

CDPHE Laboratory Cleaning Standards

A. Cleaning Standards

All cleaning tasks shall be done according to Building Management Standards. Cleaning Tasks are categorized as basic/routine cleaning, restroom cleaning, special requirements cleaning, periodic cleaning, and as required cleaning which includes emergency cleaning and cleaning before, during and after special events.

Upon cleaning each area for the first time under this contract (before the first 30 days), Contractor shall remove all residual and accumulated dirt even that which existed prior to the contract start date. Contractor shall also strip, seal and re-wax all areas that require immediate attention. The methods and equipment used shall be as specified in the contract. The following standards shall apply to all work under this contract:

1. Baseboards, walls, furniture, fixtures, equipment, etc., shall not be marked or damaged by tools, equipment or materials used to do the work required in this contract.
2. All paperwork found on the floor or carpet by the employee will be picked up and placed on the nearest desk, file cabinet, shelf, etc., before mopping, vacuuming, or sweeping.
3. Floors, doors, windows, walls and ceiling shall be cared for in such a manner that damage shall not result.
4. All movable furniture and equipment including, but not limited to, desks, chairs, sofas, tables and cabinets shall be moved for stripping and re-waxing of floors, light furniture such chairs, sofas, wastebaskets, coat racks, movable partitions shall be moved for regularly-scheduled wet mopping, waxing, spray buffing of the floors and vacuuming and cleaning of rugs and carpets. Chairs, wastebaskets, clothes racks or other heavy objects shall not be placed on desks at any time during any cleaning cycle. All items shall be returned to original location.
5. Contractor equipment, tools and supplies shall not be left unattended in traffic lanes or other areas where they might create tripping or falling hazards. All equipment, tools and supplies shall be properly cleaned and stored at the end of each work shift.
6. Building finishes, including floor surfaces and are fixtures, that are soiled or damaged due to the Contractor's operations shall be cleaned, repaired, replaced or restored to a condition not less than that existing prior to the damage – at no cost to the State.
7. Deviation from acceptable standards and misuse or abuse of any State property will be a reason for default action under the terms of this contract.

B. Basic and Routine Cleaning Tasks:

Those tasks scheduled to be done each day a building is open for cleaning. For this contract basic/routine tasks will be performed 5 days a week, Monday thru Friday. These tasks are:

1. Remove Trash
 - a. All wastebaskets and other trash containers shall be emptied, cleaned and returned to their original position. The large containers used for this task shall be fireproof. Trash removed shall be placed in the nearest outside trash dumpster. Boxes, cans and papers placed near a trash receptacle shall be removed only if clearly marked "trash" or if the Contractor employee has checked with area or office personnel to ensure these items should be removed.
 - b. The Contractor shall clean minor construction residue in accordance with regular cleaning schedules to exclude removing large pieces of wood, metal, stone, glass or any large construction debris from any area.
 - c. Trash shall be removed in plastic bags securely tied.
 - d. Any obvious torn or odorous trash receptacle liner or large trash removal bag shall be replaced immediately. If necessary, trash receptacles will be washed inside and outside.
 - e. The Contractor shall pick up and dispose of any trash that falls on the ground in transport or spills around the outside collection points during or after removal of trash.
 - f. Outside trash Collection points/ dumpsters shall not be re-located by the Custodial Service Contractor. Additional dumpster may be requested if daily volume consistently exceeds dumpster capabilities. These requests must be submitted in writing to and approved by the State representative.
2. Vacuum, Clean and Spot Clean Carpets

- a. State owned wall-to-wall carpet and rugs in room, hallways, vestibules, etc., are included in this task and shall be called carpet.
 - b. Contractor shall vacuum the entire carpet area so that all visible litter and soil is removed. Where it is necessary, office furniture, wastebasket and easily moved items such as wall partitions or display cases shall be moved to vacuum underneath. These items shall be returned to their original location immediately. None will be taken from the floor and put on desktops during this process.
 - c. Heavily soiled spots remaining after vacuuming (areas smaller than 2 square feet) shall be spot-cleaned immediately.
 - d. All carpets shall be cleaned using a carpet extractor machine once a year . All cleaning products used must be safe and not cause damage or fading to carpets. All movable furniture and equipment including but not limited to desks, chairs, sofas, tables and cabinets shall be moved prior to extraction. All items must be returned to their original location with a protective shield under the portion of the furniture, which touches the wet carpet.
 - e. Emergency cleaning of certain areas necessitated by inadvertent spills on the carpet (no matter how large an area) shall be done immediately. Solution spills must be cleaned with cold water immediately so stains will not set in carpet fibers. Excess liquid or solid residue shall be removed and in large areas a wet pick-up vacuum may be used. If carpets cannot be cleaned to standards, Contractor employee shall report the incident to the Supervisor immediately who will, in turn, report to the State representative.
 - f. Contractor employee shall report all carpet tears, burns, and unraveling immediately.
 - g. When an emergency carpet cleaning interferes with the completion of other routine tasks, the Supervisor shall notify the State representative to negotiate a schedule omission, a substitution for that day, or to receive a monetary compensation for doing both the emergency cleaning and completing the daily routine work as scheduled.
3. Sweep, Dust, Mop Floor
- a. The entire floor surface including corners and abutments shall be swept free of litter, dust, dry dirt and other types of debris. Moveable items shall be moved to be swept underneath and returned to their original location. None will be taken from floor and placed on top of desks during this process.
 - b. Sweeping compounds shall not be used on resilient tile or hardwood floors but may be used on concrete floors when required to restrict dust or soak up liquids.
 - c. Sweeping broom or sweeping dust mop treatments shall be compatible to the surface being swept. For example, no oily dust treatment compounds will be used on sweeping dust mops when sweeping computer room floors.
 - d. After sweeping all accessible areas, the floor shall be wet-mopped.
 - e. Floors shall be wet-mopped to achieve a uniformly clean appearance without leaving streaks, swirl marks, detergent residue or evidence of soil, stains, film, debris, mop strands or standing solutions.
 - f. There shall be no splash marks on furniture, baseboards, doors, walls, etc.
 - g. During the mopping process, excessive liquids shall not be applied to the floor. The Contractor shall be held liable for damages to property or personnel caused by the use of excessive liquids.
4. Spray Clean and Buff floor
- The floor shall be swept before and after spray cleaning and buffing. Solution for spray cleaning shall be compatible with finish and high-speed buffing procedure.
- a. All areas accessible to the floor machine shall be spray cleaned and buffed. Easily moved furniture, wastebaskets, etc., shall be removed to spray clean and buff underneath and returned to original location. None shall be put on desktops during this process.
 - b. The entire surface shall have a uniform glossy appearance, free of scuffmarks, heel marks, and other stains; and shall have uniform coating of wax or floor finish. A fresh coat of wax or finish will be applied as necessary to heavily trafficked areas.
5. Spot Clean Floor

- Small, easily removed spots of stain shall be removed immediately as discovered. The Contractor employee may use a wet mop with scrubbing pad or machine with scrubbing pad, whichever is practicable. Some debris may be removed by razor blade scraping. All areas shall be solid stripped and have a new coat of wax or finish applied to give a uniform glossy appearance at least once per year as needed.
6. Vacuum Walk-Off Mats and Runner

Carpet-type mats and runners shall be vacuumed daily to remove soil and grit and to restore resiliency of the carpet pile.

 - a. Rubber, polyester and other synthetic mats and runners shall be swept, vacuumed or hosed down daily outside to remove soil and grit.
 - b. Soil, grit and moisture underneath all mats and runners shall be removed and mats and runners returned to their original location. None shall be left outside unattended during breaks or overnight.
 - c. Contractor employee shall report all tears, holes and badly worn spots in mats and runners to the supervisor to notify the State representative so corrective action can be taken.
 7. Dust Low Surfaces

Contractor shall use lightly treated cloth, lightly-treated hand-held dusting tool, lambs wool duster, tank vacuum, with dusting attachments, radiator brush or a combination of these dusting tools.

 - a. All dust, lint, litter, dry soil, etc., shall be removed from the surfaces of baseboards, walls, radiator, office equipment, office furniture, cabinets, waste receptacles, horizontal ledges, window sills, blinds, handrails and other items above the floor surface.
 - b. Accessible portions of heating units, air conditioning grills, convectors, fans and radiators shall be dusted.
 - c. Exhibits, display cases, pictures, plaques, bookshelves, doors and walls shall be dusted. Contractor employees shall take extreme care to prevent damage, as some of these items are valuable and historic.
 - d. Contractor shall be liable for repairs of, or the assessed value for replacement, of any State property damaged as a result of employee negligence during the dusting task.
 8. Glass Cleaning

Clean all exposed glass surfaces that are not an integral part of the exterior walls of the building. All Lucite, plastic or any transparent materials used will be considered glass.

 - a. Contractor shall use a free-rinsing detergent to clean glass on doors, glass partitions, display cases, pictures, glass draft shields on windows, mirrors, windscreens and building entrances, etc. All Lucite, plastic or any transparent material shall be cleaned with appropriate cleaning compound for the material.
 - b. Cleaned glass shall be free of residue, smears and streaks. All adjacent sill, frames, ledges, etc., shall be wiped clean with a damp cloth if they are soiled or smeared by spillage during the glass cleaning process.
 - c. Contractor employee shall report all broken or missing glass immediately.
 9. Drinking Fountains

Contractor employee shall report leaking, broken or stopped-up and overflowing fountains immediately. Contractor shall disinfect all porcelain and polished metal surfaces to include orifice and drain and the connecting plumbing. The entire fountain and surrounding area shall be free from streaks, dust, stains, mineral deposits, spots and all obvious soil.
 10. Spot Cleaning Walls and Doors

Contractor shall remove smudges, fingerprints, black marks and splashes from all washable surfaces of walls and doors.

 - a. Door closures, hinges, stoppers and other metal surfaces shall be kept clean of all soil and excessive dirty oil and grime.
 - b. Contractor employee will report defects or damages to walls or doors immediately.

11. Brass, Aluminum, Stainless Steel and Other Metal Surfaces

Solid non-ferrous metal push plates, name plates, protective corner plates, metal ash receptacles, stair railings, vestibule frames, historical markers, etc., shall be cleaned and polished. Metal polishes must not contain abrasives damaging to the surfaces.

 - a. Areas surrounding all metal surfaces shall be cleaned at the same time of all spills, streaks, and residue, etc., that occurs from the metal cleaning process.
 - b. All damaged or loose-fitting metal fixtures shall be reported by the Contractor employee immediately.
12. Re-Waxing Floors

All floor surfaces shall be solid stripped and re-waxed at intervals scheduled or because of emergencies.

 - a. Floor shall be thoroughly cleaned and dry. The amount of mopping or scrubbing shall be determined by how much is necessary to bring surface up to a level to allow an overcoat of new wax or finish.
 - b. Contractor shall use the proper floor wax or finish for each surface waxed during this process. Sealer and finish must be equal to: Hillyard, Strong Guard Sealer, and Explorer Floor Finish (wax).
13. Clean and Trash Cafeteria/Snack Bar Areas

All cafeteria/snack bar areas shall be trashed and cleaned as prescribed on Exhibit 1.

 - a. Cleaning includes cleaning tabletops and bases.
 - b. Contractor shall clean emergency spills and stains but is not responsible for cleaning food and drink machines and racks used in these areas.
 - c. Contractor shall clean cafeteria/snack bar areas one time each shift unless emergency cleaning is required.
14. Clean and Supply Restrooms:

Contractor shall clean all restrooms daily.

 - a. Remove all trash

Contractor shall empty trash receptacles and paper towel containers, sanitary napkin disposals, wastebaskets and litter from shelves.
 - b. Sweep Floors

Contractor shall do this prior to the wet mop process. Floors shall be ewe- mopped and scrubbed using a cleaning solution of germicidal synthetic detergent and warm water. The area immediately around urinals and toilets shall be well scrubbed. The toilets, floors, and rooms shall be free of odors. Deep scrub restroom ceramic tile floors with nylon brush (semi-annually).
 - c. Toilets

Contractor shall clean the bowls using a germicidal synthetic detergent solution to remove heavy soil, rust or deposits. The employee shall work the bowl- cleaning brush as far as possible into the bowl trap. The underside of the bowl rim and toilet seat shall be cleaned thoroughly. After cleaning, the bowl shall be flushed and carefully rinsed and outside surfaces shall be wiped with a clean, damp cloth. Powder- type bowl cleaner shall not be used to clean toilets.

Contractor shall not use a cleaner with acid or stronger alkalis because they damage porcelain surface glaze. Employees shall take care to prevent entrance of water and cleaning solution between toilet and wall or floor during the cleaning process. Employee shall report all damage or malfunction of toilets immediately.

 - (i) Urinals

The urinals shall only be cleaned with a recommended cleaning solution and follow general cleaning practices.
 - (ii) Toilet Bowls

Shall be cleaned with a germicidal, synthetic detergent using a nylon bowl mop or similar method; After cleaning and thorough rinsing, employee shall wipe all outside surfaces with a clean, damp cloth and replace the deodorant blocks as needed. Employees shall take care to prevent entrance of any water and cleaning solution between toilet bowl and floor or wall.

- (iii) De-Scale Toilet Bowls and Urinals
Contractor shall use acid-type bowl cleaner and a nylon brush to remove scale, scum, mineral deposit stains, odors and other incrustations from bowls and urinals.
 - (iv) Lavatories (face and hand wash bowls)
Grease and dirt shall be removed from lavatory surfaces. Stains that cannot be removed using soap or detergent solutions may be removed using a non-abrasive liquid cleanser. Chrome plate hardware shall be cleaned with a clean, damp cloth. Care shall be taken to prevent entrance of water and cleaning solutions between lavatory and wall. The use of sharp objects to remove spills such as razor blades, knives or wire brushes is prohibited.
 - (v) Plumbing
Shall be washed with a neutral soap solution or non-damaging germicidal detergent solution to remove deposits, stains, corrosion and odorous films. After cleaning, all plumbing surfaces shall be wiped dry and polished. Clean painted surfaces with soap and rinse clear.
 - (vi) Wash Doors and Walls
All shall be washed using a germicidal detergent. All surfaces of partitions, stalls, doors, walls and areas adjacent to wall-mounted lavatories, toilet bowls and urinals shall be disinfected and cleaned using a germicidal detergent and a clean sponge.
 - (vii) Partition Washing
Surfaces shall be cleaned with a mild soap only. Under no circumstances shall the following agents be utilized: abrasive powder or pads, toilet cleaners, frame tile cleaners, solutions containing more than 1% by volume of ammonia, solutions containing acid oily or solutions containing enzymes.
 - (viii) Spot Clean Walls, Partitions, Woodwork
Use a sponge, clean cloth and spray bottle of germicidal detergent to remove dust, smudges, finger prints, marks, streaks, etc., from washable surfaces of partitions. Glass cleaner shall be used on all mirror and glass surfaces.
 - (ix) Emergency Clean Ups
The Contractor shall immediately clean up any spills, trash, overflows or any materials deposited in restroom areas.
 - (x) Stock and Re-Supply Restrooms
Towel, soap and toilet tissues shall be stocked by contract start date and the re-stocked so that outages do not occur. All dispensers shall be wiped clean after re-stocking. New plastic inserts for waste receptacles will be stocked as needed. When any dispenser is defective or damaged, the employee will report it immediately to his supervisor. If a liquid soap dispenser is defective, a 12 oz. Liquid pump will be substituted.
15. Periodic Cleaning Tasks
- Tasks normally done less frequently than weekly shall be completed as project work. Some tasks must be completed within specific time spans. These times are shown on the chart in (Exhibit 2) for each area.
- a. Dust High Surfaces - Included in high dusting are ceilings, walls, doors and other exposed building components (heating, air-conditioning, grills, fresh air ducts, pipe work, lights, glass, etc.).
 - b. Clean Light Fixtures - Contractor shall clean all light fixtures. Employee shall not clean any part of a light fixture when lamp is lighted. Fixtures shall be washed externally and internally annually. Fixtures shall be cleaned using an appropriate detergent followed by wiping dry all surfaces with a clean cloth.
 - c. Periodic Strip and Re-Wax
In areas where stripping and re-waxing is done, Contractor shall see that moveable furniture and equipment is moved to allow the process underneath.

- (i) Floors shall be stripped with wax remover solution or, if very soiled, by tools and a stronger solution followed by a clear water mop rinse. Surfaces shall be free of soil, old wax, cleaning solution for film and allowed go thoroughly dry.
 - (ii) Wax shall be applied using clean lamb's wood applicators or clean cotton or linen yarn mops. Coats of wax shall be of sufficient number to provide a durable, protective coating. Each coat of wax shall be allowed to dry thoroughly and shall be buffed to an even sheen before the next coat is applied. Bubbles in the waxed surface are not acceptable.
 - (iii) Except for the first coat, wax shall not be applied closer than 6 inches inside the face of baseboards or the face of any non-moveable furnishings or equipment.
 - (iv) Waxed floor shall have a uniform sheen with no heavy brush or swirl marks.
 - d. Spray Cleaning and Buffing
See section 4 for process and methods of cleaning and buffing.
 - e. Sealing of Floors
Sealing of floors shall be done according to manufacturer recommendations using products that have been approved by the State. Schedule for sealing of floors is shown in Exhibit 1 but emergencies may require floors to be sealed more often. When this happens, the State Representative will schedule the work and will negotiate any extra charges with the Contractor before the work starts.
 - (i) Concrete and terrazzo floors will be sealed and over-coated with a protective wax, sealer or finish.
 - (ii) Resilient floor and quarry tile floors normally have been sealed by the manufacturer and shall not be stripped of this seal or re-sealed except by direction of the State.
 - f. Periodic Re-Coat Floors
All floor surfaces shall be recoated at scheduled intervals or due to emergencies using an all-purpose cleaner mixed according to the manufacturer's directions. Scrub floor with scrubbing machine using a red or blue pad. Rinse floors thoroughly with a clear wax, allowing at least one-hour drying time between each coat to bring the surface up to required standards. Special attention must be given to heavy traffic areas.
- 16. As Required Cleaning tasks
 - a. Certain tasks will have to be done on an "as-required", AR basis as the need arises. Some are listed on the Tasks and Frequency Charts and others will be at the direction of the State representative. The Supervisor may direct some AR cleaning but not to interface with regular schedule unless it is of an emergency status.
 - b. Some examples of AR cleaning are:
 - (i) Emergencies caused by flooding, careless spillage
 - (ii) Request to rework substandard conditions of cleaning caused by the Contractor
 - (iii) Rework areas where substandard conditions or interruptions were caused by the State
- 17. Recycle Program
The Contractor shall do the following:
 - a. Empty all blue document containers throughout the facility nightly in designated locked shredding bins located in room 204
 - b. Place all shredded paper collected throughout facility in designated recycle container