

## City of Stockton Custodial Standards

At the conclusion of every service the following frequencies and standards shall be met:

### Section 1: Accessibility

All City facilities are places of public accommodation, and as such, custodial services shall be performed in a manner that does not negatively impact business operations of the various City facilities.

### Section 2: Hours of Service

Custodial services can normally begin at the end of business day for each location. Hours vary by location. Location hours are located on the Facility Scope. City may revise or require additional hours within the scope of this contract at any time.

### Section 3: Exterior of Facilities

All facility exteriors shall be presentable and clean at the conclusion of each service and the appearance shall be safe and inviting. All surfaces and fixtures shall be safe, relatively dry and debris free and ready for immediate public use.

#### Daily:

- Facility entrances (approximately 20' area around each doorway) shall be free from debris and litter.
- Facility floor mats shall be vacuumed and free from debris, stains and installed properly.
- Facility will be properly secured at all times during non-operational hours.
- Facility trash and recycling cans will be emptied with a clean liner left in place and tops wiped down.
- Facility parking lots and trash enclosures adjacent to the building will be free of litter and debris.
- Facility trash enclosures will be locked at all times during non-operational hours.
- Surrounding areas (approximately 10' from building wall) – such as planter boxes, grass, and walkway – will be free of litter.

#### Weekly:

- Facility entrances (approximately 20' area around each doorway) shall be washed of stains and sticky substances (ie: gum).
- Facility windows, window sills and doors shall be clean and free of dust, dead bugs, spots and smudges up to 10' above the ground.
- Facility shall be clean of all spider webs up to 10' above the ground.

#### Bi-Monthly:

- Trash enclosure interior and exterior shall be washed of stains and trash residues.

#### Semi-Annually:

- Facility windows, window sills and walls shall be free of dust, dead bugs, spots, smudges, and spider webs for the entire height of the building.

### Section 4: Interior of Facilities

All facility interiors shall be presentable, clean, safe and inviting. All surfaces and fixtures shall be safe, relatively dry, debris free and ready for immediate public use.

**Daily:**

- Facility floors (including perimeters, reception halls, gymnasiums) shall be swept, vacuumed, spot cleaned and/or spot mopped so as to be free of debris and stains.
- Facility baseboards are to be clean and free of spots and stains.
- Facility waste baskets, recycling bins, and trash cans will be emptied, liners replaced and trash/recycling disposed of appropriately.
- Drinking fountains will be clean, sanitized, polished and free of spots, grease, smudges, etc.
- Facility counters shall be clean, free of dust and smudges on all surface areas.
- Facility stainless steel shall be wiped clean, sanitized, polished and free of spots, grease and smudges.
- Facility stairwells shall have handrails wiped/polished and shall be free of dust and debris.
- Facility elevators shall be wiped clean, swept, vacuumed, and mopped and shall be free of litter, dust and debris.
- Facility floor mats shall be vacuumed and free from debris, stains and installed properly.
- Facility tables and chairs shall be wiped clean, sanitized and disinfected.

**Weekly:**

- Facility shall be clean of all spider webs up to 10' above the ground.
- Facility tile/grout and carpets shall be clean and free of spots and stains.
- Facility furnishings shall be clean, free of dust and smudges on all surface areas. ie: desks, counters, cabinets, artificial plants, bookcases, window sills, tops of doors, etc.
- Facility blinds/windows coverings shall be free of dust and stains.
- Facility appliances shall be wiped clean, sanitized, polished and be free of spots, grease and smudges.
- Facility appliances shall be wiped clean, and sanitized internally.
- Facility walls, doors, chair rails and fan/air vents shall be wiped clean and free of stains and dust.
- Facility windows and window sills up to 10' shall be clean and free of dust, dead bugs, spots and smudges, etc.
- Facility upholstered furniture shall be clean and free of spots and stains.
- Facility reception hall and gymnasium floors shall be mopped in their entirety.

**Semi-Annual:**

- Facility carpets shall be steam cleaned or wet extracted following manufacturer's recommendations for proper cleaning procedures.
- Facility tile or laminate floor surfaces shall be waxed and buffed.

**Annually:**

- Facility windows, window sills and walls shall be free of dust, dead bugs, spots, smudges, and spider webs for the entire height of the building.
- Facility tile or laminate floor surfaces shall have the wax stripped and cleaned prior to new application of wax.

**Section 5: Fitness and Gymnasium Areas**

All fitness and gym areas shall be presentable and inviting. All surfaces and fixtures shall be safe, clean and ready for immediate public use.

*Items in addition to "Interior of Facilities"*

**Daily:**

- Facility fitness equipment shall be wiped clean and sanitized.
- Facility disinfectant dispensers and paper towels shall be stocked and replenished.
- Facility mirrors shall be free of dust and smudges.

**Weekly:**

- Fitness equipment to be raised/moved once a week by City staff. Custodial staff shall vacuum under the equipment so that floorings are clean and free of all debris.
- Bleachers will be free of dirt, dust, debris, litter, and gum.

**Monthly:**

- When in use, area under bleachers will be free of dust, debris, and litter.
- Basketball backboards will be free of dust and smudges up to 10' from the floor.

**Annually:**

- All fixtures attached to ceiling of gymnasium will be free of dust, debris, cobwebs, and dead bugs.

**Section 6: Kitchen**

Kitchens shall be presentable and free of foul odors. All surfaces and fixtures shall be safe and relatively dry, debris free, and ready for immediate food preparation.

*Facility will comply with State and Local Health Department standards.*

**Daily:**

- Facility floors, including all perimeters, shall be swept, mopped, and be free of spots, dust, stains and grease.
- Facility tile/grout and back splash walls shall be clean and free of spots, stains and grease.
- Facility waste basket/recycle containers will be emptied and liners replaced. Waste shall be disposed of properly.
- Facility stainless steel shall be wiped clean, sanitized, polished and free of spots, grease and smudges.
- Facility appliance exteriors shall be wiped clean, sanitized, polished and free of spots, grease and smudges.
- Facility food preparation areas, including sinks, shall be clean, sanitized, and free of spots, stains and smudges.
- Facility disinfectant dispensers and paper towels shall be stocked and replenished.
- Facility floor mats shall be vacuumed and free from debris, stains and installed properly.
- Facility floor drains shall be clean, odor free, free of debris (including hair).

**Weekly:**

- Facility shall be dust free on all surface areas (ie: top shelves of counters, window sills, tops of doors, etc.)
- Facility floors, walls, and backsplashes behind/beneath refrigerators, stoves, water-coolers, and other appliances shall free of debris, dusts, and grease.
- All facility floor drains shall be flushed with clean water.
- Facility appliances shall be wiped clean, sanitized, and free of spots, grease and smudges, including refrigerators.

**Section 7: Locker/Changing Rooms**

Locker Room shall be presentable, clean, free of foul odors, and fully stocked. All surfaces and fixtures shall be safe, relatively dry and debris free and ready for immediate public use.

*Items in addition to "Interior of Facilities"*

*Facility will comply with State and Local Health Department standards.*

**Daily:**

- Facility waste baskets and feminine hygiene containers will be emptied and liners replaced.
- Facility hand towel, soap dispensers, fragrance sprayer, toilet seat covers and toilet paper shall be stocked and replenished.
- Facility floors shall be swept and mopped with germicidal solution.
- Facility stainless steel shall be wiped clean, sanitized, polished and free of spots, grease and smudges.
- All tiles and shower walls shall be free of soap scum, film, stains, mildew, disinfected and sanitized.
- Facility mirrors, sinks, fixtures, partitions and walls shall be clean, disinfected and free of soap scum.
- All facility sinks, toilets, urinals, shower curtains and diaper changing tables shall be clean, disinfected, sanitized, with any prescribed aromatic devices functioning properly. Do not leave any un-dissolved cleaning agents behind.
- Facility floor mats shall be vacuumed and free from debris, stains and installed properly.
- Facility floor drains shall be clean, odor free, free of debris (including hair).
- All facility lockers and benches shall be dust free and clean.

**Weekly:**

- All facility benches, walls, doors and frames shall be cleaned and disinfected.
- All exterior locker surfaces shall be disinfected.
- All facility floor drains shall be flushed with clean water.

**Quarterly:**

- Clean interior surfaces of all lockers.

**Section 8: Facility Restrooms and Showers**

Restrooms and showers shall be presentable, clean, free of foul odors, and consumables fully stocked. All surfaces and fixtures shall be safe, relatively dry and debris free and ready for immediate public use.

*Items in addition to "Interior of Facilities and Exterior of Facilities"*

**Daily:**

- Facility waste baskets and feminine hygiene containers will be emptied and liners replaced.
- Facility hand towel, soap dispensers, fragrance sprayer, toilet seat covers and toilet paper shall be stocked and replenished.
- Facility floors shall be swept and mopped with germicidal solution.
- Facility stainless steel shall be wiped clean, sanitized, polished and free of spots, grease and smudges.
- All tiles shall be free of soap scum, film, stains, mildew, disinfected and sanitized.
- Facility mirrors, sinks, fixtures, partitions and walls shall be clean, disinfected and free of soap scum.

- All facility sinks, toilets, urinals and diaper changing tables shall be clean, disinfected and sanitized. Do not leave any un-dissolved cleaning agents behind.
- Facility floor mats shall be vacuumed and free from debris, stains and installed properly.
- Facility floor drains shall be clean, odor free, free of debris (including hair).

**Weekly:**

- All Facility walls, doors and frames shall be cleaned and disinfected.
- All Facility floor drains shall be flushed with clean water.