



Purchasing Department

PO Box 750416
Dallas, TX 75275

REQUEST FOR PROPOSAL

RFP Number: SMU-20250920

[Custodial Services]

All bids in response to this RFP are due before:

3:00 PM Central Time on

Monday, September 29, 2025

Please be sure to include this RFP # on Any Submissions

Section 1

Introduction

1.1 Background

As a private, comprehensive university enriched by its United Methodist heritage and partnership with the Dallas-Fort Worth area, SMU seeks to enhance the intellectual, cultural, technological, ethical, and social development of a diverse student body. SMU offers undergraduate programs centered on the liberal arts and excellent graduate, professional, and continuing education programs. The SMU experience also includes accessible faculty in small classes and abundant opportunities for research experience, international study, leadership development, and service and internship opportunities beyond campus – all with the goal of preparing students to become contributing citizens and leaders for our state, nation and world.

SMU has over 12,000 students studying in eight degree-granting schools: Cox School of Business, Dedman College of Humanities and Sciences, Meadows School of the Arts, Bobby B. Lyle School of Engineering, Dedman School of Law, Annette Caldwell Simmons School of Education and Human Development, Perkins School of Theology, and Moody School of Graduate and Advanced Studies.

Founded in 1911 by what is now The United Methodist Church, SMU is nonsectarian in its teaching and committed to academic freedom and open inquiry. Owned by the South Central Jurisdiction of the United Methodist Church, SMU is managed by a Board of Trustees that includes civic, business, education, and religious leaders who represent various faiths and geographic areas.

1.2 Purpose

The purpose of this Request for Proposal (RFP) is to provide guidelines as to what SMU is looking for in a Custodial Services vendor, and to solicit proposals from companies with an interest in providing world class professional services for the Office of Facilities Management & Sustainability.

It is the intent of SMU to award one or more contracts for the services described in Section 3.0 of this RFP to the firm who can provide the best value in performing the duties listed in the Requirements/Statement of Work. Services shall commence on or around December 22, 2025 or the date when executed, whichever is the later, and be effective for the agreed term. The agreement may, at the option of SMU, be extended, provided the performance has been satisfactory and the cost of service remains acceptable to SMU.

SMU will review each proposal submitted and may select multiple providers that are qualified and will meet the needs of the university. Final companies selected will enter into a Preferred Provider Contract with SMU.

1.3 RFP Schedule

Issue Request for Proposals	Tuesday, September 2, 2025
Walk through on SMU Campus	September 17, 18, or 19, 2025
Last Day for Questions by 5:00 PM	Monday, September 22, 2025
Proposals Due by 3:00 PM CST	Monday, September 29, 2025
Interviews (if necessary)	Week of October 20 – 25
Notice of Award	Monday, December 1, 2025
Contract Start	Monday, December 22, 2025

Campus Walk Through: September 17, 18, or 19, 2025

Selected buildings on campus requiring service will be featured on this walkthrough. Interested parties must register with Harmony Mei at harmony@smu.edu with the names, titles, and emails of your team who will be attending by **Friday, September 12**. There is a limit of 3 guests per company. Please rank your preference for which one of the three tour dates you would like to attend and note that space is limited.

Complete details will be provided to registrants closer to the dates.

1.4 Questions and inquiries

All inquiries concerning the RFP should be directed to:

Harmony Mei, RFP Coordinator
Email: harmony@smu.edu
Phone: 214-768-6464

Questions should be submitted in writing via email. Written questions should be directly tied to the RFP and should be asked in consecutive order, following the organization of the RFP reference the RFP section. General questions will be shared with all those firms participating in the process.

Short procedural inquiries may be accepted by telephone or email by the buyer. However, oral explanations or instructions given over the telephone shall not be binding upon SMU.

1.5 Bidder Responsibility

The bidder assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given because vendor's failure to be knowledgeable of all the requirements of this RFP. By submitting a proposal in response to this RFP, the vendor represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

1.6 Cost Liability

SMU assumes no responsibility and bears no liability for costs incurred by firms in the preparation and submittal of proposals in response to this RFP.

1.7 Revisions to this RFP

In the event that it becomes necessary to clarify or revise this RFP, such clarification or revision will be by an Amendment. RFP Amendments will be emailed to participants and posted on the Purchasing web page under the Open Solicitations tab. Any amendment to this RFP shall become part of this RFP.

1.8 Proposal Acceptance and Rejections

SMU reserves the right to reject any or all proposals, to waive technicalities, to make inquiries and request additional information from all Proposers, and to award Preferred Provider Contracts in whole or in part as deemed to be in the best interest of SMU. SMU reserves the right to negotiate with any vendor if such action is deemed to be in the best interest of SMU.

1.9 Proposal Submittal

Suppliers interested in participating in the RFP should submit four (4) hard copies and one electronic PDF copy of your proposal to be received no later than close of business, 3:00 PM on Closing Date indicated in RFP Schedule. Proposals received after that due date may be rejected. To the extent reasonably possible, the University shall keep all proposals confidential.

Proposals must be received by 3:00 PM CST on or before Monday, September 29, 2025.

Proposal delivery addresses:

Electronic	harmony@smu.edu
Postal Mail	SMU Purchasing Attn: Harmony Mei PO Box 750416 Dallas, Texas 75275-0416
Courier/Physical	SMU Purchasing Attn: Harmony Mei 6116 North Central Expressway, Suite 205A Dallas, Texas 75275-0416
Ground Shipping	SMU Purchasing Attn: Harmony Mei 3140 Dyer Street, MS #416 Dallas, TX 75205

Proposals, modifications or withdrawals received after the date set for receipt of proposals may not be considered.

Bidders shall not contact any person within the University directly or its contracted SME, in person, by email or by telephone, other than the RFP Coordinator concerning this RFP.

Notify Harmony Mei (harmony@smu.edu) via email if company would like to pick up their proposal hard copies. SMU Purchasing will discard/recycle proposal hard copies 30 days after final award notification.

Section 2

RFP Proposal Content Requirements

All companies submitting proposals should include a comprehensive response to items as specified in the RFP document and Scope of Work. Proposals are required to follow the exact order as provided in the RFP document and reference the appropriate section identification when responding to questions or providing company information. Proposals shall be prepared according to the following layout:

Introductory Letter and Executive Summary

Company Information

Provide the company's exact name, its legal nature (e.g., corporation, limited liability company, general partnership, limited partnership, etc.), and the state and country in which the entity was organized.

Provide a brief history of the firm and number of years in business and demonstrate that it is financially capable of providing services to the University.

Provide the company's corporate and local addresses (if different), main phone number, web address, and person authorized to commit to the terms specified in the proposal.

Personnel Contact Information

Provide information on the personnel composition of the company and individuals assigned to SMU's account, including point of contact names, positions, responsibilities and a brief description of their experience.

Response to Scope of Work and Requirements

Recommended approach towards meeting the scope of work and requirements addressing your ability to meet the objectives to include quality of submittal and ability to complete the specified work in the time specified.

Insurance

State insurance your company has or will obtain insurance to meet University requirements. See **Exhibit A** below for Insurance Requirements as set by Office of Risk Management. Suppliers must demonstrate they have insurance that meets University requirements.

Submit current COI (Certificate of Insurance) with explanation of the insurances the company has and description of its claim history. COI must be approved by Office of Risk Management.

References

Provide at least three references of accounts similar in size and scope to SMU. Be sure to include contact names, titles, phone numbers, and emails.

Financial Proposal and Pricing Structure for this Effort

Any Value-Added Services not requested in the original requirements

Acceptance of SMU's Terms and Conditions

Section 3

Evaluation Criteria for Award

3.1 Evaluation Information

SMU will utilize a selection committee for the evaluation of the RFP. Generally, the selection teams consist of 3-4 individuals who have a direct interest in the award of this contract.

The Evaluation Committee will ensure that the contractor with the best overall value to the University will be selected. The Committee shall be the sole judge of the comparative evaluation of the bids received. The decision of the Committee will be final. Southern Methodist University reserves the right to reject any and all bids.

The Committee will initially review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals clearly inconsistent with the RFP requirements will be eliminated from further consideration. Proposals that pass the completeness and compliance review will be evaluated against the Evaluation Criteria outlined herein.

3.2 Evaluation Criteria

SMU will utilize a selection team to ensure that the contractor with the best overall value and ability to meet the requirements is selected. The evaluation criteria are listed in no particular order of importance. SMU at its sole discretion may choose to award part or all of the scope of work contained in this RFP to single or multiple firms. Furthermore, the University does not guarantee that any actual Agreement will ensue as a result of the RFP and its evaluation process.

The University intends to award contracts based on perceived best value as determined by a review including, but not limited, to the following factors:

- Firm's plan to meet requirements as outlined in the **Scope of Services**
- Firm's comprehensive responses to the **Proposal Content Requirements**
- Quality of the proposal, responsiveness to requirements and adequacy of information provided
- Financial proposal, hourly rate to be paid by SMU, and financial strength of the firm
- Key personnel who will service this account
- Acceptance of SMU Terms and Conditions
- Insurance coverage that meets University requirements
- Company management, fleet, dispatch process, response time commitment, software and record keeping.
- Industry experience, references, compliance history,
- Quality control, safety record, training programs, and security program

Companies submitting proposals should bear in mind the competitive nature of the proposal process and the fact that SMU will be looking for proposals that offer the best advantage to SMU and should draft their proposal accordingly. Note that pricing is only one component of the overall basis of selection.

Section 4

Requirements and Scope of Services

General Requirements

SMU is seeking a Contractor(s) who will:

CUSTODIAL AND HOUSEKEEPING MANAGEMENT SERVICES PROGRAM

SCOPE OF SERVICES

General Scope of Work

The services will meet, at a minimum, an APPA Level 2 standard at SMU's Main Campus in Dallas, Texas, and two buildings on the Main Campus (Collins Executive Education Center and Meadows Museum) will meet APPA Level 1 standards. Residential student housing including those fraternities and apartments listed in Appendix "A" will meet a standard of service between "Level 1 – Orderly Spotlessness and Level 2 - Ordinary Tidiness" of which the definition and description of APPA Standard Appearance Levels for housekeeping are defined in the Custodial Staffing Guidelines for Education Facilities published by The Association of Higher Education Facilities Officers, September 1994. A list of current assets requiring custodial and housekeeping services is attached in Appendix "A".

TBD Custodial Services will implement a group of work management and control programs and processes as part of the Custodial and Housekeeping Management Services Program ("Custodial and Housekeeping Program") including standard operating procedures (SOPs) as well as training and management programs to deliver an effective and efficient Custodial and Housekeeping Program at SMU.

As part of the Custodial and Housekeeping Program, TBD Custodial Services will deploy resources regarding scheduling, quality control, and inspection processes necessary to keep the Custodial and Housekeeping Program functioning effectively and efficiently at all times. TBD Custodial Services will develop custodial and housekeeping master cleaning schedules, routine cleaning schedules, and building level custodial resource information as it relates to custodial and housekeeping services. These will be updated and provided to SMU on an annual contract year (June 1 through May 31).

TBD Custodial Services may utilize a CMMS/IWMS as part of the Custodial and Housekeeping Program, but said system must be able to integrate with SMU's CMMS/IWMS. TBD Custodial Service's CMMS/IWMS must provide management control and assist in developing a database of custodial and housekeeping master schedules, custodial and housekeeping building specific custodial and housekeeping schedules, and floor work refinishing schedules. The CMMS/IWMS must serve as the database for custodial quality control and employee training, as well. SMU reserves the right to require the TBD Custodial Services to utilize SMU's CMMS/IWMS should TBD Custodial Service's system not have the ability to integrate with SMU's CMMS/IWMS.

TBD Custodial Service's managers and supervisors will be expected to be accessible by cellular telephone and/or text messaging 24 hours per day, 7 days per week, 365 days per year. TBD Custodial Service's managers and supervisors will respond by return telephone call or in person within **30 minutes** of the time that SMU originates the contact.

SMU may elect to not allow TBD Custodial Services to display its company name and/or logo in any way on uniforms, vehicles, equipment, tools, resources, and/or other materials while on the SMU campus. Final determination of this is at SMU's sole discretion.

The scope of services includes:

- Routine and scheduled cleaning services
- Annual flips/turns and move-in/move-out of student residential bedrooms in RLSH inventory
- Summer conferences and camps services
- Programmed, scheduled and routine hard surface Floor and Carpet Care Program

- Summer and between-semester coverage
- Spot cleaning of standard upholstered furniture
- For restricted areas, the coordination with SMU on the removal and disposal of bodily fluids
- For non-restricted areas, removal and disposal of bodily fluids
- Care of walk-off mats
- Spot clean interior window and door glass below 10 feet above finished floor
- Ice and snow removal from exterior entrances to streets within 10 feet
- Routine brass polishing of interior and exterior handrails
- Maintenance and upkeep of all standard dispensing units including battery replacement/repair
- Regular identification of lamp outages in all cleanable areas and submittal of work order tickets as self-identified
- Regular identification of stopped up or non-functioning toilets and urinals with submitting work order tickets
- Lock and unlock all designated interior or exterior perimeter entry and exit doors that are keyed only
- Replace and replenish disposable umbrella sleeves and stands

Not included in scope:

- Individual spaces occupied by non-SMU tenants whereby custodial and/or housekeeping services are the tenants' responsibility per a lease
- Cleaning laboratory equipment, sink hoods, shelves, and countertops
- Cleaning art room kilns, ovens, countertops, and sinks
- Cleaning music room equipment
- Cleaning departmental break room and personal kitchen equipment, refrigerators, microwaves, dishwashers, coffeemakers, dishes, utensils, and vent hoods
- Movement and disposal of personal documents and belongings on horizontal surfaces
- Movement and disposal of trash other than that labeled "TRASH" or in trash cans
- Watering interior plants
- Feeding animals and clean-up of animal-related damage
- Environmental hazard clean-up, removal, and disposal
- Purchase and replacement of walk-off mats
- Daily housekeeping of faculty and staff apartments, including kitchens and kitchen equipment
- Cleaning area rugs, tapestry, drapes, and curtains
- Interior window and glass cleaning above 10 feet from finished floor and/or confined space
- Single family homes
- Restricted lab spaces
- Exterior window and window system cleaning
- Cleaning artificial plants
- Refinishing and resurfacing wood, specialty, and signature floors
- Purchasing of trash and recycling cans, if not provided by waste disposal service provider
- Room air freshening dispensing unit and refill
- Purchase of linen and linen services
- Purchase of shower curtains
- Purchase of sanitary napkin dispensers and products
- Biohazards disposal
- Infectious disease breakout
- Deep-clean of upholstered furniture or personal and antique furniture
- Cleaning artworks and graphics

Section 2

Net Cleanable Space, Cleaning Schedule, and Policing Schedule By Building

Building	Cleanable Space (SQ. FT.)	Cleaning Frequency Schedule	1st Shift Cleaning Schedule	2nd Shift Cleaning Schedule	3rd Shift Cleaning Schedule	Policing Cleaning Schedule
2701 Fondren Drive	27,604	5D		X		5D
5401 North Central Expressway - Associa	48,110	5D		X		5D
5538 Dyer	8,207	5D		X		5D
6200 North Central Expressway	38,796	5D		X		5D
6210 North Central Expressway	5,739	5D		X		5D
6300 North Central Expressway	15,378	5D			X	5D
Annette Simmons	35,228	6DSA			X	6DSU
Arnold Dining Hall	28,267	7D			X	7D
Armstrong Field House	76,630	7D	X comb	X comb	X comb	7D
Blanton Student Services	52,854	6DSA	X comb	X comb	X comb	6DSU
Bridwell Library	46,718	5D	X			Police Public Spaces on the Weekends
Carr Collins Hall	22,069	5D		X comb.	X comb.	5D
Caruth	55,290	6D			X	6D
Child Care Center	7,414	5D		X comb	X comb	5D
Clements	37,871	6DSA			X	6DSU
Crum Basketball	38,784	7D	X comb	X comb	X comb	7D
Crum LaCross	4,605	6DSA		X comb	X comb	6DSU
Collins Executive Education Building	46,166	7D	X 8hr.	X	X	7D

Dallas Hall	47,115	6DSU			X	6DSA
Data Center	16,931	5D	X comb	X comb		5D
Davide Miller Quadrangle	185,109	7D		X comb	X comb	7D
Dawson Service Center	21,674	6DSA		X comb.	X comb	6DSU
Dedman Life Science	57,848	6DSU			X	6DSA
Dedman Lifetime Sports Center	127,823	7D	X 16hr.		X	7D
Dr. Bob Smith Health Center	22,526	5D		X opt.	X opt.	5D
Embry	45,288	6DSA			X	6DSU
Expressway Tower	240,374	6DSA	X comb	X comb	X comb	6DSU
Florence Hall	18,782	6DSU			X.	6DSA
Fondren Library Center	143,009	7D	X4hrs	X 4hrs	X	7D
Fondren Science	79,336	6DSA			X	6DSA
Gerald J. Ford Research	37,374	6DSU		X comb	X comb	6DSA
Gerald J. Ford Stadium	88,114	6DSA	X comb	X comb	X comb	6DSU
Francis Moody Research	39,986	6DSU			X	6DSA
Greer Garson	37,830	5D	X comb.		X comb.	5D
Hamon Arts Library	38,679	5D	X only			5D
Harold Simmons	36,196	6DSA			X	6DSU
Heroy Hall	78,135	6DSA		X comb.	X comb	6DSU
Holt Hickman Outdoor Pool	1,111	7D			X	7D
Hughes Trigg Student Center	92,839	7D	X 8hrs	X Comb	X comb	7D
Hyer Hall	22,875	6DSU			X	5D
Junkins Electrical Engineering	40,682	6DSU			X	6DSA

Kirby Hall	17,846	6D		X		6D
Loyd All Sports Center	98,711	7D	X 4hr.	X comb	X comb	7D
McFarlin Auditorium	50,394	7D	X comb	X comb	X comb	7D
Meadows Museum	43,786	7D	X			7D
Moody Coliseum/Miller Event Center	144,445	7D	X comb	X comb	X comb.	7D
Owen Arts Center	185,146	7D	X comb.	X comb	X comb.	7D
Parking Center (Airline)	Elevator (1)	1DSU		X		
Parking Center (Binkley)	Elevator (2)	1DSU		X		
Parking Center (Daniel)	Elevator (1)	1DSU		X		
Parking Center (Hillcrest)	Elevator (1)	1DSU		X		
Parking Center (Moody/Restroom)	Elevator (2)	1DSU		X		
Parking Center (Mustang)	Elevator (1)	1 DSU		X		
Patterson Hall	11,902	7D	X comb.		X comb.	7D
Perkins Administration	55,884	5D		X comb	X comb	6DSU
Perkins Chapel	6,844	7D	Xcomb	X comb	X comb	7D
Prothro Hall	17,920	6DSA		X		6DSU
Robson & Lindley Aquatics Center	39,122	7D	X comb	X comb	X comb	7D
Selecman Hall	16,424	6DSA		X		6DSU
Storey Hall	44,048	5D	X comb.	X comb	X comb	5D
Tennis Complex	129,094	7D	X comb	X comb	X comb	7D
Umphrey Lee Center	104,024	7D	X comb.	X comb.	X comb.	7D
Underwood Law Library	77,206.37	7D	X comb	X comb	X	5D

Washburn	18,513.55	7D	X comb	X comb	X comb	7D
Weber End Zone Complex	134,474.57	7D	X comb	X comb	X comb	7D

Key

Building:

Lists the name of the respective building or structure.

Net Cleanable:

Lists the total cleanable space within a building. This includes assignable space, common areas and corridors. The net cleanable space information is provided by SMU as a guideline for the provider.

Cleaning Frequency

List the number of days the buildings are to be serviced. This information is based on the days of operation of each building

1st, 2nd, & 3rd Shift Schedule

List the recommended time for the cleaning service for each building

Policing Cleaning Schedule

List the number of days each building shall be policed.

5D

5 Days

6DSA

6 Days, Saturday

6DSU

6 Days, Sunday

7D

7 Days

X

Recommended shift building shall be cleaned

X 4hrs

1 person will be needed for 4 hours to clean buildings during 1st & 2nd shifts

X 8hrs

1 person for 8hrs or 2 persons for 4hrs will be needed to clean, 1st & 2nd shifts

X 16hrs

2 people will be needed for 8hrs will be needed to clean, 1st & 2nd shifts

X comb.

Designated buildings can be cleaned during combination of shifts

Custodial Service Frequency Chart

All Space Types	Monday-Friday		Weekend
	1X a Week	4X a Week	Saturday and/or Sunday
Entrances, Lobbies, Corridors, Elevators & Stairs	Clean horizontal surfaces Clean elevators (mop tile, vacuum carpet) control panels, spot clean cab walls Clean water fountains Microfiber mop hard surface flooring Dust handrails, dust outer & inner stringer Empty waste cans Spot clean carpets Clean entry glass Clean exit doors Spot Clean walls Microfiber mop stairs and landings Sweep outside immediate entrance area walks and steps Sweep stairs and landings Vacuum carpets Vacuum walk off mats Full damp wipe desks/furniture	Clean elevators (mop tile, vacuum carpet) control panels Clean water fountains Spot mop floors Dust handrails Empty waste cans Spot clean carpets Clean entry glass Spot clean exit doors Spot clean walls Spot mop stairs and landings Sweep outside immediate entrance area walks and steps Spot sweep stairs and landings Spot vacuum carpets Vacuum walk off mats Spot clean desks/furniture	AS PER CLEANING SCHEDULE
General & Within 10ft of Exterior Entrance and Egress Points	<ul style="list-style-type: none"> • Clean custodial closets • Remove trash/recycle to appropriate dumpster • Secure all outside doors • Secure interior doors found locked upon entry, unless designated as a door to not be locked • Turn off lights except for exit and security 	<ul style="list-style-type: none"> • Clean custodial closets • Remove trash to dumpster • Secure all outside doors • Secure interior doors found locked upon entry • Sweep loading docks • Turn off lights except for exit and security 	AS PER CLEANING SCHEDULE
Public Restrooms, Showers & Locker Rooms	<ul style="list-style-type: none"> • Clean and sanitize all fixtures, including soap scum or calcium • Clean horizontal surfaces • Clean mirrors • Damp microfiber mop and sanitize floors • Empty waste cans • Refill dispensers • Clean showers tiles in showers (floors/walls) 	<ul style="list-style-type: none"> • Clean and sanitize all fixtures • Clean horizontal surfaces • Clean mirrors • Damp mop and sanitize floors • Empty waste cans • Refill dispensers 	AS PER CLEANING SCHEDULE
Offices and Work rooms	<ul style="list-style-type: none"> • Vacuum carpets • Empty and re-line waste cans • Clean glass and mirrors • Full damp wipe desks/furniture 	<ul style="list-style-type: none"> • Spot vacuum carpets • Empty and re-line waste cans • Spot clean glass and mirrors • Spot clean desks/furniture 	AS PER CLEANING SCHEDULE

APPA Level 2 Custodial Service Frequency Chart (Continued)

All Space Types	Monday-Friday		Weekend
	1X a Week	4X a Week	Saturday and/or Sunday
Classrooms, Lecture Halls, Libraries, Lounges, Suites, VIP Areas	<ul style="list-style-type: none"> Align classroom furniture Clean exposed horizontal surfaces Clean water fountains Microfiber mop floors Empty waste cans Vacuum carpets Full damp wipe desks/furniture 	<ul style="list-style-type: none"> Align classroom furniture Clean exposed horizontal surfaces Clean water fountains Spot mop floors Empty waste cans Spot vacuum carpets Spot clean desks/furniture 	AS PER CLEANING SCHEDULE
General labs	<ul style="list-style-type: none"> Clean sinks if empty Dust mop floors Empty waste cans & replace liners, as needed Microfiber mop floors Full damp wipe desks/furniture 	<ul style="list-style-type: none"> Clean sinks if empty Dust mop floors Empty waste cans Spot mop floors Spot clean desks/furniture 	AS PER CLEANING SCHEDULE
Wet Labs	<ul style="list-style-type: none"> Clean sinks if empty Dust mop floors Empty waste cans Microfiber mop floors Full damp wipe desks/furniture 	<ul style="list-style-type: none"> Clean sinks if empty Dust mop floors Empty waste cans Spot mop floors Spot clean desks/furniture 	AS PER CLEANING SCHEDULE
Computer Labs	<ul style="list-style-type: none"> Clean exposed lab table surfaces Clean sinks if empty Empty waste cans Vacuum carpet Microfiber mop floors Full damp wipe desks/furniture 	<ul style="list-style-type: none"> Spot clean exposed lab tables surfaces Clean sinks if empty Empty waste cans Spot vacuum carpet Spot mop Spot clean desks/furniture 	AS PER CLEANING SCHEDULE
Art Gallery, Theaters Ballrooms, and Chapel	<ul style="list-style-type: none"> Vacuum Traffic areas Spot vacuum carpets Empty waste cans Clean walls, partitions and doors Dust furniture Microfiber mop floors Clean water fountain Full damp wipe desks/furniture 	<ul style="list-style-type: none"> Vacuum Traffic areas Spot vacuum carpets Empty waste cans Spot clean walls, partitions and doors Spot mop floors Clean water fountain Spot clean desks/furniture 	AS PER CLEANING SCHEDULE
Gymnasium, Indoor Courts Practice	<ul style="list-style-type: none"> Dust mop floors Microfiber mop floors Clean water fountains Empty waste cans Clean entry glass 	<ul style="list-style-type: none"> Dust mop floors Spot mop floors Clean water fountains Empty waste cans Spot clean entry glass 	AS PER CLEANING SCHEDULE
Weight Room	<ul style="list-style-type: none"> Clean and sanitize fixtures & equipment Clean horizontal surfaces Clean mirrors Damp mop and sanitize floors Dust mop floors Empty waste cans Refill paper towel dispensers 	<ul style="list-style-type: none"> Clean and sanitize fixtures Clean horizontal surfaces Clean mirrors Damp mop and sanitize floors Dust mop floors Empty waste cans Refill paper towel dispensers 	AS PER CLEANING SCHEDULE

APPA Level 2 Custodial Services Frequency Chart (Continued)

Task	Public rest rooms	Common bath/showers	Locker rooms	Entrances lobbies, corridors, elevators, dining areas, common areas	Offices, conf. rooms, lounges	Class rooms, labs, auditoriums	Computer areas, copy rooms	Study areas	Library areas	Studios, work rooms, practice rooms	Stairs and elevators	Pools Decks
Replenish supplies	D	D	D			D						D
Clean mirrors	D	D	D									W
Disinfect fixtures	D	D	D									
Clean surfaces	D	D	D	D	W	W	W	W	W	W		D
Disinfect showers and tubs	D	D	D									
De-scale toilets/urinals	D	D	D									
Remove scum showers/tubs	D	D	D									W
Wet mop/damp mop	D	D	D	D	W	W	W	W	W	W	W	D
Scrub/pressure wash	½ W	½ W	½ W									
Vacuum complete			D	D	W	W	W	W	W	W	W	
Disinfect partitions and stalls	D	D	D									
Empty trash, liners, and urns	D	D	D	D	D	D	D	D	D	D	D	D
Clean entrance door glass				W	W	W	W	W	W	W	W	D
Disinfect desk tops					W	W	W	W	W	W		
Dust surfaces (flat, desks, etc.)				W	W	D	D	D	D	D	D	D
Dust mop/sweep				D	W	W	W	W	W	W	W	
Vacuum complete				D	W	W	W	W	W	W	W	
Clean chalk/white boards					As/R	As/R		As/R	As/R	As/R		
Shampoo seats				SA		SA		A	A	A		
Disinfect drinking fountains			D	D	D	D	D	D	D	D	D	D
Clean interior glass				D	W	W	W	W	W	W	W	W
Dust window blinds				SA	SA	SA	SA	SA	SA	SA	SA	Q
Identify burnt out lights	D	D	D	D	D	D	D	D	D	D	D	D
Clean and polish interior brass	W	W	W	W	W	W	W	W	W	W	W	
Supply and replace urinal screens	As/N	As/N	As/N									
Vacuum/Clean HVAC vents >12 feet high				M	M	M	M	M	M	M	M	M
Strip and refinish hard surface floor			A	A	A	A	A	A	A	A	A	
Scrub and recoat hard surfaces			SA	SA	SA	SA	SA	SA	SA	SA	SA	
Daily	D											
Weekly	W											
Every Two Weeks	1/2W											
Monthly	M											
Quarterly	Q											
Semi-Annually	SA											
Annually	A											
As Needed	As/N											
As Requested	As/R											

Task	Public rest rooms	Common bath/showers	Locker rooms	Entrances lobbies, corridors, elevators, dining areas, common areas	Offices, conf. rooms, lounges	Class rooms, labs, auditoriums	Computer areas, copy rooms	Study areas	Library areas	Studios, work rooms, practice rooms	Stairs and elevators	Pool Decks
High-speed buff/polish hard wood floors				SA	A	A	A	A	A	A	A	
Strip and finish hard wood floors												
Polish/burnish stone floors				A	A	A	A	A	A	A	A	
Hot water carpet extract or foam carpet extraction (truck-mounted machine)				SA	SA	SA	SA	SA	SA	SA	SA	
Spot clean carpet/pile brush			AS/N	AS/N	AS/N	AS/N	AS/N	AS/N	AS/N	AS/N	AS/N	
Clean ceiling fans				SA	SA	SA	SA	SA	SA	SA	SA	
Shampoo upholstered chairs and seats			A	A	A	A	A	A	A	A	A	
Clean and polish exterior brass				D	W	W	W	W	W	W	W	
Oil Wood Paneling				A	A	A	A	A	A	A	A	
Recycle collected paper, etc.				D	D	D	D	D	D	D	D	
Clean Light Fixture Lenses	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	
Commercial Steam Cleaning			As/R	As/R	As/R	As/R	As/R	As/R	As/R	As/R		
Disinfect Pool Decking												W
Scrub and Clean Pool Decking												W
Pressure Wash Pool Decking												M

Daily	D
Weekly	W
Every Two Weeks	1/2W
Monthly	M
Quarterly	Q
Semi-Annually	SA
Annually	A
As Needed	As/N
As Requested	As/R

APPA Level 1 Custodial Service Frequency Chart for Collins Executive Center and Meadows Museum

Appendix A: Cleaning Schedule											
Task	Public rest rooms	Common bath/showers	Locker rooms	Entrances lobbies, corridors, elevators, dining areas, common areas	Offices, conf. rooms, lounges	Class rooms, labs, auditoriums	Computer areas, copy rooms	Study areas	Library areas	Studios, work rooms, practice rooms	Stairs and elevators
Replenish supplies	D	D	D			D					
Clean mirrors	D	D	D								
Disinfect fixtures	D	D	D								D
Clean surfaces	D	D	D								
Disinfect showers and tubs	D	D	D								
De-scale toilets/urinals	D	D	D								
Remove scum showers/tubs	D	D	D								
Wet mop/damp mop	D	D	D	D	D	D					
Scrub/pressure wash	½ W	½ W	½ W								
Vacuum complete			D	D	D	D	D	D	D	D	D
Disinfect partitions and stalls	D	D	D								
Empty trash, liners, and urns	D	D	D	D	D	D	D	D	D	D	D
Clean entrance door glass				D	D	D	D	D	D	D	D
Disinfect desk tops					D	D	D	D	W	D	
Dust surfaces (flat, desks, etc.)				D	D	D	D	D	D	D	D
Dust mop/sweep				D	D	D	D	D	D	D	D
Vacuum complete				D	D	D	D	D	D	W	D
Clean chalk/white boards					D	D	D	D	D	D	
Shampoo seats				SA		SA					
Disinfect drinking fountains			D	D	D	D	D	D	D	D	D
Clean interior glass				D	D	D	D	D	D	D	D
Dust window blinds				W	W	W	W	W	W	W	W
Identify burnt out lights	D	D	D	D	D	D	D	D	D	D	D
Clean and polish interior brass	W	W	W	W	W	W	W	W	W	W	W
Clean entrance door glass			D	D	D	D	D	D	D	D	D
Supply and replace air freshener cartridges and batteries (Collins Exec. Only)	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N
Supply and replace urinal screens (Collins Exec. Only)	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N
Vacuum/Clean HVAC vents >12 feet high				M	M	M	M	M	M	M	M
Strip and refinish hard surface floor			A	A	A	A	A	A	A	A	A
Scrub and recoat hard surfaces			SA	SA	SA	SA	SA	SA	SA	SA	SA
Daily	D										
Weekly	W										
Every Two Weeks	1/2W										
Monthly	M										
Quarterly	Q										
Semi-Annually	SA										
Annually	A										
As Needed	As/N										
As Requested	As/R										

Custodial Service Frequency Chart for Collins Executive Center and Meadows Museum (Continued)

Task	Public rest rooms	Common bath/showers	Locker rooms	Entrances lobbies, corridors, elevators, common areas	Offices, conf. rooms, lounges	Class rooms, labs, auditoriums	Computer areas, copy rooms	Study areas	Library areas	Studios, work rooms, practice rooms	Stairs and elevators
High-speed buff/polish hard wood floors				M	M	M	M	M	M	M	M
Strip and finish hard wood floors											
Polish/burnish stone floors				SA	SA	SA	SA	SA	SA	SA	SA
Hot water carpet extract or foam carpet extraction (truck-mounted machine)											
Spot clean carpet/pile brush			AS/N	AS/N	AS/N	AS/N	AS/N	AS/N	AS/N	AS/N	AS/N
Clean ceiling fans				SA	SA	SA	SA	SA	SA	SA	SA
Shampoo upholstered chairs and seats			SA	SA	SA	SA	SA	SA	SA	SA	SA
Clean and polish exterior brass				D	W	W	W	W	W	W	W
Oil Wood Paneling				SA	SA	SA	SA	SA	SA	SA	SA
Recycle collected paper, etc.				D	D	D	D	D	D	D	D
Clean Light Fixture Lenses	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N	As/N
Daily	D										
Weekly	W										
Every Two Weeks	1/2W										
Monthly	M										
Quarterly	Q										
Semi-Annually	SA										
Annually	A										
As Needed	As/N										
As Requested	As/R										

Collins Executive Center – Semi Annual Custodial Service Detail Work

Floors
• All limestone flooring scrubbed and sealed, with Collins Executive Center approval
• All stairways swept and mopped
• 1 st floor Kitchen scrubbed (refrigerator moved and scrubbed behind)
• Coffee Bar floor scrubbed
• All restroom floors scrubbed
• All entrances scrubbed
• Bamboo flooring detail cleaned after re-surfacing
Carpets Areas
• All carpeting detail vacuumed and spots removed or extracted as needed
• Dining Room and Executive Lounge extracted
• All Classrooms and office areas extracted or spots removed as needed
• Crum Auditorium detail vacuumed and stains removed
• Elevator carpet extracted
• All hallway carpet detail vacuum and extracted

Collins Executive Center – Semi Annual Custodial Service Detail Work (Continued)

Restrooms

- All stainless steel panels in restrooms cleaned
- All stainless steel sinks in restrooms detail cleaned
- All commodes and urinals cleaned and disinfected
- All paper dispenser cleaned and stocked
- All counter tops cleaned and disinfected
- All faucets and sink drains cleaned
- All mirrors top to bottom cleaned

Kitchens

- 2nd and 3rd floor kitchen counters and wet areas cleaned
- 2nd and 3rd floor refrigerator fronts cleaned with stainless steel cleaner
- All coffee pots properly cleaned
- All cabinet doors and drawer fronts dusted and cleaned as needed

Offices

- All offices detail vacuumed and stains removed or extracted as needed
- All offices detail low and high dusted
- All trash cans emptied, cleaned and re-lined

Common Areas

- All leather furniture cleaned with leather cleaner
- All dining room tables and chairs detail cleaned
- All stainless steel trash cans cleaned
- All stainless steel in elevators cleaned
- Handrail on main staircase cleaned
- 2nd floor Business center workstations detail cleaned
- Glass counter and stainless steel brackets cleaned in Exec Lounge
- All common area furniture dusted and placed per floor diagram
- All hanging lighting detail dusted on 1st floor

Study Rooms/Classroom

- Tables tops cleaned/disinfected
- All white boards cleaned
- All chairs dusted and vacuumed
- Chair and table legs dusted (finished in January)

All Areas

- All light switches cleaned
- All vents and ledges up to 12' dusted
- All interior windows washed up to 12'
- Exterior entrance window washed up to 12' at north and south entrances

Miscellaneous

- All holiday decorations put away (**except art work**)
- Plants dusted (after floor work), watered and cared for

Collins Executive Center – Daily Custodial Duties

	Staff on duty:	Daily	Weekly	As Needed
6:30 AM	1st shift day porter: Write your time and get keys from 3rd shift custodian. Sign for key on key log.	X		
	Pick up outside trash and sweep up all the leaves and the debris on plaza, decks and entrances. Clean out ash urns and empty trashcans wipe tops of cans and replace trash liners. Water the main entrance.	X		
	Ensure the TVs are turned on	X		
	Wash exterior trashcans inside out		X	
	Scour coffee bar surface daily, 2nd and 3rd floor	X		
	Make coffee before 8 AM on the 2nd and 3rd floor	X		
	Check restrooms - clean and restock restroom amenities as needed on all levels.	X		
9:00 AM	Take 15-minute break - must stay on premises	X		
9:15 AM	Clean all entrance door glass and hardware daily (brass handrail)	X		
	Stock all printers with paper	X		
	Address all facility concerns	X		
	Wipe down kitchen cabinet doors			X
	Kitchen - wipe exterior of waste baskets daily			X
	Empty kitchen trash and trash cans regularly			X
	Keep kitchen sink clear of dishes			X
	Wipe exterior coffee pots, coffee systems daily	X		
	Clean microwave inside out	X		
	Wipe the glass counter in lounge and glass panels of the stairs regularly	X		
	Clean lounge tables/table legs and chairs/chair legs.	X		
	Clean 2nd floor balcony - sweep and spot clean the seating areas and walls.	X		X
	Clean main lobby, wipe tabletops/table legs, chairs/chair legs and Arrange furniture and keep neat. Do not drag furniture on across floor.	X		
	Wipe dining room tables [restore to its default setting]	X		
12:00 PM	30-minute lunch break, you may leave the property (except Fridays and Saturday lunch at 11:30 a.m. EMBA class) + additional custodian	X		
12:30 PM	Clean and replenish the restroom	X		
	Patrol the whole building cleaning all areas inside and out, when you finish start on the detail work.	X		
	15-minute break, must stay on the premises.	X		
2:00 PM	Detail clean kitchens, empty and wash thoroughly all coffee pots.	X		
2:15 PM	Clean all restrooms and the Commons areas [lobby etc...].	X		
	Clean janitorial closet and keep it tidy		X	
3:30 PM	Be sure to sign out and leave keys before you leave the premises.	X		

Collins Executive Center – Daily Custodial Duties (Continued)

	Staff on duty:	Daily	Weekly	As Needed
3:30 PM	2nd shift day porter has the same responsibilities as the 1st shift in addition to the items listed below:	X		
3:30 PM -9:00 PM	2nd and 3rd floor: Clean, mop floors, vacuum carpet, wipe glass/windows, clean classrooms, study rooms, and public areas [wipe tables, rearrange the seats]. Clean, mop/scrub, and replenish all the bathrooms, and help with evening events [trash, etc...] - ensure the building is ready for afternoon and evening classes and events	X		
	Use special liquid to polish all the leather chairs in Commons Area, Lounge, and the Board Room		X	
	Check the plants and water them as needed		X	
8:30 PM	30-minute dinner break, you may leave the property			
10:00 PM	Be sure to sign out and leave keys before you leave the premises.			
9:00 PM - 6:00 AM	3rd shift crew ensures the building is ready for the next day at "level one" cleaning	X		
	Stone floor need to scrub as needed			X
	Crum Auditorium need to be vacuum everyday during the 3rd shift.	X		
	Detail the building each year during the 1st week of July and the 4th week of December			Semi-annually
	Additional day porter may be needed for large events			X
	PM supervisor should communicate any maintenance issues and safety/security concerns to the Resident District Manager			X
	Air freshener for bathrooms + scented urinals screen			X
	Leather furniture maintenance - use conditioner product			Quarterly
	EVAC system cleaning once a year prior to fire panels inspection			X
	Copy the Resident District Manager when submitting supplies orders			Monthly
	Vacuuming and mopping the Commons Area and the BOT Dining Room before and after events			X

Housekeeping Services (for Residence Life and Student Housing which is commonly referred to as “RLSH”)

Shift Schedule to work in the residence halls during the academic year

- Normal work hours are 7:00AM to 9:00PM or 7:30 AM to 9:30 PM Monday through Friday. Adequate staff will be on campus until 9:30PM to handle situations at the end of the day. After 4:30PM, the policing schedule for all RLSH Facilities will be acceptable.
- Work in individual suite restrooms does not occur until 10AM. Community restrooms may be cleaned beginning at 10AM.
- Vacuum hallways after 10AM or later.
- Saturday and Sunday (7:30AM to 9:30PM) are policing common areas including common restrooms unless it is one of the Special Weekends.
 - August Opening – If the official opening is on a Weekend, Saturday or Sunday, the custodial staff is to be fully staffed that day and work a split shift to have coverage from 7AM to 10PM. At that time custodial staff needs to assist with trash, recycling cardboard boxes, and responding to any needs or concerns from students or parents.
 - Family Weekend – Family weekend occurs during the fall semester. Parents are on campus usually beginning on a Friday. Regular cleaning happens on that Friday along with extra policing of the common spaces. On Saturday of that weekend each building needs custodial coverage to cover any activities that are occurring in the building and to do a heavy policing of the building. On Sunday a slightly heavier than normal custodial policing needs to be done in each of the buildings.
 - May Closing – If closing of the residence halls occurs on a weekend custodial staff is needed to help handle the large volume of trash. Large dumpsters (40 yard) are rented for several locations around the residence halls. Also, due to the summer conference schedule, cleaning of residence hall rooms begins at that time.

Student Rooms

- If a student vacates a room or apartment during the academic year (August through May), a task list is prepared by RLSH for the student room in order for housekeeping to address.

RLSH Offices at Boaz Commons and Armstrong Commons

- Cleaning Monday through Friday must be complete by 7:00 AM. Normally work begins at 7 AM.

RLSH Area Desks

- Clean Monday through Friday must be complete by 8:00AM.

Classrooms within Residence Halls only

- Cleaned Monday through Friday prior to classes starting. Must be complete by 8:00AM.

Shift Scheduling to work in the residence halls during the summer conference season

- Operation is a seven day a week schedule.
- Normally work hours are 7 AM through 9:00 PM, longer if needed depending upon the conference schedule and check-in and check-out times.

Bed Lofting

- At the beginning of the academic year, students may request to have their bed lofted. There may be up to 5,000 requests.
- During the year, there may be requests to take down some lofts or to build additional ones.
- At the end of each academic year, all lofts are removed. None are built during the conference season.

Summer Conference Custodial Expectations

All of the residence halls, including on occasion fraternity houses, are used during the summer months. The first conference group usually checks in Memorial Day weekend and the last groups leave the first week or two of August. Some buildings are used for summer school and operate on an academic year cleaning schedule but this is usually 4-5 buildings.

- Conference groups are given the same level of service seven days a week. (Not light duty on weekends.)
- The following are the choices for linen service provided by SMU. (Conference groups choose the type of service they wish to receive which is to be provided by the SMU):
 - XL: No linen. Nothing in room. Trash emptied daily.
 - LE: Linen Exchange. A top sheet, bottom sheet, and pillow case are furnished. Usually left on bed or packaged in a plastic bag. Once a week a linen exchange happens and if guests turn in their dirty linen they can pick up clean linen. Trash emptied daily.
 - FL: Full linen. Bed is made when guest arrives. Towels; two large and one washcloth are in room. Service item provided (hotel size soap). Each day room is cleaned, bed is made and fresh towels are provided. If in suite bath, bathroom is spot cleaned up each day, heavy cleaning done once a week. Bed linens are changed at least once per week. Similar to hotel service. Trash emptied daily.
 - NS: No Service Linen. Bed is made up with full linen. Towels and washcloths are provided. No service item provided. The room is cleaned with exchange of linens and towels provided on or after the 7th night and every 6 or 7 nights after. Linen package will need to be left in a pile on exchange day. Bed is not made at this time. Suite style bathrooms are only attended to once per week with NS linen. Trash emptied daily.
- RLSH provides the linens. Housekeeping will audit linen inventory and provide RLSH with required replenishment needs. Sheets are sent out to a commercial laundry service provided and paid for by RLSH and coordinated by housekeeping. Usually there are one or two pick up and deliveries per week but can be more during busy periods. Bath towels and washcloths are to be washed by housekeeping staff. Cockrell-McIntosh has one commercial washer and dryer which will be made available to the housekeeping staff to utilize. Student laundry equipment in other buildings is also used by housekeeping. RLSH provides the laundry washing soap. Housekeeping staff manages all linens.
- If a conference group is staying in a building with community bathrooms, the bath is given a full cleaning daily.
- Moore and Martin apartment building receive the same service offered during the academic year for summer student residents. Apartments used for conferences will need to be cleaned per agreed upon conference definition which will be provided to housekeeping. Typically, no service is given while the guest is in residence. However, they may be provided with linens. When guest vacates, the entire apartment is cleaned as soon as possible.

- SMU undergraduate summer school students have typically lived in 1-2 buildings during the summer months. Suite bathrooms will be cleaned once a week on a set schedule. Same service as residence halls receive during the academic year.

Cleaning Schedule

The key below corresponds to the charts to follow in this section:

D	Daily
1D	One day a week (Days as noted)
2D	Two days per week (Days as noted)
3D	Three days per week (Days as noted)
5D	Five days per week (Monday –Friday)
6DSA	Six days per week (Monday – Friday + Saturday)
6DSU	Six days per week (Monday – Friday + Saturday)
7D	Seven days per week (Sunday-Saturday)
W	Weekly
Q	Quarterly
S-A	Semi-Annually
A	Annually
AS/n	As Needed
XA	Number of times annually (3XA = 3 times annually)

Asset Name	Asset Type	Net Cleanable Space
3004 DYER	Fraternity	15,632.64
3004 SMU BLVD	Fraternity	8,211.17
3005 DYER	Fraternity	17,405.76
3022 SMU BLVD	Fraternity	11,834.95
3035 DYER	Fraternity	12,511.40
3041 DYER	Fraternity	10,607.58
3050 SMU BLVD	Fraternity	8,142.35
3058 SMU BLVD	Fraternity	5,010.37
3064 SMU BLVD	Fraternity	10,508.23
3072 SMU BLVD	Fraternity	15,509.69
3200 DANIEL AVE	Apartment	4,134.93
3216 DANIEL AVE	Apartment	2,893.73
Frank Smith & Perkins Hall	Residential Commons	48,413.68
Armstrong Commons	Residential Commons	70,663.45
Boaz Commons	Residential Commons	44,805.90
Cockrell -McIntosh Commons	Residential Commons	53,836.51
Crum Commons	Residential Commons	65,739.03
Hillcrest Manor	Apartment	11,576.04
Kathy Crow Commons	Residential Commons	60,721.56
Loyd Commons	Residential Commons	65,895.10
Mary Randle Hay Commons	Residential Commons	30,342.70
McElvaney Commons	Residential Commons	60,908.09
Moore Commons	Residential Commons	28,469.64
Morrison-McGinnis Commons	Residential Commons	53,849.37
Paul E. Martin Commons	Residential Commons	19,687.94
Peyton Commons	Residential Commons	23,406.19
Shuttles Commons	Residential Commons	36,316.20
Thomas House	Apartment	44,940.58
Virginia-Snider Commons	Residential Commons	55,927.06
Ware Commons	Residential Commons	66,099.89

Student Rooms – Academic Year

Tasks	Student Rooms	Apartments
Completely clean entire room to include floors, walls, ceilings, windows, mini-blinds, closets.	S-A	S-A
Clean and disinfect bed frame and mattress.	S-A	S-A
Hot water extract carpet using truck mounted extractor	S-A	S-A
Clean stove and oven (where applicable).		when vacant
Spot clean carpet	AS/n	AS/n
Remove all trash from vacated room	when vacant	when vacant
Remove all tape residue from walls, doors, doorframes, ceilings, windows, etc.	S-A	S-A
Vacuum all carpets.	3XA & when vacated	3XA & when vacated
Completely clean and polish all bedroom furniture, including inside of all dresser and desk drawers.	S-A	S-A
Identify burnt out light bulbs and clean light fixture.	AS/n	AS/n
Full cleaning of room.	When vacated	When vacated

Miscellaneous Tasks/Frequencies

Tasks	Residence Halls
Pressure wash all building entrances, including emergency exits.	S-A
Extract water from carpet or tiled floors in common areas or student rooms due to air conditioning leaks or restroom overflow.	AS/n
Hot water extract all carpet in common areas of building using truck mounted extractor. 2 X truck, 1 X portable	3XA

Student Bathroom Cleaning

Note: Frequencies may change for conferences

Tasks	Community Bathrooms & Showers	Suite Bathroom	Public Restroom	Closets, Linen Rooms
Remove trash, replace liners.	7D	W	7D	5D
Spot clean: basins, bowls, showers, tubs, etc.	7D		7D	
Spot clean partitions, tile, walls, doors, etc.	2 D -Sat/Sun		2 D - Sat/Sun	
Completely dust all horizontal surfaces, including ceilings.	5D	W	5D	W
Damp mop and sanitize floors.	7D	W	7D	5D
Surface scrub and sanitize floors.	M	A	M	
Fill soap and toilet paper dispensers.	7D	W	7D	
General clean showers: tile and floors and sanitize. Remove all soap scum and mineral deposits.	5D	W	5D	
Wipe down, sanitize shower curtains.	5D	W		
Wash shower curtains	A	A		
Empty and clean sanitary napkin receptacles.	7D	W	7D	
Completely clean mirrors.	7D	W	7D	
Vacuum vents and grates on walls and ceilings.	M	M	M	M
Clean light fixtures.	AS/n	AS/n	AS/n	AS/n
Remove gum from floor surfaces.	7D	W	7D	5D
Clean all bright work.	5D	W	5D	5D
Identify burnt out light bulbs	AS/n	AS/n	AS/n	AS/n
Complete clean and disinfect: sink, bowl, tub, shower floor cabinets and counters.	3XA	3XA	3XA	

Public Kitchens and Laundry Rooms

Tasks	Kitchens	Laundry Rooms
Remove trash, replace liners.	7D	7D
Clean Stove/Oven	Q	
Clean refrigerator/freezer	Q	
Clean microwave	7D	7D
Completely dust all horizontal surfaces, including ceilings.	5D	5D
Damp mop and sanitize floors.	5D	5D
Wipe down washers and dryers.		D
Clean lint traps.		D
Clean detergent compartments.	5D	5D
Clean sinks.	5D	5D
Vacuum vents and grates on walls and ceilings.	W	W
Clean light fixtures.	AS/n	AS/n
Remove gum from floor surfaces.	7D	7D
Identify burnt out light bulbs.	AS/n	AS/n

Common Areas and Classrooms in Residence Halls – Regular Calendar Year Schedule

Tasks	Entrances, Lobbies, Corridors, & Stairwells	Vending & Recreation Areas, Lounges	Elevators	Offices	Conference & Meeting Rooms	Computer Rooms
Remove trash from trash rooms, replace liners, and take trash to designate outside dumpsters.	7D	7D		5D	5D	5D
Wash all trash containers.	AS/n	AS/n		AS/n	AS/n	AS/n
Empty recycling containers.	7D	7D		5D	5D	7D
Spot dust all horizontal surfaces, computers, furniture.	7D	7D		5D	5D	5D
Complete dust all areas & ceilings.	2D	2D	2D	2D	2D	2D
Dust window blinds.	W	W		W	W	W
Vacuum vents and gratings on wall and ceilings.	M	M	M	M	M	M
Complete clean: desks, counters, chairs, etc.	7D	7D		2D	5D	7D
Rearrange furniture.	7D	7D		5D	5D	5D
Clean and disinfect drinking fountains.	D					
Clean glass and mirrors.	7D	7D		5D	5D	5D
Clean interior windows.	M	M		M	M	M
Spot clean walls/doors.	7D	7D	7D	5D	5D	5D

Common Areas and Classrooms in Residence Halls – Regular Calendar Year Schedule (Continued)

Clean furniture, vacuum, polish.	7D	7D		2D	2D	5D
Vacuum carpets.	7D	7D		5D	5D	7D
Remove carpet spots.	D	D		D	D	D
Spot clean carpets using portable extraction cleaning.	AS/n	AS/n		AS/n	AS/n	AS/n
Hot water extract using Truck mounted system carpets.	3XA	3XA		3XA	3XA	3XA
Extract clean all upholstered furniture in lounges, lobbies.	S-A	S-A		S-A	S-A	S-A
Sweep and mop tile/slate floors.	7D	7D	7D	5D	5D	7D
Scrub and sanitize tile and slate floors.	Q	Q	Q	Q	Q	Q
Strip to remove old finish and recoat tile/slate floors.	S-A	S-A	S-A		S-A	S-A
Clean door tracks/threshold.			D			
Buff finished floors.	M	M	M	M	M	M
Clean light fixtures.	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n
Remove gum from floor surfaces.	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n
Clean all bright work.	7D	7D	7D	5D	5D	5D
Identify burnt out light bulbs.	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n
Replace hand sanitizer.	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n

Common Areas and Student Rooms - Summer Conference Schedule

Tasks	Entrances, Lobbies, Corridors, & Stairwells	Vending & Recreation Areas, Lounges	Elevators	Offices	Conference & Meeting Rooms	Computer Rooms	Student Rooms
Completely clean student room before conference group come and after conference group leaves.							When vacant
While room is occupied, remove trash from room & trash rooms, replace liners, and take trash to designate outside dumpsters.	7D	7D		5D	5D	7D	7D
Completely setup bed with linen when conference group requires it and completely change the linen with fresh washed linen twice per week while occupied.							Per schedule
Wash all pillow cases, towels and wash cloths daily and store in assigned linen rooms.							When needed
Maintain inventory of all linen in linen rooms and report quantities prior to start of conferences and after summer conference season is completed.							Per schedule
Send all dirty flat and fitted sheets for washing to appropriate laundry vendor as needed.							2D or 3D
Wash all trash containers.	AS/n	AS/n		A S/ n	AS/n	AS/n	AS/n
Empty recycling containers.	7D	7D		7D	7D	7D	7D
Complete dust all areas.	7D	7D	7D	7D	7D	7D	When vacant

Common Areas and Student Rooms - Summer Conference Schedule (Continued)

Dust window blinds.	W	W		W	W	W	When vacant
Vacuum vents and gratings on wall and ceilings.	M	M	M	M	M	M	M
Complete clean: desks, counters, chairs, etc.	7D	7D		5D	5D	7D	Per schedule
Extract all upholstered desk chairs.							S-A: May/Aug
Rearrange furniture.	7D	7D		5D	7D	7D	Per schedule
Clean and disinfect drinking fountains.	7D						
Clean glass and mirrors.	7D	7D		5D	7D	7D	Per schedule
Clean interior windows.	M	M		M	M	M	M
Spot clean walls/doors.	7D	7D	7D	5D	7D	7D	Per schedule
Clean furniture, vacuum, polish.	7D	7D	7D	5D	7D	7D	Per schedule
Vacuum carpets.	7D	D		D	D	D	D
Remove carpet spots.	D	7D		5D	7D	7D	Per schedule
Spot Clean carpets using portable extraction cleaning.	AS/n	AS/n		AS /n	AS/n	AS/n	AS/n
Hot water extract using Truck mounted system carpets.	3XA	3XA		3X A	3XA	3XA	May/Aug /Dec
Sweep and mop tile/slate floors.	7D	7D	7D	5D	7D	7D	

Common Areas and Student Rooms - Summer Conference Schedule (Continued)

Clean door tracks/threshold.			7D				
Clean light fixtures.	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n
Remove gum from floor surfaces.	AS/n	AS/N	AS/n	AS/n	AS/n	AS/n	AS/n
Clean all bright work.	7D	7D	7D	5D	7D	7D	Per schedule
Identify burnt out light bulbs	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n	AS/n
Bag & tag items left in room							D

Guest Apartments

Note: When occupied, services to be provided per this chart. SMU to provide exact locations to housekeeping.

Tasks (when occupied)	Guest Apartments
Remove trash, replace liners.	7D
Clean and sanitize bathroom bowl, sink, tub, shower, shower curtains, walls, etc.	7D
Clean refrigerator/freezer.	After each reservation
Clean microwave.	7D
Completely dust all horizontal surfaces, including ceilings and vents.	5D
Damp mop and sanitize floors.	7D
Surface scrub and sanitize floors.	M (when vacant)
Vacuum all carpets.	7D
Change towels.	7D
Wash dirty linen.	5D
Dust and polish furniture.	7D
Replace soap and toilet paper.	7D
Change linen (bed linen once every three days: Towels Daily/or every new tenant).	Per schedule
Identify burnt out light bulbs and clean light fixture.	AS/n
Full apartment & kitchen cleaning	When vacant

Apartment Common Areas

Tasks	Inside entrances, corridors, & stairwells	Laundry rooms	Office/Break rooms
Remove trash around entryway and take trash to designate outside dumpsters.	W	W	W
Empty all trash containers, replace liners, and clean container if necessary.	W	W	W
Dust all horizontal surfaces, ledges, railings, door frames, & window sills.	W	W	W
Dust window blinds.	W	W	W
Vacuum vents and gratings on walls and ceilings.	W	W	W
Complete clean: desks, counters, chairs, etc.			W
Clean interior windows.	W	W	W
Spot clean walls/doors.	W	W	W
Clean furniture, vacuum, polish.			W
Clean restrooms, including sinks, toilets, tubs, showers.			W
Re-stock hand soap, toilet paper in break areas and restrooms.			W
Re-stock paper towel dispensers.			W
Remove lint from dryer filters.		W	
Vacuum carpets, remove carpet spots.	W		W
Hot water extract using truck mounted system carpets.	A		S-A
Sweep and mop tile/slate floors located inside stairwells/entrances and offices.	W	W	W
Strip to remove old finish and re-coat tile/slate floors (where applicable).	A	A	A
Clean light fixtures.	AS/n	AS/n	AS/n
High dust hard to reach areas.	W	W	W
Remove gum from floor surfaces.	W	W	W
Clean all bright work.	W		W

Housekeeping – General Service

General and Within 10ft of Entrance and Egress Points	<ul style="list-style-type: none"> • Clean custodial closets • Remove trash to dumpster • Secure all outside doors • Secure interior doors found locked upon entry • Turn off lights except for exit and security 	<ul style="list-style-type: none"> • Clean custodial closets • Remove ice and snow from entrances to street • Perform snow removal as directed • Remove trash to dumpster • Secure all outside doors • Secure interior doors found locked upon entry • Sweep loading docks • Turn off lights except for exit and security 	AS NEEDED
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Housekeeping Make Ready

Space Type	AS NEEDED
Private Bedrooms and Common Areas	<ul style="list-style-type: none"> • Remove all trash • Starting at the top, wipe down vents, light fixtures, ceiling fans • Wipe down all walls and horizontal surfaces • Wipe down all baseboards • Clean or dust furniture, if any, such as beds, mattresses, dressers, tables, lamps • Vacuum all carpet • Extract all carpet • Microfiber mop all hard surfaces floors • Report all maintenance issues
All Restrooms	<ul style="list-style-type: none"> • Remove all trash • Starting at the top, wipe down vents, light fixtures • Wipe down all walls and horizontal surfaces • Wipe down all baseboards • Clean and disinfect toilets, shower, bathtub, vanity, sinks and mirrors • Scrub and disinfect floors • Report all maintenance issues
Kitchens	<ul style="list-style-type: none"> • Remove all trash • Starting at the top, wipe down vents and light fixtures • Wipe down all walls and horizontal surfaces • Clean and sanitize refrigerator • Clean and sanitize stove and oven • Clean and sanitize dishwasher • Wipe down and sanitize counter tops and sinks • Clean inside and outside of all cabinets • Microfiber mop all hard surface floors

Housekeeping Make Ready (Continued)

Space Type	
General	<div> <div> Clean all vertical and horizontal surfaces Clean all drawers (inside and out) Wash both sides of mattresses with germicide Clean inside of door facings and doors Clean shelves, radiators and fixtures Clean tops of lights up to 12 feet above finished floor Scrub and refinish floors Sweep floor and remove all trash Wet clean window blinds Wash or extract furniture and return to proper place Clean all walls of any spots and markings Wash windows(Interior) Refinish floors </div> <div> <ul style="list-style-type: none"> • Extract carpets(Semi-annual) • Clean ceilings and remove cobwebs and tape • Clean all dustcatchers • Clean cabinets (inside and outside) • Clean corners and baseboards • Clean countertops, tables and chairs • Clean light fixtures • Vacuum vents and grates on walls and ceilings • Clean light fixtures • Wash shower curtains </div> </div>

Child Care Center

Tasks-classrooms/food area	Frequency
Clean, sanitize -Countertops/tables, furniture, all flat surfaces	5D
Clean, sanitize -Food preparation & service surfaces	5D
Clean, sanitize -Door and cabinet handles	5D
Sweep & mop tile floors	5D
Vacuum carpets and large area rugs	5D
Vacuum small rug	5D
Cribs and mattresses – RLSH staff clean	No responsibility
Toilet and diapering areas	Frequency
Clean, sanitize - Hand washing sinks, faucets, surrounding counters	5D
Replace soap & toilet paper	5D
Clean, sanitize -Toilet seats, toilet handles, bowls, cubicle handles, and other touchable surfaces	5D
Mop, sanitize floors	5D
Sanitize doorknobs	5D
Sanitize changing tables	5D
Clean, sanitize potty chairs	5D
Additional Tasks	Frequency
Hand sanitizer dispenser – replace sanitizing liquid	AS/n
Scrub and sanitize tile, fixtures, and walls in all three bathrooms	2XA
Scrub and sanitize hard surface floors in two rooms, strip to remove old finish and re-coat floors	2XA
Spot clean carpets through-out year	AS/n
Truck mounted hot water extractor to shampoo carpets during Winter Break and one weekend during the summer	Winter Break/Summer 2XA

GENERAL STANDARDS OF CLEANING

Green Cleaning:

Green Cleaning is a method of cleaning that protects health without harming the environment. Green Cleaning involves products being used, methods of cleaning, equipment used, recycling, training and documentation. SMU request that the TBD Services use green cleaning methods, if possible. There may and will be occasions when non-green cleaning products will be needed.

Dust Furniture, Horizontal Building Surfaces:

All furniture and horizontal building surfaces that are free of work material shall be dusted. All horizontal surfaces below 12'0 shall be dusted regularly per APPA level requirement for facility. These surfaces include, but are not limited to, baseboards, ledges, window sills, blinds, hand rails, desks, chairs, file cabinets, radiators, crown molding, and elevator hoist way doors. After dusting, all such surfaces shall have a uniform appearance, free of streaks, smudges, dust, lint, etc. TBD Services may be held responsible for damage to furnishings, pictures, etc. if damaged while being moved to perform tasks.

Spot Clean Walls, Partitions, Furniture, Doors, Etc.:

Washable surfaces of walls, partitions, doors, furniture, fixtures, glass, etc. will need to be maintained. Damp wiped with cleaner-disinfectant solution and rinsed with water. After spot cleaning, the surface shall be clean, uniform in appearance, free of streaks, spots or other evidence of removable soil. This includes both sides of the glass in interior doors and windows. Acceptable green clean disinfectants shall be used in all spaces

Clean Marker Boards:

Marker boards are to be wiped with a dry eraser as completely as possible. Remove dust from trays as per schedule. Dust shall be emptied into a waste collection container. Dust falling onto the floor must be removed. After cleaning, there shall be no trace of dust on any surface. Marker boards must be cleaned with whiteboard cleaner only.

Chemicals:

TBD Services is required to use chemicals that meet LEED requirements which consist of Green Seal or California Code of Regulations maximum allowable VOC for all chemicals used on Campus.

Equipment:

TBD Services is requested to utilize equipment that is known in the industry for best practices to meet economic and environmental standards: TBD Services shall submit equipment list to SMU representative designee. TBD Services must keep a log for all powered cleaning equipment to document the date of equipment purchase and all repair and maintenance activities and include vendor specifications sheets for each type of equipment in use.

Recycle:

SMU Facilities and office spaces are equipped with recycling containers and waste containers. SMU's expectation is that recycling containers are lined with clear liners and waste containers are lined with black liners. SMU will require custodial staff to place clear liner recyclables into recycle bin locations and black lined liners into waste locations.

Training and Documentation:

TBD Services shall present documentation for all trainings.

POLICING THE PREMISIS

The TBD Services will be required to police SMU's premises on a scheduled basis as indicated in scheduled tasks include the following:

Entrances:

Building entrances shall be policed to collect and dispose of waste and replace trash liners as needed. Entrances and entrance mats shall be swept or vacuumed. Entrance doors, glass and frames shall also be spot cleaned. All outside entrances shall be policed to collect and dispose of waste to include but not limited to paper, food, cigarette butts or other debris. Waste receptacles shall be emptied, liners replaced and lids cleaned as needed. Ash urns should be checked and cleaned as-needed. Exterior entrances, for this task, are defined as ten feet from entrance.

Restrooms:

Restrooms shall be policed to collect and dispose of waste, to empty waste and sanitary napkin receptacles and to replace liners as needed. TBD Services will be responsible for checking and restocking paper goods and soap. Floors shall be spot mopped as needed. Urinals, toilets, sinks and mirrors shall also be spot cleaned as needed.

Lobbies, Corridors and Other Common Areas:

Lobbies, corridors and other common areas shall be policed to collect and dispose of waste, to empty waste receptacles and to replace liners as needed. The areas shall be spot vacuumed, swept or mopped as needed. All horizontal surfaces less than 12'0 from the floor shall be checked and spot dusted if needed.

Waste Receptacles (Recycle and Trash):

All recycle and trash in waste receptacles shall be removed daily and deposited into the appropriate container outside the building. Other items specifically marked trash or recycled shall be removed. Careful attention shall be made to securely tightening the bags containing waste. Bags of trash or recycle should not be put on carpeting, furniture or work surfaces. No litter should remain on the floor. Spot clean the outside surface of the receptacle if the liner is not being replaced. Clean both inside and outside if the liner is replaced. Liners are to be replaced only as needed. Replace "as-needed" is defined as replacing liners which show any visible rips or stains. When liners are replaced they shall fit smoothly over the top of the wastebasket, secured tightly and opened up, ready for use.

Light Bulbs:

TBD Services shall identify burnt out light bulbs and submit work order requests through SMU's CMMS for SMU to replace or repair.

FLOOR CARE - HARD SURFACE FLOORING

Floor Care Program:

TBD Services shall incorporate a Floor Care Program that focuses on Hard Surface Flooring Care and Cleaning. This process shall be outlined to SMU Representative Designee, whether the process is a Strip and Refinish or Scrub and Recoat approach. SMU Representative Designee must sign off on which method is to be used.

Dust Mop or Sweep:

Microfiber mops or non-treated dust mopping are to be used to clean the floor. The use of a putty knife to remove gum, tar and other sticky substances may be needed. On resilient tile, slate, smooth-sealed concrete or other smooth surfaces, vacuuming or microfiber mops may be used to remove accumulated soil and litter. In areas that have rough, unsealed concrete, such as outside door entries or dock areas, a push broom can be used. The entire area to be dust mopped or swept should be thoroughly cleaned to remove dust, dry soil and other litter. In the event of an oily spot or spill the spreading of environmental friendly dry compound on the spot will be required. Chairs and trash receptacles shall be moved when necessary to clean underneath. After the floor has been dust mopped or swept, the floor surfaces, including corners and abutments, shall be free of streaks, litter and spots.

Spot Mop:

Appropriate "caution wet floor" signage are to be placed prior to the start of this work.

Spot mopping is required throughout the campus. A microfiber flat mop and natural cleaner, disinfectant or cleaner degreaser shall be used to remove all obvious soil and non-permanent stains. Special attention shall be made to keeping the mop and solution clean. Mops to be used for cleaner degreaser solution shall not be used for any other solution. Chairs, waste receptacles, etc., shall be removed when necessary to clean underneath. After being spot mopped, the floor shall have a uniform appearance with no streaks, swirl marks, mop streaks on furniture, walls, baseboards, etc.

Floor Mopping:

Appropriate "Caution Wet Floor" signage shall be positioned before mopping starts. Prior to mopping, the area to be cleaned shall be swept to remove any loose dirt or debris. When required, cleaning solutions shall be thoroughly mixed and in the proper portions as specified in the product's instructions. Proper precautions shall be taken to advise building occupants of wet and/or slippery floor conditions. The erection of suitable safety warning signs will be required. Care shall be taken to prevent damage to furnishings, baseboards, etc. when mopping, care shall also be taken to prevent liquid and equipment from coming into contact with electric outlets located in the floor area or baseboards. Once mopping tasks are completed the mopped areas should be clean and free from dirt, streaks, detergent residue, mop marks.

Scrubbing Floors:

Appropriate "Caution Wet Floor" signage shall be positioned before mopping starts. Floor scrubbing shall be required for ceramic tile flooring in areas such as restrooms for grout cleaning and hard stains on ceramic tile surface. Also, auto floor scrubbers may be used in hallways to cover large areas. The entire floor area shall be scrubbed and rinsed with clean water. In areas with floor drains, the floors shall be squeezed dry. In areas without a floor drain, the solution shall be picked up with a mop or wet/dry vacuumed. All accessible areas shall be cleaned. Chairs and trash receptacles, etc. shall be removed and cleaned underneath. After being cleaned, the floors shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc. .

Burnishing:

Burnishing will be required on finished resilient tile, sealed concrete, terrazzo, quarry tile or other finished surfaces. The surfaces to be burnished should be prepared by removing any spills. Dried residue such as gum should be removed. When burnishing has been completed, dust mop the floor area again to pick up any loose soil or dust that may have been dislodged during burnishing. Wipe the base and any low wall areas to remove dust accumulation that may have resulted from the burnishing. When the burnishing has

been completed, the floor surface should have a uniform high gloss finish with no swirl marks or blemishes. Walls, baseboards, furniture and other surfaces should be free of solution residue and marks from the equipment.

Pool Decks:

Apply a non-toxic pH-neutral cleaner. Utilize a high-speed buffer, yet gentle scrubber that extracts the dirt. For rust, utilize a bit of Tri-sodium phosphate or muriatic acid (please be cautious when utilizing these chemicals because of how strong they are which can damage the surface if left to long or misused). Scrub, Clean, Pressure-Wash, Disinfect, and Steam Clean Surface.

CARPETED FLOORS

Entrance Mats:

All carpet type entrance mats shall be vacuumed. Rubber or polyester entrance mats shall be swept, vacuumed or hosed off outside. All entrance mats shall be lifted to remove soil and moisture underneath and the mats returned to their original position.

All Areas:

Complete vacuuming shall be done, including under chair mats, under desks and worktables. Chairs and trash receptacles shall be tilted or moved when necessary to vacuum underneath. Areas in corners and behind doors shall be vacuumed. Additionally, as necessary to prevent any visible accumulation of soil or litter in carpeted areas inaccessible to the vacuum, a crevice tool and brush attachment shall be used. All surfaces litter such as paper clips, bits of paper and staples shall be picked up by hand from the carpeting and placed in the waste receptacles. When completed, the floor must be free from all visible matter and mats and chairs must be returned to their original positions.

Spot Cleaning:

Special attention shall be made to notice areas that need “spot cleaning”. In the event that spot cleaning is necessary, perform task using carpet spot treating equipment. If spot carpet cleaning equipment cannot be utilized based off location, remove spot manually by the use of a damp cloth, along with a Green Seal or California Code of Regulations maximum allowable VOC carpet shampoo to treat the area will be required. Do not wet the spot itself heavily and rub back and forth into the carpet. Instead, start with a clean cloth, treated with carpet cleaning solution, and rub the spot with a brushing action from the edges of the spot towards the center, so that the size of the spot is reduced rather than spreading.

Carpet Cleaning:

In the event that the severities of the stains in a carpet require cleaning the entire surface, extraction methods are the only forms acceptable.

REST ROOMS

Clean, Disinfect Wash Basins, Toilets, Waterbowl Urinals and Showers:

An all-purpose cleaner and a green cleaning disinfectant should be used to clean all washbasins, toilets and waterbowl urinals. Clean the tops, sides, insides and wall areas between and around all fixtures. Thoroughly clean all surfaces, including the insides and undersides of the toilets. Both sides of the seat of the toilet must be thoroughly cleaned, as well as all exterior surfaces of the toilet. Toilets seats must be dried to prevent spotting and unpleasant surprises. Wipe the metal surface of all fixtures dry with a cloth to prevent spotting. All residues around chrome/metal hardware must be removed. Showers must be cleaned with an all-purpose cleaner and a disinfectant. All showers must be cleaned per schedule.

After cleaning, fixtures must be free of all removable spots and smears. Disinfectant solution shall be poured down the floor drains of the rest rooms, using care so the solution doesn't spread over the floor. After pouring the solution into the drain, the top of the drain and surrounding areas shall be wiped with a paper towel to remove any spotting.

De-Scale Toilets:

Use an appropriate Green Seal cleaner specifically designed for scum, mineral deposits, rust stains, etc. After de-scaling, the entire surface shall be free of streaks, stains, scale, scum, mineral deposits, rust stains, etc. Caution must be used to prevent damage to adjacent surfaces, particularly floor surfaces and partitions caused by spills.

Waterless Urinals:

Waterless urinals are to be cleaned as per the manufacture's specifications. The urinals are to be cleaned with an all-purpose cleaner inside and out of bowl area by spraying the chemical into cloth and wiping down the urinals. Also remove any gum, wrappers and other refuse tossed in the urinal. Large amounts of water shall not be poured down the drain during daily cleaning. Large amounts of water should ONLY be used when the urinal is being primed or the cartridge is being replaced.

Spot Clean Walls, Partitions, Mirrors, Etc.:

Provide spot cleaning of mirrors, chrome plating or stainless steel. Spot clean wall surfaces and wipe down all shower walls. The walls behind the fixtures shall be checked daily for spills and wiped clean if necessary. An all-purpose cleaner and disinfectant shall be used to clean partition surfaces and stall doors. Be certain to remove all writing from the stalls as soon as possible. Clean both sides of the entrance door and pay particular attention to the push plates and kick plates. After spot cleaning, the surface shall be clean, uniform in appearance, free of streaks and spots.

Refill Paper Towels, Toilet Tissue, Hand Soap and Hand Sanitizer Dispensers:

Special attention shall be made to completely fill all dispensers to their proper levels. The paper supplies and hand soap shall be correctly installed in accordance with the directions on each dispenser. Hand soap dispensers and adjacent surfaces shall be wiped to remove spillage. All dispensers shall be spot cleaned. After refilling, the dispenser shall be ready for use, and checked so that paper rolls easily and that soap and sanitizers dispenses properly. No extra rolls of paper towels or toilet tissue should be left in the restrooms. Any defective dispenser shall be reported to SMU Representative Designee or through CMMS.

Paper Towel and other Receptacles:

All paper towel receptacles shall be emptied and cleaned, both inside and out. All sanitary napkin receptacles and toilet seat covers dispensers shall be cleaned inside and out and contain a new product as required.

PUBLIC AREAS

Sweeping, Dusting, and Waste Collection:

Public areas shall be clean and free of dirt streaks, litter and spots caused by spilling or tracking. No dirt or debris shall be in corners, under furniture, behind doors or where dirt and debris has been picked up in cleaning operations. Gum, tar and all foreign materials should be removed from the area. All surfaces that hold dust shall be free of observable dust per APPA frequency per location. All surfaces should have uniform appearance, free of streaks, smudges, dust, lint, etc. There shall be no spots on vertical surfaces up to a height of 12'0 from the floor. Doorknobs push bars, kick plates, railings, and other surfaces shall be cleaned and polished.

ELEVATORS

Cleaning, Polishing and Wall Spotting:

Interior areas shall be vacuumed, swept, mopped and dusted. Interior area shall be free of all trash, loose dirt and dust streaks. Doors, handrails, wall plates, controls and other surfaces shall be clean and polished. Walls shall be free of finger marks, smudges and foreign matter. Thresholds shall be cleaned and mopped on all levels. The door track should be cleaned and free of any foreign material.

Mopping, Refinishing and Polishing:

Elevator walls shall be free of splash marks. Floors, including corners and thresholds plates, shall be clean. Floors shall be cleaned, free of debris, bright and polished for hard surfaces and extracted and without stains for carpet per schedule..

PARKING STRUCTURES

University parking structures will need to be maintained per schedule. All elevators are to be cleaned. Stairwells and landings to be swept and free of debris. All waste receptacles shall be checked and emptied as necessary.

OFFICE, LOUNGE, ETC.

Waste Removal:

All waste containers (recycle/trash) shall be emptied and returned to their exact original location ready for use per schedule.

Floors:

Sweep, mop, and vacuum per schedule. Perform TBD Floor Care Program per schedule

Dusting:

All surfaces shall have a uniform appearance, free of streaks, smudges, dust, lint, litter, etc. Horizontal building surfaces that are free of work material shall be dusted. Woodwork, after being properly dusted should appear bright. Corners and crevices should be free of dust. There shouldn't be any oily spots or smudges on walls. When inspected with a flashlight there shouldn't be any traces of dust on any surface. Radiators, window frames, baseboards, columns and partitions shall be free of dust.

Damp-Wiping:

Mirrors, window ventilators, door glass and all other glass 12' and below, shall be clean and free from dirt, dust, streaks and spots.

Private Toilets:

Toilet bowls and other porcelain surfaces should be clean and bright. Paper towel, toilet paper and soap dispensers shall be filled, clean and in good working order. There shall be no soil marks on walls and fixtures. There shall be no stains or spots on surfaces of washbasins. Washbasins shall be clean and bright. Walls near washbasins shall be free from spots and smears. The floors, wainscoting and partitions shall be clean. The floor should be free of water or soap solution. All metals such as faucets and other hardware shall be clean and bright.

STAIRWAYS

Sweeping and Dusting:

Stair landings, steps and all corners of stair treads will be free of loose dirt or dust streaks after sweeping. Stair railings, fire apparatus door moldings, ledges, radiators and grills shall be free of dust, cob webs and dirt.

Cleaning, Polishing and Wall Spotting:

Glass surfaces shall be clean and free of any smudges, finger marks and dirt. Handrails, doorknobs and other surfaces will be clean and polished to an acceptable luster. Walls up to a standing height shall be free of finger marks and other dirt spots of any kind.

Mopping and Scrubbing:

Stair landings and steps will be free of loose and/or caked dirt particles and shall present an overall appearance of cleanliness after mopping and scrubbing. Walls, baseboards and stair risers will be free of watermarks, scars from equipment striking surfaces and splashing from the cleaning solution. All surfaces shall be dry and the corners and cracks clean after dry mopping.

WALL WASHING

There will be no smudge spots at points where cleaning of the lower half and upper half of the walls overlap. No water shall be spilled on floor or furniture. Wall will be uniformly clean all over. Woodwork on doors, windows and moldings will be clean. All ventilation grills shall be clean and free of dust and debris.

GLASS CLEANING

Dusting Window Frame and Sash and Washing the Glass

The window frame and sash shall be free of dirt and dust. The washed glass shall be clean and free of dirt, grime and streaks and will be clear of all excess moisture. The window sash, sill and other surroundings will be free of drippings and other watermarks. Any items moved during the washing operation will be replaced to original position.

Cleaning Stainless Steel

The cleaning of stainless steel surfaces should be defined as the application of an approved stainless steel cleaner to the surfaces and its complete removal leaving the surface clean dry and as glossy as possible. The surfaces should be free of smudges and streaks on completion of work. The surfaces and adjacent surfaces should be left with no trace of cleaning materials on them. Abrasive cleaners, pads or brushes shall not be used. Brushes with flexible nylon bristles may be used to remove traces of stainless steel cleaner from crevices and corners. Clean, lint-free cloths should be used for the application and removal of stainless steel cleaner.

Drinking Fountains

Drinking fountains must be cleaned daily with an all-purpose cleaner and a disinfectant and wiped dry with a cloth. A brush may be necessary to remove built up scale. When completed, entire drinking fountain, including all sides, shall be free of smears, spots and soil.

President's House

Advanced approval for a replacement housekeeper during times when the dedicated housekeeper is out of pocket on personal matters will be required by SMU and the President. SMU provides a staff member from the Office of Facilities Planning and Management who serves as the liaison between the Presidents' House and TBD Services.

Athletics Venues

During athletic seasons throughout the year, those areas dedicated to athletics specific uses such as gymnasiums, indoor practice courts, public restrooms, showers/lockers rooms, weight rooms, training rooms, exam rooms, offices and work rooms are to be cleaned 7 days a week. Refer to above Custodial Service Frequency Chart

Consumables

The following consumables and disposables are included in the scope of services and replenished daily in all public restrooms for general use and residential hall bathrooms for student use. Paper towels

- Toilet paper
- Toilet seat covers
- Trash can liners
- Liquid hand soap
- Liquid Hand Sanitizer

- Hotel-style individual bar soap for summer conferences
- Liquid shampoo for athletic and recreational shower facilities
- Urinal screens
- Air Fresheners (Collins Executive Center Only)
- Premium Paper Towels (Collins Executive Center Only)
- Premium Toilet Paper (Collins Executive Center Only)
- Premium Soap (Collins Executive Center Only)

Dallas Hall Scope of Work (LEED for Existing Building):

Dallas Hall was certified LEED Gold on August 14, 2015, under LEED-EBOM, with recertification requirements every five years. The TBD Services will track, document, and provide a Custodial Program which supports the requirements of Dallas Hall to achieve recertification and maintain its LEED- EBOM certification. The Custodial Program must comply with the Green Cleaning Policy requirements for buildings pursuing LEED recertification through the USGBC. The green chemicals and tools selected under this standard are for routine cleaning. Where more aggressive cleaning is required, chemicals that do not meet this standard may be used. Examples of chemicals in this latter category are: floor finishes containing metal, strippers containing ammonia, red stain removers, metal polish, and ceramic tile cleaners.

Event Support Scope of Work:

TBD Services will provide custodial support for SMU-Sponsored and SMU-Hosted events. Events are defined as follows:

- **SMU-Sponsored Event** is an event that uses SMU buildings whereby the value and outcome of the event supports campus, faculty, staff, student, and/or institutional life at SMU, also if event is on held on SMU campus, within any SMU facilities and funded via SMU funds where attendees includes external attendees. ***The cost of this support is included in the lump sum fee from TBD Services as outlined in this CONTRACT AGREEMENT.*** Custodial Support for SMU-Sponsored Events consists of pre-scheduled support and coordination for custodial needs for pre-, during, and post-event support. TBD Services will provide a single point of contact that will assist SMU based upon the event and venue needs. All event custodial support will be submitted as a work order by the requesting SMU entity.
- **SMU-Hosted Event** is an event that uses SMU buildings whereby the value and outcome of the event is primarily for the external entity utilizing the SMU building(s). ***The cost of this support is not included in the lump sum fee from TBD Services and is considered an Additional Service.*** Custodial Support for SMU-Hosted Events consists of pre-scheduled support and coordination for custodial needs for pre-, during, and post-event support. TBD Services will provide a single point of contact that will assist SMU based upon the event and venue needs. All event custodial support will be submitted as a work order by the requesting SMU entity
- **NOTE: Please ensure during back-to-back events when request come in for Pre & Post – Cleans to not double bill. In such cases the cost should be split between the two events.**
- **Campus Events: Based off Average Per Year**
 - 6 Home Football Games
 - 19 Men's Basketball Games
 - 16 Women's Basketball Games
 - 14 Women Volleyball Games
 - 10 Men's Soccer Games
 - 10 Women's Soccer Games
 - 17 Men's Swimming Meets
 - 14 Women's Swimming Meets
 - 20 Men's Tennis Matches
 - 15 Women's Tennis Matches
 - 2 Graduations
 - 4 Board of Trustees Meetings
 - 8/9 Tate Lecture Series
 - Average Around 2,000 Faculty, Staff, Student Indoor Events

New Construction and Demolition of Buildings:

During the term of the Custodial and Housekeeping Program, SMU may elect to demolish or construct new buildings which will require custodial or housekeeping services to be added or removed. The cost of such removal or addition will be based upon an established cost per net cleanable square footage as mutually agreed upon by SMU and TBD Services prior to execution of an Agreement.

Controlled, Limited, Restricted, and/or No Access of Spaces:

At times, there will be a need to balance facilities services such as custodial and housekeeping support with the need for security and privacy of work. SMU will provide on a regular basis updated documentation of campus spaces which will have controlled, limited, restricted, and/or no access for the purposes of giving TBD Services the ability to provide services under the Custodial and Housekeeping Program.

QUALITY ASSURANCE PROGRAM

Quality assurance activities are considered to be an integral part of the Contractor-University relationship. During the term of this agreement, the Contractor will implement a Quality Assurance Program based on the Contractor's Total Facilities Management (or similar) program as outlined in Contractor's proposal

A few of the major features include:

- Quality Assurance Inspections
- Reports and Dashboards
- Work Order Management
- Communication

A detailed inventory of buildings will be entered into the database during the startup process with information on building space provided by SMU. Building inventory should include the identification of all the spaces that will receive services. These areas should include lobbies, corridors, offices, classrooms, residence hall rooms, restrooms – all facilities that make up the campus custodial and housekeeping contract scope of work. This detailed building inventory provides the information required to generate random inspections, schedule tasks, foster clear communication and produce trend reports.

QUALITY CONTROL INSPECTIONS

TBD's on-site management team will conduct both random and scheduled inspections. The system generates a specified number of random inspections. Inspections can be conducted in tandem with SMU representatives. These cooperative efforts facilitate shared expectations and service delivery.

When utilizing a Smartphone or Tablet Inspection to perform inspections, results are automatically transmitted to the database where results can be analyzed virtually in real-time. An additional benefit of utilizing a smart device to collect inspection data is the software's ability to attach an image to the inspection.

TBD's on-site management teams will conduct inspections each and every day.

REPORTING

Online dashboards and numerous reports help provide a clear view of the quality of TBD's service delivery. Standard dashboards and/or various reports can be viewed easily with a few key strokes.

Actively analyzing dashboards and reports, our on-site team can identify the most commonly occurring deficiencies and modify operations plans appropriately. Adjustments to operation plans typically include focused training, assignment of specialty equipment and/or adjustments to scheduled tasks.

Over time, we develop historical data for each building through our inspection process. This data becomes extremely valuable when:

- Evaluating trends by services, buildings or employees
- Identifying and measuring Key Performance Indicators
- Tracking response time/completion of work orders
- Building own reports with an interactive tool
- Building dashboards that allow you visually track performance levels

- Deficiency tracking capabilities provide insight into areas/services needing improvement

WORK ORDER MANAGEMENT

The work order management portion facilitates the assignment and tracking of one-time tasks that need to be addressed.

Some of the more significant benefits of work order management include:

- Work requests submitted on-line via a web-based portal
- Work requests can be tracked
- Work requests completion notification sent via e-mail to requestor
- Self-Identified Work Orders submitted by TBD

COMMUNICATION

The program is a great tool to support and track open communication. Any message received via the system can be converted to a Work Order within a few key strokes. This transfer of information supports clear communication and quick response time.

- TBD clients have 24/7 online access to the system if requested
- System fully integrates with email and text messaging
- System provides customizable surveys that can be sent out directly to TBD customers in order to obtain feedback on current service levels and address and correct any issues and concerns
- Work orders can be auto assigned to employees
- Work order completion status is fully customizable

FREQUENCY

Contractor will conduct the following activities during the term of this agreement:

- Daily inspections
- Monthly joint inspections with SMU representative(s)
- Quarterly Joint Review Committee Report
 - As part of the Quarterly Joint Review: TBD custodial contractor shall provide update org chart, badge numbers updated custodial roster to include which buildings staff is servicing and during which shift
- Annual Report

SAMPLE CONTRACT
TO PROVIDE SERVICES ON AN
ANNUAL BASIS
TO
SOUTHERN METHODIST UNIVERSITY
BY
(CONTRACTOR)

This Contract to provide services ("the Services") on an Annual Basis (this "Contract") is made by and between Southern Methodist University ("SMU"), a Texas nonprofit corporation, with its principal offices located at 6425 Boaz Lane, Dallas, Texas 75205, and [enter vendor] ("Contractor"), a [enter state] corporation, with its principal offices located at [enter address].

ARTICLE 1: SERVICES TO BE PROVIDED UNDER THIS CONTRACT

Contractor will provide to SMU the services described in Contractor's Proposal, attached hereto as Exhibit A. The term "Services" means the services to be provided pursuant to this contract and includes all labor, materials, equipment, subcontractor services and/or miscellaneous items provided by Contractor to fulfill Contractor's obligations hereunder. Labor shall include straight-time wages, fringe benefits, workers' compensation and other insurance, applicable taxes, small tools expenses, truck allowance, overhead and profit. Contractor shall not charge SMU for overtime unless authorized by SMU's Representative designated in Exhibit C.

ARTICLE 2: TERM

The term of this Contract shall commence on [enter date] and shall end at the conclusion of business on [enter date]. SMU reserves the right to extend this Contract by written direction of the President, a Vice President or other authorized signatory identified in Exhibit C, for three (3) additional one-year terms on the terms, including, without limitation, pricing terms, specified in this Contract.

ARTICLE 3: CONTRACT SUM AND PAYMENTS

3.1 SMU shall pay to Contractor the Contract sum **not to exceed** [enter estimated amount] \$XXX,XXX (XXXX Dollars and No Cents) during each annual term of this Contract. Contractor will invoice SMU on a monthly basis based upon completion of Services as described in quotes or proposals accepted by SMU. Each invoice will be delivered to SMU at the address set forth in Exhibit C and will specify the location of Services performed, the purchase order number, and will be delivered to the address set forth in Exhibit V. The term of the Contract will not extend beyond the latest date set forth in Article 2, without the written agreement of the President, a Vice President, or other authorized signatory identified in Exhibit C.

3.2 Each invoice will be due and payable by SMU thirty (30) days after satisfactory completion of Services and acceptance and approval of the Services and of such invoice by SMU.

3.3 Payments will be made only to Contractor and will be sent to Contractor at the address designated in Exhibit C.

3.4 Contractor must present all invoices to SMU no later than ninety (90) days after completion of Services. Invoices should be sent electronically to invoices@smu.edu.

3.5. Contractor shall not charge SMU for overtime unless authorized by a Contractor Directive. No overtime shall be charged during a week unless SMU requires Contractor to furnish personnel in excess of a Weekly Full Schedule. Contract shall not charge SMU for items other than labor unless specifically authorized by Contractor Directive.

3.6 Contractor agrees to keep full and detailed accounts of costs and exercise such controls as may be necessary for proper financial management under this Contract. SMU shall be afforded access to Contractor's records books, correspondence, instructions, receipts, vouchers, memoranda and other data relating to this Contract for a period of three (3) years after final payment or for such longer period as may be required by law.

ARTICLE 4: CONTRACT DOCUMENTS

The following documents form a part of this Contract and are attached hereto and incorporated herein by reference (including plans, specifications and drawings, if applicable):

<u>Exhibit</u>	<u>Title</u>	<u>Pages</u>
A	Contractor's Proposal/Statement of Services	XX
B	Insurance Requirements	x
C	Primary Location of Business to Receive Invoices and Payments; Designated Persons to Receive Notices, Operational Points of Contact, and Authorized to Sign	x

In the event of a conflict between (i) the provisions of this Contract and the attached Exhibits B and C and any Directive, as completed by SMU, and (ii) the provisions of Exhibit A or any other proposal or bid from Contractor, then the provisions of this Contract, the attached Exhibits B and C, and the Directive, as completed by SMU, will control.

ARTICLE 5: RESPONSIBILITIES OF CONTRACTOR

5.1 By execution of this Contract, Contractor represents that Contractor has visited the SMU premises where Contractor is to perform the Services under this Contract and is familiar with the local conditions under which the Services are to be performed.

5.2 Contractor will be responsible to SMU for the acts and omissions of Contractor's employees, subcontractors, sub-subcontractors, suppliers, volunteers, agents and any other persons performing any part of the Services hereunder. Contractor is responsible for ensuring that all persons performing any part of the Services comply with the obligations of the Contractor set forth in this Contract.

5.3 Contractor will not subcontract any portion of the Services to be performed under this Contract without advance written approval by SMU. Contractor will notify SMU's Representative of the names of any subcontractors, persons or entities (including those who are to furnish materials or equipment fabricated to a special design) proposed for each of the principal portions of the Services. Contractor will not contract with any subcontractor, person or entity to which SMU has made reasonable

objection. By appropriate written agreement, Contractor will

(a) require each subcontractor, person or entity, to the extent of the Services to be performed, to be bound to Contractor by terms of this Contract, and to assume toward Contractor all obligations and responsibilities which Contractor, by this Contract assumes toward SMU;

(b) allow to each subcontractor, person or entity the benefit of all rights, remedies and redress afforded to Contractor by this Contract; and

(c) require each subcontractor to enter into similar agreements with sub-subcontractors. Contractor will maintain all subcontractor agreements, purchase orders, and certificates of insurance at its offices and upon SMU's request will provide SMU with copies of same.

5.4 Contractor will give notices required by and comply with all applicable laws, ordinances, rules, regulations and lawful orders of public authorities relating to the Services, including, without limitation, those bearing on safety of persons and property and their protection from damage, injury or loss. Contractor will obtain and pay for all required permits, licenses and inspections and will pay all governmental fees. Contractor will be responsible for all fines, penalties and other costs resulting from Contractor's failure to meet its obligations under this Contract.

5.5 Contractor will supervise and direct the performance of the Services, using Contractor's best skill and attention. Contractor will be solely responsible for and have control over the means, methods, techniques, sequences and procedures involved in performance of the Services, so long as such are consistent with all specifications of this Contract, and for coordination of all portions of performance of the Services under this Contract, unless otherwise specifically agreed by the parties elsewhere in this Contract.

5.6 Unless otherwise provided in this Contract, Contractor will provide and pay for labor, materials, subcontractors, equipment, tools, machinery, transportation, and other facilities and services necessary for the proper performance of the Services hereunder, whether temporary or permanent. Contractor will certify that materials furnished by it hereunder are free of asbestos, meaning that the materials, if sampled and analyzed, can be determined to contain no asbestos.

5.7 (a) Contractor will enforce strict discipline and good order among Contractor's employees and others performing any part of the Services under this Contract. When not a safety hazard, a photo ID badge must be worn in plain sight by all persons performing any part of the Services under this Contract. Contractor will not permit unfit persons or persons unskilled in the tasks assigned to them to perform any part of the Services hereunder. Contractor will independently verify whether any person assigned to work on SMU property has a record of a conviction of any felony or of a misdemeanor involving alcoholic beverages, animals, assault, computers, controlled substances, criminal mischief, dishonesty, disorderly conduct, explosives, fire alarms, fraud, harassment, indecent exposure, public indecency, public lewdness, riot, stalking or theft ("Misdemeanor") under Texas law or the equivalent under the laws of another jurisdiction. Contractor will also ensure that employment screenings are conducted on all persons who are expected to perform Services, consistent with the duties and responsibilities associated with such individuals' positions, locations of work and other factors. Contractor will not permit any person to perform Services hereunder if Contractor deems such individual to be an unreasonable risk on the basis of the results of such screenings. In addition, Contractor will not permit any person to perform Services on SMU property who has been convicted of any felony or Misdemeanor under Texas law, or the equivalent under the laws of another jurisdiction, without first obtaining written approval from the SMU Police Department. SMU reserves the right to refuse to grant such permission if, in its sole judgment, business necessity requires it to do so. SMU reserves the right

to remove immediately from SMU's property (or to require Contractor to remove immediately) any person performing any part of the Services, should such person pose, in the reasonable judgment of SMU, an immediate threat of harm or nuisance to persons or property.

(b) To the extent required by law, all persons performing any part of the Services will be United States citizens or nationals, lawful permanent residents, or aliens properly authorized to work in the United States.

(c) At SMU's request, Contractor will provide appropriate documentation demonstrating compliance with the requirements of this Section 5.7.

5.8 Contractor warrants to SMU that the Services performed hereunder will be performed in a good and workmanlike manner and that they will conform to the requirements of this Contract. If Contractor provides professional or other expertise for performance of the Services, Contractor warrants that the Services will be performed in accord with the highest appropriate professional and/or industry standard. SMU relies upon Contractor's expertise to perform the Services in a manner fit to accomplish those particular purposes stated herein and all other foreseeable purposes. If required by SMU, Contractor will furnish to SMU satisfactory evidence of the kind and quality of materials and equipment it will use to perform the Services hereunder.

5.9 Unless otherwise provided in this Contract, Contractor will pay sales, consumer, use and other similar taxes which are legally enacted when bids are received or negotiations concluded, whether or not yet effective or merely scheduled to go into effect during the term of this Contract.

5.10 Contractor will confine the Services to areas permitted by law, ordinances, permits and this Contract, and will not unreasonably encumber the area with materials or equipment. Unless approved by SMU's Representative, Contractor will not permit use of cellular telephones on construction sites. In addition, Contractor will restrict all persons performing any part of the Services to such areas. Contractor must obtain authorization for parking of vehicles or equipment on SMU property from SMU's Representative. Vehicles and equipment will also conform to all parking regulations of SMU as directed by SMU's Police Department. Without limiting the foregoing, no driving or parking is permitted on pedestrian walkways.

5.11 Contractor will be permitted to use existing entrances and stairs and such other areas only with SMU's prior approval and subject to SMU's security arrangements. Contractors given keys, cards or codes allowing access to SMU properties will use diligence in safeguarding the keys, cards or codes and will only use for the purpose of fulfilling the services under the contract.

5.12 Contractor will permit SMU access to observe and evaluate Contractor's performance of the Services at any time desired by SMU.

5.13 INDEMNIFICATION.

(a) **TO THE FULLEST EXTENT PERMITTED BY LAW, AND EXCEPT TO THE EXTENT CAUSED BY THE NEGLIGENCE OR FAULT OF THE INDEMNIFIED PARTY, CONTRACTOR WILL INDEMNIFY, DEFEND (WITH COUNSEL ACCEPTABLE TO SMU) AND HOLD HARMLESS SMU, ITS TRUSTEES, OFFICERS, EMPLOYEES, VOLUNTEERS AND/OR AGENTS AND/OR THE SUCCESSORS AND/OR ASSIGNS OF ANY OF THEM (EACH, AN "INDEMNIFIED PARTY") FROM AND AGAINST ANY AND ALL LOSS, COST, EXPENSE, DAMAGE, INJURY, LIABILITY, CLAIM, DEMAND, FINE, PENALTY OR CAUSE OF ACTION, INCLUDING, BUT NOT LIMITED TO, ATTORNEYS' FEES AND COSTS AND EXPENSES OF ANY DISPUTE RESOLUTION PROCEEDING (EACH A "CLAIM"**

AND COLLECTIVELY, "CLAIMS"), DIRECTLY OR INDIRECTLY ARISING OUT OF, RESULTING FROM, OR RELATING TO CONTRACTOR'S PERFORMANCE OF THE SERVICES HEREUNDER OR OTHER ACTIVITIES OF THE CONTRACTOR, INCLUDING, BUT NOT LIMITED TO:

- (i) CONTRACTOR'S BREACH OF THIS CONTRACT;
- (ii) ANY CLAIM ATTRIBUTABLE TO BODILY INJURY, SICKNESS, DISEASE, OR DEATH OF ANY PERSON, OR TO INJURY TO OR DESTRUCTION OF PROPERTY, INCLUDING, BUT NOT LIMITED TO, LOSS OF USE OF THE PROPERTY;
- (iii) ANY LIEN CLAIM OR NOTICE OF LIEN CLAIM ASSERTED BY ANY SUBCONTRACTOR, SUB-SUBCONTRACTOR, SUPPLIER OR EQUIPMENT PROVIDER OF ANY TIER WHO PROVIDES LABOR, MATERIALS OR EQUIPMENT TO THE PROJECT TO CARRY OUT ANY OF THE SERVICES PROVIDED IN THIS CONTRACT, TO THE EXTENT CONTRACTOR HAS BEEN PAID FOR THE SERVICES; OR
- (iv) THE ACT OR OMISSION OF CONTRACTOR, A SUBCONTRACTOR, SUB-SUBCONTRACTOR, SUPPLIER, OR ANY OTHER PERSON OR ENTITY DIRECTLY OR INDIRECTLY EMPLOYED BY SUCH PARTIES OR FOR WHOSE ACTS OR OMISSIONS THEY MAY BE LIABLE.

In the event that an Indemnified Party is found by final award to be negligent or at fault at whole or in part, the indemnity and hold harmless obligation of Contractor with regard to attorneys' fees and costs and expenses of any dispute resolution proceeding will be reduced by the percentage of fault or negligence of the Indemnified Party. These obligations will not be construed to negate, abridge or reduce other rights or obligations of indemnity which would otherwise exist as to a party or person described in this Section 5.16.

(b) INDEMNITY – EMPLOYEE INJURY CLAIMS: INTELLECTUAL PROPERTY INFRINGEMENT CLAIMS. IN ADDITION TO THE INDEMNIFICATION PROVIDED IN SECTION 5.16(a) AND TO THE FULLEST EXTENT PERMITTED BY LAW, CONTRACTOR WILL INDEMNIFY, DEFEND (WITH COUNSEL ACCEPTABLE TO SMU), AND HOLD HARMLESS EACH INDEMNIFIED PARTY FROM AND AGAINST ANY CLAIM (i) DIRECTLY OR INDIRECTLY ARISING OUT OF, RESULTING FROM, OR RELATING TO BODILY INJURY, SICKNESS, DISEASE OR DEATH OF ANY EMPLOYEE OF CONTRACTOR, ANY SUBCONTRACTOR OR ANYONE DIRECTLY OR INDIRECTLY EMPLOYED BY EITHER, BROUGHT BY SUCH INJURED EMPLOYEE OR THE EMPLOYEE'S WORKERS' COMPENSATION INSURANCE CARRIER; AND/OR (ii) ANY CLAIM THAT ANY MATERIALS CONTRACTOR PRODUCES FOR OR USES AT SMU INFRINGE ON THE COPYRIGHT, TRADEMARK, SERVICE MARK, OR TRADE NAME OR OTHER INTELLECTUAL PROPERTY RIGHT OF A THIRD PARTY, OR PLAGIARIZE THE WORK OF A THIRD PARTY, IT BEING THE EXPRESSED INTENT OF SMU AND CONTRACTOR THAT THE CONTRACTOR IS TO INDEMNIFY, DEFEND AND HOLD HARMLESS EACH INDEMNIFIED PARTY EVEN TO THE EXTENT SUCH CLAIM IS ALLEGED TO BE CAUSED, IN WHOLE OR IN PART, BY THE SOLE OR CONCURRENT NEGLIGENCE OF AN INDEMNIFIED PARTY.

(c) The indemnification of this Section 5.16 will not be limited by a limitation on amount or type of damages, compensation or benefits payable by or for Contractor under workers' compensation acts, disability benefit acts or other employee benefit acts. The obligations of Contractor under this Section 5.16 will survive the expiration of this Contract.

5.14 (a) The consumption of alcoholic beverages and the illegal use of controlled substances will not be permitted on SMU's property nor will Contractor employees or any other person performing any part of the Services be under the influence of such substances while on SMU's property. Contractor will comply with SMU's Non-Smoking Policy, a copy of which can be obtained from SMU's Representative. Smoking will not be permitted at any location where either SMU or Contractor has posted a "No Smoking" sign, it being understood that Contractor has the obligation to post appropriate "No Smoking" signs as necessary for safety reasons within the spaces for which Contractor is responsible. Further, it is understood that SMU has designated all campus buildings as "No Smoking" areas, which designation must be respected unless a "Smoking Permitted" sign has been posted by SMU.

(b) To the fullest extent permitted by law, the use or possession of dangerous weapons or facsimiles of dangerous weapons on SMU property is prohibited for all persons except for persons duly authorized by the SMU Police Department or by an accredited law enforcement office, to carry a firearm in the performance of their duty.

5.15 (a) Without altering in any way Contractor's liability under this Contract or applicable law, Contractor agrees to comply with the "Insurance Requirements of the Contract" attached hereto as Exhibit B and incorporated herein by reference.

(b) None of the requirements as to types, limits or SMU's approval of Contractor's insurance coverage limits, qualifies or quantifies the liabilities and obligations assumed by Contractor under this Contract or otherwise provided by law. Contractor is responsible for maintaining its own insurance coverage on its personal property.

5.16 Contractor will be responsible for ensuring that the performance of the Services and the completed work comply with the Americans with Disabilities Act of (42 U.S.C. Section 12101 et seq.) and with Chapter 469, Texas Government Code, Elimination of Architectural Barriers, and with other laws affecting the rights of individuals with disabilities, and related federal and state regulations, as amended from time to time. If required by law or by SMU's Representative, Contractor will enter into a subcontract with a third-party Registered Accessibility Specialist (RAS) acceptable to SMU. The cost of RAS services will be billed by Contractor as a direct pass-through cost to SMU without mark-up.

5.17 Minors on Campus. Contractor agrees to comply with Texas Education Code, Section 51.976, which mandates that all persons in a position involving contact with minors enrolled in a "campus program for minors" as defined in Texas Education Code, Section 51.976, must successfully complete an approved training and examination program on sexual abuse and child molestation. Contractor agrees to provide to SMU written certification of such training of Contractor employees, volunteers or others performing any part of the Services who will have contact with minors enrolled in a campus program for minors on SMU property.

ARTICLE 6: MISCELLANEOUS PROVISIONS

6.1 With respect to the Services to be provided by Contractor and the administration of this Contract, SMU and Contractor shall designate a) the primary location of business to receive notices, invoices and payments; b) the parties to receive notices and communications and to act for SMU and

Contractor in all respects; and, c) the parties authorized to sign agreements and changes to this Contract. Such designations are listed in the Primary Location of Business to Receive Notices, Invoices and Payments; Designated Persons to Receive Notices and Authorized to Sign, attached hereto as Exhibit C.

6.2 Any assignment of this Contract by Contractor, and more specifically assignment to a factoring company, shall be void without the express written consent of the President or a Vice President of SMU. Contractor shall not be relieved of its obligations under this Contract in the event of an authorized assignment. It is agreed that any sale, merger, corporate reorganization, or significant change of ownership of Contractor or any substantial alteration in the nature or character of its business shall constitute a change in Contractor, and it is agreed that continuation of this Contract after such a change shall be considered to be an assignment.

6.3 It is understood and agreed that the relationship of Contractor to SMU shall be that of an independent contractor. Nothing contained herein or inferable herefrom shall be deemed or construed to (1) make Contractor the agent, servant or employee of SMU; or (2) create any partnership, joint venture or other association between SMU and Contractor. Any directions or instructions by SMU in respect of the Services shall relate to the results SMU desires to obtain from the Services and shall in no way affect Contractor's independent contractor status as described herein.

6.4 (a) In the event of the breach of any of the terms of this Contract by either party, the non-breaching party may terminate this Contract if (1) the non-breaching party provides written notice to the breaching party that a breach has occurred, the nature of the breach, and the date this Contract shall terminate, which shall be no less than thirty (30) days from the date of the written notice, and (2) the breaching party fails to cure the breach within the thirty (30) day period. In no event shall SMU be liable to Contractor for damages for delay.

(b) If a party files a petition or be adjudged bankrupt or insolvent under any applicable federal or state bankruptcy or insolvency law, or admits that it cannot meet its financial obligations as they become due; or if a receiver or trustee is appointed for all or substantially all of the assets of the party; or if a party makes a transfer in fraud of creditors or makes an assignment for the benefit of creditors that shall be considered a breach of this Contract and the non-breaching party may terminate this Contract immediately.

6.5 Contractor represents and warrants that no trustee, officer, employee, student or agent of SMU has been or will be employed, retained, or paid a fee, or otherwise has received or will receive any personal compensation or consideration by or from Contractor or any of Contractor's directors, officers, employees, or agents in connection with the obtaining, arranging, or negotiation of this Contract. Contractor agrees that the consideration to be paid by SMU under this Contract represents fair and reasonable consideration relative to the value of services to be provided by Contractor to SMU.

6.6 In its performance of this Contract, Contractor warrants that it will not discriminate against any person on the basis of race, color, religion, national origin, sex, age, disability, genetic information or veteran status. Contractor will also not discriminate against any person on the basis of sexual orientation or gender identity and expression. Contractor affirms that it is an equal opportunity and affirmative action employer and that it will comply with all applicable federal, state and local laws and regulations. The parties hereby incorporate the equal employment opportunity and affirmative action requirements, if applicable, of 41 C.F.R. 60-1.4(a) and 29 C.F.R. Part 471, Appendix A to Subpart A. **Contractor and all subcontractors shall abide by the requirements of 41 CFR 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified protected veterans and qualified individuals on the basis of disability, and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans and qualified individuals with disabilities.**

6.7 No waiver of any breach of any provision of this Contract shall operate as a waiver of any other or subsequent breach thereof or of the provision itself, or of any other provision. No provision of this Contract shall be deemed to have been waived unless such waiver is in writing and is signed by the party waiving the same.

6.8 Contractor shall not disclose the terms of this Contract without the express written consent of the President or a Vice President of SMU, unless such disclosure is required by law or court order.

6.9 Nothing contained herein allows Contractor to use the name "SMU" or "Southern Methodist University", or any of its logos or images, except for the purposes set forth in this Contract, unless prior written permission of SMU's President or Vice President for Development and External Affairs or their respective designees is obtained. Contractor shall take no action that states or implies or allows another to infer that SMU has approved or endorsed Contractor's products or services.

6.10 Contractor shall not report or release information concerning SMU or its trustees, officers, employees, students, volunteers, donors, guests, tenants, agents or alumni or others affiliated with SMU to third parties without SMU's prior written approval. Without limiting the foregoing, any such report or release of information shall, at a minimum, comply with those requirements enumerated in the Gramm-Leach Bliley Act (15 U.S.C. §6801 et seq.; 16 CFR §314 et seq.) and all other applicable laws regarding privacy or protection of personally identifiable information.

6.11 This Contract shall be governed by and construed under the laws of the State of Texas. Each party to this Contract hereby irrevocably submits to the exclusive jurisdiction of the federal or state courts in Dallas County, Texas, and consents to venue in Dallas County, Texas, for any action arising out of this Contract.

6.12 It is agreed with respect to any legal limitations now or hereafter in effect and affecting the validity or enforceability of the indemnification obligations or any additional insured requirements under this Contract, such legal limitations are made a part of the contractual obligations and shall operate to amend the obligations to the minimum extent necessary to bring the provision into conformity with the requirements of such limitations, and as so modified, the obligations shall continue in full force and effect. Should any provision of this Contract be held invalid, unenforceable or contrary to public policy, law, statute or ordinance, then the remainder of the provision, paragraph, section and/or Contract shall not be affected thereby and shall remain valid and fully enforceable.

6.13 This Contract, including its exhibits (as set forth specifically in this Contract), and each Directive constitutes the entire agreement of the parties and supersedes any previous oral or written agreements regarding the subject of this Contract. Article and section headings are inserted for convenience of reference only and shall in no way alter, modify, or define, or be used in construing the text of such articles or sections. Terms and conditions submitted by Contractor with a proposal, a Directive, an invoice or otherwise are not incorporated in this Contract. This Contract shall not be modified or altered, including without limitation, making changes to the scope or cost of the work, except by mutual agreement, confirmed in writing and signed by the parties, with the signature on behalf of SMU being that of the President, a Vice President or the Director of Purchasing.

6.14 The obligations contained in Sections 5.2, 5.4, 5.8, 5.13, 5.15, 5.16, [5.17, 5.18,], 6.1, 6.2, 6.7, 6.8, 6.9, 6.10, 6.11, 6.12, 6.13 and 6.14 of this Contract shall survive the expiration, completion, abandonment and/or termination of the Contract and final completion of the Services.

6.15 Either party may terminate this Contract for convenience upon ninety (90) days' written notice to the other party. Each party shall remain responsible for all obligations accruing prior to the termination date.

This Contract is hereby executed and effective on the date on which it is signed and initialed by the last of those required to sign and initial this Contract. This Contract may be executed in multiple counterparts, including facsimile counterparts, each of which shall be deemed an original, and all of which together shall constitute one and the same instrument

SOUTHERN METHODIST UNIVERSITY

BY: _____
SMU Signatory
Title

DATE: _____

CONTRACTOR

BY: _____

NAME: _____

TITLE: _____

DATE: _____

EXHIBIT A
Southern Methodist University
Office of Risk Management
Insurance Requirements of the Agreement
(Third Party Doing Business with SMU) as of 2/15/22

A valid Certificate of Insurance, along with copies of policy provisions and the required endorsements, must be provided to SMU's Office of Risk Management by any person or entity who is (i) providing goods or services to or for SMU, (ii) using SMU property for events, programs or other purposes or (iii) otherwise doing business with SMU (each a "Contractor"). Insurance must be in place prior to commencement or provision of goods or services or the use of property or other business engagement and must be maintained throughout the term of the contract or other agreement or engagement between SMU and the Contractor (the "Contract"), and thereafter. Contractor, at its sole cost and expense including payment of any premiums, deductibles, and/or self-insured retentions, will provide the insurance required pursuant to this **Exhibit A** sufficient to insure all of the Contractor's duties and responsibilities under the Contract, as required below:

1. These requirements apply to Contractor, and to Contractor's sub-subcontractors, consultants, selected contractors and others fulfilling Contractor's obligations under the Contract, whether individuals or entities and including international providers (collectively, "Subcontractors"). Contractor must require all Subcontractors to comply with the insurance requirements applicable to Contractor.
2. The Contractor must be licensed or otherwise authorized to do business in the State of Texas.
3. Insurance must be issued by insurance companies with not less than an AM Best A-III rating.
4. Contractor and its insurers must waive subrogation against SMU, its trustees, officers, employees, students, volunteers and agents for claims or any other loss arising out of Contractor's negligence, willful misconduct, or omission.
5. Contractor will provide coverage for broad-form indemnification if such indemnification is required by the Contract.
6. Contractor will maintain all insurance required by this **Exhibit A** throughout the term of the Contract. For any "claims-made" coverage, such as insurance for any professional liability or directors and officers coverage, each policy must have a retroactive date prior to the date of project or Contract commencement which must be stated on the certificate of insurance and must be maintained by the Contractor until completion of the project and for at least three years thereafter either through policies in force or through "tail coverage."
7. Additional insured status will be written as noted for commercial general liability, automobile liability and excess liability or as noted on the P.2 of this form using ISO additional insured endorsements for ongoing and completed operations. For purposes of this additional insured requirement, "equivalent coverage" means coverage for liability caused by Contractor's actions and omissions in connection with the Contract, including coverage for the negligence or fault of Contractor and/or SMU or other parties indemnified under the Contract as to third-party bodily injury or death, of an employee or agent of the Contractor or of Subcontractors, including products-completed operations.
8. If any of Contractor's employees will at any time be working under the direction or control of SMU, then SMU must be named as alternate employer on the Workers' Compensation/Employer's Liability insurance and a copy of such endorsement will be attached to Contractor's certificate of insurance.
9. Contractor agrees to allow SMU to review all applicable insurance policies upon request.
10. Contractor is responsible for maintaining its own insurance coverage on its personal property.
Contractor and its insurer will provide at least 30 days' prior written notice to SMU of cancellation, changes in coverage which no longer satisfy these requirements, or nonrenewal of any policy.

The Certificate of Insurance must be completed using the following Description and Certificate Holder language, and will be acceptable to SMU:

1. **DESCRIPTION:** SMU must be included as additional insured unless noted otherwise on the attached form and must include the following language:

Southern Methodist University, its trustees, officers, employees, students, volunteers and agents are included as additional insureds (as the interest of each insured may appear) as to all insurance coverage required.

2. **CERTIFICATE HOLDER:** listed as follows and address to send Certificate of Insurance to:

*Southern Methodist University
Office of Risk Management
P.O. Box 750231
Dallas, Texas 75275-0231 [by courier: 3050 Dyer Ct., Dallas, TX 75205]
riskmanagement@smu.edu*

3. **CONTACT FOR QUESTIONS:** Associate Director, Risk Operations
Your prompt attention in this matter is greatly appreciated. If you have any questions, **please contact (214) 768-2486 or riskmanagement@smu.edu; Fax: (214) 768-4138**

SOUTHERN METHODIST UNIVERSITY

Standard Minimum Limits of Liability and Certificate of Insurance Requirements

The following Standard Limits are the minimum requirements for all Contractors. There are specific requirements that supersede the Standard Minimum Limits for Contractors providing high-risk services or for other high-risk projects and events. Please consult with the Office of Risk Management.

All Coverages and Minimum Limits of Liability listed below are required.

Line of Coverage	Description of Coverage and minimum Limits of Liability		SMU Included as Additional Insured Required
General Liability CG 00 01	Premises Liability Personal Injury Products Liability Medical Payments Sexual Molestation/Assault General Aggregate	\$1,000,000 per occurrence \$1,000,000 \$1,000,000 \$10,000 \$50,000 \$2,000,000	Yes
Automobile Liability CG 00 01 CA 00 05, ..12, ..20	Combined Single Limit	\$1,000,000 (any auto)	Yes
Workers' Compensation	Injury/Illness Employer's Liability	Statutorily required limits \$1,000,000	N/A

EXHIBIT B
PRIMARY LOCATION OF BUSINESS TO RECEIVE NOTICES,
PRIMARY LOCATION OF BUSINESS TO RECEIVE INVOICES AND PAYMENTS
DESIGNATED PERSONS TO RECEIVE NOTICES
OPERATIONAL POINTS OF CONTACT
AND AUTHORIZED TO SIGN

PRIMARY LOCATION OF BUSINESS TO RECEIVE NOTICES:

Any notice required or permitted to be delivered must be in writing and may be given by certified or registered mail, facsimile, hand delivery or by overnight courier and shall be deemed to be received (a) if given by certified or registered mail, three days after deposited in the United States mail, postage prepaid, certified mail, return receipt requested; or, (b) if given by facsimile or hand delivery, when such notice is received by the party to whom it is addressed or, if given by an overnight courier or delivery service when deposited with such courier.

The following are the designated Primary Locations of Business to Receive Notices:

For Contractor:

For SMU:

Southern Methodist University
Shannon S. Brown
Director of Purchasing
6116 North Central Expressway, Suite 205A
Dallas, TX 75206
Telephone: (214) 768-4909
shannonbrown@smu.edu

With a copy to:

Vice President for Legal Affairs and Government Relations
Southern Methodist University
P.O. Box 750132
Dallas, TX 75275-0132
Fax: (214) 768-1281

PRIMARY LOCATION OF BUSINESS TO RECEIVE INVOICES AND PAYMENTS:

Invoices shall be sent to SMU via email to invoices@smu.edu as a PDF attachment only. For timely invoice processing and payment, invoices should include the following information:

- Supplier ID
- Department requester or name of primary point of contact
- SMU School, Division or Area
- SMU Department #/Org # (a 6-digit number which identifies the department)
- Purchase order #

Payments shall be sent to Contractor by United States mail, postage prepaid, to the following location:

DESIGNATED PERSONS TO RECEIVE NOTICES AND COMMUNICATIONS:

The parties hereby designate and appoint the following persons, whose addresses are designated above, as their representatives respectively, to receive all notices and communications and, to the extent of their obligations, to act for them in all respects.

For Contractor:

For SMU:

Southern Methodist University
Shannon S. Brown
Director of Purchasing
6116 North Central Expressway, Suite 205A
Dallas, TX 75206
Telephone: (214) 768-4909
shannonbrown@smu.edu

(See "Designated Persons Authorized to Sign", below, for authority to bind the University to expend funds)

Contractor shall not take direction from persons in academic, administrative or operating units of SMU not specifically named herein. It is agreed, if Contractor takes direction from persons not named herein and proceeds to perform additional services, modifies established programming or changes the scope of basic services, SMU shall not reimburse Contractor for any such expenses, shall not extend the schedule of performance of Services, and shall not compensate Contractor for any services or expenses to bring the Services into compliance with the Contract.

OPERATIONAL POINTS OF CONTACT

The parties hereby designate and appoint the following persons to be the operational points of contacts.

For Contractor:

For SMU:

DESIGNATED PERSONS AUTHORIZED TO SIGN:

Unless specifically stated otherwise in the Contract, the following are the designated persons authorized to sign written authorizations or agreements, including but not limited to Change Orders and Directives required by the Contract:

For Contractor:

For SMU:

Directives:

Shannon S. Brown, Director of Purchasing

Authorizations, Contracts, Change Orders:

Shannon S. Brown, Director of Purchasing, or
Chris Regis, Vice President for Business and Finance, or
Dr. Jay Hartzell, President

Should it become necessary to change the Primary Location of Business to Receive Notices and Payments or the Designated Persons to Receive Notices and Authorized to Sign, any party may do so by giving written notice to the other representatives as provided in the above within seven (7) days of such change.