

# **Attachment C**

## **Quality Standards**

**4.1 Routine Janitorial Services Quality Standards**

Waste Containers	Waste containers shall be emptied of trash and residue.
Recyclable Collection containers	Recycle collection containers shall be emptied and materials placed in appropriate recycling consolidation location.
Clean and Low Dust (7' height or less)	Surface shall be free of dust and dirt and cobwebs.
Metal Surfaces	Metal surfaces shall be polished to remove spears, stains and finger marks. They shall be cleaned, bright and portray a uniform luster.
Elevator Tracks	Elevator tracks shall be clean and free of dirt, debris, oil and grease.
Interior and Exterior Surfaces of Glass Doors and Windows	Interior and exterior surfaces of glass doors and windows shall be clean, dry and free of streaks, smears and stains.
Drinking Fountains	Drinking fountains shall be clean and disinfected.
Janitor Closets	Janitor closets and slop sinks shall be clean and free of dirt and debris.
Carpets and Walk-off Mats	Carpet and mats shall be shampooed free of stains, spots and shall have a bright uniform color. vacuumed prior to cleaning. Cleaning methods shall ensure no residual cleaning products are left in the carpet. Methods shall ensure that cleaned areas are completely dried within 48 hours.
Resilient Tile Flooring	Resilient tile flooring shall be stripped free of stains, traffic marks, and wax build-up.
Trash Cans	Trash cans shall be free of dirt, spots and streaks, liners replaced as necessary.
Walls and Ceilings	Walls and ceilings shall be clean and free of dust, dirt, bugs and cob webs.
HVAC Vents	HVAC vent diffusers and surrounding panels shall be damp wiped. Area and floor around vents shall be free of dirt and debris.
Ash Trays/Receptacles	Ash trays/receptacles shall be emptied of cigarette butts and other debris.
Lobbies and Main Traffic Entrances/Exits	All areas shall be maintained free of dirt and debris. Areas outside entrance areas shall be free from litter, cobwebs and excessive dirt. In the winter, lobbies and main traffic entrances/exits shall be free of snow, slush, water and salt.

**Restroom Cleaning Quality Standards**

Restroom Floors	Restroom floors shall be free of dirt, dust, debris, spots, cleaned and sanitized.
Servicing Restroom	Restroom dispensers shall be fully stocked and maintained.*
Counter and Dispenser Tops	Restroom counters and tops of dispensers shall be free of dust, dirt, spots and streaks.
Restroom Walls and Partitions	Restroom walls and partitions shall be cleaned and sanitized.

\*Dispensers shall be filled to minimize any jamming of paper or soap products. Any reports of jammed dispensers will be

**Floor Care Quality Standards**

Concrete Floors	Concrete floors shall be dry and free of dirt and dust.
Wood and Metal Floors	Wood and metal flooring shall be free of dirt and dust.
Terrazzo and Ceramic Tile Floors	Terrazzo and ceramic tile floors shall be free of spots, streaks and stains. Spray cleaned, buffed and/or waxed finishes shall have a uniform luster.
Resilient Tile Floors	Resilient tile floors shall be free of dirt, dust, traffic marks, and heavy soil. Spray cleaned, buffed and/or waxed finishes shall have a uniform luster.
Vinyl Raised Computer Flooring	Vinyl raised computer flooring shall be free of dirt, dust and other debris. Spray cleaned, buffed and/or waxed finishes shall have a uniform luster.
Stair Treads and Landings	Surfaces shall be free of dirt, dust and other debris.
Carpets, Rugs and Mats	Carpeted surfaces, rugs and mats shall be vacuumed to remove dirt, dust and other debris. Sufficient time shall be spent while vacuuming to prevent the accumulation of embedded dirt and dust in all carpeted areas. All vacuuming equipment shall be properly maintained.

Stair Treads and Landings	Walk-off mats shall be dry and free of dirt, dust and other debris.
Carpet Cleaning and Spot Cleaning	Carpeting shall be free of unsightly spots. Stains shall be removed without any discoloration of the carpeting.
Damp Mop (Includes Stains and Spills)	Floors shall be free of dirt, Stains and spills.

**Cafeteria, Dining Area, Snack Bar, Vending Room and Kitchen Cleaning Quality Standards**

Floors	Floor surfaces shall be maintained clean and free of dirt, dust and debris. No dirt shall be left in corners or near baseboards, behind doors, under furniture or around vending machines.
Vending Area Table and Counter Tops	Table and counter tops shall be free of dirt and sanitized.

**Fitness Center and Picnic Pavilion Cleaning Quality Standards**

Fitness Center and Picnic Pavilion Floors	Floor surfaces shall be maintained clean and free of dirt, dust and debris.
Fitness Center Locker Rooms	Fitness Center locker rooms shall meet the Quality Standards for Restrooms defined in that task.
Picnic Pavilion	The Picnic Pavilion shall be free of trash and debris. Sinks and counters shall be free of dirt, dust, and debris. Grills shall be free of burnt food or other debris.

**Medical Services Area Cleaning Quality Standards**

Floors	Medical Services floor surfaces shall be maintained clean and free of dirt, dust and debris. The finished surface shall present a uniform luster.
Restrooms	Medical Services area restrooms shall meet the quality standards for restrooms defined in this task.
Waste Containers	Waste containers shall be emptied of trash and residue.
Bio-Medical Waste, Disposal	Bio-medical waste shall be completely and safely removed from the Center according to the Glenn and State regulations referenced in the general requirements.

**Loading Dock, Ramp and Driveway Cleaning Quality Standards**

Ramp and Driveways*	Areas shall be clean and free of trash and debris.
Loading Areas*	Loading dock areas shall be clean and free of trash and debris.

\*The only building which this applies to on a routine basis is Building 21.

**4.2 Emergency Service Calls Quality Standards**

Response Time	Contractor responded to emergency service request within two hours
Quality of Work Performed	All service requests are completed to mitigate any hazards or potential future problems due to moisture, mold growth, debris or biohazards.

**4.3 Unscheduled IDIQ Requests Quality Standards**

Light Fixtures	Light fixtures shall be free of bugs, dirt, dust, grease and debris.
Clean and High Dust (7' height to 70' height)	All surfaces shall be free of cobwebs, loose dirt, smudges and debris.
Clean Drapes	Drapes shall be free of dirt and dust.
Clean Carpeting	Carpeting shall be free of dirt, stains and spots and have a uniform color.
Clean Windows (interior and exterior)	Windows shall be clean, dry and free of streaks and stains.
Clean Walls	Wall surfaces shall be free of smudges, marks, dirt and spots. These will be removed without leaving a discoloration.
Modular Systems Furniture	Modular systems furniture shall be free of dirt and dust.
Install Carpet	Carpeting shall be a high quality commercial carpeting in accordance with GRC guidelines (see Attachment Q). No visible seams shall be showing and carpeting shall be free of loose pile pieces. Installation shall meet all requirements of the Carpet and Rug Institute, Standards for Installation of Commercial Carpet, CRI 104-1996.
Install Drapes	Drapes shall be hung wrinkle free and level.
Wash Metal Furniture	Furniture shall be washed and free of smudges, marks, dirt and spots.
Clean Upholstered Furniture	Upholstered furniture shall be steam cleaned free of stains and spots with uniform color.
Clean Ceilings	Ceilings shall be free of dirt and stains.
Clean Wood Paneling	Paneling shall be clean and free of smudges and streaks.
Seal Concrete Floors	Floors shall be cleaned, sealed and free of dirt, smudges and streaks.
Clean for Special Events	Quality standards for special events shall be consistent with the Quality Standards identified in Task 4.1.
Venetian Blind Cleaning	Venetian blinds shall be free of smudges, marks, dirt, spots and streaks.
Flag Cleaning	Flags shall be free of dirt and dust.
Industrial Cleaning	Quality standards for industrial cleaning shall be identified at the time the work is ordered.

**4.4 Clean Room Services Quality Standards**

CWA Class 1 Clean Rooms (Federal Standard 209B Class 100 Clean Room)	Clean Room air testing, as performed by an independent party provided by the Government, shall indicate a maximum of 100 particles per cubic foot of air 0.5 microns and larger and a maximum of 10 particles per cubic foot of air 5 microns and larger.
CWA Class 2 Clean Rooms (Federal Standard 209B Class 1,000 Clean Rooms)	Clean Room air testing, as performed by an independent party provided by the Government, shall indicate a maximum of 1,000 particles per cubic foot of air 0.5 microns and larger and a maximum of 10 particles per cubic foot of 5 air microns and larger.
CWA Class 3 Clean Rooms (Federal Standard 209B Class 10,000 Clean Rooms)	Clean Room air testing, as performed by an independent party provided by the Government, shall indicate a maximum of 10,000 particles per cubic foot of air 0.5 microns and larger and a maximum of 65 particles per cubic foot of air 5 microns and larger.
CWA Class 4 Clean Rooms (Federal Standard 209B Class 100,000 Clean Rooms)	Clean Room air testing, as performed by an independent party provided by the Government, shall indicate a maximum of 100,000 particles per cubic foot of air 0.5 microns and larger and a maximum of 700 particles per cubic foot of air 5 microns and larger.

**5.0 Reporting Requirements**

All Defined Reports	Information in all reports shall be accurate, complete and all reports shall be delivered on time
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