



**JACKSON STATE UNIVERSITY
Request for Proposals (RFP) 25-07
Custodial and Maintenance Services**

ISSUE DATE: December 9, 2024

ISSUING AGENCY: Office of Purchasing and Travel
Jackson State University
1400 John R. Lynch Street
Jackson, MS 39217

Sealed proposals, subject to the conditions made a part hereof, will be received until **February 4, 2025 at 11:00 a.m. in the JSU Office of Purchasing and Travel**, same address as above, for furnishing services as described herein.

IMPORTANT NOTE: Indicate firm name and RFP number on the front of each sealed proposal envelope or package.

All inquiries regarding this RFP should be directed to:

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Any addendum associated with this RFP will be posted at <https://www.jsums.edu/finance/bidinformation/> located under RFP 25-07. It is the respondent's responsibility to assure that all addenda have been reviewed and, if applicable, signed and returned.

Note: Questions concerning this RFP must be submitted in writing and will be accepted until **January 8, 2025 at 5:00 p.m.**

A summary of all questions and answers will be posted at <https://www.jsums.edu/finance/bid-information/> as an addendum located under RFP 25-07 by **January 21, 2025 at 5:00 p.m.**

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UNIVERSITY OVERVIEW

Jackson State University is a 4-year Carnegie High Research Public University located in Jackson, MS. The University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award Bachelors, Masters, Education Specialist, Doctor of Education, and Doctor of Philosophy degrees. JSU is organized under the leadership of its President, Marcus Thompson. For an expanded view of JSU and its programs, please visit the JSU website at <https://www.jsums.edu>.

STATEMENT OF PURPOSE

Jackson State University (JSU) is seeking proposals from one or more qualified custodial and maintenance service providers (contractors) to implement a comprehensive janitorial program for facilities across the campus (52 buildings and 2,244,879 gross square feet) and maintenance services for residential facilities on the main campus (7 buildings and 615,854 gross square feet). The selected contractor(s) will provide all equipment, tools, staffing, supervision, parts and supplies used to fulfill the requirements of the contract. This RFP represents the **base bid**, which will cover only the facilities specifically listed in this bid document.

While proposals from providers specializing in a single service area will be considered, preference will be given to companies capable of delivering multiple services directly. If subcontracting is included in your proposal, you are required to disclose the names and contact information of the subcontracted companies, the specific services they will provide, and the nature of your relationship with them. Additionally, we expect detailed information regarding how subcontracted work will be monitored and managed to ensure alignment with the standards and requirements outlined in this RFP

In addition to the base bid, JSU would like to **consider an alternate bid** for providing maintenance services for **all facilities** on the main campus, not limited to the residential buildings.

The Owner reserves the right to solicit and secure related cleaning and maintenance services outside of this agreement in response to extraordinary events such as pandemic outbreaks, damage caused by inclement weather, infrastructure failures, or other "Acts of God."

BASE BID SCOPE OF WORK

SECTION 1: JANITORIAL SCOPE OF SERVICES REQUIRED

The following daily, weekly, and monthly janitorial services are to be rendered for each of the facilities listed in Appendix B: JSU Adopted Custodial Standards. JSU requires service levels consistent with APPA Level 2-Ordinary Tidiness.

Services to be performed:

Offices, conference rooms, break rooms, library and common areas:

Daily duties:

- Empty waste containers, clean as necessary and insert liners. Trash to be removed to collection point behind building.
- Wipe and disinfect all countertops, desks, tables, library shelves, cabinets, light switches and elevator buttons.
- Vacuum carpeted floors. Spot clean as necessary.
- Sweep corners, dust mop and damp mop resilient and hard floors.
- Clean area just outside the main entrance (6' radius) and clean class entrance doors.
- Return all chairs to proper position under desks and tables.
- Clean all stainless-steel surfaces with stainless steel cleaner.
- Clean break room counters and sinks.
- Clean and sanitize all water fountains.

Weekly duties:

- Dust and clean furniture including desks, shelves, cabinets, computers, tables and chairs.
- Clean interior glass windows and partitions.
- Dust interior windowsills in all areas.
- Clean and polish all kick and push plates on all doors.
- Remove dust and cobwebs from ceiling areas in wall corners and main entrance/exits (inside and outside).
- Clean outside of microwaves and refrigerators.
- Vacuum entry way mats. Spot clean as necessary.
- Wipe and sanitize telephones and handsets.
- Sweep all stairwells.
- Clean elevators.

Monthly duties:

- Dust all horizontal surfaces including sills, ledges, moldings, picture frames, clocks, door hinges, etc.
- Dust air vents, door louvers and blinds.

Restrooms:

Daily duties:

- Clean (interior and exterior), sanitize and polish all fixtures including mirrors, toilets, urinals, showers (in communal bathrooms) and sinks.
- Empty all waste containers, clean as needed and insert can liners. Trash to be removed to collection point behind building.
- Refill all dispensers, sanitary napkins, soap, tissue, liners, etc.
- Dust mop/damp mop (sanitize) resilient and hard floors.
- Spot clean walls (glass and semi-gloss paint only), doors and partitions.

Weekly duties:

- Remove cobwebs from ceiling areas and corners.
- Dust/clean partitions from top to bottom.

Monthly duties:

- Low dust and high dust all surfaces including faces, louvers, and air vents, sills, moldings, ledges, shelves, frames, door hinges, etc.

Miscellaneous:

- All equipment, cleaning supplies, paper products, hygiene supplies, soap and liners, including but not limited to vacuums, mops, buckets, brooms, brushes, dusters, pads, hand towels, toilet paper, trash can liners, sanitary napkins, chemicals and solutions are to be supplied by the selected contractor.
- The contractor shall be responsible to manage the inventory of all supplies. The contractor will be required to keep an adequate inventory of cleaning supplies at each facility.
- Stripping and waxing of vinyl tile floors billed separately (upon request) per square foot.
- Carpet cleaning services billed separately (upon request) per square foot (except for daily spot cleaning as listed above).
- Machine scrubbing of ceramic tile floors billed separately (upon request) per square foot.
- All professional building services personnel subject to national criminal background screening with no felony convictions during past 7 years.
- All contractor employees working on the JSU campus will wear appropriate uniforms and name badges for identification.
- The contractor will be issued an access card to the main building entrance and keys to access interior offices and spaces. The contractor is responsible for maintaining control of the card/keys during the contract period and returning them at contract completion.
- The contractor is responsible for locking all doors that were opened during service. Repeated failure to lock doors could result in contract termination.
- JSU Adopted Custodial Standards are attached (Appendix B).
- Upon assumption of the contract, annual cleaning "deep clean" shall be accomplished in accordance with the attached standards (Exhibit A). Annual deep cleaning includes residential areas normally occupied during the school year and not necessarily included in daily tasks.

Work Schedule

The work schedule will coincide with the following shifts to ensure facilities are in pristine condition.

Shift One 7:00a.m.-3:30p.m.

Shift Two 3:00p.m.-11:30p.m.

Shift Three 6:00p.m.-2:30a.m.

Staffing

The firm shall be licensed and bonded in the State of Mississippi and shall comply with all requirements of appropriate State and Federal regulatory agencies regarding the certification of inspectors. Information must be included with the bid so this requirement may be verified.

The successful proposer shall provide a local staff large enough to complete the work as required by these specifications. "Local" shall mean within a fifty (50) mile radius of the JSU campus with satisfactory means for handling after-hours calls as specified in this RFP. Information must be included with your proposal to outline how you intend to meet this requirement.

Each of the Contractor's employees must have a national background check. Report of satisfactory background check must be provided to the Director of Procurement or her designee prior to the Contractor's employee performing services on the JSU campus.

Emergency Services

Emergency service shall be available at any time as the situation warrants. Emergency service shall be included in the bid pricing and will be done at no additional cost to the university. Emergency services shall include those where threat to life, safety and/or property are present. The university will appoint a Contract Administrator and questions about whether or not a service is classified as an emergency can be addressed to the Contract Administrator.

Reporting Requirements

Contractor will submit service reports on a monthly basis showing the completion of treatment to facilities. As a minimum, the reports shall include the facility's name, date of treatment and treatment method(s) used.

All emergency services shall be reported, in like manner, no later than the next work week following completion of the treatment. The report shall include the facility's name, date of treatment and treatment method(s) used and the name of the person requesting service.

Program Evaluation

The Facilities and Construction Management (FCM) designee/Contract Administrator will continually evaluate the progress of this contract in terms of effectiveness and safety and will require such changes as are necessary.

Inspection and Deficiency Correction

Jackson State University desires that the Contractor have every incentive to seek out and implement efficiencies and wishes to be concerned about performance rather than headcount. Thus, JSU does not spell out FTE minimums but leaves appropriate staffing to the Contractor, who can employ overtime, efficient equipment, and part-time staffing in any combination to achieve the desired results.

Inspection Schedule:

Weekly inspections of the Contractor's performance will be conducted by the University or its designated representative. These inspections will assess adherence to the agreed-upon cleaning standards as outlined in the Scope of Work.

Reporting of Deficiencies:

Any deficiencies identified during inspections or reported by University staff, students, or

visitors will be documented and communicated to the Contractor in writing, including the nature of the deficiency, specific location, and required corrective action.

Correction of Deficiencies:

The Contractor shall address all deficiencies within a specified timeframe:

Minor Deficiencies (e.g., missed trash receptacles, spot cleaning): within 24 hours of notification.

Major Deficiencies (e.g., failure to meet safety or hygiene standards in critical areas): within 8 hours of notification or as otherwise agreed upon.

Penalties for Unresolved Deficiencies:

If the Contractor fails to correct the identified deficiencies within the specified timeframe, the University reserves the right to apply financial penalties. Penalties will be calculated based on the affected area and the agreed-upon cleaning rate per square foot, as follows:

For every square foot affected by unresolved deficiencies, the cleaning cost per square foot will be deducted from the next billing cycle.

A penalty of [specific dollar amount, e.g., \$50] per day may be imposed for deficiencies in critical areas, such as laboratories, restrooms, or food service areas, until corrections are made.

Repeated or Chronic Deficiencies:

In cases where deficiencies are repeated or remain unresolved after multiple notifications, the University reserves the right to:

Conduct additional inspections at the Contractor's expense.

Escalate penalties, up to [specific percentage, e.g., 10%] of the total monthly invoice for continued non-compliance.

Terminate the contract for cause, as outlined in Section [reference contract termination clause].

Documentation and Appeals:

All deficiencies and penalties will be documented and shared with the Contractor. The Contractor may submit an appeal within five (5) business days of penalty notification for review by the University.

Alternate Process

The University will consider alternate inspection and deficiency proposals.

SECTION 2: RESIDENTIAL HALL FULL MAINTENANCE NEEDS

In addition to custodial services, Jackson State University requires comprehensive maintenance services for all residential facilities. Repairs that are part of normal wear and tear (e.g., plumbing leaks and HVAC maintenance) are covered as a part of comprehensive maintenance. The contractor shall be responsible for providing the following maintenance services.

General Maintenance

1. Carpentry

- Replace damaged floor tiles
- Replace damaged baseboards
- Repair door hardware and closures; replace as needed to meet code requirements
- Replace damaged ceiling tiles
- Install and repair window blinds
- Install electronics, shelving, and fixtures
- Replace broken mirrors
- Perform minor repair to study lounge furniture
- Replace damaged window screening
- Install and replace signage
- Install bulletin boards, chalkboards, and whiteboards
- Install and repair toilet partitions
- Replace dispensers
- Replace shower rods fixed to wall (where applicable)

2. Electrical

- Reset single/three-phase breakers
- Troubleshoot single/three-phase circuits
- Locate electrical systems as required for repairs and construction
- Repair light switches
- Replace receptacles and plates
- Replace motors with less than 1 HP
- Repair existing exterior lighting attached to the building
- Replace light bulbs and ballasts

3. HVAC Services

- Change filters on fan wall and ceiling mounted fan coil units
- Clean and repair coils and fans
- Track, schedule, and perform preventive maintenance (PM) using approved software
- Repair and/or install thermostats
- Clean and replace air filters in mechanical rooms
- Clean and repair duct work as required
- Replace dryer vents
- Repair breakers as needed
- Replace three phase circuits and motors
- Check, tighten, and change belts on motors less than 2 HP

- Repair CFC and HCFC units
- Repair mixing boxes
- Repair pneumatic controls
- Maintain and repair boilers

4. Plumbing Services

- Repair and/or replace faucets and shower heads
- Replace toilet seats
- Unclog main drain lines
- Repair and/or replace hot water heaters
- Repair and/or replace sprinkler heads
- Clear clogged J-Traps
- Replace or repair flush valves
- Clear drain clogs
- Service main supply lines
- Locate plumbing systems as required for repairs and construction
- Use power augers and high-pressure water equipment to clear drain clogs
- Clear underground drain clogs

5. Painting

- Maintenance repair and painting to restore and touch up appearance in entries, corridors, classrooms, restrooms, lobbies, lounges
- Repair and paint building exterior trim and entries
- Repair and paint all fences and railings
- Repair and paint individual offices as required
- Repair and paint individual student rooms as required
- Repair and paint damaged walls

6. Fire Alarms/Safety/Locks

- Test fire alarms systems in accordance with industry standards
- Maintain and repair fire alarm systems
- Cut and replace lost keys and occasional core replacement

7. Kitchen Equipment

- Maintain and repair kitchen equipment
- Perform routine maintenance cleaning such as floor drains, grease traps and exhaust hoods
- Perform inspections in accordance with industry standards

8. Special Event Setup

- Provide set-ups and tear-downs of activities and events, relocate office and classroom furniture/equipment as required.

Preventive Maintenance

- The services shall include preventive maintenance, which shall be defined as performing scheduled preventive maintenance services and/or electrical safety inspections, where

applicable, in accordance with appropriate codes, standards, regulations and Contractor's written procedures on the equipment. Preventive maintenance includes cleaning (but not housekeeping), adjusting, lubricating, inspecting, and testing procedures designed to prevent equipment failure, equipment downtime, and to verify good operating condition ("Preventive Maintenance").

- Establish preventive maintenance schedules for all HVAC (Heating, Ventilation, and Air Conditioning) equipment, including, but not limited to, air conditioners and boilers, other building systems and roofs. Schedules are to be in accordance with industry standards. JSU shall approve the final preventive maintenance plan.
- Develop and implement a comprehensive preventive maintenance program for all residential facility systems and equipment following established schedules.
- Conduct regular inspections of all building systems, including HVAC, plumbing, electrical, roofs and structural components. Inspection schedules shall be in accordance with industry standards but not less than once every 6 months for roofs. If applicable, the contractor will apply inspection stickers to all inspected equipment.
- Maintain detailed records of all preventive maintenance activities, inspections and equipment histories utilizing JSU's computerized maintenance management system (CMMS), currently TMA, and provide such to the university upon request.

Emergency Maintenance

- Provide 24/7 emergency maintenance services for all residential facilities. Emergency services shall include those where threat to life, safety and/or property are present. The university will appoint a Contract Administrator and questions about whether or not a service is classified as an emergency can be addressed to the Contract Administrator.
- Establish and maintain an emergency response system with defined response times for various types of emergencies.
- Train staff on emergency procedures and protocols.

Staffing, Training and Personnel Management

- Hire, evaluate, train, compensate, and retain all necessary labor, supervision, record keeping and management necessary to maintain the facilities in accordance with this RFP. Any vacant position must be filled within a reasonable period, generally within 3 weeks. All labor shall be compensated in accordance with prevailing wage requirements. This requirement applies to both employees and subcontractors.
- Failure to maintain appropriate staffing levels in order to meet service level expectations may result in financial penalties to the contractor, such as a corresponding reduction in monthly fee.
- Maintain a qualified staff of maintenance technicians with expertise in various trades (e.g., HVAC, plumbing, electrical, carpentry).
- Provide ongoing training and professional development opportunities for all maintenance staff.
- Ensure all staff are properly licensed and certified as required by state and local regulations.

Financial Thresholds and Exclusions

- Any repair costing \$5,000 or less is covered by the base agreement. Repairs exceeding \$5,000 will be considered extra and require additional billing and separate approval by the Contract Administrator. Examples include overhaul of chillers/boilers, refurbishing of buildings, grounds and furniture, and replacement of large pumps and electrical motors.
- Repairs costing \$2,000 or more, including both labor and materials, will require prior authorization by the Contract Administrator.
- Unexpected failures or replacements (e.g., structural repairs or replacement of major equipment) are beyond the scope of this agreement and require additional approval by the Contract Administrator. Additionally, any planned repair or replacement of a component of physical plant, buildings or grounds which adds to or takes from the original component of physical plant, buildings or grounds, regardless of the dollar amount must be approved in advance by the Contract Administrator.
- Damages due to natural disasters, vandalism, or misuse of facilities are excluded from routine maintenance and may be billed separately by the contractor with prior approval by the Contract Administrator.
- Items under warranty are not included in routine maintenance and will be addressed under the manufacturer's warranty.

Energy Management

- Implement energy-saving measures in all residential facilities. All proposed programs must be approved by Contract Administrator prior to actual implementation.
- Monitor and analyze energy consumption data. Report trends and anomalies to Contract Administrator.
- Provide recommendations for improving energy efficiency in residential buildings.

Safety and Compliance

- Ensure all maintenance activities comply with relevant safety standards and regulations.
- Conduct regular safety inspections of all residential facilities (not including occupied residential units).
- Coordinate semi-annual emergency monitor meetings and annual drills.
- Maintain proper documentation for all safety-related activities and inspections to be provided to the university upon request.
- Environmental monitoring, mold and mildew removal or mitigation, asbestos, air quality monitoring, and all industrial hygiene testing in the premises are excluded.

Reporting and Communication

- Provide monthly maintenance reports detailing all completed work, ongoing projects, and upcoming maintenance needs.

- Provide monthly compliance reports detailing work order response times, PM schedule compliance and customer feedback results.
- Establish a clear communication protocol with JSU's Facilities Management team and Residence Life staff.
- Attend regular meetings with JSU staff to discuss maintenance issues and plans.
- Advise Jackson State's representative of the mobile telephone numbers of the contractor executive staff and arrange for at least one of the contractor executive staff to be available at all times (24 hours a day, seven days a week, 365/366 days a year) by telephone.

Quality of Service

- Contractor shall, consistent with the requirements of the Contract Documents and in consultation with Jackson State, develop, implement, and execute a mutually agreed upon quality assurance program to include agreed-upon benchmarks for satisfaction, tools and metrics to measure quality levels of service, including real-time tracking mechanisms, and action plans to correct any deficiencies (collectively, "Performance Measures"). The parties will use the performance measurement evaluation tool attached and incorporated as Exhibit B to rate Contractor's adherence to the Performance Measures and to determine the amount, if any, of incentive and/or reductions to be made to the amounts payable to Contractor by Jackson State hereunder. The parties will review the performance measurement tool and make any mutually agreed revisions within ninety (90) days of the effective date. Thereafter, the performance measurement program may be modified on an annual basis by mutually written agreement.
- A Joint Review Committee shall be formed consisting of at least three (3) persons from the university and three (3) persons from the contractor. The committee shall hold regular semi-annual consultations regarding the performance of the services and apprise the university leadership of the status of current organization, personnel, and financial issues. Jackson State may inspect contractor's operations, performance of the services, and completed or in-progress work projects at any time to determine that the standards of quality and efficiency are being met. In addition, a representative of Jackson State shall perform a monthly inspection of the premises to ensure compliance with the agreement.
- Semi-annual inspections will be made by the contractor's personnel in the presence of the building principal. Within one (1) week of said visit, a detailed report of these inspections must be presented to the Contract Administrator.
- An annual summary of overall facilities management (plant operations and maintenance, custodial services, maintenance, and operations functions, accomplishments, goals, and objectives-both short term up to 12 months and long term up to 60 months) will be prepared and presented to the Contract Administrator.
- The successful contractor must agree to an annual audit by an outside firm of the university's choosing. The scope of the audit shall be determined by the university and at the expense of the contractor. The successful contractor must agree to provide to the auditor, university, or any other duly authorized representative access to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions. The successful contractor must also agree to maintain all required records for five (5) years after the university makes final payment and all other pending matters are closed.

Technology and Work Order Management

- Utilize the JSU CMMS for tracking all maintenance activities and work orders. JSU will support the CMMS by a staffed help desk operation, through which customers may request services and track the status of their requests. Contractor shall utilize an automated customer complaint tracking and resolution process. All Contractor employees shall be granted access to Jackson State's intranet and automated work order systems provided they follow Jackson State access procedures.
- Ensure prompt response to and completion of all submitted work orders (see Appendix E).
- Provide regular training to staff on the use of the CMMS and other relevant technologies.

Inventory Management

- Maintain an adequate inventory of commonly used parts and supplies. The contractor shall be responsible for securing all facility maintenance supplies and parts (e.g., filters, belts, hoses, valves, fixtures, paint, etc.) necessary to perform preventative and corrective maintenance. The contractor will be responsible for ordering all necessary supplies and parts.
- Implement an efficient inventory tracking system. The contractor shall be responsible to manage the inventory.
- Provide regular (quarterly) reports on inventory levels, usage and turnover rates.
- Provide regular (monthly) reports of maintenance and repair work orders that exceed required response times due to inability to acquire needed parts.

Tools and equipment

- It is the intent of this RFP that the contractor must provide all equipment and small hand tools necessary to perform the services. Contractor may negotiate with JSU to acquire any existing equipment. Jackson State may, at the request of the contractor, provide computers and office furnishings. Title to all equipment shall remain with the contractor and all general and customary maintenance and repair for the equipment will be performed by contractor at its sole cost and expense, except that the aforementioned computer(s), if any, will be maintained as part of JSU's information technology system for security purposes.

Sustainability

- A key focus of the university is to minimize the impact the procurement of goods and services has on the local environment. Jackson State is committed to sustainable economic, social, and environmental practices in all operations. It is important that proposing contractors share this commitment as well. Therefore, sustainable goods and services should be offered whenever available or specifically when required in the RFP.
- Jackson State may request the successful contractor to provide reports related to sustainability on all goods and services provided under its proposal. Reports may include but are not limited

to sustainable attributes of each product or service, the dollar and percentage amount spent on sustainable or environmentally preferred products and services, and the total amount spent.

- All electronic equipment purchases must be Energy Star rated (or, if there is no Energy Star rating for the desired equipment, energy-efficient models or substitutes are preferred). The requirement to purchase Energy Star rated equipment will improve JSU's energy and financial performance while distinguishing our institution as an environmental leader.

Deferred Maintenance

- Upon the Effective Date, contractor shall begin, in collaboration with Jackson State, a comprehensive inventory and assessment of the facilities and equipment on the premises. Contractor shall devote the staff and information technology resources necessary to complete this assessment prior to the expiration of nine (9) months from the Effective Date. Contractor shall deliver to Jackson State for approval a detailed work plan prior to the expiration of nine (9) months from the Effective Date that (a) analyzes the scope and nature of Jackson State's Deferred Maintenance and recommends a plan for addressing Jackson State's Deferred Maintenance; and (b) provides a recommended schedule, procedures and framework for addressing Jackson State's Deferred Maintenance needs (the "Work Plan"). Such Work Plan must address the specific maintenance needs of each building on the Premises, taking into account the particular purpose and nature of each facility. In the period between the Effective Date and the implementation of the Jackson State-approved Work Plan, contractor shall provide the services consistent with the current operating practices utilized by Jackson State.

Renovation and Improvement Projects

- Coordinate and oversee minor renovation projects in residential facilities (recommended dollar threshold/cap to be provided by bidder).
- Provide recommendations for facility improvements and upgrades.
- Assist in the planning and execution of major renovation projects as directed by JSU.

Capital Investment (Optional)

- Bidders are encouraged to submit proposals for capital investments related to the scope of work outlined in the base bid for residential facilities.
- These proposals should detail any enhancements, upgrades, or long-term improvements that would enhance the efficiency, sustainability, or overall quality of custodial and maintenance services.
- Provide a comprehensive description of the proposed investment, including its expected impact on service quality, efficiency, estimated cost, and the timeline for implementation.
- Highlight any potential cost savings or operational benefits that could be realized over time.
- Provide construction management assistance for new facilities, ensuring standardization of systems and recommending surfaces, finishes and general design elements.

Note: Submission of capital investment proposals is optional, however, they will be considered as part of the evaluation process and may influence the final contract award.

The contractor shall demonstrate their capability to provide these comprehensive maintenance services, including their approach to staffing, equipment, and management of these responsibilities. JSU Adopted Maintenance Standards is attached (Appendix C). The proposal should detail how the contractor plans to integrate these maintenance services with the custodial services outlined earlier in this RFP.

ALTERNATIVE BID SCOPE OF WORK

In addition to the base bid for custodial and residential maintenance services, Jackson State University invites alternate bids to extend maintenance services to all facilities on the main campus. This alternate bid will be considered separately and should outline the scope, pricing, and any additional resources required for the comprehensive maintenance of all campus facilities.

In addition to the base bid, bidders are encouraged to submit capital investment proposals related to the scope of work in the alternate bid for maintenance services across all facilities on the main campus. These proposals should identify potential upgrades, innovations, or long-term improvements that could enhance the efficiency, sustainability, or effectiveness of maintaining all campus facilities.

RFP RESPONSE CHECKLIST – Include these items in your response to RFP 25-07:

All submissions must include one clearly marked “Original” response, an electronic copy in PDF files on a flash drive, and three (3) identical copies of the complete proposal. All response packages must be clearly labeled with “JSU Custodial Services”, the Vendor’s name and “RFP 25-07.”

_____ (a) Submission Cover Sheet APPENDIX A, signed and dated accompanied by a Cover Letter indicating the scope of the proposal. In addition, the letter should include a statement indicating the overall service approach recommended, the ability to comply with all requirements of this RFP and acceptance of JSU's standard contract. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP, if needed. Cover letter should explain why your firm would be the best choice for JSU. Any corporate-wide programs, performance standards and metrics, unique features, key initiatives, and the corporate support structures pertinent to JSU should be included. The letter shall also outline the proposed transition plan, including a timeline, for a successful transition from in-house to outsourced combined facilities management and custodial. Include strategies for a successful transition, describe the implementation support personnel who will be provided (e.g., number of personnel, level of personnel, field of expertise of such personnel, number of years such personnel have been employed with the contractor in their present capacity, time commitment to the JSU transition process, etc.), and detail the time commitment expected of university staff for transition assistance.

_____ (b) Vendor Response to Management Requirements Questionnaire plus an overview of vendor qualifications, experience in the higher education sector, organizational profile (including operation

under other Vendor names providing the same or similar services) and organizational chart. Describe how the organizational structure will ensure orderly communications, distribution of information, and effective coordination of activities, accountability, and decision-making authority.

_____ (c) References: Provide three (3) similar or like clients as references, for which Respondent has performed (or is currently performing) work similar in nature and scope within the last five (5) years. Information should include:

- Institution's Name
- Institution's Address
- Contact name, telephone number, and email
- Similarity with scope and size of the JSU
- Length of time services have been provided

_____ (d) ****In a separately sealed envelope**** -- Technical and Cost Specifications Response -- This should include the proposed cost breakdown and pricing structure, a signed acknowledgement of Appendix B: JSU Adopted Custodial Standards and Appendix C: JSU Adopted Maintenance Standards, and all information in response to each specification listed herein. **NO INFORMATION IDENTIFYING THE VENDOR SHALL BE INCLUDED.**

The proposal package must be received on or before 11:00 a.m. on February 4, 2025. It is the responsibility of the respondent to ensure that the proposal package arrives in the Office of Purchasing and Travel prior to the date and time indicated above. The proposal package should be delivered or mailed to:

OFFICE OF PURCHASING AND TRAVEL
JACKSON STATE UNIVERSITY
1400 John R. Lynch Street
Jackson, MS 39217

When using a delivery service or hand delivering, the address is: H.P. Jacobs Administration Tower, 4th Floor, Office of Purchasing and Travel, Jackson State University, 1400 John R. Lynch Street, Jackson, MS 39217. Deliveries can be made during this office's normal business hours of 8:00 a.m. to 5:00 p.m.

JSU reserves the right to reject any and all proposals and to waive informalities and minor irregularities. JSU may accept any portion of a proposal or all items, if deemed in the best interest of the University to do so.

In addition, the proposer shall not be in contact with any other Jackson State University representative(s) other than the listed contacts during this procurement process.

Proposals received after the stated due date and time will not be accepted. Submission via facsimile or other electronic means will not be accepted.

Additional Requirements – INCLUDE WITH TECHNICAL AND COST SPECIFICATIONS RESPONSE

- Contractor shall agree to indemnify the University from any claims, actions, suits, causes of action, or demands, which may include, but is not limited to court costs and legal fees, arising from the implementation of the services to be provided.
- In the event of default by contractor or termination of contract, contractor shall agree to provide service on a month-to-month basis at existing rates for up to six months.
- There shall be no cost increase during the initial term. A cost increase may be considered at the beginning of each renewal term. In this RFP's response, the proposer must provide the justification and methodology for applying the cost increase and indicate the proposed amount of cost increase.
- JSU reserves the right to reject any or all proposals received, to waive any informalities or irregularities in proposals received, or to accept any proposal which is deemed most favorable to the University.
- Terms and conditions that constitute grounds for termination will be specified in the contract. JSU reserves the right to terminate the contract with sixty (60) days' notice or at the time of the contract renewal.

INSURANCE REQUIREMENTS

Contractor, upon award, but prior to any work commencing, shall provide certificates of insurance coverage as outlined below.

- Contractor, as an independent contractor, shall provide proof of Comprehensive General Liability insurance, Workers' Compensation insurance and Commercial Auto Liability insurance. The Contractor shall provide a Certificate of Coverage mailed to the Board of Trustees of State Institutions of Higher Learning (IHL), Office of Insurance and Risk Management, 3825 Ridgewood Road, Suite 429, Jackson, MS, 39211 and JSU, Department of Facilities and Construction Management, Executive Director, 1400 J.R. Lynch Street, Jackson, MS 39217 at least ten (10) working days prior to start of services. The Certificate of Coverage should, at a minimum, contain the name of the carrier, effective and expiration dates of coverage, a description of the covered perils, and amount of coverage by peril, the name and mailing address of the insurance company, and the name and mailing address of the insurance agent. The Certificate of Coverage must name the Board of Trustees of State Institutions of Higher Learning and JSU as additional insureds. The additional insured requirement shall be by an endorsement form, or an equivalent or broader form, or by blanket additional insured endorsement, and the general liability coverage shall be primary and noncontributory in respect to insurance maintained by JSU or IHL. Further, Contractor agrees to waive any rights of subrogation against IHL or JSU. The Comprehensive General Liability coverage and the Commercial Auto Liability coverage shall be a minimum amount of Five Million Dollars (\$5,000,000) per occurrence and Five Million Dollars (\$5,000,000) annual aggregate through an insurance company with a Best rating of A- or higher and a financial size Class X or higher approved by the Mississippi Department of Insurance. No material change in coverages may occur for JSU or IHL without 30 days advanced notice.

- Worker's Compensation and Employer's Liability: Standard limits as required by applicable Worker's Compensation Laws.
- Comprehensive General Liability:
 - i. General Aggregate - \$5,000,000
 - ii. Personal & Adv Injury - \$5,000,000
 - iii. Each Occurrence - \$5,000,000
 - iv. Fire Damage (any one fire) - \$1,000,000
 - v. Medical Expense (any one person) - \$5,000
 - vi. Automobile Bodily Injury and Property Damage Liability - \$1,000,000 Combined Single Limit
- Certificates of insurance with coverage described above shall be furnished by the proposer prior to the commencement of services under this agreement and such certificates shall provide that the coverages will not be canceled or reduced in amount prior to 30 days after notice of such cancellation has been mailed to the Purchaser. Certificates shall be endorsed to include a waiver of subrogation in favor of Jackson State University and that Vendor hereby waives all rights of recourse, including any right to which another may be subrogated, against Jackson State University for personal injury, including death, and property damage.

MANAGEMENT REQUIREMENTS QUESTIONNAIRE

1. What year was your company started?
2. How many years has your company been in the business of performing the services called for in this RFP?
3. Please provide the physical location and mailing address of your company's home office, principal place of business, and place of incorporation.
4. If your company is not physically located in the region, how will you supply professional services?
5. Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please discuss the impact both in organizational and directional terms.
6. List all licenses or permits your company possesses that are applicable to performing the services required in this RFP.
7. For how many customers has your company provided fulfillment services in the past two (2) years? Please include the dates and the annual amount of the billing to each customer.
8. What is the largest customer your company has provided fulfillment services for in the past two (2) years? Please include the annual amount of the billing.
9. Describe any specific services which your company offers along with any specialized experience, certification, and/or education of your current staff.
10. Explain how you would manage the transition.

INQUIRIES ABOUT RFP

Prospective respondents may make written inquiries concerning this request for proposal to obtain clarification of requirements. Responses to these inquiries may be made by addendum to the Request for Proposal (RFP). The deadline for inquiries shall be January 8, 2025 at 5 p.m. Please send your inquiries to brenda.l.nash-jefferson@jsums.edu.

PRE-BID CONFERENCE

A pre-bid conference will be held at **9:00AM CST on December 17-18, 2024** at the Department of Facilities and Construction Management Building, 833 Walter Payton Drive, Jackson, MS 39217. All interested parties are encouraged to attend. The purpose of the pre-bid conference is to allow potential bidders an opportunity to present questions to staff and obtain clarification of the requirements of the bid documents and will include a tour of the campus.

SCHEDULE OF CRITICAL DATES

The following dates are for planning purposes only. Unless otherwise stated in this RFP, progress towards their completion is at the sole discretion of JSU.

I.	RFP Posted	December 9, 2024
II.	Pre-Bid Conference	December 17-18, 2024
III.	Prospective respondents written inquiries deadline	January 8, 2025
IV.	Responses to inquiries posted	January 21, 2025
V.	Proposal submission deadline – 11:00 A.M.	February 4, 2025
VI.	Award determination date (estimated target)	March 4, 2025
VII.	Contract signed (estimated target)	May/June 2025
VIII.	Contract effective date	July 1, 2025

WRITTEN OR ORAL DISCUSSIONS/PRESENTATIONS

After the opening of all Offers received by the closing time and date for accepting offers, Respondents may be required, at the request of JSU, to make a public oral presentation or provide written clarifications to their Offers. Oral presentations may be recorded. Any oral presentation or written clarification given by Respondent will be considered part of the RFP's response. Personnel in the JSU Office of Purchasing and Travel will schedule any such presentations or address any needed written clarifications. JSU reserves the right to request a "best and final offer" at its discretion.

EVALUATION OF PROPOSALS

JSU reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. JSU reserves the right to contact and interview any reference listed. JSU may make a written determination showing the basis upon which the award was made, and such determination shall be included in the procurement file.

JSU reserves the right to award this contract in whole or in part depending on what is in the best interest of JSU with JSU being the sole judge thereof.

The evaluation factors set forth in this section are described as follows:

- The vendor's ability to deliver a service that satisfies the overall objective and functions described in this RFP
- Competitive fees
- Availability and access to technical support
- Vendor's experience with clients in same or similar size range and sector
- Compliance with applicable State and Federal laws and regulations
- The committee may invite finalists for interviews and/or presentations. Failure to participate may result in a proposal not being considered.

Proposals will be scored based on the following weights (100 points total):

- Corporate Structure/Years of Experience/References – 25 points
- Operation Plan/Ease of Use/Services Offered – 35 points
- Fees – 40 points

TWO-PHASE, BEST AND FINAL OFFER

If the initial proposals do not provide JSU with a clear and convincing solution, or if JSU feels it is appropriate to offer the potential providers an opportunity to submit revised proposals, JSU reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submissions (Phase-One), JSU may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.

The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through the initial RFP process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.

TERM OF CONTRACT

It is JSU's intention to enter into a five (5) year agreement with the option to renew for five (5) additional one (1) year intervals. The contract is estimated to begin July 1, 2025.

JSU reserves the right to terminate this agreement with thirty (30) days' notice, by the Vice President for Business and Finance, via certified mail to the address listed on the signature page of this RFP (Appendix A) if any of the terms of the proposal and/or contract are violated.

In the event the contractor fails to carry out and comply with any of the conditions and agreements to be performed under the specification, JSU will notify the contractor, in writing, of such failure or default. In the event the necessary corrective action has not been completed within a ten (10) day period, the contractor must submit, in writing, why such corrective action has not been performed. The University reserves the right to determine whether or not such noncompliance may be construed as a failure of performance of the contractor.

Termination of contract by contractor without cause can only occur with at least one-hundred and twenty (120) days' notice prior to the proposed termination of the contract.

In the event JSU employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this RFP's contract, the contractor agrees to pay the attorney's fees and expenses so incurred by JSU.

ACCEPTANCE TIME

Proposal shall be valid for one-hundred eighty (180) days following the proposal due date.

RFP CANCELLATION

This RFP in no manner obligates JSU to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards this end is solely at the discretion of JSU and may be terminated without penalty or obligations at any time prior to the signing of a contract. JSU reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

OTHER CONTRACT REQUIREMENTS

Award Terms: This contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the Contractor, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from JSU.

Standard Contract: The awarded contractor(s) will be expected to enter into a contract that is in substantial compliance with [JSU's standard contract](#). Proposal should include any desired changes

to the standard contract. It should be noted that there are many clauses which JSU cannot change. Significant changes to the standard contract may be cause for rejection of a proposal.

The Procurement Process: The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.

- Request for Proposals (RFP) are issued publicly.
- A deadline for written questions is set.
- Proposals will be received as set forth in the Schedule of Critical Dates.
- Unsigned proposals will not be considered.
- All proposals must be received by JSU no later than the date and time specified on the cover sheet of this RFP.
- At that date and time, the package containing the proposals from each responding firm will be opened publicly and the name of each Respondent will be announced.
- Proposal evaluation: JSU will evaluate all components of each proposal submitted.
- At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal.
- Respondents are cautioned that this is a request for proposals, not a request for contract, and JSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- The proposals will be evaluated according to criteria set forth in the Technical and Cost Specifications and Management Requirements sections of this RFP.

APPENDIX A: SIGNATURE PAGE

Provide information requested, affix signature and return this page with your proposal:

Name of Firm: _____

Complete Address: _____

Telephone Number: _____

E-mail Address: _____

Authorized Signature: _____

Printed Name: _____

Title: _____

APPENDIX B: JSU ADOPTED CUSTODIAL STANDARDS

APPA Custodial Service Levels

Level 1 – Orderly Spotlessness

- Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building or the historical focal point. This is show-quality cleaning for the prime facility.
- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.
- Washroom and shower tiles and fixtures gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners are empty, clean, and odor-free.

Level 2 – Ordinary Tidiness (JSU TARGET)

- Level 2 is the base upon which this study is established. This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms, and similar type facilities are not acceptable.
- Floors and base moldings shine and/or bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust smudges, and fingerprints are noticeable with close observation.
- Washroom and shower tiles and fixtures gleam and are odor-free. Supplies are adequate. Trash containers and pencil sharpeners are empty, clean, and odor-free.

Level 3 – Casual Inattention

- This level reflects the first budget cut, or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.
- Floors are swept clean, but upon close observation dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes, and streaks and splashes on base molding.

- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and all fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean, and order-free

Level 4 – Moderate Dinginess

- Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People beginning to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning.”
- Floors are swept clean but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.
- Less than 5% of lamps are burned out, and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

Level 5 – Unkempt Neglect

- This is the final and lowest level. The trucking industry would call this “just-in-time cleaning.” The facility is always dirty, with cleaning accomplished at an unacceptable level.
- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Based molding is dirty, stained, and streaked. Gum, stains, dirt, dust ball, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5% of lamps are burned out, and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

APPENDIX C: JSU ADOPTED MAINTENANCE STANDARDS

APPA Maintenance Standards Levels

Level 1: Showpiece

- Facility Maintenance activities appear highly focused.
- Typically, equipment and building components are fully functional and in excellent condition. Service and maintenance calls are responded to immediately.
- Buildings and equipment are regularly upgraded, keeping them current with modern standards and usage.

Level 2: Comprehensive Stewardship (JSU TARGET)

- Maintenance activities appear to be somewhat organized, but they remain people dependent.
- Equipment and building components are usually functional and in operating condition.
- Service and maintenance calls are responded to in a timely manner.
- Buildings and equipment are regularly updated, keeping them current with modern standards and usage.

Level 3: Managed Care

- Maintenance activities appear to be somewhat organized, but they remain people dependent.
- Equipment and building components are mostly functional, but they suffer occasional breakdowns.
- Service and maintenance call response time are variable and sporadic without apparent cause.
- Buildings and equipment are periodically upgraded to current standards and usage, but not enough to control the effects of normal usage and deterioration.

Level 4: Reactive Management

- Maintenance activities appear to be somewhat chaotic and are people dependent.

- Equipment and building components are frequently broken and inoperative.
- Service and maintenance calls are typically not responded to in a timely manner.
- Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

Level 5: Crisis Response

- Maintenance activities appear chaotic and without direction.
- Equipment and building components are routinely broken and inoperative.
- Services and maintenance calls are never responded to in a timely manner.
- Normal usage and deterioration continues unabated, making buildings and equipment inadequate to meet present usage needs.

APPENDIX D: JSU BUILDINGS AND SQUARE FOOTAGE

Building No.	Building Name	Type of Building	Number of Floors	Gross Sq Ft (GSF)
1	Ayer Hall	Research	4	18,712
2	E-City Center	Academic Support	1	3,270
3	Z.T. Hubert/Human Resources	Institutional Support	1	3,715
4	Sally Barksdale/MLI	Academic Support	1	4,052
5	Old Industrial Arts Building	Academic	2	16,883
7	Rose E. McCoy Auditorium	Academic	4	41,175
8	B.F. Roberts Hall	Institutional Support	2	29,682
9	E.E. Just Hall of Science	Academic	4	102,141
10	H.T. Sampson Library	Library	6	151,385
12	University Office Complex (FA) - International Programs	Academic Support	2	6,634
13	University Office Complex (FA) - Army/Air Force (ROTC)	Academic Support	2	8,812
14	University Office Complex (FA) - Alumni Affairs	Academic Support	2	8,812
15	University Office Complex (FA) - CSET	Academic Support	2	1,931
16	University Office Complex (FA) - Alcohol and Drug Studies	Academic Support	2	4,440
17	E.T. Stewart Hall	Residential	5	37,033
18	Plant Science Building/Garden House	Academic	1	6,711
19	J.L. Reddix Building	Academic Support	3	57,701
20	Alexander Residence Hall	Residential	5	136,810
21	John W. Dixon Building	Residential	7	77,615
22	J.Y. Woodard Building	Academic	2	29,747
24	President's House (Campus)	Residential	2	7,796
25	Joseph H. Jackson Building (School of Educ.)	Academic	3	58,972
27	H.P. Jacobs Administration Tower	Institutional Support	10	46,266

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Building No.	Building Name	Type of Building	Number of Floors	Gross Sq Ft (GSF)
28	F.D. Hall Music Center	Academic	2	56,324
29	Heritage Dining Hall	Auxiliary	3	42,528
30	J.A. Peoples Science Building	Academic	4	109,940
31	L.E.E.Williams Athletic & Assembly Center	Academic Support	2	110,934
33	T.B. Ellis Annex	Academic Support	1	7,623
34	Facilities & Construction Management	Institutional Support	1	8,043
35	University ID Center	Institutional Support	1	2,091
36	Dollye M.E. Robinson Building	Academic	4	131,365
37	Transitional Residence Hall	Residential	4	167,496
38	Structures Lab	Academic Support	4	2,013
39	College of Business	Academic	5	109,540
40	Athletic Support Facility (Weight Room)	Auxiliary	1	7,061
41	University Health Center	Academic Support	1	5,248
42	Department of Public Safety	Institutional Support	1	2,671
43	Walter Payton Recreation & Wellness Center	Auxiliary	1	86,597
45	Campbell College Suites (NORTH)	Residential	5	93,687
46	Campbell College Suites (SOUTH)	Residential	5	95,205
47	School of Engineering	Academic	2	89,883
48	JSU Student Center/Welcome Center	Auxiliary	3	17,688
49	Tennis Court Facility	Academic Support	1	1,856
50	Undergraduate Recruitment	Academic Support	1	3,210
51	Johnson Hall	Academic	3	31,085
52	Council of Federated Organizations (COFO) Building	Academic	1	3,231
53	Mobility & Transportation Center	Institutional Support	1	11,183
55	University Guest House (Sheffield Drive)	Academic	2	2,943

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Building No.	Building Name	Type of Building	Number of Floors	Gross Sq Ft (GSF)
58	University Place of Jackson	Auxiliary	4	8,008
60	101 Capitol Centre	Academic	5	47,825
62	Sheppard Warehouse	Institutional Support	1	29,306
63	MSVM Stadium	Auxiliary	3	100,000

NOTE: *We do anticipate adding facilities as they come online.*

APPENDIX E: WORK ORDER PRIORITY SYSTEM

The contractor shall adhere to the following work order priority system for all maintenance and custodial services:

Priority Levels and Response Times

Priorities	Conditions	Response Time	Completion Time
1 - Emergency	Immediate threat to life, health, or property	30 minutes	2 hours
2 - Urgent	Potential threat to life, health, or property if not addressed promptly	2 hours	24 hours
3 - High	Significant impact on operations or comfort, but not an immediate threat	24 hours	3 business days
4 - Routine	Regular maintenance or minor repairs	5 business days	30 days
5 - Scheduled	Planned maintenance or projects	As scheduled	As scheduled

Priority Definitions and Examples

- Emergency:** Situations requiring immediate attention to prevent loss of life, serious injury, or significant property damage. Examples include major water leaks, power outages, or security breaches.
- Urgent:** Issues that could escalate to emergencies if not addressed promptly. Examples include minor water leaks, malfunctioning fire alarms, or broken locks.
- High:** Problems that significantly impact daily operations or resident comfort but are not immediate threats. Examples include malfunctioning HVAC systems, clogged toilets, or broken appliances.
- Routine:** Regular maintenance tasks or minor repairs that do not significantly impact operations or comfort. Examples include light bulb replacements, minor painting, or general cleaning tasks.
- Scheduled:** Planned maintenance activities or improvement projects. Examples include annual HVAC servicing, scheduled painting, or planned renovations.

EXHIBIT A: ANNUAL DEEP CLEAN STANDARDS

TYPE OF SPACES:

Residential Facilities: Areas typically occupied by students during the school year.

Non-Residential Facilities: Administrative, academic, and public-use spaces, such as offices, classrooms, laboratories, libraries, auditoriums, and other University facilities not included in routine daily cleaning tasks.

THE ANNUAL DEEP CLEANING PROCESS SHALL INCLUDE:

1. **Flooring:**
 - **Carpeted Areas:**
 - Vacuum thoroughly, followed by professional steam cleaning or shampooing to remove embedded dirt, stains, and odors.
 - **Hard Floors (Tile, Vinyl, or Wood):**
 - Strip, scrub, and wax floors to restore shine and protect surfaces.
 - Clean and sanitize baseboards.
2. **Walls and Ceilings:**
 - Remove scuffs, stains, and marks from walls using appropriate cleaning agents.
 - Dust and clean vents, light fixtures, and ceiling corners to eliminate cobwebs.
3. **Furniture:**
 - Vacuum, clean, and sanitize all upholstered furniture.
 - Polish and disinfect desks, tables, and other hard surfaces.
4. **Windows and Blinds:**
 - Wash windows (interior and accessible exterior) and window sills.
 - Dust and clean blinds, ensuring all slats are wiped down.
5. **Restrooms (including Communal and Suite Style Residential Rooms):**
 - Deep clean toilets, sinks, and showers to remove grime, mineral buildup, and soap scum.
 - Scrub and sanitize grout lines and tiled surfaces.
 - Replace shower curtains, if applicable.
6. **Kitchens/Common Areas:**
 - Clean and sanitize all appliances (refrigerators, microwaves, stovetops) inside and out.
 - Wipe down cabinets and countertops, paying special attention to grease buildup.
 - Scrub and sanitize sinks and faucets.
7. **Bedrooms:**
 - Dust and sanitize bed frames, headboards, and surrounding surfaces.
 - Vacuum mattresses and clean any spills or stains.
8. **Trash and Recycling:**
 - Remove all trash and recycling materials left behind.
 - Sanitize trash cans and recycling bins.
9. **HVAC and Air Quality:**
 - Clean air vents and replace filters, if necessary, in coordination with Facilities Management.
10. **General Sanitization:**

- Use EPA-approved disinfectants to sanitize high-touch surfaces such as door handles, light switches, railings, and shared equipment.

EXHIBIT B: PERFORMANCE MEASURES (SAMPLE)

CUSTODIAL SERVICES QUALITY ASSESSMENT

INSPECTION DETAILS

Date: _____ Time: _____

Building: _____ Floor: _____

Custodian: _____ Shift: _____

Inspector: _____

QUALITY RATING SCALE

- E (95-100%): Exceeds Standards
- A (85-94%): Acceptable
- NI (70-84%): Needs Improvement
- U (Below 70%): Unsatisfactory

SECTION 1: RESTROOM INSPECTION

Location/Room Number: _____

Category	Score	Points Available	Point Earned	Comments
Sanitation		25		

- Toilets/urinals sanitized
- Sinks disinfected
- Dispensers cleaned
- Door handles sanitized
- Partitions disinfected

Category	Score	Points Available	Point Earned	Comments
Cleaning Quality		25		

- Floors mopped/sanitized
- Mirrors streak-free

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- No dust/cobwebs
- Trash properly disposed
- No odors present

Category	Score	Points Available	Point Earned	Comments
Stock Supplies		25		

- Paper products stocked
- Soap dispensers filled
- Feminine products stocked
- Hand sanitizer filled
- Extra supplies available

Category	Score	Points Available	Point Earned	Comments
Appearance		25		

- Overall cleanliness
- Organized appearance
- Chrome fixtures shining
- Floor drain covers clean
- Grout clean

Total Score: ____/100

SECTION 2: COMMON AREAS

Location: _____

Category	Score	Points Available	Point Earned	Comments
Floor Care		25		

- Vacuumed/mopped thoroughly
- No visible debris
- Edges and corners clean
- No stains/spots
- Baseboards clean

Category	Score	Points Available	Point Earned	Comments
Surfaces		25		

- Desks/tables clean
- Window sills dusted
- Vents dust-free
- Pictures/frames dusted
- No fingerprints visible

Category	Score	Points Available	Point Earned	Comments
Waste Management		25		

- All trash removed
- Recycling properly sorted
- Bins clean/sanitized
- New liners installed
- No overflow

Category	Score	Points Available	Point Earned	Comments
Special Attention Areas		25		

- Drinking fountains sanitized
- Entry glass clean
- Door handles sanitized
- Light switches cleaned
- Hand rails sanitized

Total Score: ____/100

SECTION 3: DEFICIENCY REPORT

Areas Requiring Immediate Attention:

1. _____
2. _____
3. _____

Corrective Actions Taken:

Follow-up Required: _____ Yes _____ No

Follow-up Date: _____

SIGNATURES

Custodian: _____ Date: _____

Inspector: _____ Date: _____

Supervisor: _____ Date: _____

Next Inspection Date: _____

MAINTENANCE SERVICES QUALITY ASSESSMENT

INSPECTION DETAILS

Date: _____ Time: _____

Building: _____ Floor: _____

Custodian: _____ Shift: _____

Inspector: _____

QUALITY RATING SCALE

- E (95-100%): Exceeds Standards
- A (85-94%): Acceptable
- NI (70-84%): Needs Improvement
- U (Below 70%): Unsatisfactory

SECTION 1: MECHANICAL SYSTEMS

System	Status	Last Service	Next Due	Comments
HVAC				

- Air Handlers
- Chillers
- Boilers
- Exhaust Fans
- Thermostats

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 Due: February 4, 2025 at 11:00 a.m.

System	Status	Last Service	Next Due	Comments
Plumbing				

- Water Heaters
- Pumps
- Drains
- Fixtures
- Backflow Preventers

System	Status	Last Service	Next Due	Comments
Electrical		25		

- Main Distribution
- Panel Boards
- Emergency Lighting
- Exit Signs
- Ground Fault Protection

SECTION 2: BUILDING ENVELOPE

Component	Condition	Priority	Action Needed	Comments
Structural				

- Foundation
- Walls
- Roof
- Windows
- Doors

Component	Condition	Priority	Action Needed	Comments
Safety Systems				

- Fire Alarms
- Sprinklers
- Emergency Exits
- Security Systems
- Smoke Detectors

SECTION 3: PREVENTIVE MAINTENANCE TRACKING

Equipment	PM Due	Last OM	Status	Notes
List				

SECTION 4: WORK ORDER STATUS

Current Open Work Orders: _____

Priority Distribution:

- Emergency: _____

- High: _____

- Medium: _____

- Low: _____

Average Response Time: _____

Completion Rate: _____%

SECTION 7: MAINTENANCE PROJECTS

Current Projects:

1. _____

Status: _____ Completion Date: _____

2. _____

Status: _____ Completion Date: _____

3. _____

Status: _____ Completion Date: _____

SECTION 8: CRITICAL FINDINGS AND RECOMMENDATIONS

Immediate Actions Required:

1. _____
2. _____
3. _____

Long-term Recommendations:

1. _____
2. _____
3. _____

SIGNATURES

Technician: _____ Date: _____

Inspector: _____ Date: _____

Facility Manager: _____ Date: _____

Next Inspection Date: _____