

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada**  
**1713 Bedford Row**  
**Halifax, N.S./Halifax, (N.É.)**  
**B3J 1T3**  
**Bid Fax: (902) 496-5016**

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

<b>Title - Sujet</b> CLEANING SERVICES	
<b>Solicitation No. - N° de l'invitation</b> E0225-130263/A	<b>Date</b> 2012-07-26
<b>Client Reference No. - N° de référence du client</b> 20130263	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$HAL-503-8727	
<b>File No. - N° de dossier</b> HAL-2-69054 (503)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-09-05</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Daylight Saving Time ADT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Forward (HAL), LeeAnne	<b>Buyer Id - Id de l'acheteur</b> hal503
<b>Telephone No. - N° de téléphone</b> (902) 496-5070 ( )	<b>FAX No. - N° de FAX</b> (902) 496-5016
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA DOMINION BUILDING 1713 BEDFORD ROW, 2ND FLOOR HALIFAX NOVA SCOTIA B3J 3C9 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

**Issuing Office - Bureau de distribution**  
Acquisitions  
1713 Bedford Row  
Halifax, N.S./Halifax, (N.É.)  
B3J 3C9

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

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**NOTICE****Security**

This notice is to advise ALL interested bidders that in order to be awarded a contract which contains a security requirement, all bidders MUST hold a valid Security Clearance granted or approved by PWGSC Canadian Industrial Security Directorate (CISD) at the level indicated in this solicitation document. Should the bidder not currently hold a valid Security Clearance or require the level to be upgraded, PWGSC will sponsor the bidder. Please submit your written request with the following information to Lee Anne Forward by facsimile 902-496-5016 or by e-mail to: [leeanne.forward@pwgsc-tpsgc.gc.ca](mailto:leeanne.forward@pwgsc-tpsgc.gc.ca).

- Legal Company Name
- Mailing address
- Surname and given name of contact person
- Telephone number of contact person
- Title of contact person
- Facsimile number
- E-mail address of contact person
- Procurement Business Number
- Preferred Language of correspondence
- Level of Security Required

Additional information on PWGSC security can be found on the following web site  
[:http://ssi-iss.tpsgc-pwgsc.gc.ca/](http://ssi-iss.tpsgc-pwgsc.gc.ca/) or by dialing 1-866-368-4646 (Toll free).

## PART 1 - GENERAL INFORMATION

### 1. Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, and the Task Authorization Form DND 626.

### 2. Summary

The scope of work comprises the furnishing of all labour, materials, tools, equipment and transportation necessary for complete and satisfactory janitorial services as specified herein at the RCMP Forensic Laboratory Services Lab at 3151 Oxford Street, Halifax Nova Scotia.

The period of the Contract will be for 1 year with the option to extend up to 6 additional periods of 6 months each.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents Web site.  
(<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>)

**Pursuant to section 01 of Standard Instructions 2003 and 2004, a Consent to a Criminal Record Verification form, must be submitted with the bid, by the bid solicitation closing date, for each individual who is currently on the Bidder's Board of Directors.**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

### 3. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada. (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>)

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2012-07-11) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: ninety (90) days

### 2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

### 4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Nova Scotia.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

### 5. Mandatory Site Visit

Due to the nature of this requirement and in order to gain access to the sites **it is MANDATORY that all interested bidders, submit the Names (legal name) and birth dates of their representatives that will be attending the Mandatory Site Visit to the Contracting Authority (Lee Anne Forward) no later than August 13, 2012.**

It is the responsibility of the Bidders to ensure that the Contracting Authority is in receipt of this information by the date shown. **Bidders who fail to submit the required information by August 13, 2012, will be denied access to the sites.**

Bidders are advised that any clarifications or changes resulting from the site visit will be included as an amendment to the bid solicitation document.

It is **MANDATORY** that the bidder attend the site visit at the designated date and time to examine the scope of the work required and the existing conditions. **A maximum of two (2) representatives per bidder will be permitted to examine the sites.**

The site visit will be held on **August 16, 2012 at 9:30 a.m.** meeting at the main entrance of 3151 Oxford Street, Halifax, Nova Scotia, Canada. Bidders who, for any reason, cannot attend at the specified date and time will not be given an alternative appointment to view the site and their bids, therefore, will be considered as non-responsive. **NO EXCEPTIONS WILL BE MADE.**

As proof of attendance, at the site visit, the Contracting Authority will have an Attendance Form which **MUST** be signed by the bidder's representative.

Bids submitted by bidders who have not attended the site visit or failed to sign the Attendance Form will be deemed non-responsive.

### **PART 3 - BID PREPARATION INSTRUCTIONS**

#### **1. Bid Preparation Instructions**

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (one hard copy)
- Section II: Financial Bid (one hard copy, and one electronic copy on cd or dvd)
- Section III: Certifications (one hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to :

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### **Section I: Technical Bid**

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

## **Section II: Financial Bid**

**1.1** Bidders must submit their financial bid in accordance with Annex B Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

## **1.2 Exchange Rate Fluctuation**

C3011T (2011-01-10), Exchange Rate Fluctuation

## **Section III: Certifications**

Bidders must submit the certifications required under Part 5.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **1. Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

### **1.1 Technical Evaluation**

#### **1.1.1. Mandatory Technical Criteria**

- A) Attendance at the mandatory site visit;
- B) Contractor's qualifications in accordance with 1.1.1.1 below;
- C) Working On-site Supervisors qualifications in accordance with 1.1.1.2 below;
- D) Submission of prices and rates for all items listed in the RFP, Annex 1, Financial Proposal.

#### **1.1.1.1 Mandatory Contractor's Experience and Past Performance**

The bidder must provide evidence of its experience and past performance by referencing two (2) projects or contracts satisfactorily rendered for a minimum of twelve (12) consecutive months within the past five (5) years, wherein the range of janitorial services provided are comparable to those described in this Request for Proposal (RFP). **Please provide the information in the format shown below. Please submit a separate table for each project.**

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CCC No./N° CCC - FMS No/ N° VME

<b>PROJECT/CONTRACT REFERENCE NO.</b> _____	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone and facsimile number of client contact	Phone No.: _____ Fax No.: _____
Approximate size in square meters of the cleanable area of the project or contract	_____ square meters
Location/site of the project or contract:	_____ _____
Value of the project or contract	\$ _____
Performance period of the project or contract (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____ _____
Description of Project or Contract: _____ _____ _____ _____ _____	



### 1.1.1.2 Mandatory Working On-site Supervisor(s) Expertise and Experience

a) Identify below the Contractor's Working On-site Supervisor(s) who will be assigned to this Contract. It is Mandatory that the Working On-site Supervisor(s) have a minimum of (2) consecutive years experience in a supervisory role in the field of janitorial services.

Name of Working On-site Supervisor(s) \_\_\_\_\_

b) The bidder must provide evidence of its experience and satisfactory performance of the Working On-site Supervisor(s). Do so by referencing one (1) or more projects or contracts for clients of a duration of a minimum of six (6) consecutive months (total experience must add up to 2 consecutive years), within the past ten (10) years, in providing janitorial services in a range comparable in size, scope and complexity to those described in the Request for Proposal (RFP).

**Please provide the information in the format shown below. Please submit a separate table for each supervisor.**

<b>REFERENCE NO. _____ : Working On-site Supervisor Name: _____</b>	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Phone and facsimile number of client contact	Phone No.: _____ Fax No.: _____
Approximate size in square meters of the cleanable area of the project or contract	_____ square meters
Location/site of the project or contract:	_____
Value of the project or contract	\$ _____
Performance period of the project or contract. (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of Project or contract: _____ _____	
Responsibilities of the individuals: _____ _____ _____	

## 1.2 Financial Evaluation

The Total Cost will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded. The unit price will govern in establishing the extended price.

## 2. Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

### Certifications Precedent to Contract Award and Certifications Required with the Bid

Bidders must submit the certifications as provided below:

#### 1. Certifications Required with the Bid

Bidders must submit the following duly completed certifications with their bid.

##### 1.1 Code of Conduct Certifications - Consent to a Criminal Record Verification

Bidders must submit with their bid, by the bid solicitation closing date:

- (a) a complete list of names of all individuals who are currently directors of the Bidder;
- (b) a properly completed and signed form Consent to a Criminal Record Verification (PWGSC-TPSGC 229), for each individual named in the list. (see Annex F)

## 2. Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

## 2.1 Federal Contractors Program - Certification

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder, or, if the Bidder is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Bidder does not fall within the exceptions enumerated in 3.(a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.

3. The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- (a) ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;
- (b) ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (c) ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (d) ( ) is subject to the FCP, and has a valid certificate number as follows: \_\_\_\_\_ (e.g. has not been declared an ineligible contractor by HRSDC.)

Further information on the FCP is available on the HRSDC Web site.

## 2.2 Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

## Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, in the context of the fee abatement formula, a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

## Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above? YES ( ) NO ( )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

## Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? YES ( ) NO ( )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

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For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

#### Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

**PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS****1. Security Requirement****1. At the date of bid closing, the following conditions must be met:**

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

**2. For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents Web site.  
(<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>)**

## **PART 7 - RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### **1. Statement of Work**

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

#### **1.1 Task Authorization**

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

##### **1.1.1 Task Authorization Process**

The Technical Authority will provide the Contractor with a description of the task using the "PWGSC 572, Task Authorization Form."

The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.

The Contractor must provide the Technical Authority, within 2 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

##### **1.1.2 Task Authorization Limit**

The Project Authority may authorize individual task authorizations up to a limit of \$40,000.00, Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

##### **1.1.3 Canada's Obligation - Portion of the Work - Task Authorizations**

B9031C 2011-05-16 Canada's Obligation - Portion of the Work - Task Authorizations

##### **1.1.4 Periodic Usage Reports - Contracts with Task Authorizations**

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "NIL" report.

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The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;  
 2nd quarter: July 1 to September 30;  
 3rd quarter: October 1 to December 31; and  
 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

### **Reporting Requirement- Details**

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

the authorized task number or task revision number(s);  
 a title or a brief description of each authorized task;  
 the total estimated cost specified in the authorized Task Authorization (TA) of each task, GST or HST extra;  
 the total amount, GST or HST extra, expended to date against each authorized task;  
 the start and completion date for each authorized task; and  
 the active status of each authorized task, as applicable.

For all authorized tasks:

the amount (GST or HST extra) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TSA; and  
 the total amount, GST or HST extra, expended to date against all authorized TA's.

#### **1.1.5 Limitation of Expenditure - Cumulative Total of all Task Authorizations**

Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$\_\_\_TBD\_\_\_. Customs duties are excluded and the Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum: when it is 75 percent committed, or four (4) months before the contract expiry date, or as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.



## **2. Standard Clauses and Conditions**

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada. (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>)

### **2.1 General Conditions**

2035 (2012-07-16), General Conditions - Higher Complexity - Services apply to and form part of the Contract.

## **3. Security Requirement**

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - (b) Industrial Security Manual (Latest Edition).

## **4. Term of Contract**

### **4.1 Period of the Contract**

The period of the Contract is from October 1, 2012 to September 30, 2013 inclusive.

### **4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to six (6) additional 6 month periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least five (5) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## **5. Authorities**

### **5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Lee Anne Forward

Title: Supply Specialist  
Public Works and Government Services Canada

Acquisitions Branch

Address: 1713 Bedford Row  
Halifax, NS B3J 3C9

Telephone: (902) 496-5070

Facsimile: (902) 496-5016

E-mail address: leeanne.forward@pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### **5.2 Project Authority**

The Project Authority for the Contract is: (to be announced upon contract award).

Name:

Title:

Organization:

Address:

Telephone:

Facsimile:

E-mail address:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### **5.3 Contractor's Representative**

Name:

Title:

Organization:

Address:

Telephone:

Facsimile:

E-mail address:

## 6. Payment

### 6.1 Basis of Payment

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized TA.

Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

### 6.2 Limitation of Price

C6000C	Limitation of Price	2011-05-16
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### 6.3 Monthly Payment

H1008C	Monthly Payment	2008-05-12
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### 6.4 SACC Manual Clauses

A9117C	T1204 - Direct Request by Customer Department	2007-11-30
C0100C	Discretionary Audit - Commercial Goods and/or Services	2010-01-11
C0711C	Time Verification	2008-05-12

## 7. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must:

(a) specify the contract as E0225-130263 RCMP Lab

(b) be itemized by building, showing the following mandatory information for each building:

- 1) Building number and name
- 2) Basic monthly billing charge (\$/month)
- 3) Additional charges per Task Authorization
- 4) HST; and
- 5) Total invoice amount.

Each invoice must be supported by:

a copy of time sheets to support the time claimed;  
a copy of the release document and any other documents as specified in the Contract;  
a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;  
a copy of the monthly progress report.

## 2. Invoices must be distributed as follows:

- (a) The original and one (1) copy must be forwarded to the address below for certification and payment.

PWGSC/TPSGC  
REGIONAL DIRECTOR CORP SERVICES  
1713 Bedford Row  
Halifax, NS B3J 3C9

- (b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 8. Certifications

- 8.1** Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

## 9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Nova Scotia.

## 10. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the General Conditions 2035 2012-03-02 General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the signed Task Authorizations (including all of its annexes, if any);
- (g) the Contractor's bid dated \_\_\_\_\_

## 11. Foreign Nationals (Canadian Contractor)

A2000C Foreign Nationals (Canadian Contractor) 2006-06-16

## 12. Insurance

G1005C Insurance 2008-05-12

## 13. Financial Security

1. The Contractor must provide one of the following contract financial securities within ten (10) calendar days after the date of contract award:

- (a) a performance bond (form PWGSC-TPSGC 505) in the amount of ten (10) percent of the Contract Price; or

- (b) a performance bond (form PWGSC-TPSGC 505) and a labour and material payment bond (form PWGSC-TPSGC 506), each in the amount of ten (10) percent of the Contract Price; or
- (c) a labour and material payment bond (form PWGSC-TPSGC 506) in the amount of ten (10) percent of the Contract Price; or
- (d) a security deposit as defined in clause E0008C in the amount of ten (10) percent of the Contract Price.

Any bond must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, Appendix L, Acceptable Bonding Companies.

2. Security deposits in the form of government guaranteed bonds with coupons attached will be accepted only if all coupons that are unmatured, at the time the security deposit is provided, are attached to the bonds. The Contractor must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.
3. If Canada does not receive the required financial security within the specified period, Canada may terminate the Contract for default pursuant to the Contract default provision.

### 13.1 SACC Manual Clauses

E0008C

Security Deposit Information

2011-05-16

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Buyer ID - Id de l'acheteur

hal503

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

20130263

File No. - N° du dossier

HAL-2-69054

CCC No./N° CCC - FMS No/ N° VME

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## **Annex A**

### **Statement of Work**

**(as attached)**

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**Annex B**  
**Basis of Payment**  
**(To be completed by PWGSC upon award of contract)**

Solicitation No. - N° de l'invitation

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## **Annex C**

### **Security Requirements Check List**

**(as attached)**



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## **Annex D**

### **Task Authorization Form PWGSC 572**

**(as attached)**

## Annex E

### Employee Security Information

The Bidder should specify the following information regarding employees proposed to provide services against any resulting contract (as per Part 7, Article 3).

PROPOSED EMPLOYEES			
Legal Name (First, Last)	Date of Birth (Day/Month/Year)	Position	Clearance Number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Solicitation No. - N° de l'invitation

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## Annex F Code of Conduct Requirements

Failure to provide the following information **with your bid** will render the bid non-responsive.

Complete Legal Name of Supplier: \_\_\_\_\_

Supplier Address: \_\_\_\_\_

Supplier PBN: \_\_\_\_\_

Solicitation Number: E0225-130263/A

Contracting Officer Signature Block: Lee Anne Forward  
Supply Specialist  
Atlantic Region Acquisitions  
Public Works and Government Services Canada  
5th Floor, Dominion Public Building  
1713 Bedford Row, Halifax, NS B3J 3C9  
leeanne.forward@pwgsc-tpsgc.gc.ca  
Telephone / Téléphone: (902) 496-5070  
Facsimile / Télécopieur: (902) 496-5016  
Government of Canada / Gouvernement du Canada

List of Directors: Please provide a list of names of all individuals currently on the Board of Directors of the above company and provide a signed copy of the Form PWGSC 229 - **Consent to a Criminal Record Verification** for each name on the list.

### Board of Directors:

NAME	NAME	NAME	NAME

Attach additional names on a separate sheet if required.

**See attached document PWGSC-TPSGC 229 Consent to a Criminal Record Verification.**

## Attachment 1 Financial Proposal

**(Offerors are required to complete and submit the attached excel file Attachment 1)**

**The Financial Evaluation Total will be used for evaluation purposes only and does not represent a commitment on the part of Canada.**

Bidders must provide a firm unit price in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded. Should the resulting contract have to be reduced due to a building no longer requiring cleaning services (either due to down sizing or demolition etc.), the contract may be reduced by the cost per month of that particular building to the end of the contract period. This would be done in writing by the Contracting Officer.

This Basis of Payment contains SEVEN (7) tables, 1 for the first year of the contract and 6 tables representing 6 option periods of 6 months each. The first 3 years of this contract do not allow for any escalation of prices beyond your bid prices. The rates for any further option periods beyond 3 years will be adjusted (by the Contracting Authority) to respond to changes in the labour rates.

**Your unit pricing comprises the furnishing of all labour, materials, tools, equipment and transportation necessary for complete and satisfactory janitorial services as specified herein.**

1. You must provide a unit price for all items for all tables.
2. Table 1 represents Year 1 of the contract. The remaining tables represent the option periods of 6 months each for a total of 4 years.
3. For any periods beyond the 3 year period, the Contracting Authority will apply rate increases (or decreases) at the time of contract amendment based on the following formula:

The prices (unit rates) shown in Year 3, will be adjusted annually for each option period at the beginning of that option period (starting with year 4). The amount of the adjustment will be based on a percentage increase (decrease) of the current period's unit prices by using the "Unadjusted CPI for Nova Scotia" (Consumer Price Index) for the 2 months previous.. <http://www.statcan.gc.ca/start-debut-eng.html>

**Example: After the first 3 contract years:**

Year 3 unit rate for unscheduled work is \$10.00 per hour. The CPI as of July 31, 2015 is 3.9 percent.

$10.00 * 3.9 \% = 0.39$ . Therefore the unit rate for unscheduled work for the 5th option period (start of year 4) will be \$10.39.

Year 4 (1st period) unit rate for unscheduled work is \$10.39 per hour. The CPI as of January 31, 2016 is 2.8 percent.

$10.39 * 2.8 \% = 0.29$ . Therefore, the unit rate for unscheduled work for the 6th option period (2nd half of year 4) will be \$10.68.

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Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

**PUBLIC WORKS AND  
GOVERNMENT SERVICES CANADA**

**ASSET AND FACILITIES MANAGEMENT SERVICES**

**RCMP FORENSIC LABORATORY  
SERVICES**

**BUILDING CLEANING  
MAINTENANCE SERVICE CONTRACT  
SPECIFICATION**

**Description:** Building Cleaning

**Location:** RCMP Forensic Laboratory Services  
3151 Oxford Street  
Halifax, Nova Scotia  
B3J 3E1

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## **Definitions**

As Required	Frequencies are subject to change at any time without warning in order to maintain the established cleaning standard. When the frequency of a cleaning operation is "As Required (AR)", the final decision as to when this service must be carried out will be made by the RCMP with the approval of the Building Supervisor.
Building	See 'Facility'
Building Supervisor	PWGSC Building Supervisor and/or PWGSC Representative
Clean	For the width and breadth of the surface in question, it must be free of foreign matter down to the original surface or last protective coating.
Cleaning Staff	See cleaner - Annex "B".
Cleaning Supervisor	See 'Cleaning Working Supervisor' - See Annex "B".
Complete and satisfactory cleaning services	The continual janitorial, cleaning and minor maintenance procedures as specified in this document to the satisfaction of the RCMP and the Building Supervisor.
Contract Area	The area to be serviced under this contract is the RCMP Forensic Laboratory, 3151 Oxford Street, Halifax, NS, B3J 3E1.
Contractor	The janitorial/cleaning service contract holder or any representative thereof.
Duty Coordinator	A PWGSC employee assigned on a rotating basis whose responsibility is to coordinate after-hours jobs.
Entity	Includes any individual or group that is responsible for a 'Function.'
Facility	The complex of buildings so named the RCMP Forensic Laboratory.
Function	An event hosted through either Public or Non-Public Funds.
Hot Work	Any work where flame is used or a source of ignition may be produced.
Inspector	The Cleaning Contract Inspector that acts on behalf of the Building Supervisor to oversee janitorial service delivery.
Janitorial Staff	See 'The Contractor'

Litter	Any discarded material foreign to the environment including but not limited to the following: <ul style="list-style-type: none"> <li>• Paper</li> <li>• Bottles</li> <li>• Wood</li> <li>• Leaves</li> <li>• Plastic/paper bags</li> <li>• Cloth</li> <li>• Beverage</li> <li>• Broken glass</li> <li>• Scattered bricks and stones</li> <li>• Pieces of metal</li> <li>• Empty containers</li> <li>• Cigarette butts (outside smoking areas)</li> </ul>
Normal Working Days/Hours	As defined in Section 4 Paragraph 4.1.1 and 4.1.2
PWGSC	Public Works and Government Services Canada
RCMP	RCMP on behalf of PWGSC and/or his/her representatives.
Site Manager	The employee of the Contractor who is designated by the Contractor to act as a liaison person between the Building Supervisor and the Contractor for the purposes of: <ol style="list-style-type: none"> <li>decision-making in matters of priority in the execution of the cleaning duties;</li> <li>supervising to ensure that the cleaning tasks are performed in accordance with the contract specifications;</li> <li>overseeing the conduct/deportment of the Contractor's employees;</li> <li>daily inspections of the facilities; and</li> <li>must wear a distinctive uniform.</li> </ol>
Supervisor	See 'Working Supervisor' - See Annex "B".
WHMIS	Workplace Hazardous Materials Information System
Working Supervisor	A Contractor representative who may be assigned , janitorial or cleaning duties combined with supervisory duties.



- 1. Description of Work**
  - .1 Scope of work under this contract comprises the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory cleaning/ janitorial services as specified herein located at RCMP Forensic Laboratory Services, 3151 Oxford Street, Halifax, NS, B3J 3E1.
  - .2 This contract is a one year contract with six (6) six (6) month options.
- 2. Inspection**
  - .1 The Contractor must notify the Building Supervisor when each major operation listed in the Schedule of Operations is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable.
- 3. Building**
  - .1 Building to be cleaned under this contract is :
    - .1 RCMP Forensic Laboratory.  
3151 Oxford Street, Halifax, NS, B3J 3E1.
- 4. Examination of Premises**
  - .1 All parties tendering are advised to examine the site of the proposed work prior to submitting their tenders, become thoroughly acquainted with same and obtain any and all information that may be necessary to properly execute contract.
  - .2 Make arrangements with Building Supervisor, telephone no. (902) 426-6004 prior to site visit.
- 5. Codes and Legislated Requirements**
  - .1 The following codes and standards in effect at the time of award are subject to change/revision. The latest editions of each must be enforced during the term of the contract:
    - .1 Canada Labour Code, Part II.
    - .2 National Building Code of Canada.
    - .3 National Plumbing Code.
    - .4 Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.
    - .5 National Fire Code.
    - .6 Canadian Construction and Canada Labour Safety Codes; Provincial Government, Workers' Compensation Board; and Municipal Statutes and Authorities.
    - .7 Canadian Electrical Code, Part 1, CSA C22.1.
    - .8 Canadian Environmental Protection Act.
    - .9 Safety Code for Window Cleaning Operations, CAN/CSA-Z91.
    - .10 Fall - Arresting Devices and Vertical Lifelines CAN/CSA Z259.2.1.
    - .11 Safety Belts and Lanyards CAN/CSA Z259.1.

- |           |                                |     |  |
|-----------|--------------------------------|-----|--|
|           |                                | .12 | Nova Scotia Occupational Health & Safety Act.  |
|           |                                | .13 | The Contractor is responsible to be familiar with the relevant Codes and Standards and to ensure that all work undertaken on behalf of the Department of Public Works and Government Services is completed in a safe manner.   |
|           |                                | .14 | Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), American Society for Testing Materials (ASTM) and referenced organizations.   |
|           |                                | .15 | The Contractor can obtain addresses for codes and standards from Building Supervisor upon request.   |
|           |                                | .16 | In the event of a conflict between any of the above codes or standards the most stringent must apply.  |
|           |                                | .17 | These standards must be considered an integral part of the specifications and must be read in conjunction with the drawings and specifications. The Contractor must be fully familiar with their contents and requirements as related to the work and materials specified.   |
| <b>6.</b> | <b>Materials and Equipment</b> | .1  | All materials used in the work must conform to Canadian General Standards Board Standards.   |
|           |                                | .2  | The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him/her for use in the work and he/she may be required to provide samples of materials from his/her stock for testing purposes.   |
|           |                                | .3  | Equipment and materials to be CSA certified and manufactured to standard quoted. Vacuum cleaners to be new or in new condition, be equipped with a power nozzle and have a filtration system capable of trapping 99% of the dust (i.e. Hepa or Microtex filter). A wet/dry vacuum cleaner is to be kept on site in each building for cleaning mats and accidental spills. These vacuum cleaners must have an air flow of not less than 100 cfm and a noise level of less than 70 dB. |
|           |                                | .4  | Where there is no alternative to supplying equipment which is not CSA certified, obtain special written approval from an independent testing agency recognized by the Provincial Department of Labour. Pay cost for obtaining approval.  |
|           |                                | .5  | Use only materials, equipment and products that are environmentally friendly, scent free, have been approved by the Building Supervisor for work under this Contract.  |
|           |                                | .6  | Unless otherwise specified, comply with manufacturer's latest printed instructions for materials and installation methods.   |

- |           |                                     |     |  |
|-----------|-------------------------------------|-----|--|
|           |                                     | .7  | Deliver, store and maintain materials with manufacturer's seals and labels intact.   |
|           |                                     | .8  | Store materials in accordance with manufacturer's and supplier's instructions.   |
|           |                                     | .9  | Do not store materials on-site without Maintenance superintendent's approval.  |
|           |                                     | .10 | The Department of Public Works and Government Services Canada accepts no responsibility for materials or equipment stored on-site.   |
| <b>7.</b> | <b>Workforce Qualifications</b>     | .1  | The Contractor must provide proof that employees, including supervisors, are WHMIS trained. Employees must be retrained in accordance with Provincial and Federal standards, as required.                                |
|           |                                     | .2  | The Contractor must provide proof that employees have received training in fall protection if the employees are required to work off of an unprotected work surface higher than 2.1 meters.                              |
|           |                                     | .3  | The Contractor must have one person with Standard First Aid/CPR on site while employees are required to work. The Contractor must provide proof of employees that are trained in accordance with Provincial standards.   |
|           |                                     | .4  | The contractor must ensure all staff are trained and show proof of lead awareness in accordance with Provincial standards.   |
| <b>8.</b> | <b>Conversion of Floor Covering</b> | .1  | There will be no adjustment to the Contract amount where the existing floor covering is converted to another type during the term of the Contract.   |
| <b>9.</b> | <b>Space Assigned</b>               | .1  | The Building Supervisor must provide the Contractor with such space as is considered necessary by the Building Supervisor for the performance of the Contractor's duties.  |
|           |                                     | .2  | The Contractor must not list, publicize or use the address or telephone numbers on site in any fashion for business purposes. The Contractor must supply staff with cell phone.  |
|           |                                     | .3  | The Department will not be responsible for damage to the Contractor's supplies, material or equipment in the building nor for employees' personal belongings brought into the building while employed by the Contractor. |
|           |                                     | .4  | The Contractor must supply all devices deemed necessary to store, handle and transport the Contractor's equipment and supplies.  |

- .5 All space assigned to Contractor for supplies and material must have updated Material Safety Data Sheets (MSDS) on entrydoor. This is to remain on site at all times.

- |                                |    |   |
|--------------------------------|----|---|
| <b>10. Personnel</b>           | .1 | The Contractor will provide the Building Supervisor with a list of all people working on the premises, complete with a copy of their licences, where applicable, and will update the list immediately when personnel changes.   |
|                                | .2 | The Contractor and his/her personnel must adhere to the Federal Government "NO SMOKING" policy while in Federal facilities.   |
| <b>11. Access to Buildings</b> |    |   |
|                                | .1 | Only those employees whose names appear on the Contractor's security clearance list will be allowed access to the site of work. No other persons accompanying employees will be allowed on-site.  |
|                                | .2 | All cleaning staff employed by the Contractor, regardless of hours of work <b>must sign IN and OUT</b> ; and enter the times of arrival and departure in registers or on sheets so provided at the security guard's control desk or other designated area. In the event of a dispute and the absence of other evidence, the register will be regarded as evidence of hours of work. <b>Failure to sign "OUT" will render the entry invalid.</b> |
| <b>12. Security - Keys</b>     |    |   |
|                                | .1 | All keys entrusted to the Contractor during the fulfillment of his/her Contract must be signed OUT and returned each day and kept fully protected and secure at all times.  |
|                                | .2 | Keys must not be removed from the site at any time.   |
|                                | .3 | <b>Duplication of keys is strictly prohibited.</b>  |
| <b>13. Log</b>                 |    |   |
|                                | .1 | A log must be maintained in the building by the Contractor in which he/she must record on a daily basis, all of the work performed other than the normal day-to-day cleaning. The log must be made available for inspection by the Building Supervisor as required.   |
|                                | .2 | The Contractor will log any activities they were unable to complete or perform as a result of refused access.   |
|                                | .3 | Post a cleaning schedule in each building for Operations and Frequencies.   |
| <b>14. Quality Standards</b>   |    |   |
|                                | .1 | The Quality Standards(see Section 6), where applicable, must be adhered to strictly. Inspections made by the Building Supervisor will be based on these standards.  |

- 15. Contractor Responsibilities**
- .1 The Contractor must maintain and provide PWGSC with current phone, fax and pager numbers to be able to provide response to requests for service from the local Building Supervisor and/or the National Service Call Centre (NSCC) 1-800-463-1850 on a twenty-four (24) hour, seven (7) day per week basis. This involves ensuring that cellular phones and pagers are of a type that can be contacted from the National Service Call Centre in Toronto. If the request for service is from the NSCC, the Contractor must, immediately upon completion of the service, report back to the NSCC describing the action taken to correct the problem.
  - .2 The Contractor must provide service during specified regular working hours, silent hours and weekends.
  - .3 The Contractor will advise the Building Supervisor of the telephone number at which he/she or his/her representative may be contacted at any time.
  - .4 The Contractor must not refuse any call for service requested by a Building Supervisor and the time lapse between call out and start of work must **not exceed two (2) hours**.
  - .5 Contractor prior to commencement of work, must report to the commissionaires desk to log in.
  - .6 The Contractor will be notified, on award of the Contract, the name and phone number of the Building Supervisor.
  - .7 Cost of emergency services must be included in the Contract amount.
  - .8 The Contractor must supply the on site "Work Supervisor" with a cell phone to permit immediate access to services if and when required.

- 1. Compliance Requirements**
  - .1 Comply with the Canada Labour Code Part II and the Canada Occupational Health and Safety Regulations.
  - .2 Comply with the Provincial Occupational Health and Safety Act and supporting Occupational General Safety Regulations as amended from time to time.
  - .3 Observe and enforce construction safety measures required by the following statutes and authorities:
    - .1 The National Building Code of Canada, Part 8.
    - .2 The National Fire Code of Canada.
    - .3 Provincial Workers Compensation Board.
    - .4 Municipal Statutes and Ordinances.
- 2. Submittals**
  - .1 Prior to Award The successful Contractor is to provide (within seven (7) calendar days after closing):
    - .1 Documentation indicating that the successful bidder meets the requirements for Occupational Health and Safety Requirements for the Province of Nova Scotia.
    - .2 Certification letter of good standing from Worker's Compensation Board.
    - .3 Signed statement by Owner of company that the company will maintain Worker's Compensation Board coverage for the life of the Standing Offer Agreement (SOA) / Service Contract (SC), including sub-contractor.
  - .2 Before Work Begins The successful Contractor is to provide documentation:
    - .1 A copy of the company's site-safety plan.
    - .2 The Contractor and his/her personnel must adhere to the Federal Government 'NO SMOKING' Policy while in Federal facilities and/or Scent Free Policy if applicable.
    - .3 All sub-contractors must adhere to the above qualifications.
- 3. Training**
  - .1 Before Work Begins The successful Contractor is to provide documentation:
    - .1 Certification of training for safety for all personnel that will be involved with the Standing Offer Agreement/Service Contract. Updated list complete with licenses must be kept on site including personnel changes.
    - .2 Training for workers must include (but not limited to)
      - .1 Safe operation of tools and equipment.
      - .2 Proper wearing and use of personal protective equipment (PPE).
      - .3 Safe work practices and procedures of their given work tasks or function.
      - .4 Site conditions and minimum site safety rules.

- |   |   |  |
|---|---|--|
| <b>4. Disciplinary Procedures for Safety Violations</b> | <p>.1</p> <p>.2</p> <p>.3</p> <p>.4</p> <p>.5</p> <p>.6</p> | <p>Contractors must have their own written disciplinary procedures for violation or noncompliance of work site safety rules and regulations.</p> <p><b>First Violation:</b> Verbal warning issued to the Contractor for the first violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and PWGSC).</p> <p><b>Second Violation:</b> Written warning to Contractor for second violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and PWGSC).</p> <p><b>Third Violation:</b> A third violation of a safety regulation, rules, policy and procedures may result in the termination of the contract with a recommendation to the Contracting Authority that the Contractor be denied access to future SOA/SC(s). (Documented to contract file, copies to Contractor and PWGSC).</p> <p><b>Serious Violation:</b> For a serious violation of a safety regulation, rules, policy and procedures as deemed by a Regulator, Project Manager or Safety Officer a recommendation will be made to the Contracting Authority to immediately terminate the SOA/SC(s). (Violation documented on contract file, copies to Contractor and PWGSC).</p> <p><b>Charges Laid or Guilty Determination by Courts:</b> Infractions of safety regulations, rules, policy and procedures that result in charges being laid by a Regulator against the Contractor or the Contractor being found guilty by the courts may result in that Contractor being denied access to future contracts.</p> |
| <b>5. Asbestos</b>                                      | <p>.1</p> <p>.2</p>   | <p>Within the confines of the site, the provision of products containing fibrous asbestos materials is prohibited.</p> <p>Demolition or disturbance of spray or trowel-applied asbestos can be hazardous to health. Should material resembling spray or trowel-applied asbestos be encountered in course of work, stop work and notify Building Supervisor immediately. Do not proceed until written instructions have been received from the Building Supervisor.</p>   |
| <b>6. Fastening Devices Explosive Actuated</b>          | <p>. 1</p>  | <p>Explosive actuated devices must not be used, until approved by the Building Supervisor.</p>   |



- 7. Hot Work**
- .1 All hot work activity, as defined in "Definitions" of this specification, is to take place with written permission from the Building Supervisor via a Hot Work Permit.
  - .2 The ventilation system in the area of any Hot Work activity is to be isolated to prevent migration of fumes/smoke and to reduce any possible spread of fire to other areas of the facility.
  - .3 Contractor is to employ an employee trained in the use of fire extinguishers as fire watch during any Hot Work for a minimum of 60 minutes after activity has ceased.
- 8. Confined Spaces**
- .1 All work in confined spaces will be carried out in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .2 The Contractor to provide and maintain all equipment as required by any person to enter and/or perform work in a safe manner, in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .3 The Contractor to provide and maintain training, as required by the Canada Occupational Safety and Health Regulations, Part XI.
    - .1 The Contractor and/or his employees must provide proof of training and qualifications when requested by the Building Supervisor.
  - .4 The Contractor to provide the Building Supervisor with a copy of an "Entry Permit" for each and every entry into the confined space to ensure compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .5 The Contractor to have a hazard assessment of the confined space performed.
    - .1 The Contractor to provide the Building Supervisor with a copy of the hazard assessment.
- 9. Fall Protection**
- .1 All work carried out above the mandatory height restrictions, from unguarded structure and/or scaffolding, will be done in compliance with the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10.
  - .2 The components of a fall protection system must meet the standards as outlined in the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10 (2).
  - .3 The Contractor is to ensure fall protection equipment is maintained, inspected and tested by a qualified person as required by the Canada Occupational Safety and Health Regulations, Part XII, Section 12.3.



- 10. Safety**
- .1 The Contractor must adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
  - .2 In particular, the Contractor must comply with the WHMIS legislation which requires the employer to provide detailed worker education about potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. All containers holding product deemed under WHMIS to be hazardous must bear correct WHMIS label(s).
  - .3 The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The Building Supervisor reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor must be responsible to supply suitable replacement equipment.
  - .4 Deliver, store and maintain packaged material and equipment with manufacturer's seals and labels intact.
  - .5 Store material and equipment in accordance with supplier's instructions.
  - .6 Contractor must not place mop pails, mops, brooms, soap or other equipment where it is hazardous to personnel movement.
  - .7 Contractor is not permitted to use ladders, scaffolds, until these have been inspected and found safe to use. Contractor must be instructed that this equipment is to be used in the approved manner.
  - .8 At times of inclement weather, entrance ways, lobbies, etc., are to be monitored by day staff and kept free of hazards; i.e. wet floor, slush, sand, salt, etc.
- 11. Safety Plan**
- .1 The Contractor must provide a copy of their company's Occupational Health and Safety Policy and Program. It must meet the requirements of the Provincial Occupational Health and Safety Acts. The Building Supervisor must instruct the Contractor where the Federal Standards apply.
  - .2 The Contractor must perform site hazard assessments to establish site specific safe work practice procedures for the safety and well being of his / her employees. Copies must be made available to Building Supervisor upon request.
  - .3 All copies of the formal Hazard Assessments conducted by the Contractor throughout the duration of the work must be retained and made available to the Building Supervisor immediately upon request.

- .4 It is the Contractor's responsibility to be familiar with all applicable Safety Acts, Regulations, Codes and contract requirements. These must be identified and addressed in the Safety Plan, by identifying Standard Operating Procedures (SOP) and safe work practices (SWP) which incorporate clear and specific control measures, applicable rules, procedures and practices, all of which must become mandatory.
- .5 Post the Safety Plan at a common location on the site visible to all workers and persons accessing the site. Ensure that all employees, including sub-contractors' personnel, are advised of such Safety Plan and of the posted location.
- .6 The Contractor must ensure all workers and authorized persons entering the work site are notified of and abide by the posted Safety Plan, safety rules, procedures, safe work practices and applicable Safety Acts, Regulations, and codes. Any person not complying with these must not be permitted on the site.
- .7 Must ensure that all applicable personal protective equipment (PPE) is used.
- .8 The Building Supervisor must coordinate arrangements for the Contractor to be briefed on site safety within fourteen (14) days of award of Standing Offer Agreement/Service Contract.

## **12. Product Approvals**

- .1 The Contractor must ensure that all controlled products used in the performance of the work are classified and labeled according to the Workplace Hazardous Materials Information System (WHMIS).
- .2 The Contractor must submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
- .5 The Contractor is to:
  - .1 supply a copy of MSDS sheets for Building(s) WHMIS station.
  - .2 mark these MSDS sheets with their company name.
  - .3 maintain and update these MSDS as required.
- .6 All products must be of Environmentally-Friendly (Green), scent-free. These products must be supplied with no extra cost to the contract and be subject to the final approval of the Building Supervisor.

- 13. Disposal of Wastes**
- .1 Do not bury rubbish and waste materials on site unless approved by Building Supervisor.
  - .2 Do not dispose of waste or volatile materials, such as mineral spirits, oil or paint thinner into waterways, storm or sanitary sewers.

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|----|---------------------------|----|--|
| 1. | <b>Environmental</b>      | .1 | All work is to be performed in accordance with the Federal Environmental Protection Act and the Provincial Environmental Acts and Regulations. |
| 2. | <b>Disposal of Wastes</b> | .1 | Do not bury rubbish and waste materials on site unless approved by PWGSC Representative.   |
|    |                           | .2 | Do not dispose of waste or volatile materials, such as mineral spirits, oil or paint thinner into waterways, storm or sanitary sewers.         |
| 3. | <b>Open Fire</b>          | .1 | Fires on site are not permitted.   |

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|----|--|----|---|
| 1. | <b>Supplies</b>                                  | .1 | The Contractor is responsible to supply all cleaning materials, tools, equipment and supplied for the total cleaning contract. The supplies must include, but are not restricted to: paper towel 2-ply towel tissue, liquid and bar hand soap, sani-bags, deodorant pucks, garbage bags, liquid germicidal soap, rubber gloves, operating gloves, glass cleaner, cleaning detergents, scouring materials, wax and sealers. All supplies MUST be first quality and approved by PWGSCS Building Supervisor. |
|    |  | .2 | Use only environmentally safe products.   |
|    |  | .3 | It must be the Contractor's responsibility to ensure that all supplies are maintained at appropriate levels in sufficient advance of requirements.  |
|    |  | .4 | The Contractor must supply an acceptable commercial quality wet/dry vacuum as described in Section # 1, Item 7.3.   |
| 2. | <b>Uniforms</b>                                  | .1 | All cleaning personnel employed under this contract must be uniformed as follows:   |
|    |  | .1 | <b>Heavy Duty Cleaners</b> - Industrial type matching shirt and trousers or coveralls with the company name or crest affixed to the shirt or coveralls.   |
|    |  | .2 | Picture ID's must be worn while on-site. This must be located attached in a visual place on the uniform.  |
| 3. | <b>Building Security Locking &amp; Unlocking</b> | .1 | All doors to rooms, offices, labs, etc. which must be unlocked by the Contractor's employees, must be locked immediately upon leaving.  |
| 4. | <b>Building Cleaning Operations</b>              | .1 | <b>Cleaning</b>   |
|    |  | .1 | Cleaning (including all vacuuming and use of cleaning agents) to take place during working hours (07:00-17:00) Monday to Friday. There are few specified areas that require cleaning when staff are present.  |
|    |  | .2 | <b>Schedule Operations</b><br>Scheduled operations will be performed Monday through Friday between 07:00 hours to 17:00 hours.  |
|    |  | .3 | Prior to award of Contract, the Contractor will submit his/her plan of operation in writing to conform with the routine cleaning, scheduled operations and special cleaning conditions.   |
|    |  | .4 | Heavy cleaning (stripping, waxing, carpet shampooing) to be done after hours and closure of areas or hallways need 48 hour notice. The Contractor must coordinate all heavy cleaning through the PWGSC Building Supervisor who must advise the RCMP.  |
| 5. | <b>Contract Staff</b>                            | .1 | The Contractor will quote an hourly rate for additional labour on an as and when required basis for such services as furniture moving, special cleanups, etc. See Unit Price Table.   |

- .2 All contract cleaning staff are to have authority to carry out directions coordinated through the PWGSC Building Supervisor and Cleaning Supervisor.
  - .3 The Contractor must equip his superintendent with a cell phone so he may be contacted by the Building Supervisor, Department of Public Works and Government Services or his representative during the work day.
  - .4 Historical cleaning of this building has required two staff full time to maintain the level of services. This building is in constant use 7 days per week and 2 janitorial staff are required.
- 6. Excluded Areas**
- .1 The following do not form part of this cleaning contract:
    - .1 Cleaning of exterior windows, except entrances.
    - .2 Office machines and personal property of occupants.
    - .3 Plants.
- 7. Special Cleaning Conditions, Etc.**
- .1 The Contractor must be responsible for rearranging furniture as required during hours of operation.
  - .2 One male and one female cleaner must be required for the cleaning and patrol of washrooms respectfully.



## GLOSSARY OF TERMS

### BUILDING CLEANING

CATEGORY & TYPE	OPERATION	DETAILED INFORMATION
<b>Flooring</b>		
ALL	Sweeping	Consists of removing loose, dry surface soil. <b>Where surface is not subject to damage by solvents</b> , use a solvent based, treated sweeping compound, dust cloth or dust mop. <b>Where surface is subject to damage by solvents</b> , use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used to ensure no streaks are left on the floor.
MOST	Spray Buffing (Spray Clean)	Consists of spraying a spray buff on a swept floor, approximately 50 centimetres ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor must be swept after spray buffing has been completed.
MOST	Wet or Dry Scrub (Semi-Stripping)	Consists of removing the top layer or layers of floor finish using either the wet (use minimum amount of water) or dry scrub method of the application of two (2) coats of a self-polishing, non-slip metal interlocked floor finish to the dry, clean floor. Complete operation by cleaning baseboards.
MOST	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. <b>Note:</b> <ol style="list-style-type: none"> <li>1. Floor sealer to be applied up to the baseboards.</li> <li>2. Floor finishes to be applied up to 30 centimetres from the baseboards except for the last coat which will be applied right up to the baseboards.</li> <li>3. Each coat of finish to be laid in the opposite direction from the previous coat.</li> <li>4. Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.</li> <li>5. When using either the Wet scrub or Wet strip method, use a minimum amount of solution.</li> </ol>

6. When using a Dry scrub or Dry strip method, damp mop the floor before applying sealer or finish.
7. When using the Wet scrub or Wet strip method, rinse the floor twice before applying sealer or finish.

### Resilient

- Offices - Washrooms - Laboratories	Strip & Refinish	Consists of moving furniture, sweeping floor, stripping by using either the Wet or Dry method to remove all layers of finish. Apply a minimum of one (1) coat of a water base sealer and three coats of a self-polishing, non-slip, metal interlocked floor finish. Complete operation by cleaning baseboards.
- Corridors - Entrances - Lobbies	Strip & Refinish	Same as for Offices EXCEPT that four coats of self-polishing, non-slip metal interlocked floor finish will be applied.
ALL	Polish or Buff	Consists of covering the full floor area with a machine or brush or pad to restore surface shine.
ALL	Damp Mop	Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.

### Terrazzo, Quarry Tile, Unpainted Concrete

ENTRANCES AND LOBBIES	Strip & Refinish	Same as for Resilient floors.
WASHROOMS	Machine Scrub	As above EXCEPT rinse with a germicidal solution.
WASHROOMS	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing with a germicidal solution and picking up the rinse solution.
WASHROOMS	Strip & Refinish	Consists of sweeping floor, stripping using either the Wet or Dry strip method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and two coats of a self-polishing, non-slip, metal interlocked floor finish.
WASHROOMS	Patrol Cleaning	Consists of picking up litter, wiping hand basins including wall surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition to the regular nightly servicing.

### Unpainted Concrete

MOST	Strip & Reseal	Consists of sweeping, stripping and applying one coat of an approved sealer.
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RUGS & CARPETING	Vacuum	Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.
	Stain Remover	Consists of identifying the type of stain by look, feel or odour and the removal using the appropriate remover in accordance with instructions in commercially available spot remover kits.
WALK-AWAY MATS	Vacuum	Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner equipped with the appropriate floor tools.
	Salt Stain Remover	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed.
	Shampoo	Consists of vacuuming, stain removal and shampooing using either a machine agitated dry foam or jet extractor method. Hose washing may be used only if specified by the manufacturer and in accordance with his instructions.
WALLS	Dust	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.
	Spot Clean	Consists of removing fingerprints, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.
CEILINGS (Soft acoustical tile)	Vacuum	Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.
DRAPES	Vacuum	Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.
VINYL & LEATHERETTE UPHOLSTERY	Clean & Polish	Consists of removing soil marks and stains using an approved cleaner.
AIR GRILLS AIR DIFFUSERS	Vacuum	Consists of removing dust and dirt using a vacuum cleaner equipped with a wand and brush attachment or wipe with a damp sponge and dry with a clean cloth.

	Wash	Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.
LUNCH & REST ROOM	Patrol Clean	Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc., damp wiping of sinks, counters and fixtures, emptying and cleaning of ash trays, picking up debris from floor, emptying garbage cans and waste receptacles.
CHALKBOARDS	Dry Clean	Consists of removing all chalk and erasers from trough, cleaning the chalkboard using a large soft cloth, chamois or a No. 1106 "Hygieia" chalkboard cleaner. Fold the cloth or chamois to fit the hand and starting from the top of the board and working from left to right, clean the entire board. Using a separate cloth, clean the chalk trough, replace chalk and erasers in chalk trough.
	Washing	Consists of removing all chalk and erasers from trough. Using a dry cloth, remove excess chalk dust from board and trough. Using a sponge or cloth partially wrung out, apply clear water to board, use squeegee to remove excess wash water, clean trough, dry board using clean dry cloth (do not let air dry), dry trough; WHEN board is dry. Cover chalkboard surface with the broad side of a piece of white chalk. Rub chalk dust into surface with a felt brush or dry cloth. Remove all loose dust from surface of board with a dry chamois. Dust trough and replace chalk and erasers.

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## 1. EXTERIOR

<b>Area Policing (Litter Pickup)</b>	.1	Sidewalks, driveways, lawn areas, loading docks, entrances and other areas within 20 feet of the building, should be free of paper and other debris after policing.
<b>Sweeping</b>	.1	Sidewalks, loading docks, entrances and other designated areas should be clean after scheduled sweeping.
<b>Ash Tray or Urn</b>	.1	Ash tray or urn should be empty, clean and in place.
<b>Entrances</b>	.1	After washing exterior walls and soffits, a clean surface free from grime, soap and water streaks should be presented.

## 2. FLOOR MAINTENANCE

<b>Sweeping</b>	.1	There should be no dirt, trash nor other matter left in corners, behind nor under free standing radiators, under furniture, behind nor under other movable items, nor behind doors.
	.2	Floors should be free of dust film.
	.3	There should be no dirt left where sweepings were picked up.
<b>Damp and Wet Mopping</b>	.1	All mopped areas should be clean and free of surface stains, mop streaks and loose mop strands.
	.2	Walls, baseboards and other surfaces should be free of watermarks and splashings.
	.3	Water or other cleaning solution should not have been allowed to collect under furniture legs and cabinets.
<b>Spray Buffing</b>	.1	There should be neither dust nor dirt left on the floor after spray buffing.
	.2	There should be no muddying or rippling effect caused by over spraying.
	.3	The floor should present an overall appearance of cleanliness.
	.4	Baseboards and equipment should be free of spray residue.

**Scrubbing/  
Cleaning**

- .1 There should be no surface dirt or stains visible following the scheduled scrubbing operation.
- .2 There should be no wax or finish buildup on the floor surface following the stripping operation.
- .3 The furniture (excluding file cabinets) should have been moved for complete floor coverage.
- .4 Walls, baseboards and other surfaces should be free of watermarks, splashings and scars from equipment.

**Finishing  
(Application of  
Wax or Floor  
Finish)**

- .1 The floor should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application.
- .2 The floor should be clean and bright looking including in corners and under furniture.
- .3 There should be no residue on walls, baseboards, furniture and other surfaces.
- .4 Furniture and equipment should be relocated to where it was prior to the waxing operation.

**Miscellaneous**

- .1 Chairs, wastepaper baskets, etc. should not be placed on desks or tables during cleaning operations.

**3. CARPETS AND RUGS**

**Vacuuming and/or  
Carpet Sweeping**

- .1 Carpets and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.
- .2 T-mats should be clean and carpet or rug area around and under T-mats should be free of dust and dirt.
- .3 Floor area under immediate edge of rugs should be free of dirt and dust.
- .4 Base floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators.
- .5 All furniture and equipment moved during the cleaning operation should be returned to its original location.



#### **4. LOBBY, ENTRANCE AND CORRIDOR CLEANING**

<b>Sweeping</b>	.1	See Paragraph 6.1
<b>Damp and Wet Mopping</b>	.1	See Paragraph 6.2
<b>Spray Buffing</b>	.1	See Paragraph 6.2.
<b>Scrubbing/ Stripping</b>	.1	See Paragraph 6.2.
<b>Finishing</b>	.1	See Paragraph 6.2.
<b>Dusting</b>	.1	Lobby furniture should be free of dust, fingerprints and stains.
	.2	Baseboards, radiators, grills, window stools and other fixtures should be free of dust.
<b>Walls</b>	.1	Walls should be free of fingerprints, smudges and any other defacing marks.
<b>Drinking Fountains</b>	.1	See Paragraph 8
<b>Glass Doors and Side Lights</b>	.1	There should be no streaks or smears on glass and the door frame should be clean.
	.2	There should be no water on the floor, sills or stools.
<b>Polishing</b>	.1	Doorknobs, push bars, kick plates, railings, doors and other surfaces should be clean and polished.
<b>Miscellaneous</b>	.1	Foot grills and recessed pans should be free of dirt and debris after scheduled cleaning.
	.2	Walkoff mats should be clean and dry.
	.3	Lobby and entrances should be free of debris.
	.4	Notice boards and interior of fire-hose cabinets including glass should be clean.

## 5. ROOM CLEANING

<b>Trash Removal</b>	.1	All wastepaper receptacles should be empty, clean and in place.
<b>Sweeping</b>	.1	See Paragraph 6.1.
<b>Dusting</b>	.1	There should not be any dust or dust streaks on desks or other office furniture.
	.2	Glass tops on desks and tables should be clean and free of fingerprints and stains.
	.3	All pictures, plaques, etc. should be free of dust.
	.4	Corners and crevices should be free of dust.
	.5	Radiators, window stools, door ledges, frames, louvres, baseboards and partition ledges should be free of dust.
<b>Spot Cleaning</b>	.1	Walls, doors, door frames, door and partition glass should be free of fingerprints.
<b>Damp Wiping</b>	.1	Mirror, ash trays and all other glass should be clean and free of dust, dirt streaks and spots.
<b>Vacuuming and/or Carpet Sweeping</b>	.1	See Paragraph 6.3.

## 6. WASHROOM CLEANING AND SERVICING

<b>Trash Removal</b>	.1	All paper and garbage receptacles should have been emptied, plastic bags should have been replaced, if required, and the exterior surface wiped clean.
<b>Supplies</b>	.1	All dispensers of supplies should be filled.
<b>Sanitary Receptacles</b>	.1	All sanitary receptacles should be empty and a disposal bag replaced, if required.
	.2	All sanitary receptacles should be free of odour, spots, stains and fingerprints removed.

<b>Fixtures</b>	.1	All surfaces of wash basins and all exposed piping should be free of dust, dirt spots and stains.
	.2	All surfaces of flush tank toilet seats, bowls and urinals should have been disinfected.
	.3	Plumbing fixtures should be free of stains, soap buildup, dust and mould.
<b>Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges</b>	.1	All dispensers, shelves, shelf brackets and ledges should be free of fingerprints, dust and stains.
	.2	All mirrors should be clean.
	.3	Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould.
<b>Floors</b>	.1	Floors, including corners should be free of dirt, dust, marks, paper and mop strings, water and mop marks. Baseboards and coves should be clean. Floors should have been disinfected.
<b>Sweeping</b>	.1	See Paragraph 6.1.
<b>Damp and Wet Mopping</b>	.1	See Paragraph 6.2.
<b>Scrubbing/ Stripping</b>	.1	See Paragraph 6.2.
<b>Finishing</b>	.1	See Paragraph 6.2.
<b>7. STAIRWAY CLEANING</b>		
<b>Vacuuming/ Dusting</b>	.1	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris.
	.2	Stair railings, ledges, door mouldings, radiators, window stools and grills should be free of dust.
<b>Cleaning, Polishing and Wall Spotting</b>	.1	Glass, wood and metal surfaces should be clean and free of all marks and dirt.
	.2	Handrails, doorknobs and other surfaces should be clean and polished where applicable.
	.3	Walls up to a standing height should be free of all marks.

	<b>Mopping and Stripping</b>	.1	Stair landings, treads, risers, walls and baseboards should be clean and free of watermarks and splashing from cleaning and finishing solutions.
<b>8.</b>	<b>DRINKING FOUNTAINS</b>	.1	The porcelain, metal and/or enamel surfaces should be clean and free of stains.
		.2	All other surfaces should be free of spots, stains and streaks.
		.3	All fountains should have been disinfected.
<b>9.</b>	<b>ELEVATOR CLEANING</b>	.1	Floors, including corners, threshold plates and door tracks should be clean.
		.2	Floors should be polished and free of slippage.
		.3	Walk-off mats (when in place) should be clean and dry. The floor thereunder should be clean and dry.
		.4	Walls should be free of dust, finger or splash marks, streaking and watermarks.
		.5	Hand rails and baseboards should be clean and polished.
		.6	Doors and frames should be free of fingerprints, etc.
<b>10.</b>	<b>HIGH CLEANING</b>	(On completion of Scheduled Operation)	
	<b>Clocks</b>	.1	Glass should be clean and free of streaks.
		.2	Edges should be wiped free of dust.
	<b>Light Fixtures</b>	.1	Should be free of dust and insects. No dirt should be left on furniture or floor beneath fixture.
		.2	When washed, should be clean and free of streaks.
		.3	Diffuser should be securely in place.
		.4	No watermarks should appear on furniture or on floor.
	<b>Lockers</b>	.1	Tops should be free of dust.
	<b>Overhead Pipes</b>	.1	Should be free of dust.

<b>Pictures and Plaques</b>		.1	Glass should be clean and free of streaks.
		.2	Frames should be free of dust.
<b>Tops of Partitions</b>		.1	Should be free of dust.
<b>Venetian Blinds</b>		.1	Both sides of slats should be clean and free of dust.
		.2	Window frames and adjoining area should be free of dust.
<b>Wall or Ceiling Ventilator</b>		.1	Should be free of dust.
		.2	Framework around ventilator should have been wiped clean.
<b>Exhaust Fans</b>		.1	Wall area around fan should be free of dust.
<b>11.</b>	<b>WINDOW, PARTITION AND SHOW CASE</b>	(On completion of Schedule Operation)	
<b>Glass Cleaning</b>		.1	Glass should be clean and free of streaks.
		.2	Sash, sill and stool should be clean and free of watermarks.
		.3	Items moved during the cleaning operation should have been replaced to original location
<b>12.</b>	<b>GARBAGE ROOMS</b>	.1	Floors should be clean and free of debris.
		.2	Wastepaper and garbage should be properly stored in the designated fireproof space.
		.3	Empty garbage and recycling containers should be clean and free of odours.
<b>13.</b>	<b>CONTRACTOR'S SPACE AND JANITOR CLOSETS</b>	.1	All floors should be clean.
		.2	All fixtures and walls should be free of dust and stains.
		.3	Mop pails/trucks should be empty and free of odours.
		.4	There should be no wastepaper, garbage or empty containers in the Janitor Closets.

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
Exterior Surfaces - General	Walls, doors and windows at street level	Remove graffiti and posters Clean		X					1	
	Ornamental metal work, metal entrance doors & push bars	Clean and Polish		X					1	
	Steps, landings for entrances doors	Clean steps, and landings		X					1	
	Aluminium fittings, signs, name plates, plaques, latches, pull handles, push and kick plates	Clean and Polish		X					1	
	Grounds cleaning	Pick up litter within 6 metres of building	X						1	
Exterior Surfaces -										
	Glass & sashes in entrance sidelights	Clean both sides		X					1	
	Name plates, plaques, latches, pull handles, push and kick plates, lights for flagpole	Clean and Polish		X					1	
Interior Services - General		Dry using a squeegee						X	2	Include in above price
	Notice boards, Chalkboards, Whiteboards	DO NOT CLEAN boards containing written information. Dry clean using approved product, clean troughs & vacuum erasers.	X						1	
	High ledges, tops of cabinets, partitions, doors, exposed pipes, Ledges, tops of partitions, pipes over 2.8 metres high	Dust and wipe		X					1	
		Dust & wipe						X	2	
	All Interior Windows including Sash and sills	Wash ,disinfect using detergent and dry using squeegee						X	2	As requested, Safety training for over 2.8 meters.
	Fire extinguishers	Dust		X					1	
		Damp wipe			X				1	
	Radiators	Dust & dampwipe underneath		X					1	
		Wash			X				1	
	Walls, partitions and baseboards	Spot clean, dust.		X					1	
		Wash, vacuum fabric.						X	1	
	Ledges and mouldings	Dust			X				1	

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
	Ceiling	Vacuum						x	1	
		Wash						X	1	
	Ceiling air diffusers, air intake grills, exhaust vents	Vacuum						x	1	
		Wash						x	1	
	Door, & Door frames	Clean & dust		X					1	
	Door kick plates, hand plates and latches	Clean							1	Tuesday, Thursday
		Polish		X					1	
	Door grills	Vacuum		X					1	
		Wash					X		1	
	Drinking fountains & owned water coolers	Wash and disinfect with odourless product		x					1	
	Pictures, murals, clocks	Clean		X					1	
	Counters	Damp wipe & polish	X						1	
	Counter facings, metal wickets, glass and wood partitions	Clean			x				1	
	Dry garbage	Remove from building, and place in exterior receptacles	X						1	
		Dust & wash containers					X		1	As required
	Hallway recycling centres (recyclables, compost, cardboard, etc)	Remove from building and place in appropriate exterior receptacles		X					1	As required
	Windows and glass partitions including fire doors	Spot clean & remove all foreign substances	X						1	
		Wash both sides of glass				X			1	
	Shredding machines	Empty and remove to outside receptacle							1	As required
	Light Fixtures	Remove insects, debris, and dust the fixture and tubes						X	2	Qualified personnel required.
	Walls	Spot clean							1	As required
		Wash							1	As required
	Carpets	Vacuum and pick up litter							1	Tuesday, Thursday
		Spot clean, report spots that require special clean products		X					1	Report to PWGSC Building Supervisor.
		Shampoo and Steam clean						X	1	
		Shampoo and Steam clean							2	As requested
	Window blinds & drapes (Air conditioned Bldg.)	Remove dust					x		1	
	Drapes	Vacuum				X			1	

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
	Concrete floors	Sweep using dust control method			x				1	
		Damp mop to remove spillage							1	As required
		Remove gum and other foreign residue	x						1	
		Machine scrub and refinish						x	1	
		Spray buff				x			1	
	Waste receptacles, cans & baskets	Wash floors		x					1	
		Supply & install correct size plastic bags							1	Monday / Wednesday / Friday
		Empty & damp wipe exterior	x						1	
		Wash & disinfect					x		1	
		Vacuum twice with industrial type, wet & dry vacuum cleaner equipped with proper floor tools & sufficient suction to remove wet or dry sand, water, etc.		x					1	And as required
Computer Room(s) & Printer Room	General Floors	Clean in designated area			x				1	
		Remove, clean floor & reinstall			x				1	
		Shampoo mats			x				1	In winter months
		Garbage removal							1	Monday / Wednesday / Friday
		Vacuum floor, dust horizontal surfaces,		x					1	
Janitor Rooms	Air diffusers Floors Sinks Mops Equipment & supplies Walls & shelves	Damp mop floor using a germicidal solution			x				1	
		Clean and dry wipe			x				1	
		Sweep and wet mop	x						1	
		Wash & disinfect	x						1	
		Washed clean and stored	x						1	
Offices, Multi-purpose areas	Material Safety Data Sheets Terrazzo, marble or resilient surfaces	Keep clean & stored neatly	x						1	WHMIS Sheets must be used
		Wash			x				1	
		Maintain & update	x						1	Install on the door
		Wet or dry scrub and refinish						x	1	
		Sweep, remove foreign residue & spills							1	Twice per week
		Strip, refinish and reseal floors						x	1	
		Strip, refinish and reseal floors							2	As requested



Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
Stairs and Landings		Spray buff to high gloss, non slip finish			X				1	Using burnishing or two speed machine
	General cleaning	Sweep and keep clean of litter & foreign residue	X						1	
		Dust handrails, vertical grills, baseboards, stringers and ledges		X					1	
		Damp mop from basement to 3 <sup>rd</sup> level		X					1	
	Handrails	Wipe and Polish		X					1	
	Stairwell	Clean, spot clean	X						1	
	Terrazzo, marble or resilient surfaces									
Elevators		Strip, refinish and reseal to high gloss, non-slip finish							2	As requested Using burnishing or two speed machine
	Floors, walls, ceiling	Sweep and keep clean of litter	X						1	
		Wash		X					1	
	Door and door frames	Clean		X					1	
	Light Fixtures	Clean							1	As required
	Door sill and track grooves in cab & all landings	Scrape, vacuum clean	X						1	
Entrances, Lobbies, Vestibules & Foyers	Floors	Strip and refinish						X	1	
	Floors	Sweep, vacuum & keep clean of litter	X						1	And as required during Functions
		Sweep, wash and spray buff	X						1	And additional damp mopping as necessary
		Wax					x		1	
		Remove salt, sand and water							1	As required
	Walls	Spot clean							1	As required
		Wash						X	1	
	Foot grilles, recessed pans and mats	Clean , vacuum & remove foreign residue	X						1	
	Doors	Spot clean all glass inside and out	X						1	And as required
		Wash and Polish inside and out							1	Tuesday, Thursday, Friday
		Clean door frames							1	Tuesday, Thursday

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
Corridors, Halls & Elevator Lobbies	Entrance Mats	Vacuum	X						1	
		Spot clean	X						1	As required
		Wet vac							1	As required
		Clean							1	As required depending on weather
	Foot grills, recessed pans & drain	Removed or rolled up to complete floor cleaning operation		X					1	
		Remove clean out & reinstall			X				1	
	Glass windows and metal surrounds	Clean both sides		X					1	
		Sweep	X						1	
	Carpets	Damp mop and buff							1	Tuesday, Thursday
		Damp mop to remove spillages or salt.	X						1	And as required
Furniture and fixtures	Horizontal surfaces	Spray buff		X					1	
		Strip and refinish and wax						X	1	
		Strip and refinish and wax							2	As requested
		Vacuum							1	Tuesday, Thursday
		Spot clean							1	As required
		Steam clean						X	1	
		Steam clean							2	As requested
		Dust		X					1	
	Telephones & intercom instruments	Dust		X					1	
		Dust								
	Boardroom & executive furniture	Dust & remove finger marks and stains		X					1	
		Clean and polish		X					1	
	Mirrors, windows and glass doors	Dust							1	Every second week
		Dust (exclude paintings & art objects)							1	Every second week
	Walls and / or Vertical surfaces	Spot clean							1	As required
		Dust and remove stains		X					1	
	Boardroom & executive furniture	Clean & polish		X					1	

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
	Lockers, storage cabinets.	Dust tops							1	Every second week

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
Offices	Artificial plants	Damp wipe, dust & remove debris from containers		X					1	
	Upholstered furniture	Vacuum			X				1	
	Leather products in executive offices, boardrooms & waiting areas	Clean using approved leather, vinyl & leatherette upholstery product					X		1	
	Upholstered free standing screens	Vacuum					X		1	
	Desk Wells	Dust ledges inside				x			1	
	Carpets and rugs	Spot clean							1	As required
		Vacuum traffic lanes		X					1	Twice per week
		Steam clean						X	1	
		Steam clean							2	As requested
	Furniture	Vacuum upholstered furniture		X					1	
Washrooms	Bookcases	Dust and damp wipe horizontal and vertical surfaces			x				1	
		Dust exposed areas including ends of books			x				1	
		Clean and Polish glass doors			x				1	
	Sign-in checklist sheet, on inside of door	Supply and sign sheet as completed	X						1	
	Washrooms patrol	Plumbing repairs required - notify PWGSC	X						1	
	Floors	Scrub and disinfect germicidal detergent	X						1	
		Flush floor drains	X						1	
		Wash and disinfect drain covers		X					1	
		Machine scrub with germicidal solution		X					1	
		Strip, refinish & reseal to low gloss, non-slip finish					X			
		Strip, refinish & reseal to low gloss, non-slip finish							2	As requested
		Spray buff								
	Toilet seats	Clean both sides & disinfect with germicidal detergent, descale	X					x	1	Using burnishing or two speed machine

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
	Toilet bowls	Descalc		X					1	
		Replenish toilet paper as required	X						1	
	Urinals	Remove screens, clean drains, replace, descale		X					1	
	Drains	Pour a pail of clean water	X						1	
		Clean and polish		X					1	
	Intake/Exhaust vents	Vacuum					X		1	
		Remove grill and clean				X			1	
	Showers	Remove foreign matter		X					1	
		Wipe down using disinfectant and rinse with water		X					1	
		Scrub floor & duck boards using disinfectant		X					1	
		Report any leaks or stoppages	X						1	
		Wash walls & shower curtains using sequestering agents and rinse with clear water				X			1	
		Polish handles, shower heads		X					1	
		Dry clean shower curtains				X			1	
		Steam clean shower stalls					X		1	
	Body contact points (e.g. water taps, receptacles, dispensers, door plates, toilet seats, flush tanks and valves etc.	Damp wash and disinfect with germicidal detergent, replenish empty dispensers.	X						1	
	Sani-cans, refuse & wastepaper receptacles	Empty, wash, disinfect and replace bags	X						1	
	Toilet partitions, partition doors & ceramic walls	Damp wash both sides germicidal detergent		X					1	
	Exposed piping	Damp wash with germicidal detergent		X					1	
	Walls	Wash and disinfect & remove graffiti		X					1	
	Waste paper	Remove and discard	X						1	
	Soap, toilet paper, sani-bags, paper towel, etc	Supply & replenish sufficient quality supplies as required	X						1	And as required
	Refuse receptacles (may be lined)	Wash and disinfect (Contractor may supply plastic liners, in which	X						1	

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
		case washing & disinfecting need only be done monthly.)								

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Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Pricing Schedule	Other
Recycle Program	Recycle Program	Empty & transport refundables	X						1	Designated area for storage. Supply & install clear garbage bags.
		Empty & transport organics	X						1	Supply & install green garbage bags.
		Empty & transport recyclables	X						1	Supply & install clear garbage bags.
		Paper	X						1	Supply & install clear garbage bags.
		Regular waste	X						1	Supply & install green garbage bags.
		Coordinate pick-up & ensure contents are emptied & returned to storage area		X					1	And as required

**Note:** The successful Contractor must submit the attached daily, weekly, monthly, yearly time schedule sheets to correspond with the Annex A cleaning schedule.



### Daily Cleaning Schedule

Time	Number of Cleaners	Description
12:00 am		
1:00 am		
2:00 am		
3:00 am		
4:00 am		
5:00 am		
6:00 am		
7:00 am		
8:00 am		
9:00 am		
10:00 am		
11:00 am		
12:00 pm		
1:00 pm		
2:00 pm		
3:00 pm		
4:00 pm		
5:00 pm		
6:00 pm		
7:00 pm		
8:00 pm		
9:00 pm		
10:00 pm		
11:00 pm		

[illegible]

### 12 Months Cleaning Schedule

Date	Number of Cleaners	Description
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

## **Cleaning Supervisor Work Description**

Title: Cleaning Supervisor

Mission: To deliver cleaning services, ensuring occupant satisfaction.

Liaises with: The PWGSC Building Supervisor and PWGSC Representative.

### **Miscellaneous Requirements**

- Supervisor must have extensive knowledge of appropriate cleaning requirements, standards, material and equipment.
- Supervisor must have knowledge of safety procedures and policies, organizational and interpersonal skills and a general knowledge of WHMIS.

### **Primary Function**

- The supervisor will oversee the performance of the building's cleaning staff and will be the primary liaison person with the .PWGSC Building Supervisor and PWGSC Representative.
- This supervisor may be assigned cleaning duties combined with supervisory duties. The Cleaning Supervisor must be given the flexibility required to ensure subordinates accomplish assigned duties within the time allowed/expected.
- The Cleaning Supervisor will be responsible for the coordination and overall standard of cleanliness for the entire complex.

### **Responsibilities**

- Liaise with PWGSC Representative on a daily basis with regards to departure and check-in list.
- Routinely carry out random room inspections on cleaning staff to ensure high standards of cleanliness are met.
- Complete inspection report and pass to the Building Supervisor for action and filing.
- Report any damage or missing items/shortages to the Building Supervisor on a daily basis.
- Ensure all Janitorial stations are clean and well stocked.
- Provide hospitable, recognition and courteous, efficient and accurate services through actions, responses, decisions and communication that exceeds the anticipated and expressed expectations of all guests and personnel.
- Conduct daily quality assurance inspections with special emphasis on hygiene and cleanliness of public areas and common areas/ rooms.
- Coordinate and follow up on relative instructions to the Building Supervisor and personnel.
- Report all Lost & Found items to front desk, ensuring satisfaction to Lost & Found requests.
- Ensure the daily accuracy of Time Sheets and the Time Log.
- Manage staffing levels, preparing work schedules in accordance with workload levels and accurately anticipating service needs.
- Conduct morning and afternoon information briefs with cleaning staff in order to advise them of the day's activities and workload and to obtain feedback from the staff.
- Maintain excellent 2-way communications with staff; follow up with the Building Supervisor, other PWGSC staff and other supervisors.
- Make every effort to address and rectify RCMP complaints.

#### Cleaning Supervisor (cont'd)

- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.
- Effectively respond to all reasonable additional assignments as determined by the PWGSC Representative or the Building Supervisor.
- Assist in maintaining all Facility properly by reporting all maintenance requirements observed daily during shift.
- Develop and maintain up-to-date knowledge of floor stripping and waxing, buffing, window cleaning, carpet shampooing and upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum wastage, correct usage and storage, and optimum cleanliness of equipment.
- Ensure environmental procedures for waste disposal/recycling are adhered to in accordance with Environmental Policy.
- Coordinate with Contractor head office for proper billing of functions.
- Report deficiencies and complaints to the Building Supervisor.

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Building Supervisor      Date

### Cleaner Work Description

Title: Cleaner

Mission: To maximize satisfaction while performing assigned cleaning tasks to maintain rooms, public areas and back of house areas ensuring the cleanliness of these areas meets the established standards of the Building Supervisor.

Responsible to: Cleaning Supervisor

#### **Responsibilities**

- As required, provide service as per the contract specifications.
- Carry out daily cleaning duties as detailed on the worksheet for the scheduled shift.
- Develop and maintain up-to-day knowledge of floor stripping and waxing, buffing, window cleaning, carpet shampooing, upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum of wastage, correct usage and storage, and optimum cleanliness of equipment.
- Develop and maintain an excellent working relationship with the Building Supervisor and personnel.
- Ensure efficient Lost and Found service by identifying, recording, reporting and delivering all found items to the Commissioner's desk.
- Assist in maintaining all property by reporting all maintenance needs observed during shift to Supervisors.
- Be cross-trained in all areas of the cleaning Department and be available to work flexible shifts including evenings or weekends as required.
- Develop confidence through an increasing ability to make appropriate decisions to gain the loyalty of satisfied and dissatisfied staff.
- Exceed the anticipated and expressed expectations of all staff and guests.
- Develop and maintain a thorough knowledge of all service facilities and features of the facilities.
- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.
- Respond to all reasonable additional assignments determined by the Cleaning Supervisor or PWGSC Facility support officer.
- Report deficiencies and guest complaints to the Cleaning Supervisor and Building Supervisor.

Light Duty Cleaner - dusts, vacuums, duties include full cleaning services to designated offices, cleans washrooms, showers, tubs, sinks, windows, blackboards, furniture, floors and walls.

Heavy Duty Cleaner - same duties as a Light Duty Cleaner plus stripping, waxing, scrubbing and buffing of floors. Removes garbage to outdoor storage. Applies ice remover, sand/or salt mixtures provided by the RCMP when and where required.

Additional Miscellaneous Labour - includes moving furniture, setting up rooms for various uses, recycling material pickup and other general tasks.

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Building Supervisor      Date

**CLEANING CONTRACT PERFORMANCE REPORT  
POINT MARK VALUES BY CATEGORY AND ITEM**

EXTERIOR	LITTER	(10)	LOUNGES	DOORS	( 5)
	STEPS/WALK	(10)		FLOORS	(10)
MAX POINTS- <u>45</u>	ICE/SNOW	(15)	MAX POINTS- <u>95</u>	BASEBOARDS	( 5)
	LANDINGS	( 5)		WINDOWS	( 5)
	DECOR	( 5)		WALLS	( 5)
				FURNITURE	( 5)
				COUNTERS	(10)
COMMON	FLOORS	(10)		SINKS	(10)
	DOORS	( 5)		FRIDGE	(10)
MAX POINTS- <u>70</u>	WALLS	( 5)		RANGES	(10)
	BASEBOARDS	( 5)		DECOR	( 5)
	HORIZONTALS	( 5)		WASTE CANS	( 5)
	DECOR	( 5)		HORIZONTALS	( 5)
	FURNITURE	( 5)		LIGHTS	( 5)
	WINDOWS	( 5)			
	LIGHTS	( 5)	OFFICES	FLOORS	(10)
				DOORS	( 5)
			MAX POINTS- <u>55</u>	WALLS	( 5)
STAIRS	STEPS	(10)		BASEBOARDS	( 5)
	LANDINGS	(10)		HORIZONTALS	( 5)
MAX POINTS- <u>50</u>	BASEBOARDS	( 5)		DECOR	( 5)
	WALLS	( 5)		FURNITURE	( 5)
	RAILS	( 5)		WINDOWS	( 5)
	WINDOWS	( 5)		WASTE CANS	( 5)
	HORIZONTALS	( 5)		LIGHTS	( 5)
	LIGHTS	( 5)			
	W/FOUNTAIN	(20)			
			WASHROOMS/ SHOWERS	DOORS/FRAMES	(10)
ELEVATORS	FLOORS	(10)		WALLS	(20)
	WALLS	( 5)		FLOOR	(20)
MAX POINTS- <u>35</u>	TRACKS	( 5)	MAX POINTS- <u>220</u>	SHOWER	(20)
	LIGHTS	( 5)		WALLS	(20)
	CEILINGS	( 5)		DRAINS	(20)
	DECOR	( 5)		TOILETS	(20)
				TOILET STALLS	(10)
				URINALS	(20)
				SINKS	(20)
CLEANERS	FLOORS	(10)		BATH TUBS	(20)
	WALLS	( 5)		MIRRORS	( 5)
MAX POINTS- <u>55</u>		( 5)		SHINE WARE	(10)
	EQUIPMENT	( 5)		WASTE CANS	(10)
	SINKS	(10)		GLASS	( 5)
	SAFETY	(10)		DUST	( 5)
	LIGHTS	( 5)		OTHER *	( 5)

**NOTE:** Max Points will be reduced by items not included in Area 6.  
Common - If lobby area with no furniture - Max Points would be 45.

\* - Includes toilet tissue / hand towel and dispenser, hand soap, lights, radiators, or other items not listed above.





### JANITORIAL CONTRACT PERFORMANCE REPORT

INSPECTED AREA: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_ CONTRACT #: \_\_\_\_\_

#### ADMINISTRATION / OPERATIONAL COMPLEXES

	BUILDING NAME	TOTAL POINTS	DISCREPANCIES	PERCENT
1.				
2.				
3.				
4.				
5.				
6.				
OVERALL PERCENTAGE				%

#### COMMENTS:

\_\_\_\_\_ "The undersigned has participated in and concurs with the inspection point rating. It is understood that an unsatisfactory point rating of less than 85% will result in a reduction to the monthly invoice as performance evaluation damages. The reduction will be equal to the number of percentage points less than 100%. (i.e. - An 80% rating will result in a reduction of 20% off the monthly invoice).

It is understood and agreed that the reduction of any monthly payment by way of liquidated damages will not in any way affect other rights and remedies of the Crown as contained in this contract or in the general conditions referred to therein.

\_\_\_\_\_  
CONTRACTOR REPRESENTATIVE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CONTRACT INSPECTOR

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE



### Contractor's Checklist

Check (✓)	Item	Description
	Sec 1 Par 6.3	Equipment We/dry Vacuum cleaner Hepa or Microtex filter
	Sec. 1 Par 6.5	Cleaning Products are environmentally friendly & Scent free
	Sec.1 Par 7.1	Training- All employees are WHMIS certificated
	Sec. 1 Par 7.2	Training- Employees working over 2.8 metres have fall protection
	Sec 1 Par 7.3	Training- Minimum of one employee on -site is First Aid/CPR certificated
	Sec.1 Par 13	Contractor has daily log book on site
	Sec 1 Par 15	Supervisor on site cell number
	Sec 2 Par 2.1	Contractor Meets requirements of OH&S External safety audit/ Last 3 yrs.
	Sec 2 Par 2.1.2	Contractor has letter of good standing with Worker's Compensate Board
	Sec 2 Par 2.1.3	Contractor owner has signed statement to maintain WCB for life of contract
	Sec 2 Par2.2.1	Contractor has site safety plan
	Sec 2 Par 2..2.2	Contractor following No Smoking Policy on federal building-site
	Sec 2 Par 3.1.1.1	Employees have safety operation training for tools & equipment
	Sec 2 Par 3.1.2.2	Employees wearing and have been trained on proper use of Personal Protective Equipment
	Sec 2 Par 3.1.2.3	Employees are trained in practices and procedures for tasks
	Sec 2 Par 3.1.2.4	Contractor provides minimum site safety rules
	Sec 2 Par 12.5.2	Contractor provide MSDS sheets for products used on-site for approval
	Sec 2 Par 12.5.5	Contractor must supply MSDS sheets for janitorial rooms door
	Sec 4 Par 2.1.1	Contractor must supply Heavy Duty Cleaners matching shirt & trousers c/w company name
	Sec 4 Par 2.1.2	Picture ID worn while on site
	Annex A notes	Daily, weekly, monthly schedule filled out to maintain tasks on Annex A
	Annex A notes	3mths, 6 mths, yearly schedule filled out to maintain tasks on Annex A
	Sec 6 Par 2	Trained Personal in using of stripper/ polisher two speed or burnishing equipment
	Sec. 6 Par 2	Equipment- Commercial Combination Stripper/ polisher two speed or burnishing machine is on site