrooms, labs, corridors, vestibules, lobbies, reception areas, etc. in each assigned building based on the definitions provided in Appendix E- Floor Care.

Rubber Floor Treatment

Annual treatment of rubber floor surfaces using the appropriate deep scrub solvent and rubber treatment wax based on the definitions provided in Appendix E- Floor Care.

Appendix D – General Cleaning Definitions

Be advised that for purposes of the foregoing proposal and/or Contract document, the College offers and intends these definitions for the following terms as they apply to custodial work in the campus buildings.

Clean and Shampoo Upholstered Furniture

- Furniture must be vacuumed first.
- Dry foam with extraction, hand scrubbing with extractor or an injection/extraction system can be used.

Dust

- Remove dust from all furniture, fixtures, ledges, sills, picture frames and other low horizontal surfaces.

High Dusting

- Dust tops of all doors, frames, light fixtures, cabinets, pictures, vending machines, cases, bell housings clocks, safety lights, pipes, duct work, etc.

Spot Wash

- All walls, interior doors and frames, light switches, etc.

Dust Mop

- Use a serviceable treated dust mop on all hard or resilient floor surfaces. Dust mops are to be vacuumed or combed to remove excess or loose soilage at the end of the very work shift. Dust mop must be kept in approved locations and hung up away from sinks and shower areas. Do not put dust mops in custodial sinks

Wet Mop

- When there is a heavy buildup of dried soil adhering to a floor surface, scrubbing with a dampened mop head takes too much time and energy and exposes the mop head to unnecessary wear. Instead, use the mop head to apply a heavy detergent solution directly from the bucket to the floor. Agitate the solution on the surface with the mop head to allow it to soak into the buildup. After a few minutes, pick up as much of the dirty solution as the mop will hold and launder it in the bucket. Press it out well and do another pickup.
- All wet mops are to be rinsed, squeezed as dry as possible, and hung up in the proper place at the end of each work shift.

Spillage

- Wet or damp mop to remove all spillage throughout the building.

Appendix D – General Cleaning Definitions

Waste Material

- Empty all wastebaskets and only replace soiled unsightly liners. Take all trash to designated areas.
- Do not put waste materials being discarded on any floor surface.

Glass Care and Schedule

- Glass care includes all entrances, interior glass in assigned areas, exterior glass, door glass, sidelights, transoms, large plate glass windows, showcases and mirrors. At least once a week all glass entrances and vestibule doors and associated entrance glass (both sides of glass) shall be cleaned by using a window cleaning solution that is brushed on the glass and squeezed off. Wet mop excess water on floor and ledges. Using spray bottles or aerosol cans of window cleaner cannot clean large areas of glass properly or quickly. Therefore, contract employees must be trained to use window cleaning equipment.
- All glass cleaning must be scheduled in advance with the Custodial Supervisor.

White Board Cleaning

- Erase as much ink off the whiteboard as possible with a whiteboard eraser without scratching the marking surface of the board.
- Spray a mist of Glance, or products similar to glance, dry erase board cleaner on the surface of the whiteboard.
- Using a soft, terrycloth or microfiber towel, wipe the whiteboard in circular motions until the whiteboard is cleaned.
- If ghosting or staining remains, apply whiteboard conditioner with a soft terrycloth or microfiber towel. When conditioner dries, buff the whiteboard surface until all remaining conditioner is removed.
- Glance, or products similar to glance, should be used nightly and Expo should be used monthly.

Appendix E – Floor Care

Be advised that for purposes of the foregoing proposal and/or Contract document, the College offers and intends these definitions for the following terms as they apply to caring for and refinishing floors in the campus buildings.

Heavy/Deep Stripping and Re-Coating
NOTE: Floors in poor condition or with a heavy build-up of finish.

- Sweep to remove dirt and debris from floor
- Use a solution of hot water and a commercial stripping agent to dissolve and loosen heavy spillage and old finish.
- Lay the stripping solution of the floor with a mop. Apply as in "flood" or "wet" mopping.
- Allow the solution to rest on the floor for five (5) to ten (10) minutes in order for the chemicals to work.
- Use a rotary floor machine and a stripping pad to scrub that portion of the floor that has been wet.
- Use a wet vacuum to pick up the dirty solution. (DO NOT ALLOW THE SOLUTION TO DRY ON THE FLOOR)
- Use clear water and a clean mop to "flood" mop over the stripped area.
- Use a wet vacuum to pick up the mop water.
- Floor should be clean of all dust, dirt, debris and ice melting chemicals before waxing. Use a clean mop and separate bucket to wet mop the area with a solution of clean water and an approved neutralizing agent. (These procedures must be followed in rapid succession to achieve acceptable results)
- Allow the floor to dry completely.
- DO NOT GET FLOOR FINISH ON WALLS, DOORS, FURNITURE AND COVE BASE.
- Use a NEW or FRESH synthetic mop to apply at least three (3) thin coats of an approved floor finish that is specifically formulated to apply over the seal used. The Custodial Supervisor will indicate the number of coats needed.
- Buff to acceptable gloss after recommended curing time.
- NOTE: Wax to be used will be a high solid content approved finish.

Machine Scrub, Mop and Re-Coat
NOTE: Floors must be in reasonably good condition with fairly good finish remaining.

- Sweep and dust mop to remove dirt, dust and debris.
- Scrub the floor with clean cold water. Use and automatic floor machine, a rotary unit, or a mop.
- Allow floor to dry completely
- Mop on new light coats or approved floor finish.
- Buffing after curing will enhance appearance and prolong life of finish.

Spray Buffing
NOTE: Floors in good to excellent condition with good finish remaining.

A hi-speed rotary floor machine (minimum RPM 1000) is to be used.
This is the newest, faster, most fool-proof and also perhaps the least expensive of all ways to enhance and add life to a reasonably good floor surface with good finish remaining. With proper daily

maintenance of floors and regular use of this system, stripping may be eliminated and re-coating is a breeze.

Procedure:

- Dust and damp mop floor.
- Use a rotary floor machine and a red (medium) pad.
- Spray the product lightly ahead of the machine.
- Pass the machine once across the product mist and then return back along the same line.
- Overlap and repeat this step until you have covered the entire floor. Be sure to flip pad over when it becomes loaded. Change pads when both sides have been used.
- Use a tan or white pad and a hi-speed rotary floor machine to buff or burnish the area to a deep or high gloss.
- Dust mop lightly to remove any chalking of finish.
- The floor is now finished; nothing more is required. The Vendor may wish to apply new coats of finish. If two (2) new coats of finished are applied now, the floor should not need stripping again for two (2) to three (3) years.
- Damaged spots or heavy traffic lanes can be 'spotted in' with a little care and feathered out so as to be unnoticeable. Contact any reputable custodial supply company for information and demonstrations.

Clean and Shampoo Carpets and Carpet Mats

NOTE: All carpets must be vacuumed before and after the cleaning procedure.

Methods approved by the College are:

- Rotary Shampoo – extract system
- Injection or extraction will only be approved when an approved carpet cleaning solution is sprayed on the carpet first.

Spot Carpet Cleaning

Products specifically designed for this purpose must be used. They must be in the original containers so that the manufacturer's directions can be read and followed by the operator.

These products are to be carried by the by the contract employees using the vacuum cleaners. They should also have clean cloths and other necessary materials to complete the spot removing task.

For fresh spots or spillage:

- Blot up spillage with a clean cloth or pick up with vacuum equipment using appropriate attachment tool
- Use spot removing material as per product instructions.
- Leave a note describing the nature of the spot, the steps that were taken to remove it, and it's exact location in the Contract Book.
- Remove all spots daily.

Carpet Care

- Vacuum thoroughly all carpeted areas.

Appendix E – Floor Care

- Remove paper clips, staples, gum, etc.
- Use heavy-duty vacuum equipment and a crevice tool to clean carpets close to walls, partitions and furnishings to remove and prevent an unsightly build-up of dirt, dust and small debris.
- Use care to clean behind doors, under and behind desks and underneath desk-chair pads.
- Remove staples and paper clips.

Appendix F – Contractor Furnished Equipment and Supplies

Prior to use at the College the Director of Facilities Services must approve all equipment and supplies. Under all circumstances the equipment and supplies will be maintained in good condition and neatly stored in appropriate areas. The storage of same equipment and supplies will be arranged with the Custodial Supervisor.

The Contractor shall provide the following equipment and supplies:

- Commercial/industrial rated wet/dry vacuum units. Complete with hoses, wands, dust filters and adapters for wet/dry pick-ups.
- Commercial/industrial rated rotary floor machines for scrubbing floors and cleaning carpet.
- Commercial/industrial rated rotary floor machines (1500-2000 RPM) specifically designed and recommended for spray buffing/burnishing of floors and floor finishes.
- Commercial/industrial battery powered automatic floor scrubber. Unit has a solution tank, a recovery tank, power driven brushes, squeegee and vacuum pic-up. Supply and recovery tanks must be emptied after each use.
- Floor pads: spray buff (red), scrub (blue), hi-speed polish (tan), stripping (black or brown), polishing (white).
- Commercial/industrial upright vacuum cleaners with beater bar brush and top fill features.
- Commercial/industrial tank and/or back pack vacuum cleaners with attachments.
- Commercial/industrial rated carpet cleaning unit with a power head that injects cleaning solutions, power agitates carpet and extracts the dirty cleaning solution.
- Brooms, brushes, rags, window cleaning equipment, rubber gloves and putty knives.
- Commercial/industrial carpet shampoo, spotters, extractor cleaner and chewing gum remover.
- At least one (1), six-foot step ladder per building.
- Biohazard clean up kits, approved by OSHA, in each building
- Complete set of mops, buckets and wringers.
- Custodial carts: units that are small enough for maneuverability but large enough to carry all necessary custodial equipment and supplies, including mop, wringer bucket, paper supplies, cleaners/detergents, dust mop and some means to carry waste/trash.
- Fresh, professionally treated dust mops.
- Floor finish, stripper and spray buff products.
- Non-acid cleaner, glass cleaner, general degreaser, liquid scouring cleaner, all-purpose cleaner, neutral floor cleaner and ammonia.
- Toilet bowl swabs, plastic spray bottles, sponges, wet mops, squeegees and plastic buckets.

Rubber or plastic bumpers are to be kept in place on equipment in order to provide protection to walls, furniture, etc.

All equipment must be returned to the original storage rooms daily and stored in a clean and orderly manner. Empty all vacuum cleaners and remove excess dust from cloth bags prior to storage. All cleaning supplies, chemicals, cleaners, detergents, sealants, floor finishes, sanitizing agents, etc., must be kept in the manufacturer's original container. Material Safety Data Sheets (MSDS) for all chemicals provided by Contractor's company must be on site and in a labeled notebook.

Contractor employees must practice all reasonable and commonly accepted energy conservation measures such as turning off all unnecessary lighting and closing/securing all exterior doors.

Appendix G –Service Pricing

Additional pricing is requested on the following:

Additional Window cleaning (not included in the base price)

Annual glass cleaning of all glass (interior and exterior) in each assigned building on the first and second floors. Please price per building.

Appendix H – Special Conditions and Rights

Type of Personnel Provided by Contractor

Job Manager

The Job Manager is responsible for the completion and the quality of the specified work. They are also responsible for furnishing all required information and job-related data to the Custodial Supervisor. The Job Manager is responsible for sexual harassment training of supervisors and custodians. The Job Manager or representative will meet with the Custodial Supervisor on a weekly basis. They also serve as the liaison between the Contractor and the College. Conflicts arising between the Contractor's supervisor and the Custodial Supervisor will be discussed with the Job Manager. The Job Manager will ensure that all custodial personnel are trained in the proper use of equipment and chemicals.

Supervisors

The Contractor is to provide supervisors on the work site during the hours when the work is scheduled to be done. They are to directly supervise and check the work of the custodians and to communicate with the Custodial Supervisor concerning the progress of, or any problems associated with, the cleaning of the assigned areas. They will be responsible for making entries into the Contract Book (see Contract Book section). Supervisors will do daily inspections of all contracted areas, before leaving the campus, to ensure tasks are completed according to the specifications, lights are turned off and areas/buildings secure.

Custodial Personnel

The Contractor is to provide a minimum of 18-21 trained and competent custodial employees each night. All employees are to have the benefit of at least one full work shift of orientation at the work site. During orientation they are to be directly instructed in their assigned duties by the Contractor's supervisor(s).

All contract employees are required to have training provided by the Contractor in the cleaning of restrooms, classrooms, offices, labs, hard floor surfaces, carpeting, use of cleaning equipment and chemicals, etc.

Contracted employees must be trained and receive instructional materials for understanding and compliance with Safety Data Sheets (SDS) for all chemicals used by the Contractor while executing this contract. The contracted employees must also understand the Contractor's labeling system for all chemicals.

The College reserves the right to perform additional background checks and annual drug tests on Contractor's personnel, which may include, but is not limited to, MVR records, FBI checks, and BCI checks (fingerprinting). The College reserves the right to perform background checks on Contractor's personnel every January, or when a new employee begins at the College. The College reserves the right to dismiss any current employee of the Contractor if the background check ascertains that the College has a risk with the Contractor's employee.

Contractor employees must practice all reasonable and commonly accepted energy conservation measures such as turning off all unnecessary lighting and closing/securing all exterior doors.

Neither the Contractor, nor any of the employees, shall perform any work at the College other than work described herein.

Any special/extra charge work that is to be done or is requested to be done by any College employee must be referred to the Custodial Supervisor for written approval and scheduling. If a fee is to be assessed on the additional or special work, the Contractor must submit the fee in writing to the Director of Facilities Services for approval prior to commencement of the additional or special work. The Contractor is specifically directed not to solicit or accept offers to perform work in or about a building that is not included in the agreement.

Director of Facilities and Construction

The execution of the contract is the responsibility of the Director Facilities and Construction.

The supervision of the performance of this contract is the responsibility of the Director Facilities and Construction in the absence of the Custodial Supervisor.

Requirements of the contract may be revoked, altered or waived on written notice by the Director Facilities and Construction upon the recommendation of the Custodial Supervisor.

Custodial Supervisor

The Custodial Supervisor will be assigned by the Director Facilities and Construction to inspect, accept or reject work performed by the Contractor's personnel. The Director Facilities and Construction and the Custodial Supervisor will work jointly to evaluate the compliance of this contract.

The Custodial Supervisor will decide any and all questions, which may arise as to the quality and acceptability of materials furnished and work performed, and as to the manner of performance and rate of progress of the work. The Custodial Supervisor, in consultation with the Director Facilities and Construction, will decide all the questions that may arise concerning interpretation of the cleaning specifications.

The Custodial Supervisor will not directly supervise or otherwise interfere with the work of the Contractor's employees. He or she will not work for, or perform any duties of any kind for or at the direction of the Contractor. The Custodial Supervisor will meet weekly with the Job Manager or the Contractor's representative to discuss the cleaning status of the campus. The Custodial Supervisor will determine day and time.

Commencement and Prosecution of Work

If the Contractor fails to maintain the approved progress of the schedule or if in the judgment of the Director of Facilities Services the Contractor's work procedures are not adequate to assure completion of the work per the allotted schedule, the Director Facilities and Construction may direct the Contractor at no

additional cost to the College to work overtime or revise their procedures to ensure completion of the work within the time limits set forth in the cleaning specifications.

Employment of College Employees

In accordance with Ohio Revised Code Section 2912.42 that stated the Contractor shall not be permitted to utilize any current employee(s) of Owens State Community College in fulfillment of the resulting agreement. Further, if the College determines that the Contractor is utilizing any of its current employees in fulfillment of Contractor's obligations under this agreement, the resulting agreement may be terminated without penalty to the College.

Uniforms

Contractor will ensure employees wear proper attire and footwear. Unacceptable attire includes, but is not limited to, cutoffs, sweatpants, tank tops, tube/halter tops, etc. Identification badges with company and employee name must be furnished by the Contractor and worn by each employee while on campus.

Parking for Employees

All parking for Contractor employees will be in existing parking lots. During inclement weather conditions, contract employees may be asked to move their vehicles to a different location on campus.

Materials Supplied by the College

The College will provide the supplies listed in sections 2.1 College Furnished Custodial Supplies of the RFP. The Custodial Supervisor in conjunction with the Job Manager will establish procedures for efficient restocking of needed supplies on a weekly basis. The Contractor is not to remove any College equipment or supplies from campus buildings unless specifically directed to do so by the Director of Facilities Services or Custodial Supervisor.

Please be sure to anticipate supply needs as to avoid last minute requests and possible delivery delays.

Holidays

Contractor shall not be required to work on the following holidays: Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Break (3 days), Christmas Eve and Christmas Day through New Year's Day. Contractor can request, if they desire, to work these days by requesting the project in writing to the Director Facilities and Construction and receiving written approval prior to the holiday requested. Holidays are subject to change and the Contractor will be notified if this occurs.

Unexpected College Closure

Contractor shall not be required to work on days of unexpected closure by the College due to unforeseen circumstances. Contractor may desire to work these days and is required to notify the Custodial Supervisor and Security.

Reporting by Contractor Employees

Appendix H – Special Conditions and Rights

Supervisors are to note and report to the custodial supervisor any needed repairs to the building, its furnishings, fixtures, mechanical equipment, etc., within the area of the buildings covered by the agreement. They are also to be recorded in the Contract Book. Any item of critical or emergency nature is to be reported immediately upon discovery to the Department of Public Safety/Police Department at extension 7575, and notify the Custodial Supervisor.

Key Procedures

The Contractor is required to furnish an approved key safe to manage keys. The cost, installation and maintenance of the key safe shall be the responsibility of the Contractor.

Keys will be signed out to the Contractor for approved contract employees. Contractor will distribute all keys at the beginning of each shift and will collect all keys at the end of each shift. No Contractor assigned keys are to be removed from campuses, except those assigned to the Job Manger and/or supervisors.

All misplaced, lost or stolen keys are to be reported immediately to the Custodial Supervisor.

The Contractor must produce all keys for inventory at the request of the Director of Facilities Services.

If keys are lost or missing, the Contractor and the Supervisor is the make a thorough search of the building, check each employee, and check dumpster contents. A $100.00 service charge will be assessed to the Contractor for each key that is lost. In addition, the College may deem in necessary to re-key all or part of the locks in the building(s) and change to the Contractor. Keys will be considered lost after ten (10) working days.

Smoking Policy

Smoking is not permitted in any of the College's buildings or in any area designated as no smoking pursuant to Ohio Revised Code 3794.05. Effective January 1, 2016, the College will be considered non-smoking/vapor and tobacco free across all campus property. Appendix L – Smoke Free and Tobacco Free College Policy is effective January 1, 2016.

Contract Book

Contractor must maintain and update a Contract Book daily. Data to be complied included, but not limited to: attendance, employee roster (changes), incident reports, any additional information that may be pertinent. The compiling of data will be neat and legible. The Contract Book will be located in a mutually agreed upon location on campus. Any falsification of information furnished by the Contractor or his authorized agent may result in termination of the agreement. (Notation of discussions between the Contract Supervisor and the Custodial Supervisor will be part of the Contract Book)

Work Shifts

The Custodial Supervisor in cooperation with the Director Facilities and Construction will determine the starting time for all work shifts. The Contractor will provide service at the convenience of the College so as not to interfere with occupants, classes, meetings, etc. Hours of service may be adjusted depending

the usage of the building(s). The Custodial Supervisor will schedule these hours. There will be no additional payment to the Contractor in excess of the monthly invoice for services performed after scheduled meetings, classes, conferences, etc. The Custodial Supervisor will advise the Job Manager or designated representative of any rooms or areas that cannot be serviced. In the event of a possible closing or the restriction of hours by the College (i.e. severe weather), it is the responsibility of the Contractor to check with the Director Facilities and Construction to see if the custodial services are to be provided.

Contract personnel are required to leave the building(s) by way of a designated door and under direct supervision of the supervisors.

Reports – Records

The Contractor agrees to furnish copies of payroll records of all personnel assigned upon request by the College.

The Contractor is to notify the Director Facilities and Construction in writing of all employees dismissed for disciplinary reasons. Include full name and the reason for dismissal.

The Contractor is required to furnish an approved time clock and time cards, or other approved method, to record the working hours of all contract employees. The time clock must show correct time and date. The cost, installation and maintenance of the time clock shall be the responsibility of the Contractor.

Replacement of Personnel

It shall be the responsibility of the Contractor to replace all vacationing and absent employees during their scheduled work shift so as to maintain cleaning continuity. Cleaning requirements shall not suffer during times of personnel shortages.

Approval of Equipment

Cleaning equipment must be in good condition at all times. The appearance, cleanliness and suitability for the job of all equipment must be acceptable to the Director Facilities and Construction. Equipment, which is improperly maintained or found to be causing damage to the building surfaces or furnishings for any reason shall be subject to automatic removal by the Director Facilities and Construction.

All cleaning supplies, chemicals, cleaners, detergents, sealants, floor finishes, sanitizing agents, etc., must be kept in the manufacturer's original container. Material Safety Data Sheets (MSDS) for all chemicals provided by the Contractor's company must be on site and in a labeled notebook.

Building Inspection

The Contractor or his representative and the Custodial Supervisor will tour the buildings as requested by the Director Facilities and Construction to ensure contract compliance and performance. The representative of the Contractor must be a supervisor directly or indirectly controlling contracted employees working on campus. Noted discrepancies must be corrected within one working day after inspection. The Custodial Supervisor will schedule any necessary re-inspection. Areas not corrected, may be assessed monetary penalties.

Appendix H – Special Conditions and Rights

Contract supervisors will do daily inspections of all contracted areas before leaving campus to ensure tasks are completed according to the specifications, lights are turned off and areas/building(s) are secure.

Custodial Storage Space

The Contractor shall store supplies and equipment in storage areas and custodial closets designated by the Custodial Supervisor.

The Contractor is to keep these areas orderly and clean at all times. Wet mops are to be rinsed clean, wrung dry as much as possible and hung up. Mop buckets are to be emptied and rinsed out whenever they are not in use. All applicable State and Federal Fire and Safety regulations must be met at all times.

Harassment Policy

The College harassment policy does not and will not tolerate harassment of its employees or students. The College recognizes all employees should be able to work in security and dignity and should not have to endure insulting, degrading or objectionable treatment. Any individual who files a complaint or participates in investigations shall be protected from any form of retaliation arising out of the filing of the complaint or participating in the investigation. Appendix K includes the College's policy, procedures and form.

Appendix I– General Guidelines for Contractor Employees

The Contractor is to furnish copies of the below Do's and Don'ts to all employees when hired. It is also the responsibility of the Vendor to ensure that all employees understand this information.

General Guidelines for Contract Personnel

- Report emergency situations, such as fire or personal injury, by calling the Department of Public Safety at extension 7575 from any campus telephone.
- Individual radios are permitted as long as the volume is reasonably maintained.
- Report maintenance problems, fumes, gases, water leaks, flooding or power outages, etc. to the Custodial Supervisor.
- Report suspicious persons, acts of vandalism or thefts to the Department of Public Safety at extension 7575 from any campus telephone.
- Report door lock problems that affect overnight security to the Custodial Supervisor and list them in the Contract Book. Give clear and accurate descriptions of problems and exact locations.
- Report faulty or inoperative toilet fixtures, loose toilet seats, elevators, lights, inside doors, etc., to the Custodial Supervisor and list them in the Contract Book.
- Turn in 'found' personal items to the Custodial Supervisor. Do not place any found items in a janitorial closet. Found items must be listed in the Contract Book.
- Check the security of the building before you leave. Turn off all unnecessary lights in corridors, offices, restrooms, classrooms, labs, etc.
- Use vending areas or an area designated by the Custodial Supervisor for lunch and break periods. (Please clean area after use)
- Campus telephones are NOT to be used for personal business. Campus telephones can only be used to report emergency situations.
- Do not violate the College's smoking policy.
- Do not use offices, office equipment or supplies.
- Do not use campus telephones, radios, televisions or computers.
- Do not rest or take breaks inside any office, lab, conference room or reception area.
- Do not invite or otherwise entertain friends or relatives on the work site before/during/after your scheduled work time.
- Do not bring television sets or any other video devices into any building.
- Do not disturb any items, materials, supplies, tools or instruments sitting on or around lab benches and tables.
- Do not unlock or open more than the one room you are servicing. Lock that door before proceeding to the next room.
- Never leave a secure area unlocked unless you are present. Always re-lock and secure the area if you need to leave for any reason.
- Do not use paper towels that are furnished by the campus as cleaning rags.
- DO NOT LEND YOUR KEYS TO ANYONE.
- Do not unlock doors for students, staff or occupants.
- Do not leave key(s) hanging in locks, janitor closets or laying on custodial carts.
- Do not take your keys off campus property.
- Do not throw away any material unless it is in a known waste container OR is clearly marked "TRASH". If there is any doubt – DO NOT REMOVE IT – have the situation clarified by the Custodial Supervisor

- Do not remove keys for paper/soap dispenser and or/or toilet paper dispenser from keyrings.
- Do not exchange notes or other written communications with building occupants.
- Do not put trash on any floor surface. Put trash in carts and remove from the building to the dumpster.

Appendix J – Communication Procedures

The intention of these procedures are to standardize communication between the College and Contractor for non-compliance, probation, termination and default resulting in termination.

Non- Compliance
The Custodial Supervisor and/or the Director Facilities and Construction may initiate the Notice of Non-Compliance form listing the pertinent information and to include documented previous warnings. The Director Facilities and Construction will verify the information listed by the Custodial Supervisor. The Contractor will furnish the College with a fax and phone number that can be used twenty-four (24) hours a day for immediate response and service when problems arise.

The Notice of Non-Compliance form will state the amount of time given to the Contractor to correct the noted discrepancies, except for problems in restroom areas, safety and security issues, which need to be corrected immediately upon notification from the Custodial Supervisor or Director Facilities and Construction.

A second Notice of Non-Compliance may be issued. Failure to correct the discrepancies noted on the second Notice of Non-Compliance within the stated amount of time will require that the Custodial Supervisor and/or Director Facilities and Construction initiate procedures to have the Contractor placed on probation.

Probation
The Contractor will, within the time specified in the letter of probation, correct all discrepancies that initiated the probation and maintain all other services in the cleaning specifications. A Contractor receiving two (2) letters of probation within a period of one year will be declared in default of the contract.

Termination
Upon receipt of the notice of default from the Procurement Department at Owens State Community College, termination of the contract by the College will be in effect.

Contractor's Recourse Procedure
A Contractor who believes a problem exists that cannot be resolved between the Contractor and the Custodial Supervisor has the following recourse:

- Provide the Director Facilities and Construction with a clear and concise written statement ofthe problem.
- Contractor will meet and discuss the problem with the Director Facilities and Construction.
- The Director Facilities and Construction will discuss the problem with the Custodial Supervisor.
- The Director Facilities and Construction will arrange a meeting with the Contractor and the Custodial Supervisor. The Director Facilities and Construction will provide the Contractor with a written decision pertinent to the problem presented by the Contractor. If the Contractor concurs with the decision given by the Director Facilities and Construction, the problem will be considered resolved. Should the Contractor disagree, and so state, the problem and decision will be submitted in writing to the Executive Director of Operations.
- The Executive Director of Operations will arrange a meeting to hear the Contractor's statement relative to the problem.
- The Executive Director of Operations will seek all pertinent information pertaining to the problem and the decision rendered by the Director Facilities and Construction.

- The Executive Director of Operations will render a decision for building services and inform all concerned.

Default By Vendor

The College may declare the Vendor in non-compliance, probation or default of the contract. The Vendor will be in immediate default and may be terminated for the following reasons:

- Falsification of reports and records.
- Failure to employ workers as employees and pay all applicable payroll taxes.
- Employing sub-vendors or self-employed individuals.
- The College may, in writing, require the Vendor to remove immediately from this assignment any employees deemed by the College (who has sole discretion) to be incompetent, careless or otherwise objectionable due to one or more of the following:
    - Neglect of Duty
    - Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions or fighting. Theft, vandalism, immoral conduct, questionable police checks or any criminal action.
    - Any acts which disrupt normal College procedures
    - Selling, consuming, possession or being under the influence of intoxicants, including alcohol or illegal substance while on assignment at the College.
- Blocking open exterior doors on any contracted building.
- Sexual Harassment
- Not keeping current contact name, phone number, fax number and email address (if applicable) current with the Director Facilities and Construction.

The Vendor may be placed on probation for any of the following reasons:

- Failure of the Vendor to complete the specified work within the scheduled time stated in the cleaning specifications.
- Failure of the Vendor to maintain satisfactory progress daily, weekly, biweekly, semester and annually.
- Failure to correct improper or poorly done work.
- Failure to furnish background checks and or accurate, timely and factual personnel records or data as required by the contract.
- Failure to furnish payroll records as requested.
- Failure to furnish and maintain the required equipment and supplies.
- Failure to furnish and maintain Material Safety Data Sheets.
- Failure to maintain standards of conduct. The Vendor is responsible for maintaining satisfactory standards of employee competency, conduct, appearance, honesty and integrity.
- Failure of the Vendor's Job Manager to meet with the Custodial Supervisor
- Violation of smoking policy.
- Driving vehicles on grass or sidewalks.

Termination by College

The College may at its sole discretion, terminate the contract at any time without any default on the part of the Vendor by giving written notice to the Vendor and his surety at least sixty (60) days prior to the effective date of the termination set forth in the notice.

Owens State Community College
Notice of Non-Compliance

Building(s)_____Date_____

You are in non-compliance with the following terms of this contract:

Personnel	_____	Contract Book Records	_____	Keys	_____
Staff	_____	Special Instructions	_____	Supplies	_____
Security	_____	Equipment	_____	Other	_____

Specified Service:

Daily	_____	End of Semester	_____
Weekly	_____	Additional Request	_____

Explanation of Non-Compliant Condition:

_____

_____

_____

_____

Previous Notices:

_____

_____

_____

_____

Failure to correct the above problems within the time specified may result in a probationary warning or termination of this contract.

Custodial Supervisor: _____

Director of Facilities Services: _____