



**Scope of Work
Custodial Management Services**

**University of Detroit Mercy
Detroit, Michigan**



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UNIVERSITY OF DETROIT MERCY CUSTODIAL SERVICES

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Cleaning Specification A

Academic Buildings – Classrooms (Labs), Public Offices, Private Offices, Student Union, & Administration Building (McNichols Campus & Law School)

| Procedure | Description | Frequency |
|---------------------------|--|--|
| Public Entrances Interior | <ul style="list-style-type: none"> • Spot clean glass doors. • Clean Entrance Floor area (dust mop and wet mop). • Vacuum walk-off mats. | Daily Daily Daily |
| Public Entrances Exterior | <ul style="list-style-type: none"> • Spot clean glass doors. <p><i>UDM personnel to clean exterior entrances, remove snow, and apply ice melt.</i></p> | Daily |
| High Dusting | <ul style="list-style-type: none"> • Dust all window frames, pictures, lighting fixtures, ventilation grills, and blinds. • All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. • Private offices. <p><i>Blinds and draperies to be professional cleaned by an outside contractor at the cost of the university annually.</i></p> | Weekly Bi-Weekly |
| Low Dusting | <ul style="list-style-type: none"> • Dust all desks, tables, bookcases, file cabinets, chairs, chair bases, window frames, window sills, pictures, baseboards, window blinds, and radiators. • All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. • Private offices. | Weekly Bi-weekly |
| Damp Wipe | <ul style="list-style-type: none"> • Damp wipe and sanitize telephones, plastic laminate tabletops, desks, and counters. <ul style="list-style-type: none"> • All classrooms, labs, lobbies, corridors, student lounges and public offices. • Private offices. • Spot clean and remove finger prints on doors, door knobs, door frames, switch plates, and walls. <ul style="list-style-type: none"> • All classrooms, labs, lobbies, corridors, student lounges, restrooms and public offices. • Private offices. | Weekly Bi-weekly Weekly Bi-weekly |

| Procedure | Description | Frequency |
|-----------------------------------|---|-------------------|
| Graffiti Removal | <ul style="list-style-type: none"> Removal of graffiti from interior of buildings as requested. All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. | Daily |
| Damp Wipe | <ul style="list-style-type: none"> Spot clean windows interior. All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. | Weekly |
| Stainless Steel Cleaning | <ul style="list-style-type: none"> Clean, polish, and maintain all stainless. All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. | Daily |
| Whiteboards & Blackboards & Trays | <ul style="list-style-type: none"> Dust & wet clean chalk trays, white and blackboards. All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. <p><i>Chalk provided by UDM. Law School Boards & Trays – Cleaned by UDM furniture movers.</i></p> | Weekly |
| Pencil Sharpeners | <ul style="list-style-type: none"> Empty and clean all pencil sharpeners in classrooms. | Weekly |
| Windows Interior | <ul style="list-style-type: none"> Detailed window cleaning top to bottom. All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. | Annually |
| Windows Exterior | <ul style="list-style-type: none"> Exterior ground level windows cleaned in Calihan, Quad Commons, Student Union Fountain Lounge and Stairwell, and Shiple. <p><i>Detailed window cleaning to be contracted by UDM.</i></p> | Bi-Annually |
| Wall Washing | <ul style="list-style-type: none"> Spot cleaned to remove hand prints, markings, etc. All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. | Scheduled Program |
| Wall Washing | <ul style="list-style-type: none"> Top to bottom detail cleaned. All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. | Annually |

| Procedure | Description | Frequency |
|--------------------|--|--|
| Stairwells | <ul style="list-style-type: none"> • Spot dust mop. • Thoroughly dust mop. • Spot damp mop. • Thoroughly damp mop. • Sanitize hand rails. • Detail cleaned with Kaivac in the Dorms and Architecture. | Daily Weekly 4 days/week Weekly Weekly Annually |
| Drinking Fountains | <ul style="list-style-type: none"> • Wet clean and disinfect with Sanimaster 4. | Daily |
| Trash Receptacles | <ul style="list-style-type: none"> • Empty and reline baskets. • Remove trash to designated dumpster. <ul style="list-style-type: none"> • All classrooms, labs, lobbies, corridors, student lounges, restrooms, and public offices. • Private offices. • Wet wipe/ sanitize with Sanimaster 4. <ul style="list-style-type: none"> • All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices. | Daily Daily Bi-weekly Weekly |
| Restrooms | <ul style="list-style-type: none"> • Completely clean and disinfect with Sanimaster 4. • Wet wipe / disinfect fixtures – paper towel, toilet paper, and soap dispensers, feminine hygiene dispensers, fixtures, shelves and ledges. • Clean / disinfect inside and outside of urinals and toilets. • Replenish the supply of paper towel, toilet tissue, soap, and feminine hygiene dispensers. • Sweep and mop with Sanimaster 4 all floors. • Clean and polish mirrors. | Daily and police |

| Procedure | Description | Frequency |
|--------------------|---|--|
| General Floor Care | <ul style="list-style-type: none"> • Thoroughly clean all hard surface traffic areas using a chemically treated dust mop. • Thoroughly wet mop hard surface floors (spot mops as needed). • Vacuum and spot clean carpeting. <ul style="list-style-type: none"> • Public areas/ offices. • Private offices. • Vacuum edges and wipe down baseboards. <ul style="list-style-type: none"> • Public areas/ offices. • Private offices. • Buffering in 1st impression areas of university campus areas to include: <i>1st flr Student Union, 1st flr Fisher, Garden level Fisher, 1st flr Calihan Hall, 1st flr Ford Life Sciences, 1st flr Library and 1st flr CHP.</i> <ul style="list-style-type: none"> • Buffing in all other public areas. | <p>Daily</p> <p>Bi-weekly</p> <p>Daily</p> <p>Bi-weekly</p> <p>Weekly</p> <p>Bi-weekly</p> <p>Weekly</p> <p>Bi-weekly</p> |
| Floor Finishing | <ul style="list-style-type: none"> • Shower scrub and refinish floors. • Scrub/refinish, or strip and refinish floors (stripping to be determined). | <p>Bi-Annually</p> <p>Annually or Biennially (strip)</p> |
| Corridors | <ul style="list-style-type: none"> • Dust mop with a chemically treated mop. • Spot damp mop. • Detailed wet cleaning (floor machines) all hard surface corridors (<i>as needed during inclement weather</i>). • Vacuum all carpeted corridors and spot clean as required. • Shampoo carpets in corridors and high traffic areas. <ul style="list-style-type: none"> • Dorm hallways, Engineering Classrooms. • Fisher Administration, PDR, and Ford Life Auditoriums. • Library. | <p>Daily</p> <p>As needed</p> <p>Weekly</p> <p>Daily</p> <p>As needed</p> <p>As needed</p> <p>As needed</p> |

| Procedure | Description | Frequency |
|------------------------------|---|---|
| Kitchen & Kitchen Storerooms | <ul style="list-style-type: none"> • All kitchens, serving areas and food service storage rooms will be cleaned by kitchen personnel. • Cleaning of floors, walls, equipment, etc will be completed by kitchen personnel. | Dining Services |
| Cafeteria / Dining Areas | <ul style="list-style-type: none"> • Daily floor cleaning will be provided by ARAMARK Monday-Friday during a mutually agreed upon time period. Chairs will be set up by dining services daily before and after floor cleaning. Extraction of carpets and hard floor finishing will be completed 1 X annually by ARAMARK. | ARAMARK / Dining Services |
| PDR | <ul style="list-style-type: none"> • Vacuum Carpet. • Spot Clean. • Extract. • Dust mop / sanitize hand rails. • High / Low Dust. • Walls spot clean. • Window spot clean. • Trash receptacles empty/ reline. | Daily Daily 2 X Annually Weekly Weekly As needed Weekly Daily |
| Titan Grill | <ul style="list-style-type: none"> • Clean hard surface floor in the Titan Grill Customer Service area. | Daily |
| Gardella House | <ul style="list-style-type: none"> • Damp wipe and sanitize telephones, plastic laminate table tops, end tables, lamps, chairs, entrance door handles. • Dust all window frames, pictures, floor lamps, grills, and blinds. • Spot clean glass doors. • Empty trash. • Dust mop, damp mop terrazzo floor, vacuum entrance mat. | Mon-Wed-Fri Mon-Wed-Fri Mon-Wed-Fri Mon-Wed-Fri Mon-Wed-Fri Daily in Winter (salt) |

Cleaning Specification B
Residential Dorm Buildings

| Procedure | Description | Frequency |
|---------------------------|---|-----------|
| Public Entrances Interior | <ul style="list-style-type: none"> • Spot clean glass doors. • Clean Entrance Floor area (dust mop and wet mop). • Vacuum walk-off mats. | Daily |
| Public Entrances Exterior | <ul style="list-style-type: none"> • Spot clean glass doors. <p><i>UDM personnel to clean exterior entrances, remove snow, and apply ice melt.</i></p> | Daily |
| High Dusting | <ul style="list-style-type: none"> • Dust all window frames, pictures, lighting fixtures, ventilation grills, and blinds. <p><i>Blinds and draperies to be professional cleaned by an outside contractor at the cost of the university annually.</i></p> | Weekly |
| Low Dusting | Dust all desks, tables, bookcases, file cabinets, chairs, chair bases, window frames, window sills, pictures, baseboards, window blinds, and radiators. | Weekly |
| Damp Wipe | <ul style="list-style-type: none"> • Damp wipe and sanitize telephones, plastic laminate tabletops, desks, and counters. <ul style="list-style-type: none"> • Public areas/ offices. • Private offices. | Weekly |
| | | Bi-weekly |
| Damp Wipe | <ul style="list-style-type: none"> • Spot clean and remove finger prints on doors, door knobs, door frames, switch plates, and walls. • Public areas / offices. • Private offices. | Weekly. |
| | | Bi-weekly |
| Graffiti Removal | <ul style="list-style-type: none"> • Removal of graffiti from interior of buildings as requested. | Daily |
| Damp Wipe | <ul style="list-style-type: none"> • Spot clean windows interior. | Weekly |
| Stainless Steel Cleaning | <ul style="list-style-type: none"> • Clean, polish, and maintain all stainless. | Daily |
| Windows Interior | <ul style="list-style-type: none"> • Detailed window cleaning top to bottom. | Annually |
| Wall Washing | <ul style="list-style-type: none"> • Spot cleaned to remove hand prints, markings, etc. | Weekly |
| Wall Washing | <ul style="list-style-type: none"> • Top to bottom detail cleaned. | Annually |

| Procedure | Description | Frequency |
|--------------------|---|--------------------------------------|
| Stairwells | <ul style="list-style-type: none"> Sweep and damp mop. Sanitize hand rails. | Daily |
| Stairwells | <ul style="list-style-type: none"> Detail cleaned with Kaivac in the Dorms and Architecture. | Annually |
| Drinking Fountains | <ul style="list-style-type: none"> Wet clean and disinfect with Sanimaster 4. | Daily |
| Trash Receptacles | <ul style="list-style-type: none"> Empty and reline baskets. Remove trash to designated dumpster. | Daily |
| Trash Receptacles | <ul style="list-style-type: none"> Wet wipe / sanitize with Sanimaster 4. | Weekly |
| Restrooms | <ul style="list-style-type: none"> Completely clean and disinfect with Sanimaster 4. Wet wipe / disinfect fixtures – paper towel, toilet paper, and soap dispensers, feminine hygiene dispensers, fixtures, shelves and ledges. Clean / disinfect inside and outside of urinals and toilets. Replenish the supply of paper towel, toilet tissue, soap, and feminine hygiene dispensers. Sweep and mop with Sanimaster 4 all floors. Clean and polish mirrors. | 1 time daily and police |
| General Floor Care | <ul style="list-style-type: none"> Thoroughly clean all hard surface traffic areas using a chemically treated dust mop. Damp mop hard surface floors. Vacuum and spot clean carpeting. <ul style="list-style-type: none"> Public areas / offices. Private offices. | Daily Daily Daily Bi-weekly |
| General Floor Care | <ul style="list-style-type: none"> Vacuum edges and wipe down baseboards. Buff floors. | Weekly Bi-weekly |
| Floor Finishing | <ul style="list-style-type: none"> Showers scrub and refinish floors. | Bi-Annually |
| Floor Finishing | <ul style="list-style-type: none"> Strip and refinish floors. | Annually |

| Procedure | Description | Frequency |
|-----------------------|--|--|
| Corridors | <ul style="list-style-type: none"> • Dust mop with a chemically treated mop. • Spot mop. • Detailed wet cleaning all hard surface corridors. • Vacuum all carpeted corridors and spot clean as required. | Daily Daily Daily Daily |
| Corridors | <ul style="list-style-type: none"> • Shampoo carpets in corridors and high traffic areas as needed. <ul style="list-style-type: none"> • Dorm hallways, Engineering Classrooms. • Fisher Administration, PDR, and Ford Life Auditoriums. • Library. | Weekly Monthly Quarterly |
| Weekend Coverage | <ul style="list-style-type: none"> • Removal of all trash. • Clean all and restrooms / public showers. • Restock bathroom supplies. • Holden, Shiple, and Quad Commons. | Saturday & Sunday- 4 Hour Shift each day |
| Project Clean | Project clean all hallways, stairwells, lungees, game rooms, lobbies, laundry rooms, offices, and restrooms/ public showers. | Annually |
| Student Health Center | <ul style="list-style-type: none"> • High dust, sanitize wipe, pull trash, vacuum, dust mop / wet mop, and inspection. | Weekly |
| Student Rooms | <ul style="list-style-type: none"> • Refinish floors. • Wash interior windows. • Spot clean walls, doors, window sills, clean outside of light fixtures, dust blinds, and clean closets. • Sanitize beds, mattresses, and dorm furniture during Spring Break. | Annually Annually Annually Annually |

Cleaning Specification C

Calihan Hall

| Procedure | Description | Frequency |
|---|---|--|
| All OFFICES | <ul style="list-style-type: none"> • See Cleaning Specification A. | |
| MAIN ARENA | <ul style="list-style-type: none"> • Dust mop floors prior to as well as following all special events throughout the year. | Daily |
| Entrances, Concourse | <ul style="list-style-type: none"> • Clean bleachers and grandstands areas after each event. • Machine Scrub Arena and Concourses. | Per Schedule Daily (Mon-Fri) |
| AUXILIARY GYM | <ul style="list-style-type: none"> • Dust mop. • Damp mop or machine scrub. | Daily Daily |
| Locker Rooms, Titan Club, Fitness Center, Training Room, Baseball Locker Room, Olympic Sports Locker Room | <ul style="list-style-type: none"> • High dust, damp wipe, pull trash, vacuum, dust mop / wet mop, and inspection. Sanitize fixtures and lockers; • Completely clean and disinfect with Sanimaster 4. • Wet wipe / disinfect fixtures – paper towel, toilet paper, and soap dispensers, feminine hygiene dispensers, fixtures, shelves and ledges. • Clean / disinfect inside and outside of urinals and toilets. • Replenish the supply of paper towel, toilet tissue, soap, and feminine hygiene dispensers. • Sweep and mop with Sanimaster 4 all floors. • Clean and polish mirrors. | Daily Daily Daily Daily Daily Daily |
| TITAN GIFT SHOP and HALL OF FAME | <ul style="list-style-type: none"> • Dust mop and wet mop. • Spot clean all glass. | Weekly Daily |
| Windows, Trophy display cases and mirrors | <ul style="list-style-type: none"> • Clean glass. • Dust and clean display case interior glass, shelves. | Daily Quarterly |

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|--|---|--|
| INDOOR TRACK | <ul style="list-style-type: none"> • Dust mop. • Spot wet mop. • Hand sweep or vacuum exterior areas around duct work. <p><u>During winter period (November-March)</u></p> <ul style="list-style-type: none"> • Spot clean as required per inspection walk. | <p>3 times Weekly 3 times Weekly As requested</p> <p>Daily</p> |
| CONCESSION STANDS | <ul style="list-style-type: none"> • Clean floors (i.e. scrub/recoat). | Annually |
| RAQUETBALL COURTS | <ul style="list-style-type: none"> • Dust mop (daily and prior to/after any event). • Clean floors (i.e. scrub/recoat). | <p>Daily Annually</p> |
| ATHLETIC SHOWER ROOMS | <ul style="list-style-type: none"> • Clean and sanitize walls, floors, fixtures. • Deep clean with Kai Vac Equipment. | <p>Daily Quarterly</p> |
| RESTROOMS | <ul style="list-style-type: none"> • Completely clean and disinfect with Sanimaster 4. • Wet wipe / disinfect fixtures – paper towel, toilet paper, and soap dispensers, feminine hygiene dispensers, fixtures, shelves and ledges. • Clean / disinfect inside and outside of urinals and toilets. • Replenish the supply of paper towel, toilet tissue, soap, and feminine hygiene dispensers. • Sweep and mop with Sanimaster 4 all floors. • Clean and polish mirrors. • Police and spot check. | 1 time daily and police |
| EVENT PREP, COVERAGE, POST EVENT CLEANUP | <ul style="list-style-type: none"> • ALL UDM CAMPUS EVENTS | 1500 hours |
| NON UDM CAMPUS EVENTS | Church events and any other organizational event not tied to UDM normal events. | Included |

Calihan Hall Special Events cleaning/coverage

Prior to the event

- Restrooms – clean and stock.
- Sweep/clean main arena floor – Basketball Games.
- Check/clean locker rooms – Basketball Games.
- Check/clean upper bowl.
- Clean main hallways and stairwells.
- Vacuum all entrances (outdoor and main arena).
- Clean glass on all entry doors.
- Check/clean Titan Club Room – Basketball Games.
- Check/clean Press Room – Basketball Games.
- Check/empty trash cans.

During the event

- Continuous monitoring of the restrooms.
- Continuous monitoring of the concessions areas.
- Continuous monitoring of all trash cans.
- Sweep floor at halftime – Basketball Games.
- Clean bench area at halftime – Basketball Games.

Following the Event

- Clean restrooms.
- Clean lower bowl (bleachers and press row included).
- Clean Hallways.
- Take all trash out of the building.
- Clean Lobby areas.
- Sweep/vacuum team bench mats.
- Upper bowl post-event cleaning to be completed within 24 hours.

Cleaning Specification D

Dental School

All duties listed in the Academic Buildings, Offices, and Administration at McNichols & Law School (Cleaning Specifications A) apply to the Dental School. In addition the following duties are to be performed:

| Procedure | Description | Frequency |
|-----------------------------|--|-----------|
| Clinic & Public Hallways | • Empty trash. | Daily |
| | Cleaning of floors and dust mop with a chemically treated mop. | Daily |
| | • Spot mop. | Daily |
| | • Detailed wet cleaning (floor machines) all hard surface corridors. | Daily |
| | • Vacuum all carpeted corridors and spot clean as required. | Daily |
| | • Empty trash reciprocals. | Daily |
| | • Cleaning of entrance mats. | Daily |
| | • Dust picture frames and window ledges. | Weekly |
| Waiting Rooms | • Dust and sanitize tabletops including reception desks. | Daily |
| | • Cleaning of floors and dust mop with a chemically treated mop. | Daily |
| | • Spot mop. | Daily |
| | Detailed wet cleaning (floor machines) all hard surface corridors. | Daily |
| | • Vacuum all carpeted corridors and spot clean as required. | Daily |
| | • Empty trash reciprocals. | Daily |
| | • Cleaning of entrance mats. | Daily |
| | Dust picture frames, donor wall, and window ledges. | Daily |
| | • Vacuum upholstered furniture and sanitize the legs. | Weekly |
| | • Extract carpet. | Quarterly |

| Procedure | Description | Frequency |
|--|---|--|
| General Clinics, 3 rd & 4 th Year Pod Area, Faculty Practice and Radiology | <ul style="list-style-type: none"> • Empty trash between 1pm-2pm and after 5:30pm. • Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms. • Clean and disinfect all sinks. <p>Sweep and dust mop each cubicle and sanitize cubicle floors.</p> <ul style="list-style-type: none"> • Main cleaning of floors. • Clean dental chair bases. <p><i>1st floor Forbo tile areas to be maintained using the T-5 ec-H20 floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</i></p> | Daily Daily Daily Daily Daily Daily |
| Endodontic, Orthodontic, and Pediatrics Clinic | <ul style="list-style-type: none"> • Empty trash between 1pm-2pm and after 5:30pm.. • Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms. • Clean and disinfect all sinks. <p>Sweep and dust mop each cubicle and sanitize cubicle floors.</p> <ul style="list-style-type: none"> • Main cleaning of floors. • Clean dental chair bases. <p><i>1st floor Forbo tile areas to be maintained using the T-5 ec-H20 floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</i></p> | Daily Daily Daily Daily Daily Daily |
| Oral Surgery Clinics, Operatories Office, and Recovery Room | <ul style="list-style-type: none"> • Empty trash between 1pm-2pm and after 5:30pm. • Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms. • Clean and disinfect all sinks. <p>Sweep and dust mop each cubicle and sanitize cubicle floors.</p> <ul style="list-style-type: none"> • Main cleaning of floors. • Clean dental chair bases. <p><i>1st floor Forbo tile areas to be maintained using the T-5 ec-H20 floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</i></p> | Daily Daily Daily Daily Daily Daily |

| Procedure | Description | Frequency |
|---|---|--|
| 1 st & 2 nd Floor Sim Labs | <ul style="list-style-type: none"> • Empty trash between 1pm-2pm and after 5:30pm. Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms. • Clean and disinfect all sinks. • Remove and replace paper covers. Sweep and dust mop each cubicle and sanitize cubicle floors. • Main cleaning of floors. • Clean dental chair bases. <p><i>1st floor Forbo tile areas to be maintained using the T-5 ec-H2O floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</i></p> | <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> |
| All Conference Rooms (Oral Surgery, Orthodontics, Endodontic, & Patient Services) | <ul style="list-style-type: none"> • Empty trash. • Vacuum carpeting. • Dust and sanitize table tops. • Clean writing boards with appropriate cleaner. • Vacuum upholstered furniture and sanitize legs and dust picture frames. | <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> |
| Patient Services Office, PCC Office, and Patient Care Office | <ul style="list-style-type: none"> • Empty trash. • Vacuum carpeting. • Dust and sanitize table tops. • Clean writing boards with appropriate cleaner. • Dust computer monitor tops and open counter tops. • Vacuum upholstered furniture and sanitize legs and dust picture frames. | <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> |

| | | |
|---------------------------------------|--|--|
| <p>Dispensary and Sterilization</p> | <ul style="list-style-type: none"> • Empty trash. • Vacuum carpeting. • Dust and sanitize table tops. • Dust computer monitor tops and open counter tops. • Dust and wipe counter tops, sterilizer and roll tops. • Vacuum upholstered furniture and sanitize legs and dust picture frames. <p><i>1st floor Forbo tile areas to be maintained using the T-5 ec-H20 floor machines. No floor finish will be laid on the Forbo floors per manufacture specifications.</i></p> | <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> <p>Weekly</p> <p>Weekly</p> |
| <p>Record Room</p> | <ul style="list-style-type: none"> • Empty trash. • Main cleaning of floors. • Dust and wipe counter tops. • Scrub and refinish floors. | <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Annually</p> |
| <p>Materials Management</p> | <ul style="list-style-type: none"> • Empty trash. • Main floor cleaning; sweep and dust mop, wet mop. • Vacuum upholstered furniture and damp wipe legs and damp mop offices. • Scrub and refinish floors. | <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> <p>Annually</p> |
| <p>Student Lounge and Locker Room</p> | <ul style="list-style-type: none"> • Empty trash. • Main floor cleaning. • Dust and sanitize benches. • Dust locker tops. <p><i>1st floor Forbo tile areas to be maintained using the T-5 ec-H20 floor machine. No floor finish well be laid on Forbo floors.</i></p> <ul style="list-style-type: none"> • Vacuum upholstered furniture and sanitize legs. • Extract carpets. • Sanitize locker fronts and interiors for designated lockers. | <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Weekly</p> <p>Semi-Annually</p> <p>Annually</p> |

E. Quality Control and Miscellaneous Agreements

Quality Control of Service:

The following quality of performance reviews will be initiated to insure a high standard of service for the University of Detroit Mercy.

1. Daily Inspections will be conducted by supervisors to ensure a consistent level of cleanliness is achieved on a regular basis. The areas to be inspected each day will change, but will include a representative cross-section of the total area being cleaned.
2. Monthly inspections will be made by the on site management team in the company of Building Managers (as available). A building specific inspection form will be developed for each building.
3. A Monthly summary of housekeeping accomplishments and objectives will be prepared and presented for review and comments, additions, and concurrence by the Director of Support Services.
4. A Monthly Joint Review meeting will be held with at least one representative from the University and two from the ARAMARK Higher Education.
5. An annual report will be prepared and submitted to the University Administration each year. This report will summarize the activities of the Department for the fiscal year. This report included financial information, training and other areas that are under responsibility of the Director of Housekeeping Services.

Miscellaneous Items:

External Windows to be cleaned by ARAMARK 1 X annually. Windows that can be cleaned or without permanent damage, will be washed manually from ground level up with extension pole.

All dining will be cleaned 1 X daily (Mon-Fri) and vacuumed/ extracted or scrubbed and recoated 1 X annually by ARAMARK.