Exhibit B: Specifications
1.1 NYU Standard (Base) Cleaning Specification

This Standard (Base) Cleaning Specification has been designed to standardize and optimize the cleaning programs across the various NYU buildings and groups. Used in conjunction with the additional requirements contained in Appendix B, this specification includes industry best-practices to ensure a healthy and safe environment for the people who visit or work in NYU’s buildings.

The specification is based on five full-service days or nights of cleaning (Monday through Friday). Weekend duties are also required in many areas.

The Cleaning Specification is presented in the following order:

- Academic / Administrative (includes Abu Dhabi and Law School buildings)
- Student Housing
- Student Housing Transition Cleaning
- Dental

Each janitorial task has an associated frequency listed with it. Below is an explanation of the frequencies found in each of the specifications:

### Academic / Admin Frequency Chart and Specification

<table>
<thead>
<tr>
<th>EXAMPLES OF FREQUENCY REQUIRED</th>
<th>ANNUAL FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Twice per day service, Mon - Fri</td>
<td>506</td>
</tr>
<tr>
<td>Five day service (“daily”)</td>
<td>253</td>
</tr>
<tr>
<td>Four times per week</td>
<td>201</td>
</tr>
<tr>
<td>Three times per week</td>
<td>149</td>
</tr>
<tr>
<td>Two times per week</td>
<td>104</td>
</tr>
<tr>
<td>Weekly service</td>
<td>52</td>
</tr>
<tr>
<td>Monthly service</td>
<td>12</td>
</tr>
<tr>
<td>Quarterly service</td>
<td>4</td>
</tr>
<tr>
<td>Semi-Annual service</td>
<td>2</td>
</tr>
<tr>
<td>Yearly service</td>
<td>1</td>
</tr>
</tbody>
</table>
### Student Housing Frequency Chart and Specification

<table>
<thead>
<tr>
<th>EXAMPLES OF FREQUENCY REQUIRED</th>
<th>ANNUAL FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Twice per day service, 7 days per week</td>
<td>730</td>
</tr>
<tr>
<td>Twice per day service, Mon – Fri</td>
<td>500</td>
</tr>
<tr>
<td>Seven day service</td>
<td>365</td>
</tr>
<tr>
<td>Six day service</td>
<td>313</td>
</tr>
<tr>
<td>Five day service (“daily”)</td>
<td>260</td>
</tr>
<tr>
<td>Four times per week</td>
<td>208</td>
</tr>
<tr>
<td>Three times per week</td>
<td>156</td>
</tr>
<tr>
<td>Two times per week</td>
<td>104</td>
</tr>
<tr>
<td>Weekly service</td>
<td>52</td>
</tr>
<tr>
<td>Monthly service</td>
<td>12</td>
</tr>
<tr>
<td>Quarterly service</td>
<td>4</td>
</tr>
<tr>
<td>Semi-Annual service</td>
<td>2</td>
</tr>
<tr>
<td>Yearly service</td>
<td>1</td>
</tr>
</tbody>
</table>

### Student Housing Transition Cleaning Frequency Chart and Specification

<table>
<thead>
<tr>
<th>EXAMPLES OF FREQUENCY REQUIRED</th>
<th>ANNUAL FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semi-Annual service (May and Aug of each year)</td>
<td>2</td>
</tr>
<tr>
<td>Yearly service</td>
<td>1</td>
</tr>
</tbody>
</table>
### Dental Frequency Chart and Specification

**EXAMPLES OF FREQUENCY REQUIRED** | **ANNUAL FREQUENCY**
---|---
Twice per day service, Mon - Fri | 506
Five day service (“daily”) | 253
Four times per week | 201
Three times per week | 149
Two times per week | 104
Weekly service | 52
Monthly service | 12
Quarterly service | 4
Semi-Annual service | 2
Yearly service | 1
1.2 Problem Resolution

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

1.3 Performance-Based Criteria and KPI’s

The resulting Agreement shall be governed by performance-based criteria and Key Performance Indicators (KPI’s) as described below:

**JANITORIAL**

During the term of the Agreement, Supplier is required to participate in a web-based global quality system.

Quality assurance activities, such as those associated with participation in a performance-based program, are considered to be an integral part of the supplier-client relationship. It is not anticipated that participation in the quality system will require any additional management resources on the part of the Supplier.

The performance of the Supplier shall be evaluated and managed in the manner described below:

**Monthly Inspections**

During the term of this agreement, Supplier and NYU shall jointly conduct monthly quality audits and data uploads using the Smart Inspect™ or similar web-based quality system. The Supplier has primary responsibility to schedule and coordinate the audits.

Suppliers will be provided with access to the Smart Inspect™ (or similar) web-based auditing platform. The cost of the platform is $24,000 per year and will be paid by the Supplier and included as a line item within the Service Agreement. This price includes semi-annual third-party audits that will also be conducted by a Joint Review Team comprised of a third-party auditor and a representative of NYU. Supplier must also purchase or have access to one iPod Touch, iPhone or iPad inspection device (as of 1/1/2013, price of the iPod Touch is $199.00).

**Maintaining a Quality Success Percentage of 87% or better**

During the term of this agreement, the Contractor is required to maintain a quality success percentage (QSP) of 87% (relating to the quality system).
A QSP score shall be defined as the score that results from dividing the total acceptable items (i.e. items that meet the appearance criteria as stated in Specifications) into the total number of items inspected. For example, if an auditor inspects 1,000 items and 850 of those items are deemed to be acceptable (free of dust, debris, spots, etc.), then the resulting QSP is 85%.

**Quality Improvement Plan**

The Contractor shall provide a Quality Improvement Plan within one week following each audit, regardless of the QSP attained.

**Penalty for Non-Performance**

Non-performance is defined as:

1) Failure to obtain the defined minimum QSP score
2) Failure to conduct the required monthly audit
3) Failure to meet other terms and conditions of the Agreement

1) Failure to obtain the defined minimum QSP Score

The 1.5% penalty shall apply to the individual complexes or buildings which failed to obtain a QSP score of 87% for two consecutive months.

The 1.5% penalty shall not apply to any extra work order line items on the janitorial invoice.

Repeated failure to achieve a QSP of 87% may result in termination.

2) Failure to conduct the required monthly audit

The Supplier has the primary responsibility to schedule and coordinate, with NYU management, a monthly audit using the Smart Inspect quality platform.

Failure to conduct the required monthly quality audit will be deemed as the equivalent of failing to meet the prescribed QSP score. The 1.5% penalty, as well as other available remedies, will apply.

3) Failure to meet other terms and conditions of the Agreement

The Supplier also agrees to the other terms and conditions as described in the Agreement. Failure to meet these terms and conditions may result in termination.
Emergency Response Consideration

NYU understands that the Supplier, at times, is required to reassign staff to respond to an emergency. In these cases, the facility that had the reduced available staffing shall not be inspected for two days in order to give the Supplier a chance to catch up on the cleaning of that facility.

Team Approach

NYU views its relationship with the Supplier as a team relationship. Therefore, the Supplier shall be invited to accompany both NYU and/or a third-party auditor during any quality inspection.

Summary of Janitorial KPI’s:

#1: Conduct monthly Quality Inspection of a cross-section of at least 20% of the included buildings

#2: The overall monthly Quality Success Percentage (QSP) score must be at least 87%

#3: Meet all other janitorial-related requirements as stated in the specification

Penalties: Failure to meet any one of the above KPI’s for two consecutive months shall result in a penalty of 1.5% (applies to individual complexes or facilities) of the second month’s invoice value associated with the failing complex. The penalty shall be continued for additional consecutive months of non-compliance. Repeated failure may result in contract termination. See above language for additional information.

HANDYPERSON SERVICES

During the term of the Agreement, Supplier is required to meet the Handyperson KPI’s (Student Housing only) as shown on the next page.
### Service Levels

<table>
<thead>
<tr>
<th>Item</th>
<th>Metric</th>
<th>Outcomes of Key Activities</th>
<th>Units of Measure</th>
<th>Measurement Interval</th>
<th>Customer Space</th>
<th>Critical / Non Critical</th>
<th>Total Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Maintenance Management</strong></td>
<td>Reliability</td>
<td>1. % Time Available of Equipment (Rolling 12 mo). 2. % Proactive Work Orders</td>
<td>% Ratio</td>
<td>Monthly</td>
<td>1. No critical equipment outages. Total availability &gt;97%. 2. &gt;80%</td>
<td>Non Critical</td>
<td></td>
</tr>
<tr>
<td><strong>Response Time</strong></td>
<td></td>
<td>Perform within specified response time all required maintenance activities.</td>
<td>% of Work Orders responded to within required Response Time</td>
<td>Monthly</td>
<td>&gt;95% of Work Orders responded to within attached response time matrix</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td><strong>Corrective Maintenance Work Order Completion</strong></td>
<td></td>
<td>Complete work orders in time as identified by priority matrix</td>
<td>Work order cycle time</td>
<td>Monthly</td>
<td>% Priority 1 (Emergency) Work Order Completion within agreed-to timeframe with customer &gt;99% % Priority 2 (Urgent) Work Order Completion within current weeks schedule &gt;95% % Priority 3 (Important) Work Order Completion as specified &gt; 90%</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td><strong>Preventive Maintenance Work Order Completion</strong></td>
<td></td>
<td>Completed work orders as scheduled</td>
<td>On time completion. Completion date vs. scheduled date</td>
<td>Monthly</td>
<td>&gt; 90% of all PM's completed on time. Critical PM's on time 100%.</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td><strong>Work Order Management</strong></td>
<td>Work order actual vs. planned</td>
<td></td>
<td>% Ratio</td>
<td>Monthly</td>
<td>&gt;80% of work orders should have planned and actual time within 12%.</td>
<td>Non Critical</td>
<td></td>
</tr>
<tr>
<td><strong>Management Audits</strong></td>
<td>Review work to see if scope was completed as planned.</td>
<td>Review 5% of jobs including jobs in progress</td>
<td>Monthly</td>
<td>&gt;95% of work orders completed as planned</td>
<td>Non Critical</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EH&amp;S Work Orders</strong></td>
<td>All EH&amp;S WOs to be completed within 30 days</td>
<td># of EH&amp;S WOs open &gt;30 days</td>
<td>Monthly</td>
<td>0 EH&amp;S WOs open &gt;30 days</td>
<td>Critical</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Customer Satisfaction</strong></td>
<td>Survey</td>
<td>10% of customer generated work orders for customer satisfaction</td>
<td>Overall score of responses on 1-5 scale where 5 is extremely satisfied and 1 is extremely unsatisfied</td>
<td>Monthly</td>
<td>&gt;90% satisfied</td>
<td>Non Critical</td>
<td></td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>OSHA Recordable Injury Rate</td>
<td>Minimize or eliminate OSHA Recordable Injuries</td>
<td>Incidents per 200,000 work hours (OSHA Standard)</td>
<td>Monthly</td>
<td>1 / 200,000 work hours</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td><strong>EH&amp;S</strong></td>
<td>EH&amp;S Compliance Management</td>
<td>Zero environmental permit violations</td>
<td>% compliance</td>
<td>Monthly</td>
<td>100% Compliance</td>
<td>Critical</td>
<td></td>
</tr>
</tbody>
</table>

### Priority Matrix for customer generated service orders

1. **Emergency**
   - Respond and assess within 30 minutes.
   - Repair or made safe as fast as possible.
   - Safety related work / Life Safety Issues
   - Unscheduled system outages (water, steam, chilled water, nitrogen, electrical, etc.)
   - Hot / Cold calls (impacting labs or critical areas of buildings)
   - Unscheduled equipment shutdowns, (AHU’s, exhaust fans, air compressors, etc)
   - Flooding, Major Leaks, Overflowing toilets, etc
   - Exhaust fan / hood failures
   - Refrigerator / Freezer alarms
   - Elevators (trapped personnel etc.)
   - Environmental issues (noise, dust, odors, leaks, etc.)
   - Generator repairs
   - Major Roof leaks
   - Emergency Lockout / Tagout requests

2. **Urgent**
   - Respond and assess within 1 hr.
   - Repair or make initial repair within 24 hours.
   - Critical Equipment repairs
   - Minor leaks
   - Minor Roof leaks
   - Minor electrical outages (tripped breakers, GFI’s, etc)
   - Major work requiring a system shutdown (Can possibly be changed to a priority #1 based on degree of importance)
   - Automatic doors
   - Overhead doors
   - Loading dock
   - Elevator repairs serving critical areas
   - Hot/Cold Calls VIP (Office/Conference Room)
   - Furnehood, Furnehood Sash and Flow Science Hood

3. **Important**
   - 24 hrs
   - Respond same day during occupied hours, next day if unoccupied
   - Important work Hot/Cold Calls (Office/Conference Room)

4. **Standard**
   - 1 week
   - Contact customer within 48 hours to schedule.
   - Non critical work that can be done any time work that can be done any time causing little or no affect to customers needs, safety, equipment reliability, or work that can be delayed until a routine system shutdown is

5. **As scheduled**
   - As scheduled
   - Schedule with customer
   - Work that is set up around a work schedule, "filler" work that has no impact on operations.

6. **Shutdown/Event**
   - Up to 6 months based on event.
   - Work orders related to a steam or electrical shutdown.
Summary of Handyperson KPI’s:

#1: Meet the monthly KPI’s shown in the chart on the preceding page. Submit supporting documentation

#2: Meet all other handyperson-related requirements as stated in the specification

**Penalties:** Failure to meet any one of the “Critical” KPI’s in any given month shall result in a penalty of 1% (applies to individual complexes) of that month’s invoice value associated with the failing complex. Failure to meet any one of the “Non Critical” KPI’s for two consecutive months shall result in a penalty of 1% (applies to individual complexes or facilities) of the second month’s invoice value associated with the failing complex. The fine shall be continued for additional consecutive months of non-compliance. Repeated failure may result in contract termination.

**SNOW AND ICE MANAGEMENT**

During the term of the Agreement, the Supplier is required to perform the requirements in NYU’s Snow and Ice Management SOW (see Section 1.20). The required KPI’s for these services are listed below.

Summary of Snow and Ice Management KPI’s:

**Per Event KPI’s:**

#1: Submit specific Event Plan at least four hours prior to weather event. Conduct a conference call with NYU if the anticipated event is deemed Critical (Level 5 or above)

#2: Begin snow and ice removal response within one hour of the commencement of the weather event

#3: Conduct quality inspection during or immediately after the weather event. Include at least five digital pictures and submit report to NYU within 48 hours after the event ceases

#4: Submit all event-related paperwork, including the event’s classification level, labor and wage evidence, invoicing, equipment and chemicals used, and a copy of the Event Plan

**Scheduled KPI’s:**

#1: Conduct pre-season Vendor Review meeting with NYU to include existing damage reports / photos / inspection results / generic “event” plan

#2: Maintain a map showing clear snow removal boundaries; review during pre- and post-season Vendor Review meetings

#3: Conduct post-season Vendor Review meeting with NYU to include damage reports / photos / inspection results
#4: Maintain accurate and ongoing work order and billing records and submit monthly for review

#5: Maintain a current snow removal equipment list per complex. Submit monthly for review

#6: Meet all other snow-related requirements as stated in the specification

**Penalties:** Failure to meet any one of the above KPI’s shall result in a penalty of 1.5% (applies to individual complexes) of that month’s snow removal cost line item. The fine shall be continued for additional consecutive months of non-compliance. Repeated failure may result in contract termination.

**SUPPLIES / GREEN CLEANING / EQUIPMENT / TRAINING**

During the term of the Agreement, Supplier is required to submit monthly reports proving the compliance with the supply and material purchasing requirements as stated in the Green Cleaning Policies and Procedures (Attached to the RFP). These reports shall illustrate a breakout of sustainable/non-sustainable products, and reveal where the products were delivered and where they will be used. Example reports are shown below:
At least 75% of the janitorial and consumable products purchased per year (by cost) must meet at least one of the sustainability criteria listed in the Green Cleaning attachment. A log book of up-to-date MSDS sheets must be maintained for all chemicals and submitted/reviewed monthly with NYU.

The Supplier shall also maintain and submit a monthly training log and equipment maintenance/purchasing log. The training log shall list the employees, training topics covered and # of hours spent in training. A minimum of eight hours per year per employee is required. The equipment log shall show a current equipment list that details the make/model of equipment, year purchased and condition, along with a record of maintenance activities. At least 40% of all powered janitorial equipment (purchased, leased, or used by contractors) must meet the green cleaning criteria as described in the attachment. For existing equipment that does not meet the criteria, the Supplier shall develop a phase-out plan for its replacement with environmentally preferable products at the end of its useful life.

Summary of Supplies, Green Cleaning, Equipment, and Training KPI’s:

#1: Submit of Monthly Supply and Chemical Reporting/Purchase Log
#2: Meet the minimum (75% by cost) purchasing sustainability requirements for chemicals and supplies. Submit supporting documentation
#3: Provide evidence of up-to-date MSDS book
#4: Submit of Equipment Log
#5: Meet the minimum (40% by cost) green cleaning equipment requirements, or submitting a phase-out plan for replacement of non-green equipment. Provide supporting documentation
#6: Submit of monthly Training Log and evidence of eight hours per year per employee of training

Penalties: Failure to meet any one of the above KPI’s for two consecutive months shall result in a penalty of 1.5% (applies to individual complexes) of that month’s supplies, equipment and consumables cost line items. The fine shall be continued for additional consecutive months of non-compliance. Repeated failure may result in contract termination.

1.4 Account Management

NYU reserves the right to ask for team member changes at any time. Prior to bid award, NYU reserves the right to ask the Supplier for its proposed Supervisory Staff (names, résumés, references, etc.). Supplier shall put in place an Account Management Team that will have the responsibility to manage the NYU account at all buildings within the scope of this RFP. This Account Team shall consist of (but may not be limited to) the following individuals who will be responsible for the assignments designated below:

**Account Manager**
- Is available 24 hours, 7 days a week (as appropriate)
- Is a full-time (40 hours per week minimum) employee that is exclusive to the NYU contract
- Responds to emergencies within one hour
- Has ultimate overall responsibility for all activities within the NYU account
- Functions as the primary contact with the NYU Facilities Managers and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the contract
- Visits NYU buildings as appropriate
- Coordinates NYU’s requirements within the Supplier’s organization consistent with NYU’s needs and quality expectations
- Updates the NYU Facilities Manager on potential changes in products, services and enhancements to the current program
- Provides NYU Facilities Manager information on resources, educational opportunities and industry trends
- Assists NYU Facilities Manager on other program requirements as directed

**Project Manager and/or On-site Supervisor(s) (minimum at least one per shift)**
- Coordinates and acknowledges all activities
- Acts as a key interface with Facilities Services designee(s)
- Coordinates and tracks all activities ensuring compliance to agreed-upon schedules, requirements and quality expectations
- Coordinates all corrective activity
- Performs Quality Audits
- Responds to calls within 10 minutes
1.5 Reporting

The Supplier must provide various management reports to NYU. The reports specified below represent the minimum reporting requirements. All reports shall be submitted to the NYU Contract Manager and Facilities Manager.

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

Weekly
- Project Schedule (“Cycle Report”): 12/4/3/2/1 (frequencies per year) cycle task schedule to be updated weekly showing completed tasks. Project schedule reports not received will indicate that work was not completed.
- Supplier shall provide a report summarizing the status of open special projects / cleaning duties and restorative cleaning tasks.

Monthly
- A dashboard report showing high-level KPI’s and data. For example: quality scores (overall and by group), # of snow removal activities/incidents and/or KPI’s, supply/consumable purchase amounts and/or KPI’s, training hours, maintenance/handyperson work orders / spend and/or KPI’s, and open action items
- A copy of the equipment, chemical and consumable supply logs, showing:
  - KPI’s
  - Current YTD breakout % of sustainable vs. non-sustainable items
  - Costs for the month, and costs YTD vs. last year
  - Store rooms and/or buildings with increased usage compared to previous year
  - Equipment purchases/repairs
  - Up-to-date chemical/consumable/equipment list
- Training logs, indicating topics covered and hours per employee
- Snow removal summary, including KPI’s, event descriptions, billing amount, labor hours/employees utilized, and other pertinent details
- Quality inspection scores, including:
  - Overall monthly average score (KPI)
  - Average score per group (Academic/Admin, Student Housing, Dental, etc.)
  - Scores per building
  - Corrective action plans and follow-up results
  - Quality trend reports
- Maintenance/Handyperson summary, including KPI’s, supply costs, project list, open items, etc.
Semi-Annual Vendor Review (September and April)

- Supplier shall provide NYU with:
  - Student Housing Transition Cleaning planning session (April) and post-season review (September)
  - Snow Removal pre-season planning session (September) and post-season review (April)
  - Review of all KPI’s (see Section 1.3)
  - Status of NYU’s major cleaning activities and projects
  - Cost saving and process enhancement opportunities
  - Industry trends and outlook

Maintenance / Handyperson Reporting

- Section 1.19 includes reports, technology, KPI’s and meeting requirements specific to maintenance and handyperson activities for the Student Housing group

Snow and Ice Management Reporting

- Section 1.20 includes reports, KPI’s and meeting requirements specific to snow and ice management activities

1.6 Supplier Personnel

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

The personnel employed by the Supplier shall be capable employees, trained and qualified in janitorial and related work. All personnel will receive close and continuing first-line supervision by the Supplier. Supplier employees must wear identifiable uniforms (must be approved by NYU) and name tags (must include the Supplier’s name, the employee’s full name and the employee’s picture). Supplier employees must also wear proper Personal Protective Equipment (PPE) at all times where applicable. Supplier shall supply all uniforms and PPE. Supplier personnel shall sign in and out every day. The sign in/out sheet shall be made available to NYU upon request.

Personnel will be expected to deal with NYU employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from NYU employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at NYU locations, using NYU equipment or supplies for personal reasons or to satisfy the requirements of this contract, or taking NYU materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. NYU has the right to remove any personnel from our location at our judgment.
In addition, at times special circumstances may arise in which NYU would require a janitor’s responsibilities to change for a short period of time. This could result in the janitor performing a function not normally within their job description. Supplier must ensure that employees are flexible to be able to handle special circumstances as they arise.

1.7 Training

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

- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical “hazard” communication training
- Workplace safety training
- Orientation to the building(s) being serviced
- Green Cleaning training

Supplier shall provide all training at no additional cost to NYU. Supplier shall provide evidence of initial training, as well as refresher training, at the discretion of NYU. As required by green cleaning best practices, the Supplier shall provide at least eight hours per year of training for each janitor (must be documented and submitted as part of green cleaning reports).

1.8 Paper Products / Consumables / Trash Liners

The Supplier shall be responsible for providing all paper products, consumables and trash liners for each location, to be included in the overall fixed price. These shall include, but not necessarily be limited to:

- C-fold towels
- Roll Towels
- Toilet tissue
- Hand soap
- Saniscac liners
- Trash liners
- Feminine Products

Per USGBC requirements, disposable Janitorial paper products and trash bags must meet the minimum requirements (at least 75% by annual cost) of one or more of the following programs for the applicable product category:

- EPA comprehensive procurement guidelines, for janitorial paper;
- Green Seal GS-01, for tissue paper, paper towels and napkins;
- Environmental Choice CCD-082, for toilet tissue;
• Environmental Choice CCD-086, for hand towels;
• Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers;
• FSC certification, for fiber procurement;
• EPA comprehensive procurement guidelines, for plastic trash can liners; and/or
• California integrated waste management requirements, for plastic trash can liners (California Code of Regulations Title 14, Chapter 4, Article 5, or SABRC 42290-42297 Recycled Content Plastic Trash Bag Program).

Supplier shall provide NYU with monthly reports proving that the Supplier is meeting the above requirements for the purchase of paper products and trash bags. These reports shall show a breakout of sustainable/non-sustainable products, and reveal where the products were delivered and where they will be used. See Section 1.3 for sample reports.

In the attached Pricing Workbook, the Supplier will find an area to bid consumables / paper products / trash liners. All paper products must be sized to fit the dispensers at each respective location. NYU must approve paper product selection prior to the start of the contract. Consumables / paper products should be medium-grade quality. Prior to the proposal due date, NYU shall provide details of its current consumable / paper product usage and products.

1.9 Chemicals

The Supplier shall be responsible for providing all cleaning chemicals and supplies, to be included in the overall fixed price.

Supplier shall comply with all OSHA requirements and maintain the appropriate Material Safety Data Sheets (MSDS) wherever it stores chemicals at each NYU building. The Supplier will also provide the Facilities Manager composite manual on all MSDS. The MSDS shall be kept current. Upon request, the Supplier shall submit a written list of all supplies with attached MSDS intended for use in the buildings. All chemicals and supplies brought on-site by Supplier must be properly labeled and stored according to OSHA regulations. All cleaning products and supplies shall meet the green cleaning requirements stated in Section 1.11. Cleaning supplies and chemicals shall be discussed during the semi-annual vendor review meeting, to include topics such as: reporting, cost reduction, supply distribution, usage, standardization and green cleaning.

Supplier shall provide NYU with monthly reports proving that the Supplier is meeting the above requirements for the purchase of chemicals and supplies (this can be done via an up-to-date log book). These reports shall show a breakout of sustainable/non-sustainable products, and reveal where the products were delivered and where they will be used. See Section 1.3 for sample reports.

The Supplier shall work with NYU on an ongoing basis to test new cleaning supplies, methods, processes and consumables to develop program improvements.
1.10 Equipment

Supplier shall be responsible for providing and maintaining all equipment and related items for NYU. Equipment is to be well maintained and checked periodically for safety hazards. All equipment is to be stored out-of-sight in the appropriate designated area(s) when Supplier’s personnel have completed their task. At the onset of the new contract, Supplier will provide NYU with a list of equipment to be used at the project. This list must be maintained and updated throughout the life of the contract and shared with NYU upon request. NYU reserves the right to require specific equipment to be utilized to preserve building finishes. Supplier will be responsible for any repairs as a result of misuse or negligence. Supplier shall begin contract with all new or like-new equipment. Gas power equipment may not be stored inside any building. See Section 1.11 for more details on equipment.

1.11 Green Cleaning

To demonstrate its commitment to sustainable greening of its facilities, NYU has implemented a comprehensive green cleaning program. NYU requires that the Supplier performs green cleaning in accordance with program listed in the RFP attachment titled Green Cleaning Policies and Procedures, which is a comprehensive green cleaning program that is consistent with USGBC’s LEED system. Additionally, the Supplier shall submit monthly Cleaning Supplies, Consumables and Materials reports indicating compliance with green cleaning protocol. Sample reports are included in Section 1.3 (Performance Criteria and KPI’s).

1.12 Security

Supplier shall perform its standard employment screening at no cost to NYU (including criminal background investigation). Supplier shall perform a criminal background investigation on any Supplier personnel who performs services for NYU within four weeks before beginning an assignment at NYU, and shall certify to NYU that no such personnel has any criminal background that would render such personnel not bondable as an employee according to customary bond underwriting criteria. NYU reserves the right to review these records.

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

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

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

1.13 Language Requirements

All Supervisors must be able to speak, read and write fluent English.

1.14 Academic Calendar

NYU has a standard academic calendar consisting of a traditional fall and spring semester. Additionally, there is a January Term that lasts for approximately three weeks, plus two Summer Sessions each lasting for six weeks. Visit the NYU website to view additional academic calendar details and dates.

1.15 Work Rules

Employees of Supplier shall not disturb papers or personal effects on desks, open drawers or cabinets, use telephone, radio or television sets, or tamper with other personal or owner property. Additionally, the Supplier shall require employees to adhere to the following work rules:

- Turn off lights upon completion of cleaning operations
- Do not read or remove any materials left on desks, file cabinets, etc.
- Do not remove anything from the building which is personal or NYU property
- Do not smoke in the buildings
- Do not use telephones or computers for personal calls
- Do not open drawers, doors, etc. of office furniture
- Do not consume alcoholic beverages or other drugs on the job or report to work under the influence of alcohol or drugs
- Do not operate or tamper with any office machines or equipment
- Wear proper attire
- Security check doors and windows
- Do not enter any off-limit areas

1.16 Scheduling of Cleaning (Days, Nights, Mid-Shift and Weekends)

The Supplier shall perform seven-day janitorial services for NYU. For the Academic and Administrative group, cleaning services are performed on all three shifts (depending on the building and its needs). Weekend duties for this group include Saturday and Sunday policing of restrooms and exterior areas. The Dental Center is primarily cleaned on first and third shift, with one janitor performing duties on second shift. Weekend duties at Dental include Saturday and Sunday policing of exterior areas. The Student Housing group is cleaned on first and second shift (with the exception of Palladium which is cleaned on all three shifts due to the sports and fitness areas), including weekends. The Handyperson coverage for the Student Housing group includes all three shifts (majority is first and second shift, however), including weekends.
1.17 **Student Housing Transition Cleaning or “Turnovers”**

The Supplier’s base annual price must include semi-annual transition cleaning or “turnovers” for EACH AND EVERY Student Housing living space unit (dorm rooms, suites and apartments). Transition cleaning shall take place in May and August of each year. The Student Housing Transition Cleaning portion of Section 1.1 includes the cleaning tasks required for the semi-annual transition cleaning received by all Student Housing living space units. The cleanable square footage of the living areas is located in Facility Information attachment. Additional living space details can be found on the building drawings.

For Student Housing transitional cleaning that is above and beyond the semi-annual specification, NYU shall compensate the Supplier based on the hourly rate for extra services submitted in the Pricing Workbook.

1.18 **Bio-Hazard Services**

The Supplier shall provide NYU with adequate staffing to complete cleaning and disinfecting services of bio-hazard incidents as they occur. This is to include, but is not limited to: blood spills, vomit and other bodily fluids/waste. These services shall be conducted in accordance with current OSHA and NYU standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

1.19 **Maintenance Services – Housing Group Only**

The Housing group of buildings requires comprehensive maintenance or “handyperson” services, including all related supplies (see Pricing Workbook for line items for handyperson labor and supplies). These services are considered an integral component of the contract and must be included in the Supplier’s fixed-price. The Handyperson Services Statement of Work is included in the following attachment:

![Handyperson Services SOW.doc](Handyperson Services SOW.doc)

1.20 **Snow and Ice Management**

The Supplier and NYU shall co-develop a formal Snow and Ice Management plan, which must be consistent with all of the requirements contained within the Statement of Work (SOW) below. The Supplier may use this SOW as a starting point in its development of the final plan:
1.21 Trash and Recycling Teams

Trash and recyclables are to be placed for curbside pick-up by New York City employees, six days per week.

1.22 Adding / Removing Space

Within the Pricing Workbook the Supplier shall include a price per square foot for space that is added or removed from the Agreement. This price per square foot for added/removed space shall include all applicable taxes and shall only apply if the square footage change is at least 10,000 square feet.

1.23 Adding Buildings

At the sole discretion of NYU, additional buildings (new or existing) on any of its existing or future locations may be added to the scope of this agreement. When such an occasion occurs, the Supplier shall be required to submit a formal proposal and full disclosure Pricing Workbook that specifies the proposed staffing levels and cost. NYU will compare the proposed price per square foot against the price per square foot of similar, current buildings for validation. The Supplier will be given at least 14 calendar days advance notice before the area requirements of this agreement are increased.

1.24 Mat Cleaning

Interior and exterior matting shall be cleaned as required. Mats requiring replacement shall be brought to the attention of the Facilities Manager. Initially, the Supplier shall not be responsible for mat replacement. NYU reserves the right to change this practice during the term of the agreement.

1.25 Perimeter Glass

Cleaning of perimeter glass (both interior and exterior) shall not be included in the agreement. However, the Supplier shall be responsible for the cleaning of door glass and adjacent entrance glass, as well as all other interior glass within the allowable limits for a non-window washing janitorial employee.

1.26 Extra Services

It is imperative that the Supplier adequately provide coverage for events and extra services when requested by NYU. The Supplier shall support the events and perform extra services per NYU’s instructions, which may include set-ups, tear downs, pre-cleaning, mid-event cleaning and post-event clean-up activities, sometimes on very short notice.
The Supplier shall invoice for events and extra services based on the pre-established all-inclusive hourly price for extra work (included in the Pricing Workbook). This hourly rate only applies to events and extra services that require overtime or extra labor hours.

1.27 Vehicles

Supplier’s proposal shall include all vehicles necessary to fully perform the duties included in this specification (including snow removal). The Pricing Workbook contains line items relating to vehicle and fuel costs. The Supplier must complete these line items as part of its proposal response.

Vehicles shall be maintained in good working order and any repairs shall be the sole responsibility of the Supplier. Supplier is responsible for all fuel. Supplier shall provide a substitute vehicle within eight (8) hours of any vehicle being removed from service for any reason. Supplier shall park only at locations to be designated by NYU.

1.28 Cell Phones

Supplier shall provide cellular phones and/or radios for the account manager and supervisors.