

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Travaux publics et Services gouvernementaux
Canada
Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7 ième étage
Montréal
Québec
H5A 1L6
FAX pour soumissions: (514) 496-3822

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7 ième étage
Montréal
Québec
H5A 1L6

Title - Sujet Janitorial Services - Montreal		
Solicitation No. - N° de l'invitation W0130-12CHS1/A		Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client W0130-12-CHS1		Date 2012-06-29
GETS Reference No. - N° de référence de SEAG PW-\$MTC-250-12071		
File No. - N° de dossier MTC-2-35013 (250)	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-08-08		Time Zone Fuseau horaire Heure Avancée de l'Est HAE
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Cyr, Nicolas		Buyer Id - Id de l'acheteur mtc250
Telephone No. - N° de téléphone (514) 496-3389 ()		FAX No. - N° de FAX (514) 496-3822
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation No. - N° de l'invitation

W0130-12CHS1/A

Client Ref. No. - N° de réf. du client

W0130-12-CHS1

Amd. No. - N° de la modif.

001

File No. - N° du dossier

MTC-2-35013

Buyer ID - Id de l'acheteur

mtc250

CCC No./N° CCC - FMS No/ N° VME

THIS REQUEST FOR PROPOSAL (RFP) IS, HEREBY, MODIFIED AS FOLLOW:

Page 19 of 22, Payment.

Insert:

6.4 Adjustment of Contract Amount(s)

At the time of the exercise of each option, the rates in the Bid Submission (Annex 2) will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index, major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted (CPI) for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract (period). The CPI which shall be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:
[Http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chropt=1&lang=eng](http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chropt=1&lang=eng) ; or
[Http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm](http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm) ; or
[Http://cansim2.statcan.ca](http://cansim2.statcan.ca) , Table 326-0020."

Annex 1 - Technical Specifications and Annex 2 - Bid Submission are attached to this Amendment.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

ANNEX 1

5 AREA SUPPORT GROUP DEPARTMENT OF NATIONAL DEFENCE

SPECIALIZED SERVICES CALL FOR BIDS No: W0130-12-CHS1
TO PROVIDE SANITARY MAINTENANCE AT
CÔTE-DES-NEIGES, HILLSIDE AND STE-CATHERINE
MILITARIES ARMOURIES
MONTREAL (QC)

TECHNICAL SPECIFICATIONS

Côte-des-Neiges Military Armoury
4185, Côte-des-Neiges Rd
Montreal(Qc) H3H 1X2

Hillside Military Armoury
3, Hillside Avenue
Montreal (Qc) H3Z 1V8

Ste-Catherine Military Armoury
4625 Ste-Catherine St. East
Montreal (Qc) H3Z 1S4

NB: For simplification purposes, the masculine pronouns used in this document refer to both male and female persons, as the case may be. Similarly, any singular term may refer to the plural, and vice versa.

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SECTION 2

INSTRUCTIONS FOR BIDDER

2.0 **INFORMATIONS FOR BIDDER**

2.1 **GENERAL**

The instructions for BIDDER, the general and specific terms and conditions, the bid documents and the technical specifications are an integral part of this proposal.

2.2 **DEFINITIONS**

Manager

Manager means the technical authority, who is the Coordinator, Sanitary Management Services, 5 Area Support Group, Department of National Defence, representing the Minister, or his designated representative.

2.3 **FORMS**

Bidders should use the bidding forms prepared by the CANADA for the purpose, complete them legibly and include all the information requested.

2.4 **MEASUREMENTS OF FLOOR SURFACES AND IDENTIFICATION OF BUILDING AREAS**

Measurements of floor surfaces provided in the document are approximate.

2.5 **KNOWLEDGE AND INTERPRETATION**

The BIDDER shall take cognizance of all and every clauses(s) of technical specifications and bid package.

2.6 **PRICE**

It is the responsibility of the BIDDER to take into account in their bids the possibility of an amendment to the Decree respecting Building Service Employees in the Montreal or Quebec region (C.D2, R.15 or R.16) with regard to either pay or benefits.

The CANADA will not, at any time during the year covered by the contract, make any financial adjustment to compensate for such an increase, except under the conditions specified in paragraph 2.7.

2.7 **INDEXATION**

The prices bid will be indexed every year, from the first day of an extension to the new contract year as per the corresponding contractual clause.

SECTION 3

GENERAL REQUIREMENTS AND CONDITIONS

3.0 GENERAL REQUIREMENTS AND CONDITIONS**3.1 BUILDING AREAS TO BE MAINTAINED**

The CONTRACTOR shall undertake to maintain all the physical premises included in the list of spaces. The CONTRACTOR shall undertake to supply all materials, equipment and labour required to carry out the work described in the technical specifications by prototype and the contract documents and all other work that, although not specifically mentioned, may be implicitly understood to form part of the work.

3.2 BREAKDOWN OF QUOTED PRICES FOR ROUTINE AND MONTHLY WORK

The prices quoted in the bid for routine and monthly maintenance as well as chemical products and equipment set out in the technical specifications by the Bidder will be broken down per prototype based on standard times of special-purpose software "PROPRE" under the responsibility of the administrator. This breakdown will later be used in the course of the contract to calculate adjustments as necessary should changes be made to the list of areas and/or to the technical specification by prototype for routine and month work for each prototype.

The Canada will apply the following rules to the breakdown of the successful bid and its financial impact on changes that occur during the term of the contract.

3.2.1 Information about the Breakdown Method for Routine and Monthly Work (example: section 3, page 3)

The purpose of this formula is to ensure equity and a fiscal balance at all times with regard to the prices proposed by the bidder in the event that changes are made during the term of the contract. The manager will break down (subdivide) the total amount submitted by the BIDDER for costs associated with routine and monthly maintenance as well as chemical products and equipment listed in the documentation of the present demand:

- area by prototype (m²)
- the bid amount (\$/year)

This will be done using specialized software "PROPRE" that will calculate and present this breakdown by prototype, in full compliance with the selected bid. The exercise involves breaking down the global price for routine and monthly maintenance by prototype in order to determine the annual unit cost of each one.

EXAMPLE:

135X – COTE DES NEIGE, HILLSIDE, STE-CATHERINE CONTRACT PRICE BREAKDOWN BASIC ANALYSIS CONDUCTED 20 JUNE 2012 THIS CONTRACT IS FOR \$50,000.00					
CODE	DESCRIPTION OF PROTOTYPE	AREA		AMOUNT	
0100	VEHICLE SHEDS, HANGARS AND TRAFFIC	73.20 m ²	0.26%	\$95	0.19%
0150	INDOOR MILITARY EXERCISE ROOMS	2,662.20 m ²	9.14%	\$3,548	7.10%
1070	TOILETS, BATHROOMS AND/OR SHOWERS	59.44 m ²	0.20%	\$926	1.85%
1110	UTILITY STORAGE AREAS (eg, stationery)	19.40 m ²	0.07%	\$29	0.06%
1140	LOUNGES AND REST ROOMS	29.72 m ²	0.10%	\$180	0.36%
1150	DINING ROOMS	31.58 m ²	0.11%	\$210	0.42%
1240	EXAMINATION, TREATMENT OR THERAPY ROOMS	20.50 m ²	0.07%	\$189	0.38%
1311	RECEPTION, ADMISSION AND SECRETARIAL ROOMS	54.20 m ²	0.19%	\$449	0.90%
1320	OFFICES AND OFFICE SPACE	3,188.17 m ²	10.95%	\$10,170	20.34%
1340	MEETING ROOMS, CLASSROOMS OR COMPUTER ROOMS	817.24 m ²	2.81%	2,067\$	4.13%
1390	CAFETERIAS AND SNACK BARS	89.60 m ²	0.31%	\$942	1.88%
1430	ARCHIVES AND FILM LIBRARIES	15.80 m ²	0.05%	\$50	0.10%
1510	LIBRARIES	94.74 m ²	0.33%	\$309	0.62%
1530	GYMNASIUMS AND PALESTRAS	137.10 m ²	0.47%	\$443	0.87%
1531	SQUASH COURTS	172.00 m ²	0.59%	\$394	0.79%
1600	LOBBIES, ENTRANCE TUBES AND ENTRANCE HALLS	114.80 m ²	0.39%	\$673	1.35%
1611	CORRIDORS AND EMERGENCY EXITS	1,157.70 m ²	3.98%	\$3,828	7.66%
1620	MAIN STAIRS	121.99 m ²	0.42%	\$650	1.30%
1630	SECONDARY AND EMERGENCY STAIRS	17.40 m ²	0.06%	\$37	0.07%
1651	TOILETS	540.20 m ²	1.86%	\$7,480	14.96%
1660	SHOWER ROOMS	36.00 m ²	0.12%	\$846	1.69%
1681	MESSES, COMMON ROOMS AND KITCHENETTES	3,279.74 m ²	11.26%	\$12,088	24.18%
1700	Amphitheatres and auditoriums	63.20 m ²	0.22%	\$320	0.64%
1710	CLOAKROOMS AND LOCKER ROOMS	188.90 m ²	0.65%	\$1,382	2.76%
1730	HOISTS	4.40 m ²	0.02%	\$93	0.19%
1740	SANITARY MAINTENANCE ROOMS	132.82 m ²	0.46%	\$1,883	3.77%
1760	QUARTER MASTERS, DEPOTS AND STORES	223.80 m ²	0.77%	\$114	0.23%
1820	MECHANICAL AND ELECTRICAL ROOMS	13.00 m ²	0.04%	\$1	0.00%
1991	SERVICES ON REQUEST (Frequency indicated)	823.78 m ²	2.83%	\$615	1.23%
1999	SELF-CONTAINED SPACES	14,937.43 m ²	51.30%	\$0	0.00%
TOTAL			29,120 m²	100%	\$50,000

In short, this formula allows full compliance with the amount quoted by the bidder (the winning BIDDER) and to break it down by prototype in a balanced manner. It also allows for an appropriate adjustment of costs when the list of areas and/or specifications for certain prototypes are amended, using as a basis the standards time of PROPRES software. This applies only to routine and monthly maintenance.

3.3 **ADDITIONS OR REMOVALS**

3.3.1 **Preamble**

During the term of the contract, the Manager may make changes to the original maintenance specifications. Although these changes may vary, they have a similar effect on the total price bid for the technical specifications (routine and monthly maintenance) of the contract (upward or downward effect).

It is up to the Manager, with the approval of Public Works and Government Services, to determine the financial impact of the desired changes and to notify the CONTRACTOR accordingly when submitting the new maintenance specifications.

The financial impact is calculated on the basis of the pre-established rules described below. The S'GES software program is used to make these calculations in a manner equitable to both parties.

The following rules apply to the calculation of contract price adjustments when changes are made in the specifications.

3.3.2 **Size of areas to be maintained**

If the Manager wishes to make changes to the size of the areas to be maintained, the software will automatically compute the new cost of maintenance for the prototypes concerned and for the overall contract by making a new analysis of the workload expressed in terms of cost, while continuing to comply with the amount quoted initially for the technical specifications (routine and monthly maintenance).

3.3.3 **Change in use made of an area**

In the same way, when the use of a given area changes (example: warehouse changed for washroom), the Manager assigns a new prototype to it and the software will automatically compute the new cost of maintenance of the prototypes concerned and of the overall contract by making a new analysis of the workload expressed in terms of cost.

3.3.4 **Specific changes in the specifications**

The Manager can also request other changes. The change that is the most often requested is a change in the interval between work tasks in the specifications of a prototype.

In such cases, the annual cost of the prototype in question and the overall price stated in the technical specifications (routine and monthly maintenance) of the contract will be readjusted up or down to reflect the change in the maintenance work request.

How is the new price calculated?

The formula used to calculate the new price is very simple because the software works by comparison. It begins by determining the workload in relation to the original specifications which it then compares to the workload related to the new specifications. The result of this comparison makes it possible to identify the variation of the request for maintenance work

and to make the necessary adjustments to the price of the prototype and the overall price of the contract for the technical specifications section.

For example, if the software estimates that the change to the specification will mean a 10% increase in the workload, the price will be automatically increased by 10%. The same principle applies if there is a decrease in the workload.

Workload estimates made by the software are used to weight the importance of each task in the specification and determine the relative impact should any of them be changed. These before and after estimates ensure absolute fairness for both parties when contract costs are adjusted because users cannot intervene in any way to change the criteria used by the software.

The parties also agree that financial adjustments associated with the addition or subtraction of tasks in the specifications take effect only on the 30th day of each month.

However, interior work involving space fit-up changes, repairs and maintenance will not be added to the work included in the contract.

3.4 **ANNUAL WORK**

3.4.1 In these specifications, annual work, for which the job description can be found in the bid submission kit, shall be carried out only at the request of the Manager with a purchase order. The successful bidder must have this work carried out by a special team other than the employees assigned to daily tasks.

3.4.2 **Cost of Annual Work**

The successful bidder must include a cost for each annual task associated with each area in the bid submission kit. The costs submitted must include materials, tools, labour, supervision, administration and profits.

3.4.3 **Changes to the Frequency of Annual Work**

Canada does not commit in any way to carrying out the annual work either in whole or in part. However, Canada could use the annual prices to have certain tasks carried out more than once per year.

3.4.4 **Modification to the Area of Annual Work**

If the Manager wishes to make changes to the surface area to be cleaned, or add new areas, the new maintenance cost of annual work shall be modified based on the cost per m² tendered in the summery table of annual work included in the bid submission kit.

It is the Manager's responsibility to determine the monetary impact of the desired changes and to notify the CONTRACTOR accordingly.

3.4.5 Other work

In cases where the Manager has to have work of any kind carried out, the CONTRACTOR shall in no way hamper the proper execution of this work. He shall comply with the Manager's orders.

3.4.6 Maintenance of construction zones or work areas

The maintenance of the work areas shall be the responsibility of the CONTRACTOR at all times. However, the CONTRACTOR may stop maintaining construction zones or work areas only when the instructions are clearly defined by the Manager.

No compensation will be paid for extra work due to construction zones or work areas, even with respect to areas that are indirectly affected, except if exceptional situations occur.

3.5 INVOICING INSTRUCTIONS

3.5.1 Payment under this contract shall be made according to the following criteria:

3.5.2 Payment of work stated in the technical specifications: Payment for routine and monthly maintenance and for chemical products and equipment listed in the bid's technical specifications shall be made in twelve (12) equal consecutive instalments.

3.5.3 Invoicing of additional costs: Additional payment for sanitary supplies and supervision shall be paid out in twelve (12) equal consecutive instalments.

3.5.4 Invoicing of annual work: Annual sanitary maintenance included in the cost of periodic work shall be invoiced on demand according to the requisition number (work order) sent by the Manager. In other words, annual maintenance for an area will only be paid after work has been completed and signed off by the Manager, and only as bid in the breakdown of costs by area for annual work, as listed in the bid submission kit.

3.5.5 An invoice must be submitted at the end of every month, using the contractor's form, and the invoice must contain the following information:

- a. Name and address of company
- b. Contract number
- c. File number
- d. Destination and date of delivery of services
- e. Invoice serial number and date of the day
- f. Cost of services provided under the specifications (breakdown of contract price)
- g. Cost of sanitary products
- h. Cost for supervision
- i. CPI (Consumer Price Index), if applicable
- j. Any other amendment made to the contract, if applicable
- k. Sub-total before GST
- l. Amount of GST
- m. Total of invoice
- n. GST registration number

3.5.6 Invoicing for annual work includes the information listed in the preceding paragraph as well as the following items:

- a. the requisition number (work order)
- b. the work performed;
- c. the area where the work was performed;
- d. the date the work was performed.

3.5.7 The **original invoice** and the reports must be sent to:

Allain Brault
Housekeeping Services
St-Jean Garrison
PO Box 100 – Station Bureau-chef
Richelain QC J0J 1R0

3.6 **CONDITION OF BUILDING AREAS**

When the CONTRACTOR is awarded the contract, he has already seen and accepted the condition of the building to be maintained. It is clearly understood that the Manager will not pay the CONTRACTOR any additional money for errors and/or omissions in sanitary maintenance of the premises made by the previous CONTRACTOR.

Should the CONTRACTOR notice abnormalities or defects, he must notify the Manager in writing within thirty (30) days of the contract being awarded to avoid being held responsible later on.

3.7 **SET-RATE WORK AND ADDITIONAL WORK NOT STIPULATED IN THE SPECIFICATION**

Only set-rate work and additional work requested in a purchase order by the Manager shall be paid for based on unit prices or rates specified in the bid package. The CONTRACTOR, on the manager request, must provide, with the invoice, a list of hours worked for each employee.

3.8 **REQUIREMENTS AND RESPONSIBILITIES**

3.8.1 **CONTRACTOR'S Responsibilities**

3.8.1.1. Further to the principal responsibility of providing sanitary maintenance services for 5 Area Support Group, Department of National Defence, which involves maintaining a standard of quality with respect to the cleanliness of the buildings areas, the CONTRACTOR undertakes, in meeting the terms and conditions of the contract, to do everything in his power to properly discharge this responsibility.

3.8.1.2. The CONTRACTOR shall take full responsibility for buildings sanitary maintenance activities in order to maintain the premises in accordance with the terms and conditions of the contract.

3.8.2 **Role of the Supervisor**

Role of the Foreman

- 3.8.2.1 The CONTRACTOR's foreman must have the necessary ability, experience and knowledge to assume his responsibilities. He must be able to communicate in French properly orally and in writing.
- 3.8.2.2 The foreman must have the computer knowledge to work in Word, Excel and Outlook.
- 3.8.2.3 The foreman must, as required, report to the manager on the housekeeping services activities.
- 3.8.2.4 The foreman is responsible for all sanitary maintenance activities in the buildings. Specifically, he is required to
 - plan and organize maintenance activities,
 - ensure that the work is performed,
 - check the quality of the work,
 - provide services effectively.
- 3.8.2.5 The Supervisor must be on-site during regular daytime hours, from 8:00 am to 5:00 pm, five days per week. The Supervisor must notify the Manager if he is going to be absent for more than two (2) hours.
- 3.8.2.6 The foreman must not be part of work routes or replace absent personnel.

3.8.3 **Role of the supervisor**

- 3.8.3.1 Given the surface area of the establishment and the various sectors covered by the contract, the CONTRACTOR must appoint and clearly identify a foreman.
- 3.8.3.2 Supervisors act as assistants to the foreman. They are responsible for supervising the regular work team and the periodic work team. They must be able to communicate properly in French.
- 3.8.3.3 Supervisors must be part of work but must provide daily tasks as well as foreman job to ensure that the quality of the work and check the quality of the work.

3.9 **MANAGEMENT OF CONTRACTOR'S STAFF**

- 3.9.1 The CONTRACTOR shall be solely responsible for the management of his staff.
- 3.9.2 He shall be responsible for providing his staff with training in work methods.
- 3.9.3 The CONTRACTOR shall accept full responsibility for his employees' actions while carrying out the set-rate work.
- 3.9.4 The CONTRACTOR shall meet his occupational safety and health obligations to his employees.

- 3.9.5 The CONTRACTOR agrees that his staff shall respond to and be trained for emergencies in the building.

3.10 **REQUIREMENTS AND RESPONSIBILITIES**

3.10.1 **Liaison Officer**

The CONTRACTOR shall designate a member of his corporate management staff as Liaison Officer for the purposes of the contract. This Liaison Officer shall visit the buildings once a week and ascertain that services stipulated in the contract are properly carried out. The Liaison Officer shall meet with the Manager once a month and whenever the latter requests a meeting. He must be proficient in French and English.

3.11 **STAFF INTEGRITY**

- 3.11.1 Upon signing the contract, the CONTRACTOR shall provide a complete list of his employees who have undergone the required security check and who are to be assigned to the contract. The list must be accompanied by a copy of the valid security clearance for each of the employees.

It is the CONTRACTOR's responsibility to keep up to date its list of employees with security clearance for security screening purposes.

CONTRACTOR personnel who need to access protected information or assets or institutions with restricted access must **all** hold a current and valid reliability status security clearance, granted or approved by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).

For operational reasons, in exceptional circumstances, employees who are waiting for the results of their security screening can be granted access to certain institutions by DND. For this to happen, the CONTRACTOR must obtain a criminal record check for each employee from the police. The CONTRACTOR must provide DND with a copy of the certificate and a copy of the security clearance request under way.

Any employee who does not meet security standards will be refused access to the institutions at the CONTRACTOR'S expense.

- 3.11.2 The CONTRACTOR shall ensure that his employees are not given authorization to take anything that does not belong to them, including found items, out of the building
- 3.11.3 In addition, the Manager reserves the right to search all packages or containers belonging to the employees and their equipment and storage areas (lockers or cloakrooms). The Security Services Manager or his authorized personnel shall carry out these searches.
- 3.11.4 Neither the CONTRACTOR nor his employees may perform any tasks in the work areas other than those set out in this document.
- 3.11.5 The CONTRACTOR shall ensure that his employees comply with the regulations with respect to confidentiality of building information or any other written or oral information.

3.12 **WORK PERFORMED**

3.12.1 Evaluation of hours required

It is agreed that the hours quoted by the CONTRACTOR in the bid have been evaluated by him in accordance with the workload of each regular, monthly and periodic task and based on the surface areas identified. In the event that the number of hours is insufficient to perform the tasks, the CONTRACTOR will be required to perform the additional hours of work at his own expense.

Given that this contract is based on performance results, the CONTRACTOR must adhere to all of the activities identified in the specifications. Consequently, the CONTRACTOR must, on a daily basis, divide up all of the hours of work as fairly as possible to meet all of the work requirements.

3.12.2 Given that the prices quoted by the CONTRACTOR are based on the current FTE data presented herein, it is possible that modifications or adjustments could change the number of annual production hours required to perform the work.

As such, the CONTRACTORS accept that the potential changes could increase or decrease the requested price. The new annual price will be calculated based on the method described in section 3.3 of the book of basics. The requested hourly rates cannot be changed.

3.12.3 Minimum number of on-site personnel

The CONTRACTOR may exceed the FTE levels set out for on-site personnel but must at all times meet the minimum requirements stated in this clause. The CONTRACTOR must have on site between 7:00 am to 4:00 pm, Monday to Friday (except on statutory holidays), a minimum number of on-site personnel. The general clauses are in the specifications and include the following:

If the routine workload is amended, the Manager can increase or decrease the minimum workforce size required for the cleaning and maintenance work. In that event, the technical authority notifies the contractor in writing.

"Full-time equivalent" (FTE) is defined as the number of part-time or full-time personnel work hours equivalent to one person working 40 productive hours over one work week. When personnel are absent or on holidays, they must be replaced to maintain the required minimum FTE level. Meal breaks are not included in the calculation of the FTE by the contractor. Breaks are included in the calculation of the FTE by the contractor when the personnel are on site for a sufficient number of continuous hours such that they would be entitled to those breaks in accordance with the decree respecting building service employees.

If the contractor is non-compliant with the required minimum on-site personnel levels set for cleaning, maintenance and supervisory personnel, an adjustment may be made. The adjustment will be calculated by multiplying the number of hours of unsatisfactory work for the month by the applicable hourly rate in effect.

3.12.4 Competence

The CONTRACTOR shall provide during the term of the contract all of the qualified workers required to properly carry out the work in accordance with the Manager's regulations. If necessity, a list of regulations will be provide to the CONTRACTOR.

When the contract is signed, the CONTRACTOR shall submit to the Manager a complete list of employees assigned to the contract. The list shall include the name, social insurance number and address of all of the employees and information on their competency and experience. This list is subject to the Manager's approval. The Manager reserves the right and privilege of requesting a review. The CONTRACTOR shall also inform the Manager of any changes made to this list, throughout the contract.

3.12.5 **Communication**

The CONTRACTOR must provide the Supervisor and the foreman or employee temporarily replacing him with an internal pager if there is no one in charge on-site. The pager is a mandatory requirement so that the Manager may be sure that the CONTRACTOR has a person in charge at the work site at all times to respond to all requests, emergencies or other needs. This person shall also be authorized to take, on behalf of the CONTRACTOR, instructions from the Manager.

The CONTRACTOR must provide, in accordance with the Manager's needs, a computer in order to make it easier to communicate between the Manager and the CONTRACTOR for service requirements. The computer must be compatible with the requirements of the signals and IT security service.

3.12.6 **Instructions**

All issues related to the technical aspects of the work must be discussed and handled with the Manager.

3.12.7 **Contact with building users**

The CONTRACTOR's staff shall not under any circumstances disturb the occupants of the building or Department of National Defence employees. If problems of this kind arise, the Manager shall be notified. The same applies if the CONTRACTOR's employees are disturbed.

3.12.8 **Uniforms**

All of the CONTRACTOR's employees shall wear uniforms, the colours and tailoring of which shall be approved by the Manager. The type of uniform shall be a smock, coverall or shirt and pants. The employees shall wear identification badges provided by the Manager (if required).

3.13 **WORK METHODS**

3.13.1 **General**

The CONTRACTOR shall use whatever cleaning methods he considers most appropriate for his work, except in the case of floor maintenance (resilient surfaces). As a general rule, he shall use the buffing technique to clean the floors.

Floor surfaces shall accordingly be swept and washed beforehand. The CONTRACTOR shall also ensure that furniture is dusted after the floors have been buffed. Care shall be taken to ensure that the methods used do not damage Canadas's property. The CONTRACTOR shall be responsible for any damage he causes thereto. The Manager reserves the right to require that the cleaning method be changed, if he feels it is inappropriate or detrimental.

The CONTRACTOR shall consult the Manager regarding the cleaning techniques usually used to clean certain surfaces, such as marble, wood panelling, ceramics and wool carpets, and the care of furniture, ornaments and other items.

All work requiring the use of alkaline products shall be done carefully to ensure that no residue is left on the surfaces after cleaning.

When carrying out general, full-scale carpet cleaning, the CONTRACTOR's employees shall allow enough time for the carpets to dry completely. The products and work methods used shall be the responsibility of the CONTRACTOR and in accordance with the manufacturer's recommendations.

When carrying out annual cleaning, the CONTRACTOR's employees shall move all furniture (including divider screens, plants and other items) and put it back in the same place. The CONTRACTOR shall also take every precaution necessary to prevent rust stains.

3.13.2 Rectification of incomplete or unsatisfactory work

If through negligence on the part of his regular staff, certain daily tasks are not cleaned or are poorly cleaned in the morning, the CONTRACTOR shall provide, at his own expense, during the day (that same day) at the Manager's request, the necessary staff, over and above the staff that is regularly required, to respond promptly to any complaints received. Following the reception of the Manager's request, the CONTRACTOR is granted three (3) hours in which to respond to the complaint.

3.13.3 Manual and work program

The CONTRACTOR's supervisor shall have in his possession a manual of work methods, such as technical procedures, work plans, a list of equipment and products, and instructions on their use. A copy of this manual shall be given to the Manager no later than 30 working days after the awarding of the contract.

3.13.3.1 DAILY TASKS WORK PLANS

The CONTRACTOR shall be required to seek the Manager's approval for the work plans within 30 working days following the signing of the contract. The Manager reserves the right to amend or reject the plans.

3.13.3.2 Planification for annual cleaning work

The CONTRACTOR shall ensure that the annual work plan is approved by the Manager within 30 working days of the signing of the contract. Annual work shall be performed by space, building and/or area in order to facilitate strategic planning.

3.13.3.3 **Performance of annual work**

Maintenance shall be planned to ensure that all work is completed as soon as possible. Work shall be performed on Saturdays and Sundays so as not to disturb operations. The CONTRACTOR shall provide a work force that differs from the one that performs day-to-day maintenance.

The Manager may require that the work be carried out at other times without any changes to the costs.

The CONTRACTOR shall also make provision for coordinating times with the use of the spaces (key, work schedule, movement of equipment, etc).

3.13.3.4 **Annual Work Report**

In accordance with work programs, the Contractor must inform the Manager in writing that annual work has been completed as soon as the said annual work is completed in order that the Manager may give his approval in writing. All periodic work that is not approved will be considered as having not been carried out and a penalty shall be applied, as the case may be, according to the terms and conditions of the technical specifications.

3.13.4 **New methods**

The Manager may require the CONTRACTOR to use any new, proven sanitary maintenance method that may improve the quality of the work and productivity.

3.13.5 **Restrictions**

The CONTRACTOR's employees shall not move any papers, documents or objects left on desks or other furniture. The CONTRACTOR's employees shall not be allowed under any circumstances to open desk drawers, filing cabinets or other pieces of furniture. Electrical appliances, computer hardware and telephones must never be unplugged.

Placing chairs, wastepaper baskets and other items on the desks and tables is strictly prohibited, unless the desks and tables have been covered with suitable protective cloth coverings beforehand. The CONTRACTOR's employees shall not at any time use the office equipment, such as tables, filing cabinets, chairs and other items as scaffolding to carry out their work or for other purposes. In addition, the employees are not authorized at any time to use the telephones or other objects left on the desks for personal reasons.

3.14.5.1 **Forbidding to unlock doors**

The CONTRACTOR's employees shall not at any time open doors to persons seeking entry. If necessary, they shall refer persons at the door to the Building Manager.

3.14 **FOUND ITEMS**

The CONTRACTOR's employees shall give all found items to the Supervisor, who shall give them to the building security officer.

3.15 **BREAKAGE AND MALFUNCTIONS**

3.15.1 **Breakage**

The CONTRACTOR shall promptly notify the Manager or his designated representative of any damage caused accidentally or otherwise by his employees.

3.15.2 **Malfunctions**

During the cleaning activities, the employees shall note malfunctions in the equipment or the building and report them to the Supervisor. Depending on the seriousness of the defects, the Supervisor shall report them promptly to the Manager.

In winter, the CONTRACTOR shall promptly notify the Manager of any room in which windows have been left open, causing the indoor temperature to drop to unacceptable levels.

3.16 **AREAS ASSIGNED TO THE CONTRACTOR (for cleaning service products storing)**

Where possible, the Manager shall provide the CONTRACTOR with suitable space for storing the necessary machinery and equipment.

The CONTRACTOR shall keep such areas clean and keep containers closed to prevent odours and prevent products, cloths and other supplies from accumulating and becoming a potential fire hazard. He shall keep all inflammable materials in containers approved for storage purposes by the competent authorities. He shall also make provision for and equip, in necessary and at his own costs, such areas with shelving, lockers, desks, file cabinets and anything else he deems necessary to make the space functional.

3.17 **KEYS**

3.17.1 **Distribution**

The Manager shall provide the CONTRACTOR's employees with all necessary keys to allow them to do their work in a normal fashion. However, the CONTRACTOR shall comply with the Manager's standard administrative practices regarding the use of keys. We will talk about this subject at the time of the visit.

3.17.2 **CONTRACTOR's Responsibility**

Given the importance of keys for security purposes, the CONTRACTOR shall take whatever action is required to protect himself against any loss or theft of keys. He shall be held fully responsible for any negligence resulting in the loss of one or more keys. The CONTRACTOR shall therefore return, at the end of each shift, all bunches of keys to the place designated

by the Manager and pick them up from there at the beginning of the shift. However, while the work is being carried out, the CONTRACTOR shall keep extra keys (eg, keys he may have due to the absence of one or more employees or for other reasons) in a locked cabinet. The Manager reserves the right to make such inspections as he deems necessary.

All expenses for the changing of locks as a result of lost keys and all other related expenses shall be borne by the CONTRACTOR.

3.17.3 Additionnal keys

The CONTRACTOR is not authorized under any circumstances to make keys or have additional keys made. The CONTRACTOR shall further maintain strict control over keys to ensure that his employees do not make additional keys.

3.18 STRIKES AND LOCKOUTS

3.18.1 The CONTRACTOR and his employees

In the event of a strike by the CONTRACTOR's employees or a lockout imposed on those employees by the CONTRACTOR, the CONTRACTOR shall, with the assistance of his supervisory staff, provide full services, failing which Canada reserves the right to terminate the contract.

3.18.2 Canada and his employees

In the event of a strike by Canada employees or a lockout imposed on those employees by the Canada, the Manager may, on giving notice, suspend the activities of the contract or at least substantially reduce the scale thereof.

3.19 MISCELLANEOUS

3.19.1 Leap Years

In leap years, the CONTRACTOR shall change his schedule to include February 29, using the hours stipulated in the contract, and shall not receive additional compensation therefor.

3.19.2 Legal Holidays

During legal holidays mentioned below, the contractor is only required to execute the work is required 7days/week, also the tasks assigned for the weekend.

- a. New Year's Day
- b. Good Friday
- c. Easter Monday
- d. Victoria Day
- e. St. John the Baptist
- f. Canada Day
- g. Labour Day
- h. Thanksgiving Day
- i. Remembrance Day
- j. Christmas Day

k. Boxing Day

3.19.3 Parking

The CONTRACTOR and his employees shall comply with the parking regulations and amendments in effect on property belonging to the Department of National Defence. A copy will be provide, is necessity.

3.19.4 Services provided by the building

Where possible and when the contract requires a foreman on site, the Manager shall provide, at his own expense, the following services, for which the successful contractor shall take immediate, full responsibility:

3.19.4.1 All office furniture;

3.19.4.2 A space reserved for the Supervisor's office and a telephone (if required). Telephone installation and service fees shall be borne by the CONTRACTOR;

3.19.4.3 No toilets, changing rooms, showers or dining room facilities will be made available to the employees of the sanitary maintenance service;

3.19.4.4 Space reserved for the sanitary maintenance staff inside or near each building maintenance area where they can store carts, equipment and products they need. Such spaces shall be fitted up to facilitate sanitary maintenance work in those areas (as required);

3.19.4.5 The necessary keys and access cards to allow the staff to carry out their daily duties. However, the CONTRACTOR shall comply with Department of National Defence administrative standards and regulations. Additional operating procedures will be explained when the contract is signed.

3.19.5 Rent and fees

Canada shall not require any payment of rent or fees.

3.19.6 Telephone service

The successful contractor shall reimburse the Canada for telephone expenses on a monthly basis, including long distance charges and any other telephone expenses. Any changes shall be subject to the Manager's approval.

3.19.7 Medical treatment

The successful contractor is responsible for providing and installing a first aid kit in the sanitary maintenance area assigned to his staff as a precaution in the event of minor accidents. In the event of serious accidents, he is responsible for taking steps to obtain

immediate treatment for the injured person or persons, regardless of whether they are his employees or building users.

3.19.8 Laundry

The successful contractor shall make arrangements for the cleaning of clothing and personal items (uniforms, clothing, cloths and other items) that he and his employees require to carry out the activities specified in the contract.

3.19.9 Operating procedures

The successful contractor shall take care not to disrupt building activities. He shall therefore carry out his sanitary maintenance activities according to a schedule that allows building activities to proceed smoothly.

The successful contractor shall comply with the Manager's procedures and requirements in order to carry out his sanitary maintenance activities in special-use areas.

3.19.10 Inspections of Security

Canada's authorized Manager shall have the privilege at all times of inspecting the areas and equipment assigned to the successful contractor. The Manager shall have the right to make any recommendations he considers appropriate. These shall be complied with and followed up immediately by the successful contractor, notwithstanding any sanitary maintenance activities outlined in the technical specifications.

3.19.11 Cleaning at the end of the contract

At the end of the contract, the CONTRACTOR must leave the premises in perfectly good order. A quality control will be conducted with the Manager and the CONTRACTOR one month prior to the end of the contract to list any anomalies and take the necessary corrective action. The CONTRACTOR shall be notified in writing of the adjustments he will have to make to meet the tolerance threshold. All corrective work that is not completed will result in a financial penalty as set out at section 4.

SECTION 4

STANDARD QUALITY PROVISIONS **WITH RESPECT TO SANITARY MAINTENANCE**

4.0 **STANDARD QUALITY PROVISIONS WITH RESPECT TO SANITARY MAINTENANCE**

4.1 **QUALITY MANAGEMENT**

4.1.1 **Preamble**

Once the sanitary maintenance contract has been awarded, the CONTRACTOR shall provide quality services in compliance with the standard provisions outlined below.

The objective of the quality management procedures outlined below is to ensure that the work is monitored to meet the set objectives.

These procedures will be implemented gradually during a one-month breaking-in period at the start of the contract.

This mechanism also sets out specific procedures to be followed in the event the CONTRACTOR fails to comply with his service quality commitments.

4.1.2 **Quality controlled routine and monthly maintenance**

The Manager shall unilaterally, or jointly with the CONTRACTOR (depending on what the Manager have agreed), inspect the premises in accordance with the instructions on the quality control form. The Manager shall be fully responsible for the frequency of the inspections. He shall provide the CONTRACTOR with results of the inspections.

4.1.3 **Tolerance threshold by prototype**

The Manager shall allow the CONTRACTOR a tolerance threshold, according to which he considers the sanitary maintenance work to be in compliance with specified requirements. This tolerance threshold varies from one prototype to another and is determined by their strategic importance. The various tolerance thresholds are outlined in section 4, pages 13 and 14.

4.1.4 **Non-compliant results**

In the event that the results of the Manager's quality control report show non-compliance with the tolerance threshold, the CONTRACTOR shall be considered in non-compliance.

If this is the first instance of non-compliance, the CONTRACTOR shall receive from the Manager written notice setting out the changes required in order to comply with the tolerance thresholds. No penalty will be implemented, but the situation shall be rectified within 48 hours.

If the changes requested are not done within the required time, the CONTRACTOR shall be sent a notice of non-compliance by letter or FAX from the Manager. The notice will state the type of penalty that will be applied to the bill for that month. In addition, the CONTRACTOR shall remedy the shortcomings within 48 hours.

If the penalty is negligible, the Manager reserves the right to decide whether to apply the penalty. However, the CONTRACTOR shall rectify the situation within forty-eight (48) hours.

If the required corrective work is not carried out by the CONTRACTOR within the set time limit, or if he does not meet the standards, a redress process shall be initiated and shall include the hiring of a third party that will carry out the non-compliant work at the expense of the original cleaning CONTRACTOR.

4.1.5 **Non-compliance clause for daily and monthly maintenance**

The adjustments shall be calculated separately for each prototype deemed non-compliant, at the time of the initial quality control. The amount of these adjustments is a percentage of the prototype maintenance cost.

The monetary amount of the adjustment is calculated per prototype as follows: $(1 - (\text{control \% divided by tolerance \%})) \times \text{prototype maintenance cost}$.

For example, the monthly sanitary maintenance cost of the offices prototype is \$17,000 and the selected service level is **. After inspections (quality control) are carried out that month, the Manager assesses the quality of the sanitary maintenance in the offices at 70%, which is below the applicable tolerance threshold of 75%. The amount of the adjustment will therefore be \$1,133, which is arrived at by calculating: $(1 - (70\% \text{ divided by } 75\%)) \times \$17,000$.

To give another example: The monthly maintenance cost for the toilets prototype is \$8,200 and the level of service is ***. After inspections (quality control) are carried out that month, the Manager assesses the quality of sanitary maintenance in the toilets at 85%, which is below the applicable tolerance threshold of 90%. The amount of the adjustment will therefore be \$455, which is arrived at by calculating: $(1 - (85\% \text{ divided by } 90\%)) \times \$8,200$.

The total of adjustments applicable to the various prototypes is the total monthly adjustment.

4.2 **CONTROL**

The quality control form is a page of prototype spaces to be inspected. The choice of prototypes and spaces to be inspected is entirely at the Manager's discretion. Each space selected is assessed according to a set of sections and criteria.

A section is defined as a surface, a piece of equipment or an accessory to be cleaned, while a criterion is the state of a section. These sections and criteria vary and are adapted to each space prototype. The outcome of each criterion is based on the inspector's judgment and rated using the following symbols: Y: compliant; N: non-compliant; N/A: not applicable (if the criterion does not apply). The sections are weighted relative to one another, as are the criteria in each section so that more importance is given to dominant elements in the calculation of the results.

Two reports will be produced under the quality rating section: an analysis by prototype and an analysis by section, which means that the results are analysed from two different, but complementary, angles.

4.3 **QUALITY CONTROL OF ANNUAL WORK**

- 4.3.1 The Manager will inspect areas after annual work has been completed either with the CONTRACTOR or alone. The Manager will forward the inspection results to the CONTRACTOR.

4.3.2 **Evaluations of quality control reports for annual work**

Annual work will be evaluated by sampling quality control reports from various areas, spaces and tasks. The Manager will divide the samples according to two (2) criteria; namely, whether they comply or do not comply with the technical specifications.

4.3.3 **Non-compliant annual work**

In the event that the results of the Manager's quality control report show non-compliance with the tolerance threshold, the CONTRACTOR shall be considered in non-compliance.

If this is the first instance of non-compliance, the Manager shall send a written notice to the CONTRACTOR outlining the work required to meet the tolerance thresholds. No payment for the work shall be made until the corrective measures are deemed compliant. Corrective measures must be completed within seven (7) working days.

If this is a second instance of non-compliance, the Manager will send a notice of non-compliance to the CONTRACTOR by registered mail indicating that unless the CONTRACTOR corrects the problems listed within four (4) working days, a monetary adjustment for non-compliance shall be imposed.

If the CONTRACTOR has not performed the corrective work within the time limit or if the corrective work is non-compliant, the Manager shall send a written notice of non-compliance to the CONTRACTOR by mail or fax stating the type of penalty to be imposed for non-compliance.

4.3.4 **Non-compliance clause**

The penalty shall be calculated separately according to the workload evaluated to rectify the situation that was found non-compliant in the area being inspected. This penalty amount shall be equal to the number of work hours needed multiplied by an hourly rate of \$25.00, which includes supervision, labour, equipment and supplies.

The Manager will evaluate the corrective workload required using certain statements of work performed and the pertinent details.

For example purposes only: Let us say that during the quality control inspection of section 101, the shampoo cleaning of carpeted surfaces was deemed non-compliant. The Manager estimates the corrective workload to be one hundred (100) hours. The adjustment will be calculated as follows:

100 hours X \$25.00 = \$2,500.00

The total adjustment penalty imposed on the CONTRACTOR will be the sum of all adjustments applied to the various tasks.

4.3.5 **Evaluation form for annual work**

An example of a quality control report for annual work can be found in section 4, page 16.

The report will reflect the work required for the area being evaluated.

4.4 **DEFINITION OF STANDARDS**

The Manager and the CONTRACTOR shall agree on current standards for quality assessments.

4.4.1 **Maintenance of floors**

- Floors shall be swept or cleaned with mops and stains shall be removed
- Dirt or rubbish shall not be left in corners, behind or under radiators, under furniture or behind doors.
- There shall be no layers of dust on the floors.
- Swept areas shall be free of dust, traces of dirt and stains (road salt, coffee, soft drinks, scuff marks, etc.)
- Grooves shall be cleaned (boot scrapers, thresholds, etc).

4.4.2 **Wet and damp mopping**

- All mopped areas shall be clean, spotless and free of mop strands and mop prints.
- There shall not be water or splash marks on walls, skirting boards and other surfaces.
- There shall not be any water or other cleaning liquid left underneath the feet of furniture or metal filing cabinets.
- Boot trays shall also be cleaned at this time.

4.4.3 **Floor stain removal**

- All stains, dirt or residue (salt stains, coffee, soft drinks, scuff marks, etc.) shall be removed from the floor on a daily basis.
- All stains that resist normal cleaning shall be removed using appropriate stain removers. The manufacturers' stain removal instructions shall be followed. Stain removal products shall not harm finished surfaces.

4.4.4 **Spray buffing**

- There shall not be any dust or dirt on the floors.
- There shall not be any marks or streaks caused by excessive spray buffing.
- The floors shall have a clean appearance.
- There shall not be any spray splashes on the skirting boards, equipment or furniture.

4.4.5 **Brushing and stripping**

- There shall not be any spots on brushed surfaces.
- There shall not be any traces of wax left on floor surfaces after stripping.

- Furniture, except filing cabinets, shall be moved.
- There shall not be any water or splash marks or streaks left by the equipment on walls, skirting boards and other surfaces.

4.4.6 **Floor finishes (application of)**

- Floors shall be free of loose strands.
- Floors, including corners and areas beneath furniture, shall be clean and shiny.
- There shall not be any splash marks on walls, skirting boards, furniture or other surfaces.
- Furniture shall be put back in place after the work is finished.
- The type of wax chosen shall leave the floor slip resistant.
- A minimum of three (3) coats of wax shall be applied.

4.4.7 **Vacuuuming**

- The carpets and rugs shall be clean and free of dust, dirt, stains and other debris.
- Doormats shall be free of dust and dirt.
- Floor areas beneath carpet edges shall be free of dust and dirt.
- Floor areas around carpets shall be clean. Dirt shall not be left in corners, under furniture or behind doors.

4.4.8 **Miscellaneous**

- Chairs, wastepaper baskets and other objects shall not be placed on the desks or tables during the cleaning operation.
- Furniture and equipment shall be put back in place.

4.4.9 **Walls**

There shall not be any marks, dirt or other grime on the walls.

4.4.10 **Glass doors and glass side panels**

- There shall not be any streaks or marks on glass panels and all frames shall be clean.
- There shall not be any water on the sills or ledges.

4.4.11 **Polishing of metal surfaces**

Push bars, protective plates, balustrades, doors and other metal surfaces shall be clean and polished.

4.4.12 **Miscellaneous**

- Boot scrapers and doormat receptacles shall be free of dirt and debris after they have been cleaned.
- Doormats shall be clean and dry.
- Lobbies and entrances shall be free of debris, rubbish and any other dirt accumulation.
- Notice boards, lecterns and the insides of fire hose cabinets, including the glass, shall be clean.

- Boot trays shall be free of dirt and debris and shall be cleaned every time the floors are cleaned.

4.4.13 **Garbage collection**

- Ashtrays and wastepaper baskets shall be emptied, cleaned and put back in place. The bottoms of ashtrays shall be dry before they are put back in place.
- Wastepaper baskets and rubbish containers shall be emptied and the insides cleaned.
- Waste container bags shall be replaced and the outsides of the containers shall be clean.

4.4.14 **Dusting**

- Dust the desks and the rest of the office furniture.
- Remove dust and dirt on chairs and armchairs with a vacuum cleaner.
- Furniture and other hardwood surfaces shall be polished using a water-resistant product that resists finger marks (furniture cleaner/polish)
- Wipe the glass tops of desks and tables with a cloth.
- Dust all engravings, plaques and horizontal and other surfaces.
- Dust radiators, window ledges, doorsills, frames, louvers, skirting boards and partition edges.
- Extract dust from ventilation grills.
- Dust and clean surfaces and accessories more than three (3) metres high off the ground.

4.4.15 **Cleaning of stains**

Walls, doors, frames and partitions shall be immaculate.

4.4.16 **Damp wiping**

Mirrors, ashtrays and other glass objects shall be wiped with a damp cloth.

4.4.17 **Washrooms, baths and showers**

- **Garbage collection**

Wastepaper baskets and waste containers shall be emptied, waste container bags shall be replaced, as necessary, and exterior and interior surfaces shall be wiped appropriately.

- **Supplies**

All dispensers shall be refilled.

- **Sanitary napkin receptacles**

- All waste bags for sanitary napkins shall be replaced.
- All containers must be free of odours, smudges, stains and marks.

- **Patrol:** Inspect the space and take corrective action on all surfaces using the appropriate technique (wall, furniture, floor, sanitary equipment, etc).
- **Sanitary fixtures**
 - Sinks and exposed plumbing shall be free of dust, traces of dirt and stains.
 - Toilet tanks, toilet seats, toilet bowls and urinals shall be cleaned thoroughly.
 - Plumbing accessories as well as counters shall be free of stains, soap accumulation, dust and mildew.
 - Baths and showers shall be thoroughly cleaned and disinfected.
 - Bath and shower walls must be free of soap residue and shall be cleaned and disinfected.
 - Bath and shower curtains shall be cleaned, disinfected and free of soap residue.
- **Dispensers, walls, toilet stall partitions, doors, shelves, mirrors and ledges**
 - All dispensers, shelves, ledges and shelf brackets shall be free of smudge marks, dust and stains.
 - All mirrors shall be clean.
 - Walls, toilet stall partitions, doors and intersections shall be free of dirt, streaks, graffiti and mildew.

4.4.18 **Floors**

Floors shall be maintained as described under the headings "Maintenance of floors" (4.4 to 4.4.8) and "Disinfection of areas where there is a high risk of spreading contagious diseases" (4.4.35).

4.4.19 **Cleaning of stairwells**

- **Sweeping and dusting**
 - Staircase landings, stair steps and step corners shall be free of dirt, dust, debris and rubbish.
 - Stair railings, ledges, mouldings, radiators, windowsills and screens shall be free of dust.
- **Cleaning and polishing**
 - Glass, wood and metal surfaces shall be clean and free of any marks or dirt.
 - Banisters and other surfaces shall be clean and polished.
 - Walls shall be free of marks up to head height.

- **Wiping and stripping**

Staircase landings, stair steps, stair risers, walls and skirting boards shall be clean and free of water and splash marks. The floors shall be maintained as described under the heading Sanitary Maintenance of Floors (section 4.4 to 4.4.8).

4.4.20 **Sand-filled cylindrical ashtrays**

- **Debris**

- All debris shall be removed from the ashtrays.
- There shall be no debris in the lower part of the ashtrays.

- **Cleaning and polishing**

Inside parts of ashtrays shall be properly cleaned and the chrome parts, including the bases, shall be cleaned and polished.

4.4.21 **Water fountains**

- Porcelain and metal or enamel surfaces shall be clean and spotless.
- All other surfaces shall be free of dirt, stains and streaks.

4.4.22 **Cleaning of elevators**

- Floors, corners, sills and sliding door tracks shall be clean.
- Floors shall be polished and not slippery.
- Floors shall be clean and dry.
- Inner walls shall be free of dust.
- Rails and skirting boards shall be clean and polished.
- Doors and frames shall be free of smudges and other marks.

4.4.23 **Clocks, engravings and plaques**

- Plate glass shall be clean and free of streaks.
- Edges shall be wiped and free of dust.

4.4.24 **Lockers**

- Tops of lockers shall be free of dust.
- Front surfaces shall be free of stains, splash marks and dust.
- Interior of the lockers must be free of dirt, dust or any rubbishes.

4.4.25 **Horizontal or vertical blinds**

- All slats shall be free of dust on both sides.
- Frames, windows and adjacent surfaces shall be free of dust.

4.4.26 **Fans and ventilators**

- Fans and ventilators shall be dusted.

- Fan housings shall be wiped clean.

4.4.27 **Exhaust fans**

Wall surfaces exhaust fans shall be free of dust.

4.4.28 **Areas where walls and ceilings meet**

The intersections between walls and ceilings shall be free of spider webs.

4.4.29 **Cleaning of windows, partitions and plate glass**

- Plate glass shall be clean on both sides and free of streaks.
- Frames, sills and ledges shall be clean and free of smudge marks.
- Window screens must be removed, washed, cleared of dust on both sides and put back in place.
- Objects moved during cleaning shall be put back in place.
- Safety screens shall be removed and put back in place.
- The windows of the premises associated with the 1999 prototype shall only be cleaned on the outside, when periodic work is carried out.

4.4.30 **Compactor room**

- Floors and walls shall be clean and free of debris and garbage.
- Compactor appliances shall be clean and free of smudge marks.

4.4.31 **Garbage chutes**

- Interior of garbage chutes shall be cleaned once a month according to the Manager's recommendations.
- Garbage chutes shall be cleared of rubbish, boxes, bags and any other objects obstructing the operation of the chutes, when necessary.

4.4.32 **CONTRACTOR's assigned area and storage spaces**

- All floors shall be clean.
- All equipment and walls shall be free of dust and stains.
- Mop pails and carts shall be emptied, cleaned and odour-free.
- There shall not be any papers, garbage or waste containers in the storage area reserved for cleaning products and equipment.
- Damp mops and dust mops must be cleaned and hung up at the end of each day.

4.4.33 Clarification regarding the **cleaning of VIP suites, transient rooms and dormitories**

The work required for the **hotel service** in these areas is described in the Technical Specifications by Prototype (section 7.7). Additional clarifications regarding the nature of these services follow below:

- **BED:** Remove and change all bedding (sheets, mattress cover, pillowcase, blankets), vacuum the mattress and the box spring, clean and disinfect the

pillow and mattress cover. Clean sheets and blankets shall be positioned such that no folds are visible.

- **SOILED BED LINEN:** Sheets, pillows, blankets and mattress covers must be counted and placed in batches in accordance with the standard. They must be taken to the designated area to be exchanged for clean ones.
- **TOWEL SETS AND BATHROBES:** Towel sets and bathrobes must be changed after use. They shall be placed on racks with no visible folds. Dirty towel sets and bathrobes shall be disposed of in the same way as bedding.
- **WARDROBE, BED AND DESK DRAWERS:** All such items must be free of dust, dirt and any exterior or interior marks.
- Walls, dividers, doors, shelves, ledges, mirrors and other accessories must be free of dust, marks, graffiti and stains.
- The floor must be maintained as described under Sanitary Maintenance of Floors (section 4.4.1 à 4.4.8).
- **ELECTRONIC APPLIANCES:** Electronic appliances, such as microwave ovens, refrigerators, toasters and coffee-makers, must be cleaned inside and out.

The toilets, bathrooms and/or showers in the suites, rooms or dormitories must be cleaned and disinfected according to the specifications for these areas.

4.4.34 **Light fixtures**

When cleaning light fixtures, the power must be turned off and hands should be dry. Use of metal (eg, aluminium) stepladders is forbidden. Vacuum the light fixture and clean all exterior parts of the equipment with a moist duster (very little water) or a moist sponge. Clean interior part of the equipment when they are dirty or containing mosquitoes. Ensure that all parts are dry before turning the power back on. After cleaning, the equipment must be free of dust, dirt and insects.

4.4.35 **Disinfection of areas where there is a high risk of spreading contagious diseases**

High standards of hygiene must be maintained in areas such as bathrooms, showers, athletic changing rooms, swimming pools, parks, dental clinic and hospital environments, by cleaning and disinfecting with a germicidal detergent.

Floors, walls, shower curtains, soap dishes, floor drains and non-slip carpets must be free of soap residue, garbage and any other dirt.

A disinfecting solution will be poured into floor drains to control odours and bacteria which flourish there.

4.4.36 **Carpet cleaning**

METHOD

Cleaning of textile floor surfaces (carpets) shall be performed using appropriate methods; namely, the following: Lift soil using an industrial system, dampen, brush and shampoo using a low speed single-brush system and an industrial strength detergent. Vacuum and remove waste water, rinse thoroughly to speed drying.

STANDARD

During cleaning of textile covered floor surfaces (carpets), the surfaces shall be thoroughly dry before repositioning furniture. Moreover, the CONTRACTOR shall take care to slide pieces of cardboard or plastic under metallic furniture legs for a few hours to avoid staining or corrosion caused by residual humidity in recently washed carpet fibres. In addition, no other furniture or accessories shall be placed on this furniture. Upon completion of the work, all items shall be repositioned in their initial location.

4.4.37 Patrols

In addition of regular cleaning, in some areas, patrols must be carried out to ensure that cleanliness is being maintained.

The tasks that must be performed during the patrols are as follows:

- ✓ Check and fill dispensers;
- ✓ Collect and dispose rubbish;
- ✓ Clean sanitary accessories and all other surfaces;
- ✓ Sweep, wash and disinfect all floor surfaces.

SANITARY MAINTENANCE, COTE DES NEIGES, HILLSIDE, STE-CATHERINE

QUALITY CONTROL
TOLERANCE THRESHOLDS BY PROTOTYPE

0100	VEHICLE SHEDS, HANGARS AND TRAFFIC	65%
0101	VEHICLE MAINTENANCE AND REPAIR SHOPS	65%
0110	ARENAS: SEATS AND PASSAGEWAYS	70%
0111	PLAYERS' AND OFFICIALS' ROOMS	80%
0112	CHANGING ROOM SHOWERS/SAUNAS	85%
0130	V.I.P. SUITES	80%
0103A	V.I.P. SUITES (unit price)	85%
0131	BEDROOMS	80%
0131A	BEDROOMS (unit price)	80%
0132	DORMITORIES	75%
0132A	DORMITORIES (unit price)	75%
0133	TRANSIENT ROOM	80%
0133A	TRANSIENT ROOM (unit price)	80%
0150	INDOOR DRILL HALLS	70%
0151	RANGES AND VIRTUAL RANGES	65%
0180	MUSEUMS AND EXHIBITION ROOMS	65%
1010	HOSPITAL ROOMS	85%
1040	HOSPITAL ROOM TOILETS	90%
1070	TOILETS, BATHROOMS AND SHOWERS (7 days)	85%
1070A	TOILETS, BATHROOMS AND SHOWERS (unit price)	85%
1070B	WASHROOMS, BATHS AND SHOWERS (5 days)	85%
1080	GUARD POSTS	70%
1090	WASHING, UTILITY AND LINEN ROOMS	75%
1110	UTILITY STORAGE AREAS (eg, stationery)	65%
1140	LOUNGES AND REST ROOMS	80%
1140A	LOUNGES AND REST ROOMS (unit price)	80%
1150	DINING ROOMS	85%
1160	GARBAGE CHUTES AND COMPACTOR ROOMS	70%
1170	OPERATING ROOMS	90%
1230	EMERGENCY, MINOR SURGERY AND RECOVERY ROOMS	90%
1240	EXAMINATION, TREATMENT OR THERAPY ROOMS	90%
1290	SPECIALIZED WORKSHOPS	70%
1311	RECEPTION, ADMISSION AND SECRETARIAL ROOMS	80%
1320	OFFICES AND OFFICE SPACES	75%
1321	WORKSHOP OFFICES	70%
1340	MEETING ROOMS, CLASSROOMS OR COMPUTER ROOMS	80%
1370	KITCHENS (Production, distribution and dishwashing)	85%
1380	FREEZERS AND COLD STORAGE	80%
1390	CAFETERIAS AND SNACK BARS	85%
1410	HAIRDRESSING SALONS	75%
1420	CHAPELS	75%
1430	ARCHIVES AND FILM LIBRARIES	75%
1490	PHARMACIES OR DISPENSARIES	85%
1510	LIBRARIES	75%
1530	GYMNASIUMS AND PALESTRAS	75%
1531	SQUASH COURTS	75%
1532	STADIUMS	75%
1533	PHYSICAL EXERCISE ROOMS	80%
1540	SWIMMING POOLS	80%

1551	DAY CARE CENTRES	90%
1600	LOBBIES, ENTRANCE TUBES AND ENTRANCE HALLS	80%
1610	CORRIDORS (7 days)	80%
1611	CORRIDORS AND EMERGENCY EXITS	80%
1620	MAIN STAIRS	70%
1630	SECONDARY AND EMERGENCY STAIRS	65%
1640	ELEVATORS	80%
1650	TOILETS (7 days)	85%
1651	TOILETS	85%
1660	SHOWER ROOMS	85%
1680	MESSES, CLUBS, RECEPTION AND GAMES ROOMS (7 days)	80%
1681	MESSES, CLUBS, RECEPTION AND GAMES ROOMS	80%
1691	WAITING ROOMS	80%
1700	AMPHITHEATRES AND AUDITORIUMS	75%
1710	CLOAKROOMS AND LOCKER ROOMS	80%
1711	ATHLETIC CHANGING ROOMS	85%
1720	SMOKING AREAS	75%
1730	HOISTS	65%
1740	SANITARY MAINTENANCE ROOMS	65%
1750	OUTSIDE BALCONIES AND TERRACES	65%
1751	INDOOR MEZZANINES	80%
1760	QUARTER MASTERS, DEPOTS AND STORES	65%
1770	FACILITIES MAINTENANCE SHOPS	70%
1780	INDOOR PARKING AREAS	65%
1790	FREIGHT RECEIVING AREAS	65%
1810	REFRIGERATED WASTE ROOMS	70%
1820	MECHANICAL AND ELECTRICAL ROOMS	65%
1990	SERVICES ON REQUEST (Frequency not defined)	70%
1991	SERVICES ON REQUEST (Frequency indicated)	65%
1999	SELF CONTAINED SPACES	65%

COTE DES NEIGES, HILLSIDE, STE-CATHERINE Quality Control Inspection Report Inspection: COTE DES NEIGES – created 2012/06/20 Prototype: 1070B – WASHROOMS – Page : of Area: 1 – COTE DES NEIGES						
Criteria selected	G-205	H-209	J-216	K-217	K-218	K-245
CLEANLINESS AND APPEARANCE OF FLOOR SURFACE						
Sweeping OR vacuuming (debris/dust/other)						
Cleaning or scrubbing						
Polishing						
Protective doormats/carpets/ floor mats						
Foot grills (floor drains)						
CLEANLINESS OF FURNITURE, EQUIPMENT AND ACCESSORIES						
Furniture, equipment and accessories						
Trash cans/recycling bins/ashtrays (interior/exterior)						
Sanitary fixtures (toilets, urinals, sinks)						
Paper towel and soap dispensers, odour controllers						
Cleaning equipment and product storage						
CLEANLINESS OF WALLS, DIVIDERS, DOORS AND WINDOWS						
Walls, dividers and doors						
Wall decorations, trim and fixtures						
Mirrors, glass partitions and glass door inserts						
Drapery, vertical and horizontal blinds						
List the result in the corresponding box: C: compliant; N: non-compliant; blank box: not applicable						
Observations and/or comments:						

**QUALITY CONTROL OF ANNUAL WORK AND WORK ON REQUEST
AREA: 1 – COTE DES NEIGES**

WORK REQUIRED FOR EACH AREA PROTOTYPE	Frequency	DATE COMPLETED	INSPECTION		COMMENTS
			COMPLIANT	NON- COMPLIANT	
Dust and/or clean upper accessories and surfaces	1/Y				
Clean light fixtures	1/Y				
Clean walls and ceilings including doors, ventilation grids and cabinets.	1/Y				
Wash inside and outside window panes, and window frames and mosquito nets.	1/Y				
Scrub and/or strip all floor surfaces and apply finishing as required	1/Y				
Shampoo-clean carpeted floors	1/Y				
Clean furniture and accessories (the interior of storage areas, such as wardrobes, closets, cabinets or lockers)	1/Y				

LEGEND: 1/Y=1 x year

LIST THE RESULT IN THE CORRESPONDING BOX:

C = COMPLIANT

N = NON- COMPLIANT

BLANK BOX = NOT APPLICABLE

Inspector's signature

Date

CONTRACTOR's signature

Date

SECTION 5

SPECIFIC TERMS AND CONDITIONS

5.0 SPECIFIC TERMS AND CONDITIONS**5.1 CLARIFICATION**

- 5.1.1 The technical specifications provide merely a minimum data base designed to guarantee the cleanliness of the buildings. The prototypes indicate the purpose of the spaces (toilet, office, conference room, etc). The tasks and their frequency indicate the quality required.
- 5.1.2 Independently of the specifications and frequencies, the CONTRACTOR is responsible for maintaining the premises as a whole in a state of cleanliness which meets normal standards. The CONTRACTOR shall adjust his work plans according to the season and frequent alternations to the spaces concerned. A reduced workload should be anticipated during refitting, while it will be necessary to accommodate a requirement for extra work following the retrofit in order to clean the space thoroughly prior to re-occupation.
- 5.1.3 No compensation will be paid during the term of this contract for a temporary increase in the workload (retrofit, construction, repairs) except if exceptional situation occur.
- 5.1.4 Adjustments will be granted for the following events, on the time involved, based on hourly rate: strikes, demonstrations, vandalism, flooding, ice storms.

5.2 WINTER SEASON

- 5.2.1 Normally, during the winter season, from 1 November to 30 April, the CONTRACTOR shall clean, at his cost, all floors in all the areas listed in the contract every day as required. This obligation is valid even if some prototypes in the technical specifications stipulate that the floors must be washed once a week.
- 5.2.2 By these means, we expect the CONTRACTOR to keep the floors clean and free of salt, dirt and debris.

The CONTRACTOR will need to adjust his routes to cover the winter workload. No compensation will be paid under this contract to compensate for this extra workload.

5.3 WORK SCHEDULE, LOGS AND TIME SHEETS

- 5.3.1 If the Manager so requires, the CONTRACTOR shall change the schedule and work shift of his employees on five (5) days' notice.
- 5.3.2 Each of the CONTRACTOR's employees shall, on entering and leaving the building, sign the daily attendance log.

Any employee who leaves work for whatever reason shall sign the log and enter his time of departure. If he returns to work, he shall sign the log again.
- 5.3.3 The CONTRACTOR shall plan his work routes such that daily and annual tasks are performed during the day from Monday to Friday.
- 5.3.4 Regular **Schedule from Monday to Friday**: The regular work schedule shall begin at 8:00 AM and finish at 3:30 PM.

5.3.5 **All** daytime employees shall follow the Manager's instructions, whether they differ slightly from the specifications or not.

5.4 **TASKS AND AREAS THAT REQUIRE DAYTIME MAINTENANCE**

5.4.1 Full maintenance of all buildings should be carried out during the day. The CONTRACTOR shall plan work routes to perform daily and annual tasks.

5.5 **TASKS AND AREAS THAT REQUIRE MAINTENANCE ON WEEKENDS AND STATUTORY HOLIDAYS**

In the event that the tasks or work must be performed on weekends and/or holidays, the work shall begin at 8:00 AM and be finished by 4:30 PM.

5.6 **OCCASIONAL WORK REPORT**

N/A

5.7 **WORK MONITORING**

5.7.1 **By the CONTRACTOR**

5.7.1.1 The CONTRACTOR, in the person of his supervisor, is responsible for daily inspections of the work to be done.

5.7.1.2 The CONTRACTOR shall establish an inspection procedure. He shall produce a written report, using a form. He shall seek the Manager's approval for this inspection procedure and the form to be used with the Manager. All these areas shall be inspected on a weekly basis.

5.7.1.3 The CONTRACTOR shall provide copies of his inspection reports at the Manager's request.

5.7.1.4 The CONTRACTOR shall carry out jointly with the Manager such inspections as are requested by the Manager.

5.7.1.5 In addition to these daily inspections, the CONTRACTOR, or a Liaison Officer who is not part of the sanitary maintenance team, shall meet with the Manager every month to discuss the quality of the work and any improvements to be made and draw up a report as stipulated by the provisions of these specifications.

5.7.2 **By building inspectors**

5.7.2.1 The building inspectors shall conduct regular inspections in a sampling of areas.

5.7.2.2 If the results of these inspections are unsatisfactory, the Manager may require that a joint inspection be carried out to ascertain the quality of the work.

- 5.7.2.3 The Manager, or his representative, shall be the sole judge of the quality of services provided.

5.7.3 **Rectifying reported irregularities**

- 5.7.3.1 If the work has not been carried out as stipulated and the Manager demands that the work be done as stipulated as soon as possible, he may ask the CONTRACTOR to have the staff still present finish the work or ask the CONTRACTOR to promptly bring in staff for this purpose. The CONTRACTOR must be able to send in staff as soon as he has received the request, and no later than three hours after receiving the request.
- 5.7.3.2 While rectifying the situation, the CONTRACTOR shall make a special effort not to disrupt building activities taking place in the sanitary maintenance work area.
- 5.7.3.3 Any work to be done over again shall be performed at the CONTRACTOR's expense.
- 5.7.3.4 At the sole discretion of the Manager, the CONTRACTOR may be granted a period of time in which to do any work that was not done during the regularly scheduled time.

5.8 **CHECKS OF DOORS, WINDOWS AND TAPS**

The CONTRACTOR shall make the necessary arrangements at all times to ensure that no doors or windows are left unbolted or open while an employee is absent (except in special cases as requested by the Manager). Care shall also be taken to ensure that any taps left on are turned off. The CONTRACTOR shall comply with all of the Manager's instructions.

5.9 **SECURITY**

The CONTRACTOR shall make the necessary arrangements to ensure that no doors are left unlocked and no lights left on when the work is finished, unless the premises are occupied by building staff.

Special security measures are in effect in certain areas. The Manager shall instruct the CONTRACTOR as to the procedure to be followed on entering and leaving such areas.

5.10 **GARBAGE**

5.10.1 **Non-recyclable garbage**

The CONTRACTOR shall collect all garbages and shall be taken daily to the central garbage depot specified by the Manager. It is the CONTRACTOR's responsibility to check with the services concerned and to comply with their schedules for having garbage destroyed or removed from the premises.

The CONTRACTOR shall notify the Manager if he notices that the garbage compactor container is filled to capacity (up to the safety limit) so that it may be emptied promptly.

The CONTRACTOR shall also report to the Manager any breakage or malfunctions he notices in the building sanitary maintenance equipment.

5.10.2 **Recyclable garbage**

The CONTRACTOR shall empty the recyclable garbage recovery containers and deposit the recyclable, daily, in the areas specified by the Manager. Cardboard shall be folded and disposed of according to the recycling policy instructions in force.

5.10.3 **Garbage outside containers**

Piles of paper or any other documents that are not inside garbage containers may be removed only if they have "To Be Thrown Out," "Garbage," "Waste," "À jeter," "Vidanges" or "Rebuts" written on them.

5.11 **SET-RATE WORK REQUEST**

In his bid, the CONTRACTOR shall provide costs of set-rate work requested in the present proposition. The cost of this work may be shown on a unit basis or calculated in square metres, as described on the cost breakdown form. Such work shall be performed by members of his staff who do not belong to regular sanitary maintenance teams.

The Manager could require that set-rate work and additional work be done on any day, evening, night, weekend or statutory holiday, and this shall not affect the bid rates.

5.11.1 **Billing**

- A work order shall be submitted for any set-rate work.
- It is the CONTRACTOR's responsibility to make sure that set-rate work is carried out promptly, no later than 24 hours after receipt of the request.
- The purchasing office will pay only for work duly authorized by the Manager.
- Set-rate work shall be billed separately from regular work.
- The CONTRACTOR can be required to provide a report of the hours worked by his employees.

5.12 **CLEANING PRODUCTS, SANITARY SUPPLIES AND GARBAGE BAGS**

To promote sustainable development, 5 ASG requires that the CONTRACTOR provide and use cleaning products, sanitary supplies and garbage bags that are environmentally friendly.

These products or product lines must be approved and be ECO-LOGO-certified.

5.12.1 **Cleaning products**

The CONTRACTOR must provide all of the equipment and products required to properly carry out the cleaning duties.

The CONTRACTOR must provide the complete list of ECO-LOGO-certified cleaning products that he intends to use. The products must be accompanied by their material safety data sheets.

All cleaning product containers must be labelled. The Manager reserves the right to have products he deems unsuitable changed. The Manager can also require that certain products be used for specific tasks.

5.12.1.1 **Forbidden products**

- ✓ No acid-based cleaners shall be used unless authorized by the Manager;
- ✓ No products containing abrasive powders shall be used;
- ✓ The Manager must approve all maintenance products before they are used. No substitute products shall be permitted without authorization of the Manager.

5.12.1.2 **Cleaning product laws and regulations**

- ✓ The CONTRACTOR is expected to comply with the applicable internal and governmental occupational health and safety laws and regulations;
- ✓ All of the products used or stored on-site must be accompanied by their material safety data sheets. The products must be clearly identified;
- ✓ The CONTRACTOR must ensure that all of the employees receive occupational health and safety training in order to meet WHMIS requirements;
- ✓ The CONTRACTOR must keep a clearly identified inventory of the products stored (name of product, manufacturer and quantity of product stored);
- ✓ The CONTRACTOR must have an emergency plan for all product spills;
- ✓ Absorbent products must be available at all times in the event of an emergency. These products must be placed in the main storage area and be clearly identified.

5.12.2 **Provision of sanitary products**

The CONTRACTOR must provide and install sanitary products (paper towels, toilet paper, hand soap and odour controllers) that are ECO-LOGO-certified.

The sanitary products must be compatible with the dispensers that are already installed or that may be installed by the Canada.

In the event the CONTRACTOR does not wish to use the systems already in place, the Manager reserves the right to ask the CONTRACTOR to provide and install new dispensers at the CONTRACTOR'S expense.

5.12.2.1 **Hand soap**

The CONTRACTOR must provide ECO-LOGO-certified liquid hand soap that is pH-neutral (pH 7), smells good, is gentle on the hands and is non-irritating.

5.12.2.2 **Antibacterial and disinfecting soap**

The CONTRACTOR must provide antibacterial and disinfecting soap in designated areas (ie, dental clinic, hospital).

5.12.2.3 **Dispenser maintenance**

In the event the soap dispensers become clogged, the CONTRACTOR shall unclog them. The CONTRACTOR shall replace non-functioning dispensers with a plastic pump container on the counter. The container must be clearly labelled "HAND SOAP." No container that has previously served another purpose may be used. Breaches of this rule must be reported to the Manager.

5.12.2.4 **Odour controllers**

The CONTRACTOR must provide and install, at his own expense, odour controller dispensers in all washrooms, bath/shower rooms, garbage rooms and locker rooms. At no time shall deodorizer blocks be permitted. The device must contain an odour neutralizer than provides ongoing odour protection.

5.12.2.5 **Paper towels**

Paper towels must be of good quality and be ECO-LOGO-certified. The paper must be made of 100% recycled fibres and be made using a chlorine-free bleaching process.

5.12.2.6 **Toilet paper**

The toilet paper must be white, two-ply, and made of 100% recycled fibres. It must be manufactured using a chlorine-free bleaching process and be soft and unscented.

5.12.3 **Garbage bags**

To promote sustainable development, the CONTRACTOR must provide and use garbage and recycling bags that are made of 100% recycled plastic. In addition, the bags must be 100% biodegradable in accordance with OXO Biodegradable standards.

The garbage and recycling bags must be certified biodegradable in under seven (7) years in a landfill.

The CONTRACTOR shall provide documentation from the manufacturer regarding the manufacture of the garbage bags and must provide the certification regarding the biodegradability of the bags.

The CONTRACTOR shall receive authorization from the Manager before using the entire range of garbage bags.

5.12.4 **Non-compliance clause on cleaning products, sanitary supplies and garbage bags**

In the event the CONTRACTOR uses cleaning products, sanitary products and garbage bags that are not ECO-LOGO-certified or uses products that have not been approved by the Manager, the CONTRACTOR shall be considered non-compliant and will be fined.

5.12.4.1 **Calculation of fine for non-compliance with respect to cleaning products, sanitary supplies and garbage bags**

The fine that will be imposed is equivalent to 5% of the regular monthly invoice (total before taxes). This penalty will be applied for every month that the CONTRACTOR is deemed non-compliant.

5.13 **EQUIPMENT**

5.13.1 **Condition of equipment**

The CONTRACTOR's equipment shall either be in a good condition and appropriate for the requested work. The Manager reserves the right to refuse all equipment judged unappropriated.

In the event of theft, loss or damage to the equipment, the CONTRACTOR shall replace it.

The CONTRACTOR shall equip all of his items of electrical equipment with seven-metre long power cords with sufficient capacity, ground wires and three-prong plugs. The CONTRACTOR shall ensure that all power cords are in good condition and not frayed.

5.13.2 **Power requirements**

All electrical equipment shall be industrial-grade equipment and run on 115-125 V and a maximum of 15 A. Greater capacity equipment may be used if the necessary electrical circuits are available. This information may be obtained from the Manager. Such equipment must have non-locking type 5-20P plugs for 20 A and 120 V or 6-20P plugs for 20 A and 230 V.

Electrical extension cords shall be three-wire type including ground wire. The wire size shall be determined according to the following table so as to avoid voltage drops.

AMPERAGE	NORMAL VOLTAGE	MAXIMUM DISTANCE	MINIMUM WIRE SIZE
15 A	115-125 V	15 m	NE 14
15 A	115-125 V	30 m	NE 12
20 A	115-125 V	15 m	NE 12
20 A	115-125 V	30 m	NE 10
20 A	230 V	15 m	NE 14
20 A	230 V	30 m	NE 12

5.13.3 **Prohibited**

Machines with combustion engines are prohibited inside the building unless the CONTRACTOR has obtained written authorization from the Manager.

5.14 **CONTRACT OBLIGATION TO SUPPLY AND INSTALL REPLACEMENT INCANDESCENT LIGHT BULBS AND FLUORESCENT TUBES**

- 5.14.1 The CONTRACTOR shall, at his own expense, supply fluorescent tubes and incandescent light bulbs and replace burnt-out ones (except for bulbs over the floor of the gym). Serious malfunctions must be reported to the facilities operation service.
- 5.14.2 The CONTRACTOR shall supply all material required for replacing tubes and bulbs. The work must be carried out in accordance with current safety standards.
- 5.14.3 When fluorescent tubes and/or incandescent light bulbs are replaced, the person doing the work shall wipe the tubes and bulbs with a dry, specially-treated rag and shall wash and dry the light fixtures.
- 5.14.4 In order to avoid delays and reduce the risk of accidents, employees of the CONTRACTOR must report all defective light fixtures to the person designated for that purpose by the CONTRACTOR. The CONTRACTOR shall replace the defective light fixture within eight (8) hours of receiving notice of the malfunction.
- 5.14.5 The CONTRACTOR shall maintain a sufficient on-site stock of fixtures of the same type as those found in any given building. The fixtures shall be replaced with fixtures of the same type and power. No substitute shall be accepted without the prior approval of the coordinator. The CONTRACTOR shall be held responsible for any damage or malfunction of light fixtures attributable to the incorrect use of tubes or bulbs or to incorrect work procedures. The list of lights that the CONTRACTOR must have in stock can be found at Section 5, page 12.
- 5.14.6 The CONTRACTOR shall keep a log and, at the Manager's request, produce a report listing the number of light fixtures and their type, the cost of purchase and hours required for replacement.

5.15 **CONTRACT OBLIGATION TO SUPPLY AND INSTALL WEATHER CARPETS**

Between November 1 and April 30, the CONTRACTOR shall provide and install, at his own expense, good quality absorbent carpets with rubber edges in the lobbies, entrances, elevators and other places. The Manager may require additional carpets. In each year of the contract, the carpets shall be new and of a colour selected by the Manager.

We estimate at about thirty (30) square meters (m²) the surface area of carpet to be replaced and installed each year. The installation must be done with two-sided tape.

5.16 **SANITARY MAINTENANCE – RESTRICTED AREAS**

The CONTRACTOR, accompanied by a guard or person in charge of the building, shall carry out sanitary maintenance in specified areas at the Manager's request.

5.17 **OUTDOOR CLEANING**

The CONTRACTOR must sweep and pick up all litter (papers, cigarette butts, etc) on the ground near (within 2 metres of) and in front of the outdoor entrances of each sector. This must be done every morning before 10:00 am.

5.18 **SPECIAL SANITARY MAINTENANCE**

When meetings or conferences are held, the CONTRACTOR, in addition to performing the regular or occasional sanitary maintenance work stipulated in the technical specifications, shall, at the request of the Manager or his authorized representative, carry out sanitary maintenance work required in the areas used for the conferences and meetings.

5.19 **COMMUNICATION**

All of the CONTRACTOR's employees shall be able to communicate fluently in oral French

SECTION 6

ADDITIONAL INFORMATION

6.1 ADDITIONNAL INFORMATION REGARDING THE BUILDINGS

6.1.1 Building Côte-des-Neiges

This site is used by approximately 30 people/day
100 people/evening and weekend

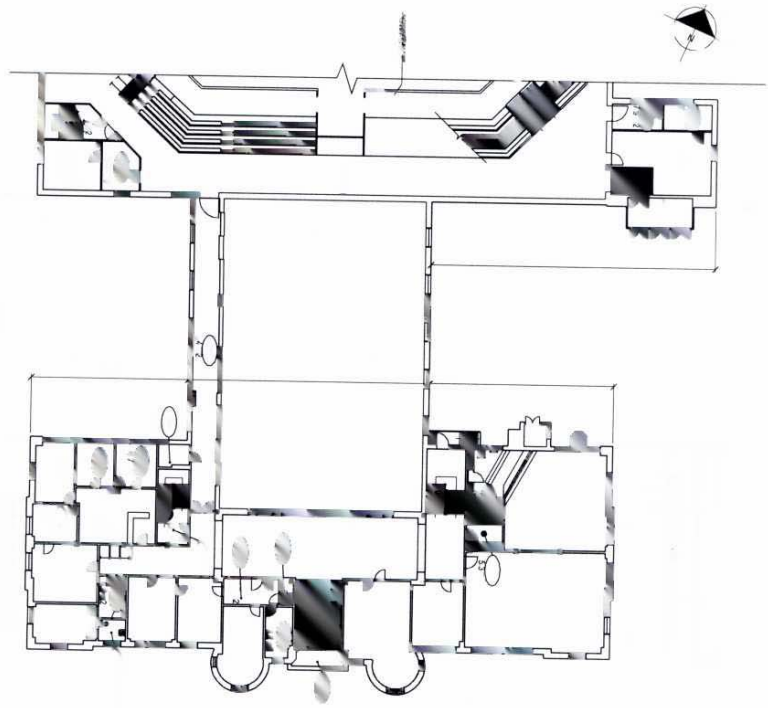
This site is used by approximately 25 people/day
200 people/evening and weekend

This site is used by approximately 10 people/day
50 people/evening and weekend

6.2 **SCALE PLANS OF THE BUILDINGS**



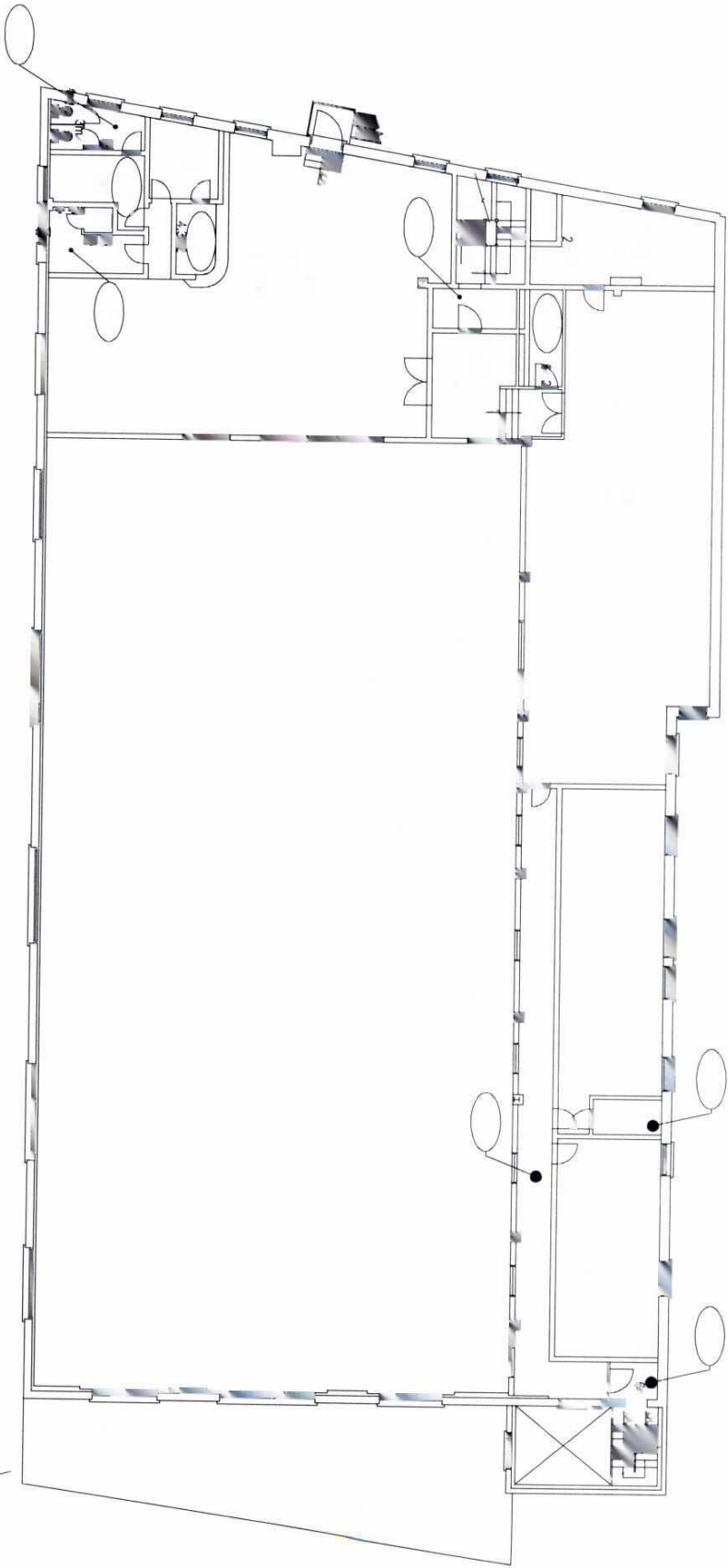
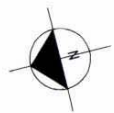
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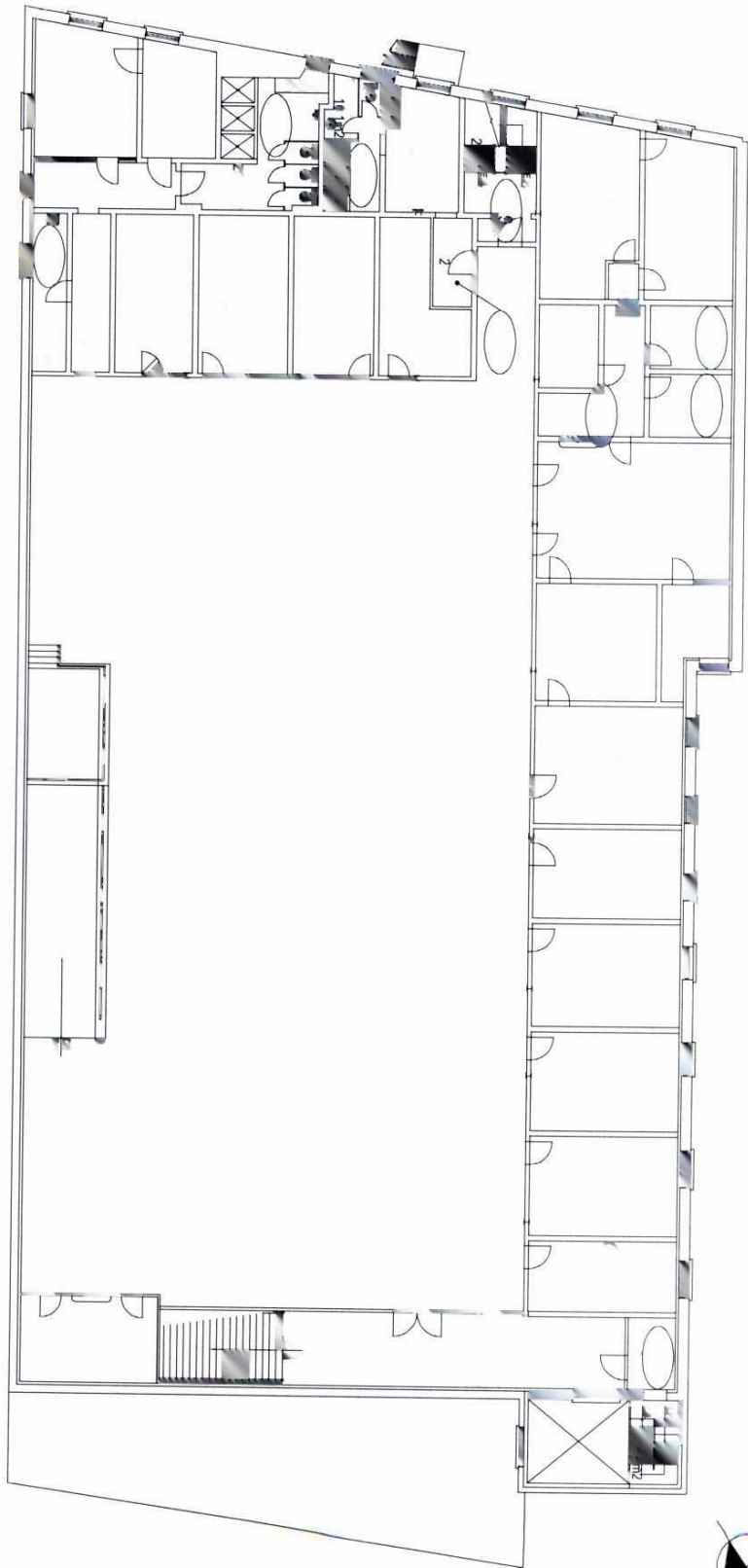
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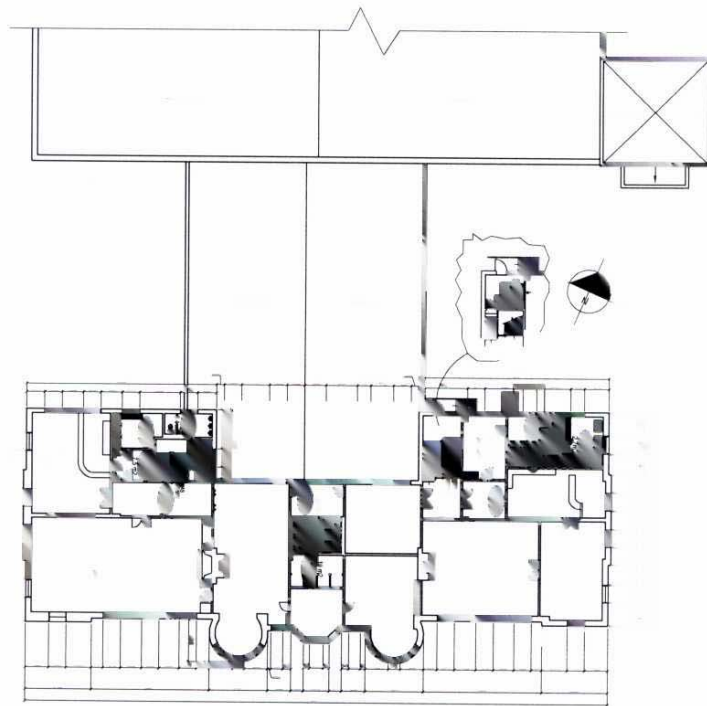
Project Name		Project Number	
Project Location		Project Date	
Project Description		Project Status	
Project Manager		Project Team	
Project Budget		Project Timeline	
Project Risks		Project Deliverables	
Project Stakeholders		Project Communication	
Project History		Project Notes	
Project Summary		Project Conclusion	



Page 1 of 1



Project Name		Project Number	
Client Name		Client Address	
Project Manager		Project Start Date	
Project End Date		Project Status	
Project Budget		Project Location	
Project Description		Project Notes	



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6.3 **AREA BY SECTOR**

6.4 **AREA BY PROTOTYPE**

SPACE INVENTORY
AREA BY PROTOTYPE (Exclusion)

Prototype	Area (m ²)	%
1070B- BATHROOMS, BATHS AND/OR SHOWERS - 5 DAYS	414.60	4.20
1110- UTILITY STORAGE (e.g. stationery)	27.10	0.27
1320H- OFFICES AND OFFICE SPACES (Winter)	1,928.10	19.55
1340- MEETING, TRAINING OR COMPUTER ROOMS	282.70	2.87
1350- TRAINING ROOMS	564.50	5.73
1510- LIBRAIRIES	53.40	0.54
1533- PHYSICAL ACTIVITY ROOMS	2,048.40	20.77
1611H- CORRIDORS AND CIRCULATION AREAS (Winter)	2,247.30	22.79
1620- MAIN STAIRWAYS	345.90	3.51
1681- MESS, LOUNGES AND KITCHENNETTES	1,563.60	15.86
1710- CHANGE ROOMS AND LOCKERS ROOMS	332.50	3.37
1740- CLEANING SUPPLIES STORAGE	52.10	0.53
	9,860.20	

W0130-12-CHS1

6.5 **SPACES BY SECTOR (BUILDING)**

SPACE INVENTORY
SPACES BY SECTOR

Sector : 1- COTE-DES-NEIGES

Number	Space Description	Proto.	Flr.	Area (m ²)	Beds	SGW	DGW
1-1	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	86.20		8	
1-101	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	10	19.50			
1-102	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	10	118.00			
1-103	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	8.60			
1-103A	1320H- BUREAUX ET ESPACES À	1320H	50	8.20		1	
1-103B	1340- SALLES DE RÉUNIONS, DE COURS	1340	50	19.40			2
1-103C	1320H- BUREAUX ET ESPACES À	1320H	50	17.20		1	
1-103D	1740- REMISES D'ENTRETIEN SANITAIRE	1740	18	2.50			
1-104	1320H- BUREAUX ET ESPACES À	1320H	50	18.90			2
1-105	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	6.90		4	
1-105A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	3.60		1	
1-105B	1320H- BUREAUX ET ESPACES À	1320H	50	15.00			2
1-106	1320H- BUREAUX ET ESPACES À	1320H	50	22.50		1	
1-107	1320H- BUREAUX ET ESPACES À	1320H	50	25.60			1
1-107A	1320H- BUREAUX ET ESPACES À	1320H	50	14.00			2
1-107B	1320H- BUREAUX ET ESPACES À	1320H	50	9.90		1	
1-107C	1320H- BUREAUX ET ESPACES À	1320H	50	10.70			1
1-107D	1320H- BUREAUX ET ESPACES À	1320H	11	10.00			1
1-109	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	48.40			7
1-109A	1740- REMISES D'ENTRETIEN SANITAIRE	1740	18	4.00			
1-110	1320H- BUREAUX ET ESPACES À	1320H	11	10.40			1
1-110A	1320H- BUREAUX ET ESPACES À	1320H	15	17.10		4	
1-111	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	286.00		4	
1-112	1350- SALLES DE FORMATION	1350	50	63.00			4
1-113	1340- SALLES DE RÉUNIONS, DE COURS	1340	50	51.00			
1-114	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	79.20		4	
1-115	1350- SALLES DE FORMATION	1350	50	55.00			
1-116	1350- SALLES DE FORMATION	1350	50	54.00			
1-121	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	6.30			
1-123	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	5.30			
1-125	1681- MESS, SALLES DE DÉTENTE ET	1681	50	57.00			3
1-126	1681- MESS, SALLES DE DÉTENTE ET	1681	50	83.00			6
1-127	1320H- BUREAUX ET ESPACES À	1320H	50	20.00		1	
1-128	1320H- BUREAUX ET ESPACES À	1320H	50	38.40			3
1-12A	1320H- BUREAUX ET ESPACES À	1320H	18	19.90			
1-130AA	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	100.00			
1-2	1340- SALLES DE RÉUNIONS, DE COURS	1340	50	10.60			
1-20	1533- SALLES D'ACTIVITÉS PHYSIQUES	1533	14	374.50			10
1-201	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	36	20.40			
1-202	1710- VESTIAIRES ET SALLES DE	1710	50	5.70		1	
1-202B	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	6.30			1
1-205	1681- MESS, SALLES DE DÉTENTE ET	1681	36	100.00			6

SPACE INVENTORY
SPACES BY SECTOR

Sector : 1- COTE-DES-NEIGES

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
1-206	1681- MESS, SALLES DE DÉTENTE ET	1681	36	69.00			7
1-206A	1681- MESS, SALLES DE DÉTENTE ET	1681	50	14.00			3
1-206B	1681- MESS, SALLES DE DÉTENTE ET	1681	50	36.70			3
1-207	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	10.40			2
1-207A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	12.70			
1-207B	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	10.00			1
1-208	1681- MESS, SALLES DE DÉTENTE ET	1681	50	31.60			
1-209	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	22.10			2
1-20A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	14	5.40			
1-21	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	36.70			6
1-210	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	9.70			
1-210A	1710- VESTIAIRES ET SALLES DE	1710	50	15.30			
1-210B	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	8.10		1	
1-212	1681- MESS, SALLES DE DÉTENTE ET	1681	36	37.50			3
1-213	1681- MESS, SALLES DE DÉTENTE ET	1681	36	65.80			3
1-22	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	64.40			6
1-25	1350- SALLES DE FORMATION	1350	50	63.00			
1-25A	1320H- BUREAUX ET ESPACES À	1320H	18	20.00			
1-26	1320H- BUREAUX ET ESPACES À	1320H	18	46.60			
1-26A	1320H- BUREAUX ET ESPACES À	1320H	18	6.20			1
1-26B	1320H- BUREAUX ET ESPACES À	1320H	18	15.40			
1-26C	1320H- BUREAUX ET ESPACES À	1320H	18	9.40			
1-26D	1320H- BUREAUX ET ESPACES À	1320H	18	8.50			
1-27	1710- VESTIAIRES ET SALLES DE	1710	50	23.40			
1-27 C	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	6.00			
1-27A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	7.70			1
1-27B	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	19.50			2
1-28	1710- VESTIAIRES ET SALLES DE	1710	50	13.90			
1-28A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	4.90			
1-28B	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	4.30		1	
1-29	1320H- BUREAUX ET ESPACES À	1320H	50	16.70			1
1-29A	1320H- BUREAUX ET ESPACES À	1320H	50	11.00			1
1-29B	1320H- BUREAUX ET ESPACES À	1320H	50	2.50			1
1-2A	1320H- BUREAUX ET ESPACES À	1320H	50	9.50			
1-2B	1320H- BUREAUX ET ESPACES À	1320H	50	11.00		1	
1-30	1320H- BUREAUX ET ESPACES À	1320H	50	15.30			1
1-30B	1320H- BUREAUX ET ESPACES À	1320H	50	10.70			1
1-31	1320H- BUREAUX ET ESPACES À	1320H	53	11.40			
1-32	1070B- SALLES DE TOILETTES, BAINS ET	1070B	50	3.90			
1-33	1320H- BUREAUX ET ESPACES À	1320H	50	12.00			1
1-35	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	12	4.90		4	
1-37	1320H- BUREAUX ET ESPACES À	1320H	50	18.60			1

SPACE INVENTORY
SPACES BY SECTOR

Sector : 1- COTE-DES-NEIGES

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
1-39	1320H- BUREAUX ET ESPACES À	1320H	50	11.60			1
1-40	1320H- BUREAUX ET ESPACES À	1320H	50	10.90			1
1-40A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	50	3.60			1
1-41	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	16.45			6
1-42	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	16.45			6
1-45	1070B- SALLES DE TOILETTES, BAINS ET	1070B	18	30.40			2
1-5	1320H- BUREAUX ET ESPACES À	1320H	50	11.00		1	
1-51	1320H- BUREAUX ET ESPACES À	1320H	50	17.00			
1-51A	1320H- BUREAUX ET ESPACES À	1320H	50	12.80			1
1-52	1320H- BUREAUX ET ESPACES À	1320H	50	15.50			
1-52A	1320H- BUREAUX ET ESPACES À	1320H	50	9.70			1
1-53	1320H- BUREAUX ET ESPACES À	1320H	50	15.20			
1-53A	1320H- BUREAUX ET ESPACES À	1320H	50	9.70			1
1-6	1320H- BUREAUX ET ESPACES À	1320H	50	10.40			
1-60	1320H- BUREAUX ET ESPACES À	1320H	50	13.20			
1-60A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	211.10			
1-7	1320H- BUREAUX ET ESPACES À	1320H	50	11.00			
1-8	1320H- BUREAUX ET ESPACES À	1320H	50	40.20			
1-9	1533- SALLES D'ACTIVITÉS PHYSIQUES	1533	50	62.80			
1-B2	1740- REMISES D'ENTRETIEN SANITAIRE	1740	18	1.00			
1-ESC1	1620- ESCALIERS PRINCIPAUX	1620	50	18.50			
1-esc2	1620- ESCALIERS PRINCIPAUX	1620	18	7.00			
1-ESC3	1620- ESCALIERS PRINCIPAUX	1620	19	18.50			
1-ESC4	1620- ESCALIERS PRINCIPAUX	1620	10	20.00			
1-ESC5	1620- ESCALIERS PRINCIPAUX	1620	50	20.00			
1-ESC6	1620- ESCALIERS PRINCIPAUX	1620	59	13.40			2
1-ESC7	1620- ESCALIERS PRINCIPAUX	1620	36	9.90			
1-G3	1740- REMISES D'ENTRETIEN SANITAIRE	1740	50	0.50			
ESC GRADIN	1620- ESCALIERS PRINCIPAUX	1620	50	60.00			
113 Spaces				3,455.70	0	39	121

SPACE INVENTORY
SPACES BY SECTOR

Sector : 2-HILLSIDE

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
2-01A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	3.30			
2-02	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	269.50			
2-03	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	3.00			
2-06	1350- SALLES DE FORMATION	1350	18	35.70			
2-07	1320H- BUREAUX ET ESPACES À	1320H	18	14.60			
2-08	1320H- BUREAUX ET ESPACES À	1320H	18	32.90			
2-101	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	44.40			
2-101A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	13.50			
2-103	1681- MESS, SALLES DE DÉTENTE ET	1681	18	38.00			
2-108	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	8.80			
2-110	1320H- BUREAUX ET ESPACES À	1320H	18	23.60		1	2
2-112	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	8.00			
2-113	1070B- SALLES DE TOILETTES, BAINS ET	1070B	50	8.00			2
2-114	1710- VESTIAIRES ET SALLES DE	1710	50	11.20			
2-115	1320H- BUREAUX ET ESPACES À	1320H	18	13.00			
2-115A	1320H- BUREAUX ET ESPACES À	1320H	18	26.80			
2-115B	1320H- BUREAUX ET ESPACES À	1320H	18	14.90			
2-116	1710- VESTIAIRES ET SALLES DE	1710	50	85.60			
2-119	1320H- BUREAUX ET ESPACES À	1320H	50	54.70		4	8
2-121	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	32.00			
2-127/127A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	5.90			
2-131	1070B- SALLES DE TOILETTES, BAINS ET	1070B	50	6.70			
2-131A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	2.80			
2-132	1320H- BUREAUX ET ESPACES À	1320H	18	17.40			
2-133	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	6.00			
2-137	1681- MESS, SALLES DE DÉTENTE ET	1681	50	132.80		3	14
2-140	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	20.70			
2-141	1320H- BUREAUX ET ESPACES À	1320H	50	7.60			
2-141A	1320H- BUREAUX ET ESPACES À	1320H	50	9.70			
2-17A	1320H- BUREAUX ET ESPACES À	1320H	18	24.30			
2-200	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	48.90			
2-200A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	4.80			
2-201	1533- SALLES D'ACTIVITÉS PHYSIQUES	1533	18	628.70		50	
2-203	1320H- BUREAUX ET ESPACES À	1320H	50	14.70		1	2
2-204	1320H- BUREAUX ET ESPACES À	1320H	50	20.60		1	2
2-205	1320H- BUREAUX ET ESPACES À	1320H	50	20.60		1	2
2-206	1320H- BUREAUX ET ESPACES À	1320H	50	21.40		1	2
2-207	1320H- BUREAUX ET ESPACES À	1320H	50	18.60		1	2
2-208	1320H- BUREAUX ET ESPACES À	1320H	50	24.50		1	2
2-209	1320H- BUREAUX ET ESPACES À	1320H	50	8.30			
2-210	1320H- BUREAUX ET ESPACES À	1320H	50	20.00			
2-211	1320H- BUREAUX ET ESPACES À	1320H	50	37.00			

SPACE INVENTORY
SPACES BY SECTOR

Sector : 2-HILLSIDE

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
2-212	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	11.50			
2-213	1320H- BUREAUX ET ESPACES À	1320H	50	6.90			
2-214	1110- RANGEMENTS UTILITAIRES (Ex:	1110	50	7.20			
2-215	1320H- BUREAUX ET ESPACES À	1320H	50	7.20			
2-216	1320H- BUREAUX ET ESPACES À	1320H	50	23.00		1	2
2-217	1340- SALLES DE RÉUNIONS, DE COURS	1340	50	20.00			2
2-218A	1710- VESTIAIRES ET SALLES DE	1710	50	4.90			4
2-218B	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	12.70			
2-218C	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	10.00			2
2-219	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	6.20			
2-220	1110- RANGEMENTS UTILITAIRES (Ex:	1110	50	15.30			
2-221	1320H- BUREAUX ET ESPACES À	1320H	50	18.00			
2-222	1320H- BUREAUX ET ESPACES À	1320H	50	20.00			
2-223	1320H- BUREAUX ET ESPACES À	1320H	50	20.00			
2-224	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	8.60		1	
2-225	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	20.80		1	
2-226	1320H- BUREAUX ET ESPACES À	1320H	50	11.80		1	2
2-227	1320H- BUREAUX ET ESPACES À	1320H	50	18.80			4
2-228	1740- REMISES D'ENTRETIEN SANITAIRE	1740	18	7.70			2
2-229	1320H- BUREAUX ET ESPACES À	1320H	50	16.90			
2-229A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	9.20			
2-301	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	36.50			
2-301A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	8.70			
2-303	1320H- BUREAUX ET ESPACES À	1320H	50	35.20		2	4
2-304	1350- SALLES DE FORMATION	1350	50	51.50			
2-306	1340- SALLES DE RÉUNIONS, DE COURS	1340	36	130.00		5	2
2-309	1681- MESS, SALLES DE DÉTENTE ET	1681	50	20.30		1	2
2-312	1681- MESS, SALLES DE DÉTENTE ET	1681	36	139.80		8	2
2-313	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	8.30			2
2-314	1710- VESTIAIRES ET SALLES DE	1710	31	8.00		1	2
2-314A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	6.30			
2-318	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	12.60			
2-318A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	6.60			
2-319	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	5.20			
2-401	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	10.30			
2-403	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	13.90			
2-404	1320H- BUREAUX ET ESPACES À	1320H	50	14.50		1	2
2-405	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	6.30			
2-406	1320H- BUREAUX ET ESPACES À	1320H	50	40.90		2	4
2-407	1681- MESS, SALLES DE DÉTENTE ET	1681	50	75.60		8	4
2-409	1681- MESS, SALLES DE DÉTENTE ET	1681	50	101.70			
2-410	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	9.60		1	2

SPACE INVENTORY
SPACES BY SECTOR

Sector : 2-HILLSIDE

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
2-411	1070B- SALLES DE TOILETTES, BAINS ET	1070B	31	14.40		1	2
2-412	1320H- BUREAUX ET ESPACES À	1320H	50	5.60			
2-413	1320H- BUREAUX ET ESPACES À	1320H	50	6.30			
2-414	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	9.00			
2-415	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	15.20			
2-415A	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	14.50			
2-419	1320H- BUREAUX ET ESPACES À	1320H	50	14.00		1	2
2-420	1320H- BUREAUX ET ESPACES À	1320H	50	14.40		1	2
2-421	1320H- BUREAUX ET ESPACES À	1320H	50	10.00		1	2
2-422	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	14.40			
2-ESC-1	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	9.20			
2-ESC-2	1620- ESCALIERS PRINCIPAUX	1620	18	11.10			
2-SS1	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	2.30			
2-SS2	1620- ESCALIERS PRINCIPAUX	1620	18	5.10			
98 Spaces				6,463.20		140	211

SPACE INVENTORY
SPACES BY SECTOR

Sector : 3-STE-CATHERINE

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
3-000	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	170.90			
3-008	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	53	2.20			
3-008A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	72.30		5	
3-009	1620- ESCALIERS PRINCIPAUX	1620	18	8.20			
3-009A	1740- REMISES D'ENTRETIEN SANITAIRE	1740	17	7.20			
3-010	1320H- BUREAUX ET ESPACES À	1320H	50	14.30			
3-011	1340- SALLES DE RÉUNIONS, DE COURS	1340	50	27.40		2	
3-011A	1740- REMISES D'ENTRETIEN SANITAIRE	1740	50	3.00		5	
3-012/013	1350- SALLES DE FORMATION	1350	50	131.60		3	
3-014	1620- ESCALIERS PRINCIPAUX	1620	18	9.10			
3-014A	1740- REMISES D'ENTRETIEN SANITAIRE	1740	17	6.40			
3-016	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	6.20			
3-019	1350- SALLES DE FORMATION	1350	50	36.60			
3-020	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	9.50			
3-020B	1320H- BUREAUX ET ESPACES À	1320H	50	12.30			
3-021	1710- VESTIAIRES ET SALLES DE	1710	50	150.20			
3-022	1620- ESCALIERS PRINCIPAUX	1620	18	6.90			
3-023	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	53	1.80		4	
3-023A/B/C	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	53.40			
3-024	1510- BIBLIOTHÈQUES	1510	50	53.40			
3-025	1681- MESS, SALLES DE DÉTENTE ET	1681	50	173.50			
3-026	1620- ESCALIERS PRINCIPAUX	1620	18	8.20			
3-026A	1740- REMISES D'ENTRETIEN SANITAIRE	1740	17	7.20			
3-027	1320H- BUREAUX ET ESPACES À	1320H	50	13.90			
3-028	1533- SALLES D'ACTIVITÉS PHYSIQUES	1533	50	27.20		1	
3-029B	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	3.50			
3-029C	1320H- BUREAUX ET ESPACES À	1320H	50	8.40			
3-029D	1320H- BUREAUX ET ESPACES À	1320H	50	19.00			
3-030	1320H- BUREAUX ET ESPACES À	1320H	50	23.50		1	
3-032	1350- SALLES DE FORMATION	1350	18	74.10			
3-033	1320H- BUREAUX ET ESPACES À	1320H	50	24.20			
3-036	1320H- BUREAUX ET ESPACES À	1320H	50	16.60		1	
3-101	1533- SALLES D'ACTIVITÉS PHYSIQUES	1533	57	931.40		58	
3-102	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	10.00			
3-102-C	1620- ESCALIERS PRINCIPAUX	1620	18	5.20		2	
3-102A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	53	9.50		6	
3-102B	1740- REMISES D'ENTRETIEN SANITAIRE	1740	50	3.30			
3-103	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	17	13.40			
3-104	1620- ESCALIERS PRINCIPAUX	1620	18	16.00		8	
3-106	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	2.50			
3-106A	1320H- BUREAUX ET ESPACES À	1320H	50	35.40		9	
3-106C	1070B- SALLES DE TOILETTES, BAINS ET	1070B	10	4.50		1	

SPACE INVENTORY
SPACES BY SECTOR

Sector : 3-STE-CATHERINE

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
3-109	1320H- BUREAUX ET ESPACES À	1320H	11	60.30		22	
3-109A	1320H- BUREAUX ET ESPACES À	1320H	50	12.10		3	
3-110	1620- ESCALIERS PRINCIPAUX	1620	18	15.50		3	
3-111	1533- SALLES D'ACTIVITÉS PHYSIQUES	1533	11	23.80		12	
3-111A	1320H- BUREAUX ET ESPACES À	1320H	10	11.90			
3-111B	1681- MESS, SALLES DE DÉTENTE ET	1681	11	15.80		36	
3-112	1320H- BUREAUX ET ESPACES À	1320H	50	25.00			2
3-113	1620- ESCALIERS PRINCIPAUX	1620	18	15.50		4	
3-115	1320H- BUREAUX ET ESPACES À	1320H	11	40.20		6	
3-115A	1320H- BUREAUX ET ESPACES À	1320H	11	10.00		3	
3-115B	1110- RANGEMENTS UTILITAIRES (Ex:	1110	11	4.60			
3-115C	1320H- BUREAUX ET ESPACES À	1320H	11	9.70		6	
3-115D	1320H- BUREAUX ET ESPACES À	1320H	11	11.40		3	
3-115E	1320H- BUREAUX ET ESPACES À	1320H	11	11.40			
3-116	1340- SALLES DE RÉUNIONS, DE COURS	1340	50	24.30			
3-116A	1320H- BUREAUX ET ESPACES À	1320H	50	13.90		6	
3-117	1320H- BUREAUX ET ESPACES À	1320H	50	30.00		6	
3-117A	1320H- BUREAUX ET ESPACES À	1320H	50	10.50			
3-117B	1320H- BUREAUX ET ESPACES À	1320H	50	9.20		6	
3-117C	1320H- BUREAUX ET ESPACES À	1320H	50	11.40		3	
3-117D	1320H- BUREAUX ET ESPACES À	1320H	15	11.10			
3-118	1620- ESCALIERS PRINCIPAUX	1620	18	15.70		8	
3-120	1320H- BUREAUX ET ESPACES À	1320H	50	34.20		9	
3-120A	1320H- BUREAUX ET ESPACES À	1320H	50	10.40		3	
3-122	1320H- BUREAUX ET ESPACES À	1320H	15	20.20		6	
3-200	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	150.10		36	
3-201	1320H- BUREAUX ET ESPACES À	1320H	18	11.50		6	
3-202	1320H- BUREAUX ET ESPACES À	1320H	15	14.20		11	
3-203	1320H- BUREAUX ET ESPACES À	1320H	15	12.40		6	
3-204	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	18	14.00			
3-205	1620- ESCALIERS PRINCIPAUX	1620	18	15.60		8	
3-206	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	36	9.60			
3-207	1681- MESS, SALLES DE DÉTENTE ET	1681	36	32.80		9	
3-208/208A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	11	15.70			
3-209/209A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	10	10.40			
3-212/213	1681- MESS, SALLES DE DÉTENTE ET	1681	36	149.90		10	
3-213A	1620- ESCALIERS PRINCIPAUX	1620	18	15.50			
3-215	1611H- CORRIDORS ET DÉGAGEMENTS	1611H	50	13.20			
3-215A	1620- ESCALIERS PRINCIPAUX	1620	18	15.50		4	
3-216	1681- MESS, SALLES DE DÉTENTE ET	1681	50	39.70		8	
3-217	1710- VESTIAIRES ET SALLES DE	1710	50	14.30			
3-217A	1070B- SALLES DE TOILETTES, BAINS ET	1070B	50	6.80		2	

SPACE INVENTORY
SPACES BY SECTOR

Sector : 3-STE-CATHERINE

Number	Space Description	Proto.	Flr.	Area (m²)	Beds	SGW	DGW
3-217B	1070B- SALLES DE TOILETTES, BAINS ET	1070B	50	10.40		2	
3-219/220	1681- MESS, SALLES DE DÉTENTE ET	1681	50	149.10		10	
3-221	1620- ESCALIERS PRINCIPAUX	1620	18	15.50			
3-224	1740- REMISES D'ENTRETIEN SANITAIRE	1740	18	4.70			
3-225	1740- REMISES D'ENTRETIEN SANITAIRE	1740	18	4.60			
89 Spaces				9,860.20		503	213
300 Spaces				9,860.20	0	503	213

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6.6 **FLOOR COVERING BY AREA**

SPACE INVENTORY
AREA BY FLOORING (Exclusion)

Flooring	Area (m ²)	%
CARPETS	75.00	****
CERAMIC (Porous Finish)	84.90	****
CERAMIC TILES	252.70	****
EXPOSED CEMENT	34.20	****
LINOLEUM	223.30	****
MARBLE	13.40	****
METAL	18.50	****
NATURAL WOOD	931.40	****
PAINTED CEMENT	1,966.30	****
RUBBER SHEETS	379.90	****
TERRAZZO	184.30	****
VARNISHED WOOD	764.70	****
VINYL SHEETS WITHOUT FELT BACKING	4.90	0.\$
VINYL-COMPOUND TILES	4,926.70	****
	9,860.20	

SPACE INVENTORY
AREA BY FLOORING / SECTOR (Exclusion)

Sector : 1- COTE-DES-NEIGES

Flooring	Area (m²)	%
VINYL-COMPOUND TILES	2,221.30	****
RUBBER SHEETS	379.90	****
VARNISHED WOOD	302.60	****
PAINTED CEMENT	225.60	****
TERRAZZO	157.50	****
CERAMIC TILES	94.50	****
LINOLEUM	20.40	****
METAL	18.50	****
CARPETS	17.10	****
MARBLE	13.40	****
VINYL SHEETS WITHOUT FELT BACKING	4.90	****
	3,455.70	

SPACE INVENTORY
AREA BY FLOORING / SECTOR (Exclusion)

Sector : 2-HILLSIDE

Flooring	Area (m²)	%
PAINTED CEMENT	1,319.30	****
VINYL-COMPOUND TILES	1,314.50	****
VARNISHED WOOD	269.80	****
CERAMIC (Porous Finish)	84.90	****
CERAMIC TILES	19.00	****
	3,007.50	

SPACE INVENTORY
AREA BY FLOORING / SECTOR (Exclusion)

Sector : 3-STE-CATHERINE

Flooring	Area (m²)	%
VINYL-COMPOUND TILES	1,390.90	****
NATURAL WOOD	931.40	****
PAINTED CEMENT	421.40	****
LINOLEUM	202.90	****
VARNISHED WOOD	192.30	****
CERAMIC TILES	139.20	****
CARPETS	57.90	****
EXPOSED CEMENT	34.20	1.\$
TERRAZZO	26.80	****
	3,397.00	

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6.7 TECHNICAL SPECIFICATIONS BY PROTOTYPE

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1070B- BATHROOMS, BATHS AND/OR SHOWERS - 5 DAYS

ROUTINE TASKS

FREQUENCY

To offer clients a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

B - Empty and clean garbage cans and change bags, as needed;

Refill supply dispensers;

Clean sanitary fixtures and other surfaces;

Clean furniture, fixtures, walls and other surfaces (1/week)

A - Wash and disinfect floor and wall surfaces and partitions

5 / Week

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

A - Clean and polish floor surfaces

B - Clean bathroom stalls

B - Unhook and clean shower curtains and rehang them after washing

1 / Month

1 / Month

6 / Year

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1110- UTILITY STORAGE (e.g. stationery)

ROUTINE TASKS

FREQUENCY

To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

B - Empty and clean garbage cans and change bags, as needed;

Dust and clean furniture, fixtures and other surfaces

A - Mop, wash and remove stains from floor surfaces

Vacuum and remove stains from carpeted floor surfaces

1 / Week

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1320H- OFFICES AND OFFICE SPACES (Winter)

ROUTINE TASKS

FREQUENCY

To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

- B - Empty and clean garbage cans and change bags, as needed;
Check the facilities' state of cleanliness and take any needed corrective action;
Dust and clean furniture, fixtures and other surfaces (1/week)
- A - Mop and wash floor surfaces
Vacuum and remove stains from carpeted floor surfaces

5 / Week

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

- A - Clean and polish floor surfaces
- B - Clean door glass and glass dividers on both sides

1 / Month

4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1340- MEETING, TRAINING OR COMPUTER ROOMS

ROUTINE TASKS

FREQUENCY

To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

B - Empty and clean garbage cans and change bags, as needed;

Wipe and/or clean chalkboards, brushes and chalk-holders;

Dust and clean furniture, fixtures and other surfaces (1/Week)

A - Mop and remove stains from floor surfaces;

Mop and wash floor surfaces (1/Week);

Vacuum and remove stains from carpeted floor surfaces

5 / Week

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

A - Clean and polish floor surfaces

1 / Month

B - Clean door glass and glass dividers on both sides

4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1350- TRAINING ROOMS

ROUTINE TASKS

FREQUENCY

To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

5 / Week

B - Empty and clean garbage cans and change bags, as needed;

Wipe and/or clean chalkboards, brushes and chalk-holders;

Dust and clean furniture, fixtures and other surfaces (1/Week)

A - Mop and remove stains from floor surfaces;

Mop and wash floor surfaces (1/Week);

Vacuum and remove stains from carpeted floor surfaces

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

A - Clean and polish floor surfaces

1 / Month

B - Clean door glass and glass dividers on both sides

4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1510- LIBRAIRIES

ROUTINE TASKS

FREQUENCY

To offer users a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

B - Empty and clean garbage cans and change bags, as needed;

Dust and clean furniture, fixtures and other surfaces (1/Week)

A - Mop and remove stains from floor surfaces;

Mop and wash floor surfaces (1/Week);

Vacuum and remove stains from carpeted floor surfaces

5 / Week

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

B - Clean door glass and glass dividers on both sides

4 / Month

A - Clean and polish floor surfaces

1 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1533- PHYSICAL ACTIVITY ROOMS

ROUTINE TASKS	FREQUENCY
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week
B - Empty and clean garbage cans and change bags, as needed;	
Refill paper hand-towel dispensers;	
Clean mirrored walls;	
Dust furniture and other surfaces (1/Week)	
A - Mop and remove stains from floor surfaces;	
Vacuum and remove stains from carpeted floor surfaces;	
Mop and wash floor surfaces (3/Week)	
Mop, wash or brush training mats both sides (2/Week)	
PERIODIC TASKS	FREQUENCY
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:	
A - Clean and polish floor surfaces	1 / Month
A - Clean and disinfect physical training and weight machines	4 / Month
B - Clean door glass and glass dividers on both sides	4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1611H- CORRIDORS AND CIRCULATION AREAS (Winter)

ROUTINE TASKS

FREQUENCY

To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

B - Empty and clean garbage cans and change bags, as needed;

Dust and clean furniture, fixtures and other surfaces (1/Week)

A - Mop and wash floor surfaces

Vacuum and remove stains from carpeted floor surfaces

5 / Week

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

A - Clean and polish floor surfaces

B - Clean cupboards and/or glassed-in bulletin boards

B - Clean door glass and glass dividers on both sides

4 / Month

4 / Month

4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1620- MAIN STAIRWAYS

ROUTINE TASKS

FREQUENCY

To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

5 / Week

B - Empty and clean garbage cans and change bags, as needed;

Dust and clean railings and other surfaces (1/Week)

A - Sweep and wash floor surfaces

Vacuum and remove stains from carpetted floor surfaces

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

B - Clean door glass and glass dividers on both sides

4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1681- MESS, LOUNGES AND KITCHENNETTES

ROUTINE TASKS	FREQUENCY
To contribute to the staff's comfort, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week
B - Empty and clean ashtrays;	
Empty and clean garbage cans and change bags, as needed;	
Clean tables;	
Dust and/or clean furniture, accessories such as refrigerators, microwave (inside and outside) and other surfaces (1/Week)	
A - Mop, wash and remove stains from floor surfaces	
Vacuum and remove stains from carpeted floor surfaces	
PERIODIC TASKS	FREQUENCY
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:	
A - Clean and polish floor surfaces	4 / Month
B - Clean glass on windowed cupboards	4 / Month
B - Clean door glass and glass dividers on both sides	4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1710- CHANGE ROOMS AND LOCKERS ROOMS

ROUTINE TASKS

FREQUENCY

To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

5 / Week

B - Empty and clean garbage cans and change bags, as needed;

Dust and clean furniture, fixtures and other surfaces (1/Week)

A - Mop, wash and remove stains from floor surfaces

Vacuum and remove stains from carpetted floor surfaces

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

A - Clean and polish floor surfaces

2 / Month

B - Clean door glass and glass dividers on both sides

4 / Month

A - Clean top of clothing racks

4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1740- CLEANING SUPPLIES STORAGE

ROUTINE TASKS

FREQUENCY

To project an image of cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):

5 / Week

B - Clean dolly, tools and fixtures;

Empty and clean garbage cans and change bags, as needed

A - Wash floors and clean equipment that has been used.

PERIODIC TASKS

FREQUENCY

Perform the following tasks at the intervals suggested, on a monthly or yearly basis:

A - Clean door glass and glass dividers on both sides

4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1999- ZERO-MAINTENANCE SPACES

ROUTINE TASKS

Not required

FREQUENCY

PERIODIC TASKS

Not required

FREQUENCY

ANNEX 2

UPDATE
20 June 2012

5 AREA SUPPORT GROUP
DEPARTMENT OF NATIONAL DEFENCE

SPECIALIZED SERVICES CALL FOR BIDS No. W0130-12-CHS1
TO PROVIDE SANITARY MAINTENANCE
CÔTE-DES-NEIGES, HILLSIDE AND STE-CATHERINE
MILITARIES ARMOURIES
MONTREAL (QC)

"BID" PACKAGE

Côte-des-Neiges Military Armoury
4185, Côte-des-Neiges Rd
Montreal(Qc) H3H 1X2

Hillside Military Armoury
3, Hillside Avenue
Montreal (Qc) H3Z 1V8

Ste-Catherine Military Armoury
4625 Ste-Catherine St. East
Montreal (Qc) H3Z 1S4

Note: *Masculine pronouns used in this document refer to both male and*

Updated 2012-06-26

female persons. Similarly, the singular includes the plural and vice versa.

INDEX

SECTION 1: Definitions

SECTION 2: Submission requirements
 "Bid" procedures and evaluation

SECTION 3: Financial bid from bidder
 Breakdown of costs associated with the technical
 specifications
 Summary table of "periodic work" costs by sector
 Breakdown of "periodic work" costs by sector
 Price form for "set-rate work"

SECTION 1

DEFINITIONS

1.1 Definitions

In this "bid package," the terms and expressions, unless it is otherwise indicated or they are incompatible with the context, can be defined as follows:

"Book of basics" refers to the general and specific conditions related to the work to be performed in this "contract."

"Bid package" refers to this document, which includes the submission requirements, procedures and "bid" evaluation as well as the "financial bid."

"Contract" refers to the sanitary maintenance "contract."

"Foreman" refers to the person in charge of all the sanitary maintenance activities in the buildings. Specifically, he/she is responsible for

- Planning and organizing maintenance activities.
- Ensuring that the work is performed.
- Checking the quality of the work.
- Supplying the service effectively.

"Bid or proposal request" refers to the entire document and includes the instructions to "bidder"s and the annexes for which the "bidder"s submit a "bid."

"Technical specification by prototype" refers to the tasks related to the routine, monthly and periodic work.

"Contractor" refers to the person or body who was issued the sanitary maintenance "contract."

"FTE" is an acronym that stands for FULL-TIME EQUIVALENT, which is defined as the number of part-time or full-time personnel work hours in order to perform the routine work described in the specifications. The "FTE" is calculated by the "PROPRE software" based on the detailed information on the work to be performed and the spaces to be cleaned.

"PROPRE software" refers to the software used by Canada to assess standard times, the production needs required based on the "surface area," the type of "flooring," and the tasks and task schedule for maintaining the various premises. In addition, it makes it possible to establish financial performance in addition to reaching the requested level of performance.

"Financial bid" refers to all prices included by the "bidder" in section 3 of the "bid package."

"Cleaning personnel" refers to the employees assigned to the heavy duty work associated with the routine and monthly tasks.

"Maintenance personnel" refers to the employees assigned to the light duty work associated with the routine and monthly tasks.

"Prototype" refers to all of the spaces (premises) with similar or identical functions that require the same type of maintenance at the same cleaning frequencies, unless the specification includes specific instructions by sector and/or space.

"Flooring" refers to the floor covering.

"Bid" refers to all of the information quoted by the "bidder," including the technical bid and the "financial bid."

"Bidder" refers to the person or body who submitted the "bid" with the aim of winning the sanitary maintenance "contract."

The **"successful bidder"** refers to the person or body whose "bid" has been retained for the execution of the sanitary maintenance "contract."

"Surface area" refers to the floor "surface area."

"Supervisor" refers to the assistant of the "foreman." He/she is responsible for supervising the regular and annual work teams. The "supervisor" can be part of the work routes, and he/she is responsible for ensuring that the work is executed and that it is of a high quality.

"Routine and monthly work" is identified in the "technical specifications by "Prototype" (section 7.6 in the "book of basics").

"Set-rate work" is identified in section 3, page 53, of the "bid package."

"Periodic work" refers to the tasks associated with the annual work (see the BREAKDOWN OF COSTS ASSOCIATED WITH "PERIODIC WORK" tables), "cleaning personnel" and "maintenance personnel."

SECTION 2

SUBMISSION REQUIREMENTS

"BID" PROCEDURES AND EVALUATION

- 2.1 In his/her technical "bid," the "bidder" must meet all of the mandatory technical requirements of this request for proposal and supply the documentation that proves his/her compliance with those requirements.
- 2.2 The "contractor" must fill out all of the cells of the "bid package" table (section 3, page 2), save for those that are highlighted.
- ✓ The annual time and cost (see minimum required hours, based on the "PROPRE software," of the "cleaning personnel" and "maintenance personnel" for the routine and the monthly work).
 - ✓ The annual cost of chemical products and equipment.
 - ✓ The annual cost of sanitary supplies.
 - ✓ The annual time and cost for the "periodic work" planned annually.
 - ✓ Supervision (if applicable).
 - ✓ The cost of the hotel service (if applicable).
- 2.3 The "bidder" is responsible for assessing the work requested in the specification before entering the number of hours in the appropriate box. In addition, the "bidder" must take into account the work assessment to determine the annual usages and must not limit the assessment to the "FTE" or the minimum supervision ratios, as those are minimum requirements.
- 2.4 The "FTE" corresponds to the annual number of work hours (routine, monthly or periodic) that must be performed by the "cleaning personnel" and the "maintenance personnel" in order to perform the routine work described in the specification. The "PROPRE software" calculates the "FTE" based on detailed information about the work to be performed and the areas to be cleaned. The software does not account for indirect costs (vacations, sick leave, travel time, meal breaks and any other non-productive time).
- 2.5 The "FTE" is a mandatory financial obligation aimed at ensuring fairness for all "bidder"s and Canada for the entire duration of the requirement in question. The "bidder" is responsible for submitting an adequate number of hours to perform the routine work. If the supplier has not specified the number of hours required to perform the routine work in his/her bid, Canada will not grant the bidder extra hours for that purpose.
- 2.6 Concerning the supervision ratio, 15 "FTE"s cannot be counted for a "supervisor" who is supervising 15 people on site. The number of "supervisor"s is determined based on the organizational structure of the supplier's workforce (permanent or part-time personnel, periodic work, hours during the weekend or overtime hours).
- 2.7 The prices quoted in the "financial bid" of the "successful bidder" and the annual cost of chemical products and equipment for the routine and monthly work related to the "technical specification by "prototype" will be broken down by "prototype" on the basis of the standard times in the "PROPRE software."
- 2.8 This breakdown, set out in paragraph 2.7 above, will make it possible to properly adjust the costs in the event of amendments to the "technical specification by

prototype" of certain "prototype"s based on their unit costs rather than on an average unit cost for the entire establishment, as described in sections 3.2 and 3.3 of the "book of basics."

2.9 **EVALUATION PROCEDURES**

2.9.1 The "bid"s are evaluated based on all of the requirements of the "bid request," including the technical and financial evaluation criteria.

2.9.2 The "bid"s that do not meet all of the mandatory technical and financial criteria will be deemed non-compliant and given no further consideration.

2.10 **TECHNICAL EVALUATION**

Mandatory technical criteria

2.10.1 Supplier possesses 2 consecutive years of janitorial services experience within the last 5 years on contracts of similar size and scope to the requirement identified in the solicitation. Similar in size and scope is defined as:

- A space that is a minimum of 50% of the size (m2) and;
- A space of similar use or type (e.g. office space, lab space)

2.11 **FINANCIAL EVALUATION**

Mandatory financial criteria

2.11.1 The "bidder" must provide all of the required information in the non-highlighted cells of the tables in section 3 of this "bid package." If any information is omitted, the "bid" will be deemed non-compliant and will not be given any further consideration (if a simple addition or multiplication is omitted, it will not be considered an omission).

The "bidder" must not change the format or distribution units in the table.

2.11.2 The number of hours that the "bidder" writes in section 3, page 2, line 1, under routine and monthly work ("maintenance personnel" and "cleaning personnel"), may exceed but must not be less than the number of "FTE" hours (hours per year).

2.11.3 The number of hours that the "bidder" includes in section 3, page 2, line 5, under "periodic work" ("maintenance personnel" and "cleaning personnel"), may exceed but must not be less than the number of "FTE" hours (hours per year).

2.12 **SELECTION METHOD**

A "bid" must meet all of the requirements of the "bid" request (technical and financial evaluation criteria) to be considered responsive (compliant). The lowest responsive (compliant) "bid" will be recommended for the awarding of the "contract."

SECTION 3

"FINANCIAL BID" FROM "BIDDER"

BREAKDOWN OF COSTS ASSOCIATED WITH THE TECHNICAL SPECIFICATIONS

SUMMARY TABLE OF "PERIODIC WORK" COSTS BY SECTOR

BREAKDOWN OF "PERIODIC WORK" COSTS BY SECTOR

PRICE FORMS FOR "SET-RATE WORK"

"FINANCIAL BID" FROM "BIDDER"
FOR THE SANITARY MAINTENANCE WORK
OF CÔTE-DES-NEIGES, HILLSIDE AND STE-CATHERINE
MILITARIES ARMOURIES
MONTREAL (QC)

On _____ 2012

Dear Sir/Madam,

We, the undersigned, undertake to supply "*Ecologo-certified*" chemical products and the accessories, equipment, supervision and labour required to perform the **sanitary maintenance work** as described in the "technical specification by prototype" as well as provide "Ecologo-certified" **sanitary products** and the "**periodic work**" for the above-mentioned establishments for the annual price of (price set out in section 3, item 16, of the "bid package")

_____ dollars and _____ cents (\$_____).

This price does not include any applicable taxes.

We confirm that we have read the "bidder" instructions and the general and specific conditions, and we undertake to adhere to all of the clauses contained therein.

We confirm that we have visited the site and received all of the required information from the 5 ASG representative of the Department of National Defence.

Signature of "bidder"

Name and title
(please print)

Date

COST BREAKDOWN

	"TECHNICAL SPECIFICATION BY "PROTOTYPE"	PROPRE "FTE" (hours per year, minimum required)	Annual time quoted by the "bidder"	Annual cost
	"ROUTINE AND MONTHLY WORK"			
1	Cleaning and maintenance work by "prototype," section 7.6 of the "book of basics."	8 040 hours		\$
2	ECOLOGO-certified chemical products and cleaning equipment.			\$
3	TOTAL FOR ROUTINE AND MONTHLY WORK			\$

	COST OF SANITARY SUPPLIES	Annual cost
4	Sanitary supplies (ECOLOGO -certified)	\$

	COST OF "PERIODIC WORK" (excluding spaces associated with hotel services)	PROPRE "FTE" (hours per year, minimum required)	Annual time quoted by the "bidder"	Annual cost
5	"Periodic work" Aggregate total of sectors (section 3, page 6)	801 hours		\$

6	ANNUAL GRAND TOTAL FOR <CONTRACT> (3+4+5)	\$
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NOTE for boxes 1 to 6 above,

- (1) the annual costs of the "cleaning personnel" and "maintenance personnel" associated with the routine and monthly cleaning and maintenance work must include, among others, the wage rates along with the benefits governed by the Decree respecting Building Service Employees in the Montreal or Quebec region (c.D-2, r.15 or r.16), the

additional benefits granted by the employer and the administration fees and expected profits. Notwithstanding the aforementioned, it is the sole and entire responsibility of the contractor to respect, at all times, the above mentioned Decree.

- (2) The annual cost provided for the "***Ecologo-certified***" chemical products and equipment must include, among other things, the administration fees and expected profits.
- (3) The total amount of the "financial bid" of the "successful bidder" (the "contractor") will be broken down by "prototype" based on the standard times of the "PROPRE software." That breakdown will later be used in the course of the "contract" to calculate the adjustments required in the event that changes are made to the space measurements or the "technical specification by prototype."
- (4) The annual cost for "***Ecologo-certified***" sanitary supplies must include the expected administration fees and profits.
- (5) The cost of the annual "periodic work" must include, among other, the wage rates along with the benefits governed by the Decree Respecting Building Service Employees in the Montreal or Quebec region (c.D-2, r.15 and r.16) and the administration fees, supervision of the "contract," the expected profits, the "***Ecologo-certified***" chemical products and the housekeeping maintenance equipment. In addition, the department will not be responsible in any way for having said "periodic work" performed in whole or in part. Only the work that is executed and approved by the manager will be covered in accordance with the amount quoted in the breakdown of costs associated with the "periodic work," by sector. Notwithstanding the aforementioned, it is the sole and entire responsibility of the contractor to respect, at all times, the above mentioned Decree.
- (6) The amount must correspond to the one indicated in the first paragraph of the <bidder>'s financial bid in section 3, page 1, of the <bid package>. The amount will be used to evaluate the <bid>, as described in section 1.

Note for boxes 1 and 5

It is agreed that the hours quoted by the "contractor" in the "bid" were evaluated by him/her in accordance with the workload of each regular, monthly and periodic task and based on the "surface area"s identified. In the event that the number of hours is insufficient to perform the tasks, the "contractor" will be required to perform the additional hours of work at his/her own expense.

SECTOR	IDENTIFICATION OF BUILDINGS	"SURFACE AREA" IN M ²	TOTAL HOURS submitted by the bidder	TOTAL COST	M ² COSTING
1	Côte-des-Neiges	3 455,70 m ²		\$	\$
2	Hillside	3 007,50 m ²		\$	\$
3	Ste-Catherine	3 397,00 m ²		\$	\$
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**TOTAL		9 860,20m ²		\$	\$

The “bidder” understands that the “periodic work” indicated in the table must be performed exclusively at Canada’s request. The “bidder” accepts the fact that Canada reserves the right to have said work performed in whole or in part.

BREAKDOWN OF COSTS ASSOCIATED WITH "PERIODIC WORK"**Sector 1 – Côte-des-Neiges**

TASKS ASSOCIATED WITH SECTOR "PROTOTYPES" (excluding the space associated with the hotel service "prototypes")	<u>Freq.</u>	HOURS SUBMITTED BY BIDDER	HOURLY RATE	TOTAL COST
		A	B	A x B
Dusting and/or cleaning of high-up surfaces and accessories	1/A			
Cleaning of light fixtures	1/A			
Cleaning of walls and ceiling, including doors and ventilation diffusers	1/A			
Cleaning of windows (inside and outside, as well as the frames and insect screens). Dismantling, cleaning and/or washing and reinstallation of vertical/horizontal blinds	1/A			
Deep cleaning of furniture and accessories, including storage spaces such as wardrobes and clothing cupboards and lockers, and vacuuming of office dividers	1/A			
Scouring, scrubbing and/or stripping the floors and applying a floor finish, if needed or wash carpet	1/A			
TOTAL OF "PERIODIC WORK" PERFORMED IN ACCORDANCE WITH THE FREQUENCIES OF THE TECHNICAL SPECIFICATION Total amount to be inserted in the summary table of "periodic work" costs (section 3, page 3)				

LEGEND: 1/A = 1 X/year

BREAKDOWN OF COSTS ASSOCIATED WITH "PERIODIC WORK"**Sector 2 – Hillside**

TASKS ASSOCIATED WITH SECTOR "PROTOTYPES" (excluding the space associated with the hotel service "prototypes")	Freq.	HOURS SUBMITTED BY BIDDER	HOURLY RATE	TOTAL COST
		A	B	A x B
Dusting and/or cleaning of high-up surfaces and accessories	1/A			
Cleaning of light fixtures	1/A			
Cleaning of walls and ceiling, including doors and ventilation diffusers	1/A			
Cleaning of windows (inside and outside, as well as the frames and insect screens). Dismantling, cleaning and/or washing and reinstallation of vertical/horizontal blinds	1/A			
Deep cleaning of furniture and accessories, including storage spaces such as wardrobes and clothing cupboards and lockers, and vacuuming of office dividers	1/A			
Scouring, scrubbing and/or stripping the floors and applying a floor finish, if needed.	1/A			
TOTAL OF "PERIODIC WORK" PERFORMED IN ACCORDANCE WITH THE FREQUENCIES OF THE TECHNICAL SPECIFICATION Total amount to be inserted in the summary table of "periodic work" costs (section 3, page 3)				

LEGEND: 1/A = 1 X/year**BREAKDOWN OF COSTS ASSOCIATED WITH "PERIODIC WORK"**

Sector 3 – Ste-Catherine

TASKS ASSOCIATED WITH SECTOR "PROTOTYPES" (excluding the space associated with the hotel service "prototypes")	<u>Freq.</u>	HOURS SUBMITTED BY BIDDER	HOURLY RATE	TOTAL COST
		A	B	A x B
Dusting and/or cleaning of high-up surfaces and accessories	1/A			
Cleaning of light fixtures	1/A			
Cleaning of walls and ceiling, including doors and ventilation diffusers	1/A			
Cleaning of windows (inside and outside, as well as the frames and insect screens). Dismantling, cleaning and/or washing and reinstallation of vertical/horizontal blinds	1/A			
Deep cleaning of furniture and accessories, including storage spaces such as wardrobes and clothing cupboards and lockers, and vacuuming of office dividers	1/A			
Scouring, scrubbing and/or stripping the floors and applying a floor finish, if needed.	1/A			
TOTAL OF "PERIODIC WORK" PERFORMED IN ACCORDANCE WITH THE FREQUENCIES OF THE TECHNICAL SPECIFICATION Total amount to be inserted in the summary table of "periodic work" costs (section 3, page 3)				

LEGEND: 1/A = 1 X/year**PRICE FORM FOR "SET-RATE WORK"**

In the event that the manager decides to request the performance of additional work not described in the "technical specification by prototype," the "bidder" shall charge the unit prices listed below (including labour, supervision and product costs, employee benefits, administrative costs and expected profits).

The manager reserves the right to require that set-rate and additional work be performed during the day, in the evening, at night and on weekends or holidays without the quoted rates being thereby affected.

Shampooing of carpets	\$ /m ²
Shampooing of upholstered chairs and armchairs	\$ /unit
Shampooing of removable fabric dividers (4' X 8')	\$ /unit
Cleaning (inside and out) of light fixtures	\$ /unit
Deep cleaning (inside and out) of clothes lockers	\$ /unit
AVERAGE HOURLY RATE (note 1)	\$

Note 1: The hourly rate quoted above will be used to bill for additional work done by the hour and not described in the specifications.

Note that the hourly rate billed must include the cost of products, materials, supervision, the wage rates along with employee benefits governed by the Decree respecting Building Service Employees in the Montreal or Quebec region (c.D-2, r.15 or r.16), as well as additional employee benefits paid by the employer, administrative expenses and profits. Notwithstanding the aforementioned, it is the sole and entire responsibility of the contractor to respect, at all times, the above mentioned Decree.

Should work at the hourly rate be requested, the "CONTRACTOR" will be paid for the actual time it takes to do the work or will be paid for a minimum of three (3) hours calculated in the category of employee required.