



**Scope of Work  
Custodial Management Services**

**University of Detroit Mercy  
Detroit, Michigan**



**Date: May 2, 2012**

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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"> <li>• Spot clean glass doors.</li> <li>• Clean Entrance Floor area (dust mop and wet mop).</li> <li>• Vacuum walk-off mats.</li> </ul>	Daily  Daily  Daily
Public Entrances Exterior	<ul style="list-style-type: none"> <li>• Spot clean glass doors.</li> </ul> <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"> <li>• Dust all window frames, pictures, lighting fixtures, ventilation grills, and blinds.</li> <li>• All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices.</li> <li>• Private offices.</li> </ul> <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"> <li>• Dust all desks, tables, bookcases, file cabinets, chairs, chair bases, window frames, window sills, pictures, baseboards, window blinds, and radiators.</li> <li>• All classrooms, labs, lobbies, corridors, student lounges, restrooms, private and public offices.</li> <li>• Private offices.</li> </ul>	Weekly  Bi-weekly
Damp Wipe	<ul style="list-style-type: none"> <li>• Damp wipe and sanitize telephones, plastic laminate tabletops, desks, and counters. <ul style="list-style-type: none"> <li>• All classrooms, labs, lobbies, corridors, student lounges and public offices.</li> <li>• Private offices.</li> </ul> </li> <li>• Spot clean and remove finger prints on doors, door knobs, door frames, switch plates, and walls. <ul style="list-style-type: none"> <li>• All classrooms, labs, lobbies, corridors, student lounges, restrooms and public offices.</li> <li>• Private offices.</li> </ul> </li> </ul>	Weekly  Bi-weekly  Weekly  Bi-weekly

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

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

Procedure	Description	Frequency
General Floor Care	<ul style="list-style-type: none"> <li>• Thoroughly clean all hard surface traffic areas using a chemically treated dust mop.</li> <li>• Thoroughly wet mop hard surface floors (spot mops as needed).</li> <li>• Vacuum and spot clean carpeting.               <ul style="list-style-type: none"> <li>• Public areas/ offices.</li> <li>• Private offices.</li> </ul> </li> <li>• Vacuum edges and wipe down baseboards.               <ul style="list-style-type: none"> <li>• Public areas/ offices.</li> <li>• Private offices.</li> </ul> </li> <li>• Buffering in 1<sup>st</sup> impression areas of university campus areas to include:  <i>1<sup>st</sup> flr Student Union, 1<sup>st</sup> flr Fisher, Garden level Fisher, 1<sup>st</sup> flr Calihan Hall, 1<sup>st</sup> flr Ford Life Sciences, 1<sup>st</sup> flr Library and 1<sup>st</sup> flr CHP.</i> <ul style="list-style-type: none"> <li>• Buffing in all other public areas.</li> </ul> </li> </ul>	<p>Daily</p> <p>Bi-weekly</p> <p><b>Daily</b></p> <p>Bi-weekly</p> <p><b>Weekly</b></p> <p>Bi-weekly</p> <p><b>Weekly</b></p> <p>Bi-weekly</p>
Floor Finishing	<ul style="list-style-type: none"> <li>• Shower scrub and refinish floors.</li> <li>• Scrub/refinish, or strip and refinish floors (stripping to be determined).</li> </ul>	<p>Bi-Annually</p> <p>Annually or Biennially (strip)</p>
Corridors	<ul style="list-style-type: none"> <li>• Dust mop with a chemically treated mop.</li> <li>• Spot damp mop.</li> <li>• Detailed wet cleaning (floor machines) all hard surface corridors (<i>as needed during inclement weather</i>).</li> <li>• Vacuum all carpeted corridors and spot clean as required.</li> <li>• Shampoo carpets in corridors and high traffic areas.               <ul style="list-style-type: none"> <li>• Dorm hallways, Engineering Classrooms.</li> <li>• Fisher Administration, PDR, and Ford Life Auditoriums.</li> <li>• Library.</li> </ul> </li> </ul>	<p><b>Daily</b></p> <p>As needed</p> <p><b>Weekly</b></p> <p><b>Daily</b></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"> <li>• All kitchens, serving areas and food service storage rooms will be cleaned by kitchen personnel.</li> <li>• Cleaning of floors, walls, equipment, etc will be completed by kitchen personnel.</li> </ul>	Dining Services
Cafeteria / Dining Areas	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	ARAMARK / Dining Services
PDR	<ul style="list-style-type: none"> <li>• Vacuum Carpet.</li> <li>• Spot Clean.</li> <li>• Extract.</li> <li>• Dust mop / sanitize hand rails.</li> <li>• High / Low Dust.</li> <li>• Walls spot clean.</li> <li>• Window spot clean.</li> <li>• Trash receptacles empty/ reline.</li> </ul>	Daily Daily 2 X Annually Weekly Weekly As needed Weekly Daily
Titan Grill	<ul style="list-style-type: none"> <li>• Clean hard surface floor in the Titan Grill Customer Service area.</li> </ul>	Daily
Gardella House	<ul style="list-style-type: none"> <li>• Damp wipe and sanitize telephones, plastic laminate table tops, end tables, lamps, chairs, entrance door handles.</li> <li>• Dust all window frames, pictures, floor lamps, grills, and blinds.</li> <li>• Spot clean glass doors.</li> <li>• Empty trash.</li> <li>• Dust mop, damp mop terrazzo floor, vacuum entrance mat.</li> </ul>	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"> <li>• Spot clean glass doors.</li> <li>• Clean Entrance Floor area (dust mop and wet mop).</li> <li>• Vacuum walk-off mats.</li> </ul>	Daily
Public Entrances Exterior	<ul style="list-style-type: none"> <li>• Spot clean glass doors.</li> </ul> <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"> <li>• Dust all window frames, pictures, lighting fixtures, ventilation grills, and blinds.</li> </ul> <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"> <li>• Damp wipe and sanitize telephones, plastic laminate tabletops, desks, and counters.</li> <li>• Public areas/ offices.</li> <li>• Private offices.</li> </ul>	Weekly
		Bi-weekly
Damp Wipe	<ul style="list-style-type: none"> <li>• Spot clean and remove finger prints on doors, door knobs, door frames, switch plates, and walls.</li> <li>• Public areas / offices.</li> <li>• Private offices.</li> </ul>	Weekly.
		Bi-weekly
Graffiti Removal	<ul style="list-style-type: none"> <li>• Removal of graffiti from interior of buildings as requested.</li> </ul>	Daily
Damp Wipe	<ul style="list-style-type: none"> <li>• Spot clean windows interior.</li> </ul>	Weekly
Stainless Steel Cleaning	<ul style="list-style-type: none"> <li>• Clean, polish, and maintain all stainless.</li> </ul>	Daily
Windows Interior	<ul style="list-style-type: none"> <li>• Detailed window cleaning top to bottom.</li> </ul>	Annually
Wall Washing	<ul style="list-style-type: none"> <li>• Spot cleaned to remove hand prints, markings, etc.</li> </ul>	Weekly
Wall Washing	<ul style="list-style-type: none"> <li>• Top to bottom detail cleaned.</li> </ul>	Annually



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

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

## Cleaning Specification C

### *Calihan Hall*

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

INDOOR TRACK	<ul style="list-style-type: none"> <li>• Dust mop.</li> <li>• Spot wet mop.</li> <li>• Hand sweep or vacuum exterior areas around duct work.</li> </ul> <p><b><u>During winter period (November-March)</u></b></p> <ul style="list-style-type: none"> <li>• Spot clean as required per inspection walk.</li> </ul>	<p>3 times Weekly 3 times Weekly As requested</p> <p>Daily</p>
CONCESSION STANDS	<ul style="list-style-type: none"> <li>• Clean floors (i.e. scrub/recoat).</li> </ul>	Annually
RAQUETBALL COURTS	<ul style="list-style-type: none"> <li>• Dust mop (daily and prior to/after any event).</li> <li>• Clean floors (i.e. scrub/recoat).</li> </ul>	<p>Daily Annually</p>
ATHLETIC SHOWER ROOMS	<ul style="list-style-type: none"> <li>• Clean and sanitize walls, floors, fixtures.</li> <li>• Deep clean with Kai Vac Equipment.</li> </ul>	<p>Daily Quarterly</p>
RESTROOMS	<ul style="list-style-type: none"> <li>• Completely clean and disinfect with Sanimaster 4.</li> <li>• Wet wipe / disinfect fixtures – paper towel, toilet paper, and soap dispensers, feminine hygiene dispensers, fixtures, shelves and ledges.</li> <li>• Clean / disinfect inside and outside of urinals and toilets.</li> <li>• Replenish the supply of paper towel, toilet tissue, soap, and feminine hygiene dispensers.</li> <li>• Sweep and mop with Sanimaster 4 all floors.</li> <li>• Clean and polish mirrors.</li> <li>• Police and spot check.</li> </ul>	1 time daily and police
EVENT PREP, COVERAGE, POST EVENT CLEANUP	<ul style="list-style-type: none"> <li>• ALL UDM CAMPUS EVENTS</li> </ul>	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:*

<b>Procedure</b>	<b>Description</b>	<b>Frequency</b>
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 <sup>rd</sup> & 4 <sup>th</sup> Year Pod Area, Faculty Practice and Radiology	<ul style="list-style-type: none"> <li>• Empty trash between 1pm-2pm and after 5:30pm.</li> <li>• Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms.</li> <li>• Clean and disinfect all sinks.</li> </ul> <p>Sweep and dust mop each cubicle and sanitize cubicle floors.</p> <ul style="list-style-type: none"> <li>• Main cleaning of floors.</li> <li>• Clean dental chair bases.</li> </ul> <p><i>1<sup>st</sup> 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"> <li>• Empty trash between 1pm-2pm and after 5:30pm..</li> <li>• Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms.</li> <li>• Clean and disinfect all sinks.</li> </ul> <p>Sweep and dust mop each cubicle and sanitize cubicle floors.</p> <ul style="list-style-type: none"> <li>• Main cleaning of floors.</li> <li>• Clean dental chair bases.</li> </ul> <p><i>1<sup>st</sup> 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"> <li>• Empty trash between 1pm-2pm and after 5:30pm.</li> <li>• Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms.</li> <li>• Clean and disinfect all sinks.</li> </ul> <p>Sweep and dust mop each cubicle and sanitize cubicle floors.</p> <ul style="list-style-type: none"> <li>• Main cleaning of floors.</li> <li>• Clean dental chair bases.</li> </ul> <p><i>1<sup>st</sup> 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 <sup>st</sup> & 2 <sup>nd</sup> Floor Sim Labs	<ul style="list-style-type: none"> <li>• Empty trash between 1pm-2pm and after 5:30pm.</li> <li>Dust and sanitize cubicle counter tops, dispensers, and unit light extension arms.</li> <li>• Clean and disinfect all sinks.</li> <li>• Remove and replace paper covers.</li> <li>Sweep and dust mop each cubicle and sanitize cubicle floors.</li> <li>• Main cleaning of floors.</li> <li>• Clean dental chair bases.</li> </ul> <p><i>1<sup>st</sup> 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"> <li>• Empty trash.</li> <li>• Vacuum carpeting.</li> <li>• Dust and sanitize table tops.</li> <li>• Clean writing boards with appropriate cleaner.</li> <li>• Vacuum upholstered furniture and sanitize legs and dust picture frames.</li> </ul>	<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"> <li>• Empty trash.</li> <li>• Vacuum carpeting.</li> <li>• Dust and sanitize table tops.</li> <li>• Clean writing boards with appropriate cleaner.</li> <li>• Dust computer monitor tops and open counter tops.</li> <li>• Vacuum upholstered furniture and sanitize legs and dust picture frames.</li> </ul>	<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"> <li>• Empty trash.</li> <li>• Vacuum carpeting.</li> <li>• Dust and sanitize table tops.</li> <li>• Dust computer monitor tops and open counter tops.</li> <li>• Dust and wipe counter tops, sterilizer and roll tops.</li> <li>• Vacuum upholstered furniture and sanitize legs and dust picture frames.</li> </ul> <p><i>1<sup>st</sup> 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"> <li>• Empty trash.</li> <li>• Main cleaning of floors.</li> <li>• Dust and wipe counter tops.</li> <li>• Scrub and refinish floors.</li> </ul>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Annually</p>
<p>Materials Management</p>	<ul style="list-style-type: none"> <li>• Empty trash.</li> <li>• Main floor cleaning; sweep and dust mop, wet mop.</li> <li>• Vacuum upholstered furniture and damp wipe legs and damp mop offices.</li> <li>• Scrub and refinish floors.</li> </ul>	<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"> <li>• Empty trash.</li> <li>• Main floor cleaning.</li> <li>• Dust and sanitize benches.</li> <li>• Dust locker tops.</li> </ul> <p><i>1<sup>st</sup> 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"> <li>• Vacuum upholstered furniture and sanitize legs.</li> <li>• Extract carpets.</li> <li>• Sanitize locker fronts and interiors for designated lockers.</li> </ul>	<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.**