



**Southern University and A&M College  
Baton Rouge, Louisiana**

**Request for Proposal (RFP)  
Emergency Cleaning Services  
Dormitories & Apartments  
Residential Housing**

**RFP # 50016-10354**

**All Times are Central Standard (CST)**

**PROPOSAL DUE: 10:30 AM-June 1, 2026**

**Proposal Release Date: May 22, 2026**

**Mandatory Pre-Bid Conference & Site Visit/Tour: May 26, 2026 @ 9:30 AM**

Site Visit Location:

**Mandatory Pre-bid Conference location:**

Physical Plant Department  
Benjamin H. Kraft Building  
515 James L. Hunt Street  
Southern University  
Baton Rouge Campus

Site Telephone No. 225-771-4741 or 225-771-6241

**Deadline for Inquiries by May 27, 2026 @ 2:00 PM**

Submit inquiries to: Linda Antoine at  
linda\_antoine@subr.edu

**Deadline to respond to inquiries by 2:00 PM on May 28, 2026**

**Deadline to submit bid: June 1, 2026 @ 10:30AM**

Mail or Deliver all Proposals to:

Linda Antoine

Title: Director of Purchasing

PO Box 9534 or James J. Prestage Drive

JS Clark Administration Building Annex-1<sup>st</sup> Floor

Baton Rouge, LA 70813 Ph. 225-771-2804

**Use link to submit bid online:**

<http://www.sus.edu/bidcertification> Note:

Responses to inquiries/addenda are posted on LAPAC (La State Procurement website) LAPAC website: <https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/Agency/outMain.cfm>

It is the responsibility of the vendor to check LAPAC for addenda.

## OVERVIEW OF THE PROJECT

The purpose of this Request for Proposals (RFP) is to solicit proposals with pricing to provide deep cleaning twice a year or as needed for the Dormitories and Apartments located on the Southern University Baton Rouge Campus (SU). This RFP is not to outsource the Southern University cleaning staff, but to provide services as requested. Services means all labor (custodial, janitorial, and housekeeping), materials, equipment, and supplies necessary to perform the work in accordance with the requirements defined throughout this RFP.

## INTENT

Based on this RFP, SU will elect to award a single, or multiple responsible contractors based on whose proposal, conforming to this RFP, is most advantageous to the University, price and other factors considered. SU reserves the right to issue multiple contracts or to separately procure individual requirements that are the subject of the contract during the contract term, when deemed by the University to be in its best interest.

## SCOPE OF PROPOSAL

Southern University is seeking proposals from experienced and qualified Contractors for Custodial Services that will provide maximum value through trained staff, enhanced technology, superior customer service, streamlined processes, sustainability efforts and reasonable costs. SU requires a clean, safe, and healthy environment for students, administration and staff at the campus. The scope of the services required is detailed in the RFP document.

Financial considerations are important but will not be the sole determinant for the award. Within this RFP, SU challenges the proposers to carefully study and research the unique aspects of campus life and to submit unique proposals that demonstrate the ability to operate in a performance-based environment and to maintain quality levels of work.

SU intends for this RFP to result in a contract for a period of (1) year with an option to renew for two (2) additional years at the pricing and proposal information contained herein upon mutual agreement with the Contractor.

Southern University maintains the right to cancel because performance is not up to standard.

## Scope of Work: Cleaning

### Dormitories

#### **Bethune Hall – 2 floors, 3 Stairwells, Lobby/2 Offices**

- 59 Bedrooms
  - 118 beds
  - 118 closets
  - 118 dressers w/drawers
  - 59 ceiling fans
  - 59 window AC units
- Shower room on each floor
  - 4 shower stalls X 2 = 8
- Toilet room on each floor

- 7 toilet stalls X 2 = 14
- Sink room on each floor
  - 10 sinks X 2 = 20

COST\_\$\_\_\_\_\_

**Boley Hall – 5 floors, 2 Stairwells, 2 elevators, Lobby/Office**

- 60 suite areas
- 60 bathrooms
  - 60 toilets
  - 60 showers
  - 60 sinks
- 240 bedrooms
  - 240 beds
  - 240 closets
  - 240 desks
  - 240 chairs
  - 240 window AC units

COST\_\_\_\_\_

**Bradford Hall – 2 floors, 3 Stairwells, Lobby/Office/2 study rooms**

- 63 Bedrooms
  - 126 beds
  - 126 closets
- 2 Communal Bathrooms on each floor X 2 = 4
  - 20 shower stalls
  - 8 sinks
  - 4 mirrors
  - 16 toilet stalls
  - 4 urinals

COST\_\_\_\_\_

**Grandison Hall – 3 floors, 3 Stairwells, Lobby/Office/Study Room**

- 57 bedrooms
  - 114 beds
  - 114 closets
  - 114 chests
  - 114 desks
  - 114 chairs
  - 57 sinks
- 6 communal Bathrooms
  - 19 sinks
  - 17 toilets
  - 12 urinals

- 24 showers
- 19 mirrors

COST \_\_\_\_\_

**Reed Hall – 2 floors, 2 Stairwells, Lobby/Office**

- 35 bedrooms
  - 35 window units
  - 35 ceiling fans
  - 35 sinks
  - 70 beds
  - 70 closets
  - 70 chests
  - 70 desks
  - 70 chairs
- 2 communal bathrooms
  - 2 sinks X 2 = 4
  - 4 toilet stalls X 2 = 8
  - 4 shower stalls X 2 = 8
  - 2 urinals X 2 = 4

COST \_\_\_\_\_

**White Hall – 2 floors, 2 Stairwells, Lobby/office**

- 35 bedrooms
  - 35 window units
  - 35 sinks
  - 70 beds
  - 70 closets
  - 70 chests
  - 70 desks
  - 70 chairs
- 2 communal bathrooms
  - 2 sinks X 2 = 4
  - 4 toilet stalls X 2 = 8
  - 4 shower stalls X 2 = 8

COST \_\_\_\_\_

**Camille Shade – 3 floors, elevator, Lobby/Office**

- 47 Suites (188 bedrooms, 94 bathrooms)
  - 376 beds
  - 376 desks/chairs
  - 47 tubs with shower (A/B bathrooms)
  - 47 walk in showers (C/D bathrooms)
  - 94 toilets

- 94 sinks/countertops

COST \_\_\_\_\_

**SV Totty – 3 floors, elevator, Lobby/Office**

- 47 Suites (188 bedrooms, 94 bathrooms)
  - 376 beds
  - 376 desks/chairs
  - 47 tubs with shower (A/B bathrooms)
  - 47 walk in showers (C/D bathrooms)
  - 94 toilets
  - 94 sinks/countertops

COST \_\_\_\_\_

**U S Jones – 3 floors, elevator, Lobby/Office**

- 47 Suites (188 bedrooms, 94 bathrooms)
  - 376 beds
  - 376 desks/chairs
  - 47 tubs with shower (A/B bathrooms)
  - 47 walk in showers (C/D bathrooms)
  - 94 sinks/countertops

**Apartments (Units 100, 200, 300 & 400)**

**UNAP 100**

- 47 Living room area (sofa, chair, table)
- 47 Kitchen area (cabinets, countertop, microwave, refrigerator)
- 144 beds, desk, chair, chest, nightstand
- 73 bathrooms (toilets, sink w/counter, shower/tub)

COST \_\_\_\_\_

**UNAP 200**

- 46 Living room area (sofa, chair, table)
- 46 Kitchen area (cabinets, countertop, microwave, refrigerator)
- 142 beds, desk, chair, chest, nightstand
- 72 bathrooms (toilets, sink w/counter, shower/tub)

COST \_\_\_\_\_

**UNAP 300**

- 43 Living room area (sofa, chair, table)
- 43 Kitchen area (cabinets, countertop, microwave, refrigerator)
- 134 beds, desk, chair, chest, nightstand
- 68 bathrooms (toilets, sink w/counter, shower/tub)

COST \_\_\_\_\_

**UNAP 400**

- 46 Living room area (sofa, chair, table)
- 46 Kitchen area (cabinets, countertop, microwave, refrigerator)
- 104 beds, desk, chair, chest, nightstand
- 71 bathrooms (toilets, sink w/counter, shower/tub)

**COST** \_\_\_\_\_

**RFP DATES**

Contractors interested in submitting proposals in response to this RFP should do so according to the following schedule. Failing to adhere to the dates and times for performance specified below can be a cause for disqualification.

**ALL TIMES ARE CENTRAL STANDARD (CTS)**

RFP Release Date	May 22, 2026
Mandatory Pre-Bid Conference & Site Visit (Late bidders cannot participate in the bid process)	May 26, 2026 @ 9:30 AM
Deadline to submit inquiries	May 27, 2026 @ 2:00 PM
<b>Submit inquiries to Linda Antoine at linda_antoine@subr.edu</b>	
Deadline to respond to inquiries	May 28, 2026 @ 2:00 PM
Deadline to submit proposal	June 1, 2026 @ 10:30 AM
Submit bid to (Hand deliver or mail)  Alternative submittal: <b>Use link to submit proposal online: <a href="http://www.sus.edu/bidcertification">http://www.sus.edu/bidcertification</a></b>	Linda Antoine, Director Southern University Purchasing Department-PO Box 9534 or James J. Prestage Drive J.S. Clark Administration Building Annex, 1 <sup>st</sup> Floor 225-771-2804 or 225-771-4587
<i>Bidders are solely responsible for ensuring timely delivery of their bids. The Purchasing Department is not responsible for any delays caused by bidders' chosen means of delivery. Failure to meet bid opening date and time will result in rejection of bid.</i>	

**Mandatory Pre-Bid Conference & Site Visit**

A pre-bid conference & site visit will be held on the Southern University Baton Rouge campus. This visit will provide Proposers the opportunity to view the building(s) and ask questions.

**Mandatory Pre-bid Conference location:**

Physical Plant Department  
Benjamin H. Kraft Building

515 James L. Hunt Street  
Southern University  
Baton Rouge Campus  
Site Telephone No. 225-771-4741 or 225-771-6241

**Mandatory Pre-Bid Conference & Mandatory Site Visit**

Date and time: May 27, 2026 @ 9:30 AM

## **INSTRUCTIONS FOR SUBMITTING PROPOSALS AND EVALUATION PROCESS**

### **PROPOSER QUALIFICATION**

***Minimum Mandatory Requirements and Other Qualification Standards***

The intent of this solicitation is to provide SU with successful implementation of the program for **Custodial Services** as specified. The qualification of Proposers is broken out into the two sections below, Minimum Mandatory Requirements and Other Qualification Standards.

**Minimum Mandatory Requirements** are defined as requirements essential to SU for proposal consideration. Automatic disqualification from the proposal process will result from a proposer's failure to provide or comply with any one or more of the following requirements:

- Attendance at the site visit
- **No late proposals will be accepted.** Any proposal received after the specified deadline for submission will not be considered and will be returned to the submission firm unopened.
- Collusion among Proposers is not allowed. If there is proof of collusion among proposers, all proposals involved in the collusive action will be rejected.
- Proposers must have the ability to obtain the necessary insurance.
- Proposers must possess all trade, professional, or business licenses as may be required by the work contemplated by this RFP.
- Proposers must operate within the guidelines of all Federal, State, University, and Local laws.

**Other Qualification Standards** are defined as standards that if not met or supplied by the proposer, Southern University reserves the sole right to reject proposal(s) without limitation.

- Proposer should have verifiable successful experience in the last three (3) years in providing the range of services specified in this RFP as a primary Contractor for at least three (3) accounts of similar size, complexity, and business volume.
- Proposer shall present evidence that its management personnel have been engaged for at least the past (3) years in providing custodial services as listed in this RFP.
- Proposers should include with their proposal the company names, addresses, contact names, phone numbers, and brief descriptions of reference accounts meeting these criteria as specified in the RFP.
- Proposer should be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel and

product line, order processing, delivery capabilities, maintenance, support, systems, organization structure, operation controls, quality control, and other related factors.

- The proposal should be signed by an Officer or employee duly authorized to legally bind the entity submitting the Proposal.

In addition to the information required above, SU may request additional information either from the Contractor or others, and may utilize site visits and Contractor presentations, as reasonably required by SU to verify the Contractor's ability to successfully meet the requirements of this RFP. SU also reserves the right to obtain Dun & Bradstreet reports, or similar independent reports for further indications of the Contractor's ability.

#### **PROPOSAL EVALUATION PROCESS**

It is a mandatory requirement of this RFP that the proposer respond to each of the sections listed in the following paragraphs Proposal Requirements, and in the order in which they appear. SU is seeking proposals from Contractors to provide cleaning services to SU Residential Housing (Dormitories & Apartments); therefore, it is incumbent upon the proposer to present the responses to the RFP concisely and to the point. The awarding of contracts will be based upon the responses to proposals. The personnel listed at the end of section are the only contacts required for this project.

***Each proposer's submission will be scored in each of the following categories:***

License Registration Number and Date Granted	Y / N
Certificate of Insurance	Y / N
Contractor References/experiences	10 points
Experience and Qualifications of Contractor, Personnel and Staff	20 points
Experience with Educational or similar Facilities	15 points
Response to Cleaning Specifications/Scope of Work/time frame to complete work	25 points
Cost Proposal	20 points
Acknowledgement and acceptance of SU Terms and Conditions	10 points
Total	100 points

***The best qualified bidder will be selected.***

***Bidder is expected to start work by June 3, 2026***

#### **PROPOSAL REQUIREMENTS**

Proposals must follow the format specified in this section. The submission of a signed proposal will confirm understanding and acceptance of all requirements, terms, and conditions of the RFP unless specific exceptions are taken and alternative language or provisions are offered. The response submitted should

have all business, technical, and financial information and pricing. Firms submitting proposals should include the following information as a minimum:

***Contractor Information:***

1. The legal name of the Contractor, address and telephone number, as well as the information on any other local office that may assist in the provision of services.
2. Executive Summary with a brief company introduction and background history, including the year the company was established as currently being operated.
3. The structure of the organization (e.g., sole proprietorship, partnership, corporation, etc.) including organizational and staffing charts of those positions to be utilized in the performance of this contract. Detailed resumes of key supervisory and managerial personnel with experience in a college or university setting are desirable.
4. The name, address and telephone number of the person to whom correspondence should be directed.
5. Pictures or facsimiles of the proposed Contractor apparel should be included with responses and must be approved by SU prior to use on campus.
6. Provide proof of insurance that meets the minimum requirements.

***Contractor Work Experience:***

1. Proposer must be able to demonstrate and show evidence of having the capability to provide the required services by possessing adequate available resources, including personnel, product line, order processing, delivery capabilities, maintenance, support systems, organization structure, operational controls, quality control, and other related factors.
2. Describe experience in servicing buildings as stated in proposal
3. Please list all commercial/higher-education contracts lost in the last (3) years with reason for cancellation or non-renewal. SU reserves the right to contact these businesses, institutions, etc. and requests that contact information be included for each account. Failure to comply may result in rejection of the proposal.
4. Provide (3) similar customer references, at least (3) current and (2) former clients, comparable in size, complexity and operations and with names of organizations and names and phone numbers of customers who have used similar services to those, which are to be provided. Please include the organization's name, address, phone number, email address, and a contact person for each. Operations would include libraries, labs with hazardous materials, computer rooms, and athletic areas. The University reserves the right to contact or visit any of the references provided. Additionally, the University reserves the right to contact additional references that the University is aware of or may become aware of.
5. Background checks by Proposer shall comply with all applicable laws, rules and regulations. Proposer further agrees that the background checks as required in this RFP are necessary to preserve and protect the public health, safety and welfare. Background checks will be completed prior to employment and on an annual basis as needed while the employee is assigned to SULS.
6. Proposer must review and accept SU standard contract terms and be able to follow all campus policies.

7. Demonstrate an understanding of Louisiana processes, required permits, laws, codes, OSHA standards, licenses and applicable state and local codes specific to custodial laws and procedures.

***Staffing Plan & Policy:***

1. Provide a Staffing Sheet that shows the number of proposed full-time and part-time employees.
2. Explain staffing and management plan for campus Zones.
3. Designate a local "Manager" who will manage the contract for the Proposer. SU reserves the right to interview and approve the selection of the custodial manager.
4. Contractors must recognize that satisfactory public relations with students, faculty, staff and visitors to SU campus is an important part of the custodial service. Proposers should provide as part of the proposal, provisions covering service to customers, including information on training programs which impact customer service.
5. If the proposed custodial on-site manager is changed, SU reserves the right to approve the newly proposed manager.

**Pricing Schedule:**

1. The pricing schedule must include pricing for services for the initial contract term
2. The pricing schedule must include, at a minimum, a labor cost, supplies cost and cost per cleanable square foot or price for each dormitory and apartments
3. Pricing for all buildings should be specific to the resources required to clean that facility.
4. **Provide your standard billing rate for each service level i.e. custodian, custodian lead, and service**

**Additional Items:**

The proposal must be signed by the individual(s) legally authorized to bind the Contractor. If complete responses cannot be provided without referencing supporting documentation, such documentation must be provided with the proposal and specific references made to the tab, page, section and/or paragraph where the supplemental information can be found.

**Proposal Format:**

- Contractors shall submit two (2) original proposals marked "ORIGINAL"
- Proposals shall be in an 8 ½" x 11" format. Supplementary information such as firm brochures, publicity material will be accepted. Organize response information in the same format and order as this RFP. Any variances from specifications which may be proposed must be specifically noted and marked as an "Exception."

**Submittal Requirements:**

For questions regarding this RFP, submit all inquiries via email to Linda Antoine at [linda\\_antoine@subr.edu](mailto:linda_antoine@subr.edu). Responses to the questions will be posted on LAPAC (Louisiana Procurement website). You are encouraged to register your company with LAPAC.

*Bidders are solely responsible for ensuring timely delivery of their bids. The Purchasing Department is not responsible for any delays caused by bidders' chosen means of delivery. Failure to meet bid opening date and time will result in rejection of bid.*

In addition to the submission of 6 hard copies of your proposal, you are also required to submit an electronic PDF formatted copy of your document on a labeled flash drive or other digital media.

*Proposals that do not arrive at the specified date and time **WILL NOT BE ACCEPTED** and will be returned unopened. Contractors may submit their proposal any time prior to the above stated deadline. At its sole discretion, the Southern University Purchasing Department may reject incomplete proposal submittals if, in its judgment, the submittal lacks information needed to effectively evaluate the proposal. Nothing in this request for proposals implies a contractual obligation with any firm, nor will Southern University reimburse costs for submittal preparation.*

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## INDEMNIFICATION

The Contractor shall indemnify Southern University and A&M College, its Board of Supervisors, its officers, and employees against any damage (including reasonable attorney's fees and other costs of litigation) caused by the Contractor's negligent acts or omissions or the negligent acts or omissions of the Contractor's agents or employees. The Contractor shall defend any suit against SULLS alleging injuries or damages arising out of the services performed under this agreement. However, nothing contained herein shall require the Contractor to defend or indemnify Southern University for injuries or damages arising solely out of the negligence of SULLS, its agents, or employees.

## INSURANCE REQUIREMENTS

Without limiting any liabilities or any other obligation of Contractor, Contractor will purchase and maintain (and cause its subcontractors to purchase and maintain), until all of their obligations have been discharged or satisfied, including any warranty periods under the Agreement, insurance against claims that may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors, as described below.

These insurance requirements are minimum requirements for the Agreement and in no way limit any indemnity covenants in the Agreement. SULLS does not warrant that these minimum limits are sufficient to protect Contractor from liabilities that might arise out of the performance of the work under the Agreement by Contractor, its agents, representatives, employees, or subcontractors. These insurance requirements may change if Contractor is a foreign entity, or with foreign insurance coverage.

### A. Minimum Scope and Limits of Insurance:

Contractor's insurance coverage will be primary insurance with respect to all other available sources. Contractor will provide coverage with limits of liability not less than those stated below:

1. Commercial General Liability – Policy will include bodily injury, property damage, personal injury, and broad form contractual liability coverage. Occurrence Form. Limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate on Insurance Services Office Form CG, ISO 2007 or equivalent:
  - a. Policy will contain a waiver of subrogation against Southern University (SULLS), its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, and the City of Baton Rouge for losses arising from work performed by or on behalf of Contractor.
  - b. Policy must be endorsed to include sexual abuse and molestation (SAM) coverage if applicable to the state. This coverage may be sub-limited to no less than \$500,000. The limits may be included within the General Liability limit or provided by separate endorsement with its own limits. If unable to obtain SAM coverage under General Liability, it must be included with the Professional Liability.

- c. Policy must be endorsed to include master key coverage.
  - d. Policy must be endorsed to include “care-custody-control” coverage.
2. Automobile Liability. Policy will include Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of the Agreement in the following amount. Coverage will be a combined single limit of \$1,000,000 per accident.
- a. Policy will contain a waiver of subrogation against Southern University (SULS), its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, and the City of Baton Rouge for losses arising from work performed by or on behalf of Contractor.
  - b. Policy will contain a severability of interest provision.
  - c. If hazardous materials or waste is to be transported, the policy must be endorsed with the MCS-90 endorsement in accordance with applicable legal requirements.
3. Worker’s Compensation and Employers’ Liability. Applicable statutory limits, as amended from time to time.
- a. Employer’s Liability in the amount of \$1,000,000 injury and disease per employee.
  - b. Policy will contain a waiver of subrogation against Southern University (SUBR), its departments, agencies, boards, commissions, universities, and its officers, officials, agents, and employees, for losses arising from work performed by or on behalf of Contractor.
  - c. This requirement will not apply to any contractor or subcontractor exempt under ARS § 23-901, when such contractor or subcontractor signs the Sole Proprietor Waiver Form.
4. Commercial Crime Policy or Blanket Fidelity Bond. Coverage should include, but is not limited to, employee dishonesty (to include coverage for theft and mysterious disappearance and inventory shortage).
- a. The bond or policy must be issued with limits of 50% of the contract value or \$50,000 – whichever amount is greater.
  - b. The bond or policy must include coverage for all directors, officers, agents and employees of Contractor.
  - c. The policy shall be endorsed to include Southern University as Loss Payee.
  - d. The policy shall not contain a condition requiring a conviction or arrest in order to file a claim.
  - e. Coverage shall extend to third parties.

5. Professional Liability (Errors and Omissions Liability). If the Contractor will provide Southern University (SUBR) Services under the Agreement, the Policy will include professional liability coverage as follows:

- Each Claim               \$1,000,000
- Annual Aggregate       \$2,000,000

- a. If the professional liability insurance required by the Agreement is written on a claims-made basis, Contractor warrants that any retroactive date under the policy will precede the effective date of the Agreement; and that either continuous coverage will be maintained or an extended discovery period will be exercised for 2 years beginning at the time work under the Agreement is completed.
- b. Policy will cover professional misconduct for those positions defined in the scope of work of the Agreement.

**B. Cancellation; Material Changes:**

Cancellation notices will be delivered to Southern University in accordance with all policy provisions. Notices required in this Section must be sent directly to Southern University.

**C. Acceptability of Insurers:**

Insurance is to be placed with insurers in the State of Louisiana with an "A.M. Best" rating of not less than A- VII, unless otherwise approved by Southern University (SULS).

**D. Verification of Coverage:**

Each insurance policy required by the Agreement must be in effect at or prior to commencement of work under the Agreement and remain in effect for the term of the Agreement. Failure to maintain the insurance policies as required by the Agreement, or to provide evidence of renewal, is a material breach of contract. If requested by Southern University (SULS), Contractor will furnish Southern University (SULS) with valid certificates of insurance. Southern University (SULS) project or purchase order number and project description will be noted on each certificate of insurance.

**E. Subcontractors.**

Contractor's certificate(s) may include all subcontractors as insured under its policies as required by the Agreement, or Contractor will furnish to Southern University (SULS) upon request, copies of valid certificates and endorsements for each subcontractor. Coverages for subcontractors will be subject to the minimum requirements identified above.

**F. Approval.**

These insurance requirements are the standard insurance requirements of Southern University (SU). Any modification or variation from the insurance requirements in the Agreement will require the approval of Southern University (SU).

**INTERPRETATION OR CORRECTION OF RFP DOCUMENTS**

Proposers shall promptly notify Southern University, in writing, of any ambiguity, inconsistency or error, which they may discover upon examination of the RFP Documents or of the site and local conditions.

Only questions answered by formal written addenda will be binding. All questions concerning interpretation, changes or modifications shall be emailed to:

Linda Antoine  
Director of Purchasing

## **RIGHT TO REJECT STATEMENTS OF QUALIFICATION**

Southern University reserves the right, at its sole discretion, to reject all Proposals, to cancel this RFP in its entirety, or to cancel the selected group of approved applicants.

Any submittal which does not meet the requirements of this RFP may be considered to be non-responsive, and the Proposal may be rejected. Proposers must comply with all of the terms of this RFP and all applicable local, state, and federal laws and regulations. Southern University (SULS) may reject any Contractor that does not comply with all of the terms, conditions, and performance requirements of this RFP.

## **ADDITIONAL INFORMATION, TERMS AND COMPLIANCE**

### **NONDISCRIMINATION**

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the Southern University (SULS) contracted programs or activities on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal constitutional statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with Southern University (SULS) or in the employment practices of Southern University (SULS) Contractors. Accordingly, all Request For Qualification Proposers entering contracts with Southern University (SULS), upon request, be required to show proof of such nondiscrimination.

### **MINORITY PARTICIPATION**

Southern University highly encourages meaningful participation from qualified minority-owned businesses. The Contractor candidates will be evaluated as to the extent that the Proposer identifies and commits to minority-owned businesses, whether as a Prime Contractor, joint-venture team arrangement, or through the use of subconsultants.

### **SMALL BUSINESS ENTERPRISE**

Southern University encourages the acquisition of goods and services from small businesses in our community. A Small Business as it is used in these Proposal Documents means an individual or business entity that

- (1) is independently owned and operated,
- (2) is not dominant in its field of operation,

- (3) has no more than 15 employees and  
 (4) its average annual receipts do not exceed \$1 million if, together with its affiliates.

On contracts of \$100,000 or less, a performance bond, as required by the Louisiana public proposal law, may be waived by Southern University for a Small Business which:

1. Meets the definition and requirements of a “responsible proposer” as set forth below:
  - a. The Small Business has an established business and has demonstrated the capability to provide goods and services in accordance with the terms and conditions of the contract, plans and specifications without excessive delays, extensions, cost overruns or changes for which the Contractor or Subcontractor was held to be responsible, and who does not have a documented record of past projects resulting in arbitration or litigation in which the Small Business was found to be at fault.
2. The Small Business has a negotiable net worth or shall be underwritten by an entity with a negotiable net worth, which is equal to or exceeds in value the total cost amount of the public contract as provided in the proposal submitted by the Small Business. All property comprising the negotiable net worth shall be pledged and otherwise unencumbered throughout the duration of the contract period.
3. Has been operating as the same business for a continuous period of at least three years.
4. Provides an irrevocable letter of credit, property bond or other authorized form of security that is acceptable to the public entity and is in an amount of not less than the amount of the contract, for the faithful performance of his duties.
5. Southern University may adopt rules and regulations in accordance with law to effectuate the provisions of this subsection.

In order to qualify for the advantages provided for Small Business in this Plan, the Contractor shall be required to certify by an affidavit under penalty of perjury that it meets the criteria for a Small Business as defined above. The Small Business shall also be required to certify that no person, corporation or other entity that does not meet the definition of a Small Business has any direct or beneficial ship of the Small Business. The certification shall be subject to challenge by competing Proposer’s and SU upon reasonable suspicion. In the event of a challenge, Southern University (SU) investigates and determines whether the Contractor qualifies as a Small Business.

### **COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA)**

It is the policy of Southern University (SU) not to discriminate against any individual having any judicially recognized disability of any kind.

It is the policy of Southern University (SU) not to discriminate against any company or organization that has an officer or employee with a disability of any kind.

All products, materials and services of this project shall comply with the Americans with Disabilities Act (ADA).

Proposers shall not discriminate against any individual having any disability of any kind when considering award of a joint venture contract, subcontract or purchase order.

Proposers shall not discriminate against any company or organization that has an officer or employee with a disability of any kind when considering award of a joint venture contract, subcontract or purchase order.

## **GENERAL CONDITIONS AND CLEANING SPECIFICATIONS**

The general conditions of these specifications, including amendments and additions thereto, apply to each heading included in these specifications with the same force as though repeated in full under each heading respectively.

### **STATEMENT OF WORK**

#### **PURPOSE**

This Statement of Work is intended to outline the services, materials and special items required to perform custodial and housekeeping functions on the campus of Southern University

#### **HOURS OF OPERATION**

Start time: 8:00 am  
Mondays-Fridays

### **WEEKEND DUTIES, EMERGENCY CALLS, SUMMER CLEANING, AND SCHOOL EVENT SUPPORT TBD, IF NEEDED**

#### **A. WEEKEND DUTIES**

Southern University (SU) may require weekend coverage and support for general cleaning of common bathrooms, pulling of trash/recycling receptacles and trash chutes and occasional hall event support. Weekend shift work should not start earlier than 8:00 a.m.

#### **B. EMERGENCY CALLS**

Additionally, week/weekend emergencies may arise during and after business hours and custodial support services may be required for those emergency calls. Custodians are expected to respond to any minor emergency with no additional charge (i.e. spills, minor restroom overflows, etc.). If a major emergency happens and custodial support is needed, the Contractor and Southern University (SU) Administration will meet to discuss if additional staff, resources, or an extra charge is needed to abate the emergency.

#### **C. SUMMER AND FALL CLEANINGS**

The building must be detailed, cleaned and turned over for the next school semester and occasionally for the next summer camp. It is expected that Contractors will work with Southern University to determine the need for additional custodian staff support

### **QUALITY ASSURANCE AND PERFORMANCE-BASED CRITERIA**

#### **A. QUALITY IMPROVEMENT PLAN**

The Contractor shall provide a Quality Improvement Plan within one week following each audit.

#### **B. EMERGENCY RESPONSE**

Southern University (SULS) understands that the Contractor, at times, is required to reassign staff to respond to an emergency. In these cases, the facility that had the reduced available staffing shall not

be inspected for two days in order to give the Contractor a chance to catch up on the cleaning of that facility

#### *Service/Emergency Calls*

Service/emergency calls include, but are not limited to, such items as:

- Cleaning up after floods
- Cleaning up spills
- Cleaning muddy or wet entrances
- Cleaning up broken glass
- Water Intrusion

#### *Biohazard Services*

The Contractor shall provide Southern University with adequate staffing to complete cleaning and disinfecting services of biohazard incidents as they occur. This is to include, but is not limited to: blood spills, vomit and other bodily fluids/waste, and moisture extractions due to floods/water intrusions. These services shall be conducted in accordance with current OSHA and Southern University standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

#### **C. TEAM APPROACH**

Southern University views its relationship with the Contractor as a team relationship. Therefore, the Contractor shall be invited to accompany Southern University during any quality inspection.

#### **D. PROBLEM RESOLUTION**

Contractor shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by Southern University administrative team to have been performed unsatisfactorily, or missed, Contractor shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to Southern University.

#### **E. ACCOUNT MANAGEMENT**

Southern University reserves the right to ask for team member changes at any time. The Contractor shall put in place an Account Management Team that will have the responsibility to manage the Southern University account. This Account Management Team shall consist of (but may not be limited to) the following individuals who will be responsible for the assignments designated below:

##### *Director of Operations*

- Is available 24 hours, 7 days a week (as appropriate)
- Is a full-time (40 hours per week minimum) employee that is exclusive to the Southern University
- Responds to emergencies within one hour
- Has ultimate overall responsibility for all activities within the Southern University (SULS) account
- Functions as the primary contact with the Southern University Administrator and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the contract
- Visits Southern University buildings as appropriate
- Coordinates Southern University requirements within the Contractor's organization consistent with Southern University needs and quality expectations
- Updates the Southern University Administrator with potential changes in products, services and enhancements to the current program

*Manager(s) and On-site Supervisor(s)*

- Coordinates and acknowledges all activities
- Acts as a key interface with Southern University designee(s)
- Coordinates and tracks all activities ensuring compliance to agree upon schedules, requirements and quality expectations
- Coordinates all corrective activity
- Responds to calls within 10 minutes
- Makes sure each crewmember understands his or her daily assignment, placing special emphasis on the cleaning specification, complaints and special project assignments

**F. REPORTING**

The Contractor must provide various management reports to Southern University. The reports specified below represent the minimum reporting requirements. All reports shall be submitted to the Southern University Administrator.

*Daily*

- Communicate all events and issues to Southern University) and other designated SU personnel, including attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc.
- The employees of the Contractor shall be responsible to immediately notify the campus administration and/or Southern University Police Department of any inappropriate or illegal activities that they witness while on campus.

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**CONTRACTOR PERSONNEL AND RELATED REQUIREMENTS****A. SECURITY**

The names and addresses of all contract employees shall be provided to the Contract Administrator prior to the start of work and immediately if changes in staffing occur.

The personnel employed by the Contractor shall be capable employees, trained and background-checked, all Contractor employees shall undergo a pre-employment drug screening paid for by the Contractor prior to being allowed to start work and qualified in custodial and related work.

All Contractor employees shall undergo a security check paid for by the Contractor prior to being allowed to start work.

The minimum level of security check shall consist of the following:

1. E-Verify. (Social Security Number (SSN) trace report on national scale verifying full name and/or alias(es) and current and previous addresses).
2. Criminal history search for felony and misdemeanor records conducted on a county-by-county basis using the full name (and maiden name/aliases as applicable), date of birth, and social security number. The search shall be conducted in the employee's current county of residence and prior counties with a history of residence, education, or as revealed by the SSN trace. This search will be completed via the Southern University Human Resources Department's Process for Background Checks.
3. A moving violation driving history search of employees who will be driving vehicles on campus. Check all states in which the employee has been issued a valid driver's license and for the maximum time period under the issuing state's applicable law.

**Commented [1]:** How does this apply to the Adam Walsh Act? The New process for background checks. @Jessica\_Mellieon@sulabschool.com \_Assigned to Jessica\_Mellieon@sulabschool.com\_

**Commented [2]:** I just added that the search will be completed via HR so that should cover it.

The Contractor shall submit a report to Southern University Baton Rouge that security checks returned no information on criminal history or moving violations. If the Contractor wishes to hire an employee on this contract that has a history of criminal activity or moving violations, the Administrator must approve the use of that employee. Southern University can supply the name of the firm currently doing this security check work for the University.

Contractor will be responsible for turning off all lights and securing all prescribed interior doors and exterior entrances upon completion of work assignments.

When notified by SU of an act of theft or dishonesty by Contractor personnel, and such act is not reasonably in dispute, the Contractor shall immediately reimburse SU for the amount of SU resulting loss without consideration of any potential reimbursement or recovery from Contractor's fidelity carrier. Contractor will remove any Contractor personnel from assignment at SU that are deemed by SU to be unsatisfactory for any reason.

Contractor shall maintain a disaster recovery and pandemic response service plan to ensure safety, business continuity and minimum disruption to SU.

Contractor represents and warrants that all Contractor employees designated to perform services at SU are either citizens or legally eligible to work in the United States. Contractor also represents and warrants that it has and will comply with all applicable immigration laws and regulations relative to those employees.

#### **B. UNIFORMS AND PROTECTIVE GEAR**

All personnel will receive close and continuing first-line supervision by the Contractor. Contractor employees must wear identifiable uniforms (must be approved by SU). Contractor employees must also always wear proper Personal Protective Equipment (PPE) where required. Contractor shall supply all uniforms, badges and PPE per SU requirements.

University (SU) provided keys used by Contractor in conjunction with its duties shall be kept secure at all times by the Contractor.

#### **C. PERSONNEL RESPONSIBILITIES**

Personnel will be expected to deal with SU employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from SU employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at SU, using SU equipment or supplies for personal reasons or to satisfy the requirements of this contract, or taking SU materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. SU has the right to remove any personnel from our location at its sole judgment.

Contractor must ensure that employees are flexible to be able to handle special circumstances as they arise.

#### **D. TRAINING**

Contractor shall ensure that staff have received appropriate training for all services described herein. Training programs are to be approved by SU. Evidence of training must be provided upon request of SU. The training shall include, but not limited to:

- Environmental Health and Safety training
- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical "hazard" communication training
- Workplace safety training
- Orientation to the building(s) being serviced

- Green Cleaning training
- APPA Level 1 and 2 Standards and practices
- SU Campus Non-Smoking Policy
- SULS Campus Recycling Program training

Contractor shall provide all training at no additional cost to SU.

## **VEHICLES**

All staff and company vehicles must have a SU parking tag. All staff must purchase a campus parking permit none will be provided by the University.

## **PERFORMANCE REQUIREMENTS**

### **A . EQUIPMENT AND SUPPLIES**

All contractor furnished equipment shall be engraved or otherwise permanently identified so that ownership can be readily determined. All Contractor equipment shall be new and completely serviceable at contract start date and maintained via a written and auditable preventative maintenance schedule to ensure equipment continues to operate at manufacturer recommended specifications, and should be kept clean and in good, safe working order. All equipment should be inspected daily to ensure it is in proper and safe operating condition and in case of any safety/operating flaw, should be immediately taken out of service, tagged with service performed within 48 hours. Contractor should provide and maintain adequate equipment inventory ON SITE at all times to perform the requisite daily periodic and emergency services that are considered routine at any educational institution, and should not rely on equipment being transported from offsite to perform these services. Contractor should maintain an adequate inventory of backup equipment for uninterrupted services at all times.

In addition to the aforementioned, all interior/exterior transition mats will be furnished and maintained by the Contractor. The University will furnish secured storage areas (i.e. Janitorial Storage Closets) for all of the Contractor's general equipment and supplies and will be controlled by the Contractor. The University assumes no responsibility for equipment and supplies provided by the Contractor.

Equipment provided by Contractor should be of grade and quality considered to be "best in quality" that clearly demonstrates the ability to effectively and efficiently clean but also promote the protection of the asset/surface that it is being used to clean. The University will closely scrutinize the equipment and systems contained within the RFP submittals to ensure that the Contractor selects equipment that is congruent with the University's need to extend the life of its physical assets to their full extent.

Chemical products/materials or supplies shall not be used in performance under this Contract (or placed or stored on University property), until approved by the appropriate SULS. Products will be approved based on submission and review of the appropriate Material Safety Data Sheets (MSDS). Cleaning agents containing potential pollutants such as amines, aldehydes, and others listed in the A SHRAE Applications Handbook Ch. 21 Table 2 are not permitted.

### **B. DUTIES AND TASKS SCHEDULE**

#### **1. Entrances, Lobbies & Corridors Daily Cleaning**

- Entryways (access and egress points) shall be said to include a twelve (12) foot perimeter on the outer side of said entranceways. The Contractor shall be responsible for the cleaning of this entire area to include removal of trash, emptying of trash cans, and sweeping daily to ensure the area is maintained in a clean, litter-free manner. Pressure washing to remove gum

and other residue to be performed once per quarter. High dusting/web removal should be performed up to a height of 12' at building entryways (interior and exterior).

- Clean entrance mats with an upright carpet vacuum or a stiff broom and lobby pan. During inclement weather, clean entrance mats with a tank-type vacuum and damp mop entrance areas to remove tracked-in water and soil.
- Empty waste receptacles that are full or nearly full into a waste bag. Remove gum, stickers/advertisements from receptacles. Damp wipe soiled waste receptacles. Replace plastic liners as needed. Pack the contents of other receptacles that are not nearly full with a lobby pan or similar tool.
- Clean smudges and soil from glass partitions and doors, using glass cleaner in a spray bottle, and clean lint free cloth or paper towel. Clean partitions and door frames to remove smudges and dust. Remove tape/adhesive from glass.
- Dust all windowsills, ledges, and furniture tops using treated cloth, dusting mitts, or dust mops with short handles up to a height of 12'.
- Spot clean to remove handprints, smudges, and other obvious soil using a cloth or sponge and neutral detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, columns, and other building surfaces. Rinse with a sponge and clear water and plastic bottle as needed.
- Clean water fountains with germicidal detergent or crème cleaner. Wipe off with dry cloth.
- Clean fire extinguisher boxes – Remove trash and damp wipe surfaces.
- Clean elevator cabs, walls, vacuum carpets or sweep & mop floors. Elevator thresholds should be clean and free of debris.
- Wipe baseboards.
- Vacuum any carpets or mats and check carpet for spot cleaning, removing spots with only approved carpet spotting solution. Report any spots that cannot be removed readily with a spotting kit to SU representatives so that a deep clean carpet work order can be requested of the contractor.
- Dust mop floors with a wide, treated dust mop, keeping the dust mop head on the floor at all times. Pick up soil from the floor with a dustpan.
- Remove gum or other sticky soil from floors. With a lightly damp mop or use of an automated scrubber, completely clean floors to remove heavy oil and spills.
- Collect and remove any litter.
- Straighten chairs, tables and other furnishings to present a clean, organized appearance.

### **2. Entrances, Lobbies & Corridors Weekly Cleaning:**

- Clean corners, edges, and behind doors to remove all dust and soil.
- Clean vents.
- Spot wash walls as needed.
- Using a floor machine and buffing pads, spray buff or high speed burnish floors. After buffing, dust mop the floor as necessary.

### **3. Stairways:**

- Spot clean to remove handprints, smudges, and other obvious soil using a cloth or sponge and neutral detergent solution from a plastic spray bottle, on walls, doors, door facings, door frames, and other building surfaces. Rinse with a sponge and clear water and plastic bottle as needed.
- Dust handrails and any window sills or ledges. Using a small treated dust mop, dust mop floor landings, trends, and stair risers to remove soil. Pick up soil and litter at the bottom of the stairs with a dustpan.
- Using a damp mop, mop tiled floor landings, stair treads to remove heavy soil from surfaces.
- Using a brush, agitate and clean concrete stairs and landings to remove any spots/stains.

- Machine polish tiled landings once per week to remove scuff marks.
- Vacuum clean carpets and spot clean as necessary.

*Check all ceilings for cobwebs and remove as necessary.*

- Clean corners, edges, and behind doors to remove all dust.
- Damp wipe all doors and door frames.
- Polish all push plates and kick plates.
- Clean all telephones.
- Thoroughly mop all smooth floor surfaces with a mild sanitizing solution.
- Using a floor machine and buffing pads, spray buff or high-speed burnish floors. After buffing, dust mop the floor as necessary.
- Completely vacuum carpeted areas, moving all furniture, and rearranging as needed.  
Shampoo carpets: Bonnet or Extraction
- Hard surface floors: deep scrub and refinish quarterly to maintain a clean/fresh top-coat appearance. Completely strip and refinish floors once per year.

#### **4. Common Space Restrooms:**

**Restrooms will be thoroughly sanitized during the day shift. Common space restrooms will be thoroughly sanitized in the evening shift and spot cleaned in the mid-morning and mid-afternoon.**

- Collect all trash and litter from the floor and other surfaces and place it in a waste receptacle or waste collection bag on the cart. Remove all trash collected to a collection point.
- Empty waste receptacles which are full or nearly full. Pack the contents of other receptacles with a lobby pan or similar tool.
- Re-supply toilet paper, paper towels, and hand soap dispensers, as needed.
- Clean shower areas (locker rooms), removing body oil, and soap film build-up, sanitize all surfaces, and clean all water drains of debris.
- Check all basins and sinks and rinse or wipe clean those which are soiled. Clean all soap dishes. Dust all ledges, vents, partitions, and light fixtures above basins and sinks. Polish all mirrors and brightwork.
- Check all urinals, flush as needed, and clean those which are soiled. Check unoccupied stalls, flush fixtures as needed, clean those which are soiled, Check to be sure all plumbing is operational; that there are no stoppages, or leaks. Report any problems to the SULLS representatives.
- Disinfect all plumbing fixtures, including all shower nozzles and heads, lavatory and shower faucets, basins, bowls, sinks, toilets and urinals, inside and outside, toilet seats to be sanitized on both sides. Clean chrome as needed.
- Spot clean all walls, and doors. Remove graffiti. Damp wipe and clean all soiled partitions and stall doors with disinfectant.
- Sweep and clean wet or heavily soiled floor areas with a mop and germicidal detergent solution, and sanitize floors with germicidal disinfectant cleaner.

#### **5. Common Space Restrooms**

- Clean all corners, edges, and behind doors to remove dust and soil.
- Polish push plates and kick plates.
- Damp wipe all vertical surfaces with a mild sanitizing disinfectant.

#### **10. Common Space Restrooms, (Quarterly Cleaning):**

Machine scrub restroom floors with a mild sanitizing disinfectant, ensuring that all grout lines are completely clean of all soils/stains.

## C. FLOOR SERVICE

### Floor Refinishing

1. All floors are to be vacuumed, swept, or dust mopped daily, except as noted in carpet requirements.
2. Entrance lobby floors are to be spray buffed or high speed burnished daily.
3. All corridor floors are to be spot cleaned daily, and top scrubbed every two weeks.
4. Vinyl, and asphalt tile floor, other than corridor floor are to be buffed twice per month, stripped and re-waxed twice per year or as needed to maintain a clean, polished appearance.
5. Concrete floors are to be scrubbed at least monthly or as needed.
6. Classroom or Office areas should be deep scrubbed and recoated twice a year or as needed.

### F. SPECIAL INSTRUCTIONS

1. Do not use any SU equipment, office machines or supplies other than custodial.
2. Do not remove any material, equipment, supplies, office machines, books, papers or furniture from any location without a work order except that material in the wastepaper basket or that which is clearly marked "TRASH".
3. Report to the SU representative any material found in a wastepaper basket such as books, office machines or unused supplies.
4. Report any broken furniture, missing or burned out lamps or broken glass to the university representative.
5. All trash containers will be kept in a clean and sanitary condition at all times.
6. The use of deodorant blocks will not be allowed.
7. Foreign matter e.g., chewing gum, tar, skid marks, etc., will be removed from concrete, tile and carpeted areas when noted.
8. All scheduled work to be accomplished by night crew must be completed and must not be left for scheduled day employees to perform.
9. Scheduled work force will be expected to move furniture and equipment from time to time when major cleaning is being done.
10. Do not use any University equipment, refrigerators, microwaves, office machines or office supplies other than custodial.
11. Report to the Director of Building Services any graffiti found in restrooms, walls or any surface of buildings named in this contract.

### CLEANING ACTIVITY SPECIFICATIONS

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are included in Attachment "E", "Routine Custodial Service", and define the frequency of service required for each area.

#### A. GENERAL CLEANING

1. Trash/Recycling Collection, bag and place in designated areas, leaving an area neat and free of trash. Trash containers are to be lined with clear bags. All boxes must be collapsed prior to placement in recycling bins. Do not remove items which do not appear to be trash; leave items which appear to be placed purposefully (such as test papers, etc.), and leave or turn in items which appear to be lost (such as coats, books, notebooks, etc.)

#### B. HARD SURFACE FLOORS

1. Sweep using soft hair brooms sprayed with a non-oily sweeping compound. Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be loosened with the broom shall be loosened sufficiently to permit removal by sweeping.

2. Dust Mop using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be loosened with a mop shall be loosened sufficiently to permit removal by dust mopping.
3. Damp Mop using a clean mop and/or via use of automated scrubbing equipment and neutral detergent. Dust mop floor immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces, and the floor shall be left damp, not wet. If a strong cleaning solution is used, the floor shall be rinsed with clean water.
4. Spray Buff and/or high speed burnish finished floors using a floor polishing machine and buffing compound compatible with wax on floor. Floors shall be damp mopped immediately prior to spray buffing. Spray buff/burnish until the floor is dry and glossy and free of scuff marks. Dust mop floor after buffing to remove all loose waxy residue.
5. Scrub & Disinfect: Scrub floor using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor and film. Exchange mopping solutions frequently to ensure the solution is clear and does not contribute to resoiling. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe the base with a clean cloth or sponge and germicidal cleaner.

#### C. CARPETED FLOORS

1. Vacuum carpeted floors using a vacuum cleaner which incorporates brushing or beating action and/or carries the Carpet & Rug Institute (CRI) Seal of Approval. Carpets shall be left clean of all dust, and loose and embedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains.
2. Carpet Clean: Clean carpeted floors using a water extraction method safe for all carpets, and assist in quick-drying with use of carpet blowers. Immediately prior to cleaning, vacuum, spot clean, and pre-treat heavily soiled areas. If necessary, corners and areas not accessible to machines shall be cleaned by hand. Furniture shall be moved prior to cleaning and shall be moved back into place after the carpet is cleaned, placing all furniture on moisture barriers if carpet is damp. Care shall be taken when moving desks, large tables, file cabinets, credenzas, shelving units, etc.

#### D. WALLS AND DOORS

1. Dust walls, moldings, door frames, and the tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.
2. Spot Clean walls using a clean cloth or sponge and neutral detergent solution to leave walls free of marks, stains, and streaks.
3. Scrub and Disinfect walls, including incidental hardware, vertical grills and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor and film.

#### E. FIXTURES AND FURNITURE

1. Empty Trash and Recycle Cans bag trash, and place in dumpsters.
2. Replace Trash and Recycle Can Liners with liners compatible with trash can size.
3. Wash Trash and Recycle Cans using a neutral detergent solution, (germicidal cleaner for restroom trash cans), leaving the trash can clean and free of odor.
4. Clean & Disinfect Water Fountains: Clean metal type fountains using a germicidal cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean using a germicidal cleaner and dry with a clean cloth. If necessary, porcelain type fountains shall be scoured with abrasive cleaner to

remove mineral deposits. Metal fountains shall be cleaned and polished with appropriate stainless steel cleaner.

5. Dust & Clean Light Fixtures using a clean dry cloth, or water and a neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.
6. Dust Furniture, including shelves, window sills, and other surfaces, using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs. Dust only those surfaces which are cleaned of papers and other possessions of the occupants.
7. Clean Furniture by damp wiping vinyl, plastic, or leather furniture, and vacuuming cloth furniture to remove all loose dirt, lint, and dust.
8. Dust Blinds using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs.
9. Clean Hardware using a clean cloth dampened with a neutral cleaner. Wipe dry and polish metal surfaces.
10. Clean Vertical Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
11. Clean Ceiling Grilles and Louvers by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.
12. Clean Rug Type Mats by vacuuming or sweeping to leave mat clean of all loose dirt and soil.
13. Scrub Rug Type and Fixed Building Mats with cleaning solutions and scrubbing machine to leave mat completely clean of embedded soil.
14. Clean Handrails and Accessories using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.
15. Clean Whiteboards using a clean cloth or pre-approved whiteboard cleaner and wipe dry with a clean cloth leaving the board clean and free of marker residue. Also wipe out trays and machine clean erasers to remove all marker residue. Contractor shall replenish and maintain classroom whiteboard trays stocked at all times. SU shall supply markers and erasers to the contractors.
16. Empty & Clean Pencil Sharpener, (wall mounted, non-electric type), by emptying all shavings and wiping clean with a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

#### **F RESTROOM FIXTURES AND ACCESSORIES**

1. Clean & Disinfect Toilet Fixtures include toilet bowls, urinals, sinks, etc.using a clean cloth, brush or sponge and a germicidal cleaner. (Do not use the same cloth or sponge for toilet bowls and urinals for any other surfaces). Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of fixture, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.
2. Clean & Disinfect Toilet Accessories including dispensers, disposals, shelves, mirrors, partitions, etc. using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and disinfected, and free from streaks, stains, mildew, odor and film. Empty sanitary napkin disposals prior to cleaning. Wipe all surfaces dry with a clean cloth and polish metal surfaces.
3. Replace Toilet Supplies as necessary to keep supplies from running out, including toilet paper, paper towels, hand soap, and urinal blocks.

#### **G. GLASS**

1. Clean Door Glass, both sides, and wipes dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.
2. Clean Entrance Door and/or Hallway Door Glass and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.
3. Clean Interior Windows and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions.

## H. EXTERIOR

1. Remove Dirt etc. when necessary, using tools and appropriate chemicals as needed to keep building entrance areas and sidewalks clean.
2. Clean Building & Entrance Area to 12' outside of entrance door by sweeping concrete surfaces, removing trash, leaves, grass and other litter.
3. Clean Exterior of Glass Entrance Area and wipe dry, leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign material shall be cleaned from sashes, sills, jambs, and mullions. Area includes all glass adjacent to the entrance doors.

## I. CLEANING MATERIALS

The Contractor will be required to furnish all the materials required to do the work as outlined in the schedule of work. It will include, the following approved products:

1. Soaps and detergents.
2. Cleaning chemicals used on floors, walls, furniture, toilet rooms, shower and locker rooms, glass, tile brick, concrete or other building surfaces.
3. Floor finish, sealer and floor finish stripper appropriate for floor where a finish is specified.
4. Wet floor signs.
5. Absorbent lint free cloths (terry cloth is an example), sponges, brushes, pails, spray bottles, scrapers and steel wool.
6. Germicides or fungicides.

The Contractor shall furnish a complete list of cleaning materials, waxes, polishes, stripping compounds, glass cleaners, fungicides, etc., proposed for use in the building. Each item shall be identified by product name, manufacturer and the manufacturer's complete instructions for use. Any product found to be unsatisfactory shall be removed and the correct product submitted for approval at no extra cost to SULS. Supplies may be stored in bulk provided they are clearly identified. Any secondary container shall be clearly marked for identification during use.

All requests for additional services, outside the scope of this contract, shall be submitted to the contractor by the designated university representative only. Any requests for services received by the unauthorized personnel should be referred to the designated university representative. "Southern University (SULS) will not be responsible, financially or otherwise, for any services not authorized or otherwise approved in writing by the designated university representative."

## **1.6 GREEN PURCHASING REQUIREMENTS/SPECIFICATIONS**

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. The cleaning activities are included in section 1.5 "Cleaning Activity Specifications", and define the frequency of service required for each area.

In order to reduce the adverse environmental impact of our purchasing decisions the Southern University (SULS) is committed to buying goods and services from manufacturers and suppliers who share the University's environmental concern and commitment. Green purchasing is the method wherein environmental and social considerations are taken with equal weight to the price, availability and performance criteria that we use to make purchasing decisions.

Contractor shall use environmentally preferable products, materials and companies where economically feasible. Environmentally preferable products have less or a reduced effect on human health and the environment when compared to other products and companies that serve the same purpose. If two (2)

products are equal in performance characteristics and the pricing is within 5 %, the University will favor the more environmentally preferable product and company.

If you are citing environmentally preferred product claims, you must provide proper certification or detailed information on environmental benefits, durability and recyclable properties.

SULS and the supplier may negotiate during the contract term to permit the substitution or addition of Environmentally Preferable Products (EPPs) when such products are readily available at a competitive cost and satisfy the university's performance needs.

Unless otherwise specified, proposers and Contractors should use recycled paper and double-sided copying for the production of all printed and photocopied documents. Furthermore, the documents shall be clearly marked to indicate that they are printed on recycled content (minimum 30% post-consumer waste) paper.

Contractor shall minimize packaging and any packaging/packing materials that are provided must meet at least one of, and preferably all, of the following criteria:

- Made from 100% post-consumer recycled materials
- Be recyclable
- Reusable
- Non-toxic
- Biodegradable

Further, the Contractor is expected to pick up packaging and either reuse it or recycle it. This is a requirement of the contract or purchase order.

## **TASK PERFORMANCE STANDARDS**

### **A. SWEEPING**

Sweeping is defined as the removal of loose dirt, dust, debris and other foreign material through either manual or mechanized methods, as appropriate for the location and situation.

1. Standard: When properly completed, a swept area will be free of all loose dirt, dust, debris or other foreign material with no build up in corners, crevices, under or around furniture parts. All items moved to remove dirt will be returned to their original location.

### **B. WET MOPPING**

Wet mopping is defined as the removal of built up dirt, soil, liquids or other foreign materials from a floor using a cotton or similar yarn type mop and sufficient neutral detergent and water solution or neutral disinfectant detergent and water solution. This will include rinsing if required or recommended by the detergent manufacturer.

1. Standard: When properly completed a wet mopped floor will be free of all dirt, debris soil, liquids or other foreign material. It will present a uniform appearance free of streaks, smudges, heel-marks or any other marks which can be reasonably removed through this cleaning method. (All splash marks/spots on walls and furniture/fixtures must be removed for the proper completion of the wet mopping task.) All items moved to accomplish this task will be returned to their original positions.

### **C. MACHINE SCRUBBING**

Machine scrubbing is defined as the use of a mechanized scrubbing/vacuum machine to accomplish the same result as wet mopping for large areas such as halls, lobbies, auditoriums or similar large

areas which would otherwise require extensive labor requirements to complete in a reasonable time period.

1. Standard: When properly completed machine scrubbing will be held to the same quality standard as wet mopping.

#### *D. DAMP MOPPING*

Damp mopping is defined as the use of a cotton or similar yarn type mop which has been mechanically wrung/squeezed to remove excess solution for the purpose of removing light soil, dirt, liquid or other foreign material from a floor which does not require the complete mopping of the area or the area is not soiled sufficiently to require wet mopping.

1. Standard: When properly completed damp mopping will be held to the same quality standard as wet mopping.

#### *E. SPOT CLEANING*

Spot cleaning is defined as the removal of dirt, soil, debris, liquids, stains or other foreign materials from floors, walls, furniture, fixtures or other areas which can be accomplished by cleaning only the immediately affected area where the requirement of cleaning the whole area would not be necessary. Spot cleaning may be accomplished by any of the methods contained herein and as dictated by the circumstances of the soiling.

1. Standard: When properly completed, spot cleaning will remove completely any evidence of the soiling which necessitated the cleaning, and return the finish of the item/area affected to its pre-soiled condition without evidence of occurrence or cleaning.

#### *F. STRIPPING*

Stripping is defined as the complete (as is practicable) removal of the wax/finish applied to a non-carpeted floor. Stripping may be accomplished by either manual or mechanized application of an approved stripping agent.

1. Standard: When properly accomplished a stripped floor shall be completely free of all dirt, stains, deposits, wax, finish, water and cleaning solution, and shall be ready for the re-application of sealer and floor finish. All splash evidence on baseboards and furniture/fixtures shall be removed. Removal will be considered complete when 95% of the finish has been removed.

#### *G. SEALING*

Sealing is defined as the application of an approved floor sealer prior to the application of the final floor finish according to industry standards and manufacturer recommendations. Application may be by either manual or mechanized methods.

1. Standard: When properly sealed in compliance with the manufacturer's recommendation the floor shall present a uniform appearance with all evidence of splashing on baseboards and furniture/fixtures completely removed.

#### *H. WAXING/FINISHING*

Waxing/Finishing is defined as the application of an approved non-slip gloss finish to hard surfaced floors such as vinyl, rubber, cork, linoleum, terrazzo, wood, or tile. Application may be by either manual or mechanized methods. This includes buffing the finish.

1. Standard: When applied according to the manufacturer's recommendations the finish will present an even high gloss shine. All evidence of splashing will be removed from baseboards and furniture/fixtures. There will be no evidence of buildup or discoloration. After stripping, sealing and waxing have been completed, all items moved will be returned to their original positions.

#### *I. SPRAY BUFFING/BURNISHING*

Spray buffing is defined as the application of a wax and water solution to a floor and buffing with a low speed floor machine. Burnishing is defined as the use of a high speed burnishing machine to provide a high gloss, scuff-free appearance and/or to refurbish the floor finish after wet or damp mopping.

1. Standard: When properly completed a spray buffed/burnished floor shall be held to the same quality as a newly waxed/finished floor.

#### *J. VACUUMING*

Vacuuming is defined as the mechanical removal of loose dust, dirt, soil, debris and other foreign material from carpeted floors and other items; (examples: couches, chairs, walls, curtains/drapes); which lend themselves to this method of cleaning. Mechanized sweepers that are NOT equipped with an independent vacuum motor and collection bag/bin nor the use of Toy brooms will be acceptable means for the cleaning of carpets.

1. Standard: When properly vacuumed there shall be no evidence of any dust or dirt or any other loose foreign material. All items moved during this process will be returned to their original positions.

#### *K. CARPET EXTRACTION*

Extraction is defined as the removal of embedded dirt, soil, grease and stains by injecting approved cleaning agent and/or hot water then extracting all water from the carpeted floor for the purpose of removing embedded soil, dirt, stains or other foreign materials ("When permitted by the manufacturer, hot water extraction shall be the method of choice for all carpet cleaning.")

1. Standard: When properly extracted carpet, the item will be free of any foreign material such as dirt, soil, and stains. The item will be free of any cleaning residue and shall present a clean and uniform appearance. All excess cleaning agents shall be removed from base-boards, walls, and furniture/fixtures. Any items moved during this process will be returned to their original positions.

#### *L. DUSTING*

Dusting is defined as the removal of laden airborne dirt, soil, lint, or other foreign material from furniture, fixtures, ledges, shelves, frames, walls and any other items which may accumulate airborne particles. Normal or low dusting is all levels up to and including six (6) feet in height. All high dusting will be all levels above six (6) feet high.

1. Standard: When properly dusted, the item will be free of any laden airborne materials, streaks, and smudges. Laden airborne matter will be removed by either mechanical, chemical or manual means except that devices which merely displace or redistribute the matter, such as

feather dusters, will not be used, unless treated to attract and hold the matter. All items moved to accomplish this task will be returned to their original position.

#### *M. GLASS/WINDOW CLEANING*

Glass/Window cleaning is defined as the removal of dirt, soil, smudges, fingerprints and other foreign material from glass windows, doors, partitions, or any other items which may consist in whole or part of a glass or similar material including mirrors. All chemicals or solutions used to accomplish this task must be approved by the University Representative.

1. Standard: When properly cleaned glass objects will be free of all dirt, soil, smudges, streaks, smears or any other substances which will interfere with the passage or reflectance of light rays as may be applicable to the particular object. All excess spray/solution must be removed from any surrounding trim or surfaces. Any items moved to accomplish this task must be returned as close as possible to their original positions.

#### *N. TRASH/WASTE REMOVAL*

Trash/Waste removal is defined as the collection and disposal of all materials that have been placed into appropriate containers dedicated for disposal. All boxes removed for disposal must be collapsed before placing in the dumpsters.

#### *O. METAL CLEANING/POLISHING*

Metal cleaning/polishing is defined as the removal of dirt, soil, fingerprints, smudges, streaks, water marks, scale and other foreign material from metal surfaces and fixtures.

1. Standard: When properly cleaned/polished with an approved non-abrasive cleaner/polish, the metal surface will present a clean uniform appearance free from all dirt, soil, marks, smudges, streaks, scale, etc.

#### *P. DISINFECTING*

Disinfecting is defined as the removal or neutralization of material containing or supporting the growth of bacterial/viral organisms capable of causing infection in humans if untreated, through the application of an approved disinfectant by either manual or mechanical methods. Use of only EPA registered disinfectants will be acceptable to meet this standard.

1. Standard: When properly disinfected surfaces shall be as free as possible of material containing living bacteria, viruses, or other contaminants capable of causing infections. Testing may be accomplished by the agency or through an independent testing facility.

#### *Q. WOODWORK CLEANING/POLISHING*

Woodwork cleaning/polishing is defined as the treatment of wood furniture, fixtures, and walls with an approved wood cleaner, oil and/or polish to prevent the aging, cracking, and/or drying of wood items and to remove soil, stains, fingerprints and smudges.

1. Standard: When properly cleaned and polished, the wood will exhibit a high uniform sheen free of all dirt, soil, stains, or other foreign material which would detract from a clean and appealing appearance.

#### *R. DISPENSER SERVICE*

Dispenser service is defined as the checking, and refilling of all towels, toilet tissue, soap, or any other dispensers which may be identified by the University Representative.

1. Standard: When properly serviced dispensers will have an adequate (1 day) supply of dispensed product or will be identified as needing a follow-up check to ensure that the dispenser does not remain empty for an extended period of time. At no time will additional supplies be left for patrons/clients/patients/employees to install in the dispensers.

#### *S. CLEANING, GENERAL*

Cleaning in general is defined as the removal of dirt, soil, stains, liquids, trash, refuse and any other foreign material from an item, fixture, or area and may include the process of disinfecting, if required by the University Representative.

1. Standard: When properly cleaned, an area, fixture or item will be free of all dirt, soil, stains or other foreign material and will present a clean, safe, healthful, and pleasant appearance.

#### *T. SPECIFIC ELEMENTS OF HOUSEKEEPING ROUTINE TASK PERFORMANCE STANDARDS*

The preceding tasks are general in nature and are not intended to eliminate specific elements of the housekeeping routine. However, the specific elements of the housekeeping routine will be judged against the general task description and standard.

**ATTACHMENT 1**

**Southern University Emergency Cleaning Project-RFP # 50016-10354**  
**Mandatory Response Form**

*To Be Completed by Respondents and Attached as Page 1 of Submitted Proposal*

**COMPANY** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_  
\_\_\_\_\_

**TELEPHONE** \_\_\_\_\_

**EMAIL** \_\_\_\_\_

**TAX ID NUMBER** \_\_\_\_\_

**LICENSE  
NUMBER** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_

*Signature Authorization: In accordance with R. S. 39:1594*

**PRINT  
NAME** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**ATTACHMENT 2**

<b>Residential Facility</b>	Floors	Lobby/Office	Suite/living room areas	Beds	Bathrooms	Communal Bathrooms	Communal Shower rooms	Communal Toilet rooms
Bethune Hall	2	1,076 sq ft		59		6		
Boley Hall	5	3072 sq ft	60	240	60			
Bradford Hall	2	2880 sq ft		63			4	4
Grandison Hall	3	1150 sq ft		57		6		
Reed Hall	2	1242 sq ft		35		2		
White Hall	2	1242 sq ft		35		2		
Camille Shade	3	7344 sq ft	47	188	94			
SV Totty	3	7344 sq ft	47	188	94			
US Jones	3	7344 sq ft	47	188	94			
UNAP 100	3		47	144	73			
UNAP 200	3		46	142	72			
UNAP 300	3		43	134	68			
UNAP 400	3		46	104	71			

**Return all proposal documents with your proposal**