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Client Reference No. - N° de référence du client E6MON-10-ENTM	**GETS Ref. No. - N° de réf. de SEAG** PW-$MTC-875-11933
File No. - N° de dossier MTC-0-32480 (875)	**CCC No./N° CCC - FMS No./N° VME**
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Canada

Janitorial Services National Strategy (JSNS)

If you have questions concerning the strategy, please send them to:

EntretienMenager.JanitorialServices@tpsgc-pwgsc.gc.ca

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Janitorial Services National Strategy

November 2011

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Janitorial Services National Strategy

November 2011

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1. Executive Summary

Public Works and Government Services Canada (PWGSC) has undertaken a review of how it purchases janitorial services on behalf of client departments. The review has identified issues of consistency of process and outcomes as well as identified areas of opportunity that should produce better outcomes for client departments, suppliers, potential suppliers and Canadians.

This Janitorial Services National Strategy (JSNS) forms the synthesis of client and supplier requirements, to ensure that PWGSC's direction meets or exceeds client needs as well as supplier's capacity to compete for government business.

The Government of Canada will achieve:

- Significantly increased and easier access to government business for suppliers;
- Better and more consistent services delivered to clients;
- A clear and public explanation of how PWGSC Janitorial Services procurement is managed;
- More transparency and accountability; and
- The ability to work with clients nationally to improve environmental outcomes.

Scope:

The scope of the JSNS is janitorial purchases by PWGSC for use by government departments in Canada, for all values of transactions. The scope is limited to janitorial services contracts awarded using PWGSC's contracting authorities.

The scope excludes the following services:

- Handyman services;
- Trash / garbage collection services*;
- Disinfecting and exterminating services;
- Landscaping and horticultural services;
- Lawn and garden services;
- Grounds maintenance;
- Carpet, drape and upholstery cleaning;
- Interior plantscaping;
- Snow plowing and removal / Snow removal – roofs;
- Exterior window cleaning;
- Duct-exhaust system cleaning;
- Disaster recovery services such as water damage restoration / fire damage restoration / oil leak or spill clean up / odor removal etc.,

* Emptying of small office garbage cans / receptacles is included in JSNS..

The procurement of these excluded services is undertaken through separate agreements that are not in the purview of the JSNS. Such excluded services should not be combined or bundled in contracts within the scope the JSNS.

Summary of Analysis:

The development of the JSNS was undertaken through the analysis of data relating to market, spend, demand, supplier and current procurement practices. Applicable laws, regulations, and policies were also examined. The analysis, undertaken by contracting officials in collaboration with the Office of Small and Medium Enterprises (OSME), was used to identify and assess recommendations that could be consistently applied across the country. The recommendations include some specific actions to be applied consistently, while respecting necessary client requirement variations. Consultations with potential suppliers and clients provided further input in fine tuning of the JSNS.

The analysis identified inconsistencies in the delivery of procurement services for janitorial services across the country. These inconsistencies raise the risk of criticism, challenges and complaints.

Areas of specific concern identified include the complicated and time consuming process for obtaining security clearances; the need for proposal and or contract financial security; the use of mandatory site visits; and proposal evaluation and supplier selection methodologies.

The implementation of new processes in the JSNS will be completed over the next 18 months and will be in effect for a period of five (5) years from the date of the approval of the JSNS.

2. Use of Consistent Categorizations across all Regions

The intent of the JSNS is that it be applied consistently in all regions (including the National Capital Region) for the procurement of janitorial services.

The JSNS will provide a structured approach to meet clients' janitorial services requirements in a consistent manner, while at the same time ensuring maximum competition and access to suppliers. Under the JSNS, clients will be able to develop janitorial services requirements, by selecting appropriate tasks from pre-established "CORE" and "OPTIONAL" task lists.

The lists below identify the "CORE", "OPTIONAL" as well as services considered "EXCLUDED" under the JSNS.

CORE TASKS

- Floor and stairway maintenance:
  - Sweeping
  - Damp and Wet Mopping
  - Spray Buffing
  - Scrubbing / Stripping / Cleaning
  - Application of Wax or Floor Finish
- Carpets and rugs:
  - Vacuuming and / or Carpet Sweeping
- Trash Removal (emptying of small office garbage cans / receptacles)
- Dusting
- Washroom cleaning and servicing
  - Trash removal
  - Empty sanitary receptacles
  - Disinfecting fixtures
  - Replenishing dispensers of supplies
- Drinking fountains cleaning
- Elevator cleaning
- Wall cleaning

OPTIONAL TASKS

- Bulb Replacement – Relamping
- High dusting (>3m)
- Exterior Litter Pickup (within 20' of building areas)
- Exterior Sweeping (within 20' of building areas)
- Exterior ash tray or urn emptied, cleaned and in place
- Snow removal (cleared of snow and ice within 10 feet of entrance doors)
- Light fixture cleaning
- Surface cleaning of overhead pipes
- Interior window cleaning
- Clean up of biological residues (eg. vomit, urine, etc.)
- Carpet Cleaning (i.e. steam cleaning)

EXCLUDED TASKS

- Handyman services
- Trash / Garbage Collection Services (collection from buildings / sites and off-site disposal
- Disinfecting and Exterminating
- Landscaping and Horticultural Services
- Lawn and Garden services
- Grounds maintenance
- Drape and upholstery cleaning
- Interior Plantscaping
- Snow Plowing and Removal (beyond 10 feet of entrance doors)/ Snow Removal – Roofs
- Exterior Window Cleaning
- Duct-Exhaust System Cleaning
- Water damage restoration
- Fire damage restoration
- Oil leak / Spill clean up
- Odour Removal
- Disaster Recovery services

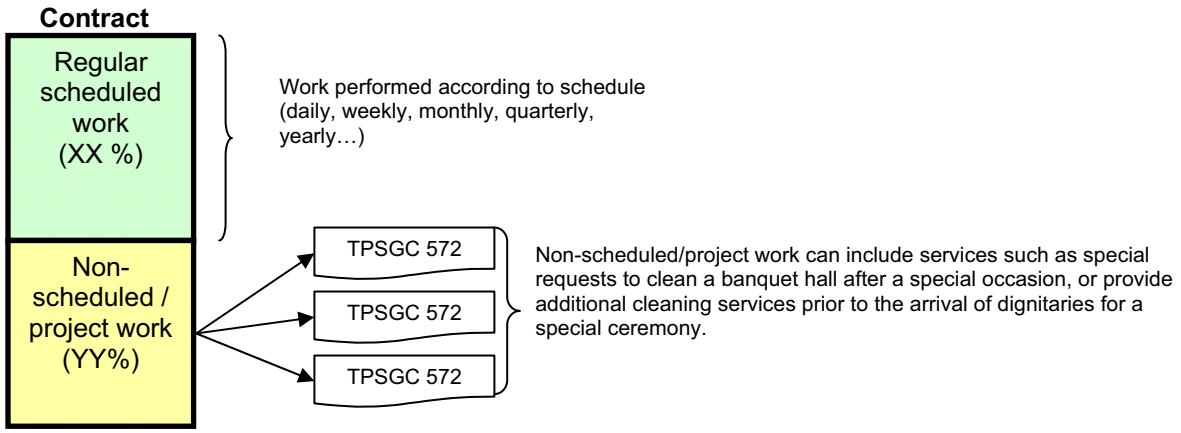
3. Use of Contracts as Principal Procurement Instrument

Currently, Local Purchase Orders (LPOs) are generally used by client departments for lower dollar value/ low complexity janitorial services requirements. Meanwhile, contracts have been the preferred method of supply in PWGSC for janitorial services requirements because contracts (as opposed to LPOs) provide:

- Clearer requirements for a determined period of time;
- The ability to request contract financial security where required
- Facilitated contract management;
- A more appropriate instrument to support open and fair competition
    - for existing suppliers and new entrants
    - for every size business (with various capacity requirements)

While janitorial services contracts are generally put in place for regular scheduled work, they also need to provide the flexibility to include a non-scheduled/project work component. Non-scheduled/project work can include services such as special requests to clean a banquet hall after a special occasion, or provide additional cleaning services prior to the arrival of dignitaries for a special ceremony. Accordingly, under the JSNS, contracts will be put in place for regular scheduled work, and where required, also contain a dedicated portion for non-scheduled/project work. The Task Authorization form PWGSC 572 and the associated contracts clauses will be used for non-scheduled/project work component. (See Annex A)

A minimum work guarantee clause will also be required for each resulting contract.



4. Clearer Definition of Requirement Types

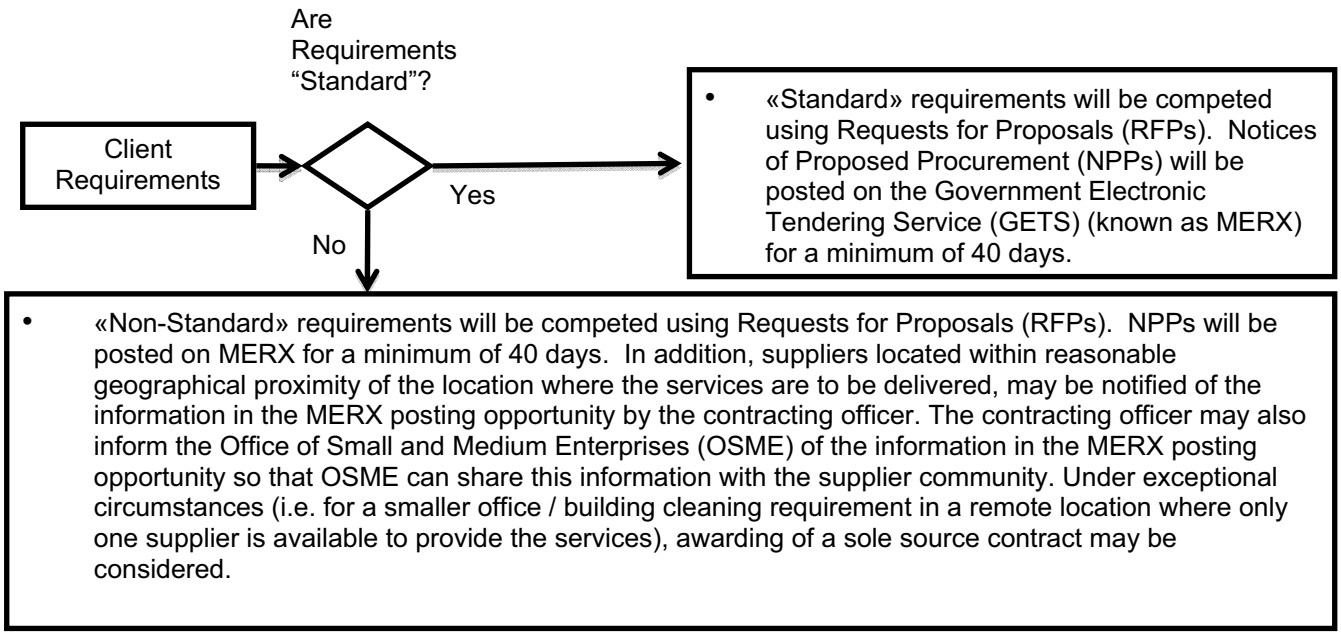
Janitorial services requirements can vary in size, nature, and complexity. Although the bulk of requirements can be considered ''standard'', other requirements are ''non-standard'' and have unique or special characteristics that require the use of different, more appropriate procurement procedures.

The JSNS has been developed in such a way to allow sufficient flexibility in meeting the specific needs of clients. The following guidelines for ''Standard'' and ''Non-Standard'' janitorial services requirements have been developed to provide a consistent approach in procuring janitorial services and to provide contracting officers with clear guidance to assist in the selection of appropriate elements of the contracting process such as proposal evaluation methodology and supplier selection methodology.

"Standard" Requirements	"Non-Standard" Requirements
• for standard office space only (may included some simple special purpose space) • for centrally located, easily accessible spaces in major centres or urban areas	• for standard office space plus special purpose space or campus settings • for spaces in remote locations • for small office spaces • for stringent space requirements (labs, hospitals) • for spaces requiring particular security requirements

5. Use of Consistent Proposal Solicitation Methodologies

The “Standard” and “Non-Standard” categories of requirements will determine the proposal solicitation method to be used under the JSNS. The diagram below provides guidance to support fruitful solicitation results.



6. Elimination of Proposal Financial Security

Costs associated with obtaining proposal financial security for contracts are typically borne by the supplier or passed on to Canada in the supplier’s proposal. Such costs can be significant for small and medium enterprises and are therefore considered to be a barrier or disincentive to participation in opportunities for janitorial services contracts. As a result, under the JSNS, proposal financial security will not be required from suppliers.

7. Simplifying Requirements for Contract Financial Security

Various forms of contract financial security are currently in use, whether in the form of an Irrevocable Standby Letter of Credit, a Labour & Materials Bond or a Performance Bond. Costs associated with securing contract financial security may be passed on to Canada in the price offered in the contract by the supplier.

The cost of contract financial security can be up to 50% of the contract value. As suppliers cannot or do not want to shoulder such costs (and have funds tied up for extended periods of time), this can be a barrier limiting potential suppliers’ ability to participate in RFPs.

While contract financial security is still extremely important to encourage timely performance, it should be reasonable and commensurate with the complexity of the requirement, and/or the level of risk associated with the requirement. It should not be unduly stringent or excessive.

Under the JSNS, requirements for contract financial security will be simpler and represent a more acceptable percentage of the contact value that is commensurate with the level of complexity and or risk associated with the requirement. This will lower costs for suppliers, reduce the level of effort required to obtain security, while offering adequate performance guarantees to Canada.

As a result, contract financial security requirements will therefore not exceed 20% of the contract value (firm portion of the contract). The contracting officer, in consultation with the client, will determine the most appropriate level of contract financial security based on the level of complexity and or risk associated with the requirement.
Contract financial security for all janitorial services contracts awarded under the JSNS will be in the form of a certified cheque to the Receiver General for Canada or an irrevocable standby letter of credit.

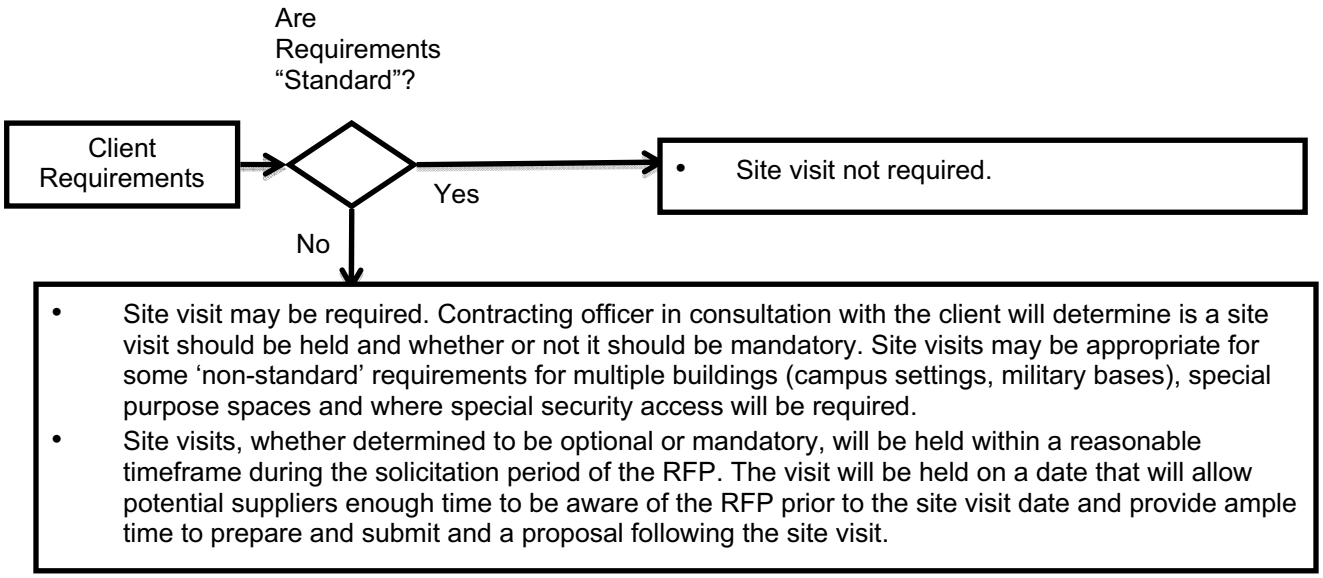
8. Advanced Planning and Communication of Security Requirements

In order to reduce the impact of security clearance related issues and concerns, the JSNS will include measures that will allow for advanced planning and preparation for obtaining clearance. A notice informing the supplier community that the DOS clearance (or the FSC clearance where applicable) will be required at RFP closing date will be posted on MERX 6 months prior to the implementation of the JSNS. OSME will also inform the vendor community of this requirement during information sessions and presentations to suppliers.

In addition, information will be made available to suppliers on how they can get sponsored to obtain their security clearance. Each region will identify a point of contact that suppliers will be able to contact in order to get sponsored, and start the process for obtaining their security clearance.

9. Strategic use of Site Visits

The time required and the costs related to site visits can discourage smaller firms, or firms located farther away from the site, to submit a proposal in response to an RFP. Likewise, limited time and travel resources present a challenge for contracting officers in attending site visits, particularly in regions covering larger geographic areas. The chart below provides guidance for the strategic use of site visits.



10. Proposal Evaluation and Supplier Selection Methodologies

In order to optimize the cost of preparing a proposal in response to an RFP and simplify the procurement process, proposal evaluation and supplier selection methodologies should be commensurate with the complexity of the requirement. The chart below provides guidance in determining the most appropriate proposal evaluation and supplier selection methodology and is to be used for all requirements.

Requirement Type	Proposal Evaluation Method	Supplier Selection Method
''Standard'' requirement	Mandatory criteria only	Lowest price, technically compliant
''Non-Standard'' requirement (small and or remote)	Mandatory criteria only	Lowest price, technically compliant
''Non-Standard'' requirement (campus settings or stringent space requirements (labs , hospitals)	Mandatory and rated criteria	Best value (i.e. lowest cost per point for rated criteria) **OR** Lowest price, technically compliant

The financial portion of proposals for multi-year contracts (firm years plus options years) will be evaluated based on actual prices provided by suppliers for associated firm years and option years. Proposed prices for future years are not to be based on Consumer Price Index.

The following chart provides in guidance in selecting appropriate evaluation criteria and will be used for RFPs under the JSNS.

Mandatory criteria (for ''Standard'' and ''Non-Standard'' requirements)	Rated criteria (for ''Non-Standard'' requirements only)*

• Supplier possesses 2 consecutive years of janitorial services experience within the last 5 years on contracts of similar size and scope to the requirement identified in the solicitation. Similar in size and scope is defined as :
  • A space that is a minimum of 50% of the size (m^2) and
  • A space of similar use or type (e.g. office space, lab space)
• By contract start date, all resources must have the required security clearances (DOS[1] or FCS[2]) to access the site.
• Suppliers certify, prior to the RFP closing date, that neither they nor their administrators have ever been convicted, of an offence under the Canada Labour Code, or under any provincial labour/employment legislation. The supplier will also certify that he has not been convicted of an offence, other than an offence for which a pardon has been granted, under section 121, 124 or 418 of the Criminal Code.
	• Organization and management
	  – overall supplier's organization
	  – supplier's staff assigned to potential contract
	  – supplier's management of staff
	  – absenteeism of supplier's staff (plan)
	• Health and safety
	  – programs
	  – training
	• Materials and equipment
	  – equipment list
	  – materials and products list
	• Quality assurance
	  – program
	  – training
	  – resolution of problems
	• Experience and past performance
	• Transition plan

* There will be no rated criteria for standard requirements.

11. Standardization of Bases and Methods of Payment

The variety of tasks and services in janitorial services contracts calls for different Bases of payment and Methods of payment. The JSNS provides guidance to contracting officers for the selection of an appropriate Basis of payment and Method of payment and promotes related standardization. The chart below will be used for all requirements under the JSNS and will make it easier to evaluate financial proposals utilizing standardized RFP template language and allow the contracting officer to enhance the management of costs related to potential amendments for the addition or removal of building space to be cleaned using related standard contract clauses.

Service Requirement	**Basis and Method of Payment** (As appropriate)
Routine/scheduled cleaning services	Firm monthly rate per m^2

[1] A **Designated Organization Screening (DOS)** registered organization permits the organization and its employees possessing Reliability Status access to PROTECTED information and assets.

[2] A **Facility Security Clearance (FSC)**, at the CLASSIFIED level is an administrative determination that an organization is eligible, from a security viewpoint, f access to CLASSIFIED and PROTECTED information and assets of the same or lower classification level as the clearance being granted

"As and when requested" services **AND/OR** Project work **AND / OR** Emergency cleaning	Firm hourly rate (Different rates may be set for regular hours, outside regular hours, and Sunday/ Statutory holiday hours) **OR** Firm price per task **OR** Firm price per m^2 . Basis of payment can be requested as an hourly rate when custom software is used for evaluation.
Materials	Cost + Mark up

12. Use of a Determination of Cost clause for Contract Amendments

It is recognized that from time to time a client may require changes adding or reducing the amount of space to be cleaned. This raises the risk of confusion or complaints. Under the JSNS, in order to mitigate these risks, a contract clause will be developed that will outline how changes in requirements will be managed over the course of the contract. A Determination of Cost clause, to be developed in collaboration with Legal services and submitted to the Procurement Process Tools Divisions of PWGSC, will clearly state up-front, how calculations will be made on potential amendments for additions/reductions of services (m^2 or frequency).

The clause will provide that the firm monthly rate per m^2 in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m^2. The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased. A cap on the amount of an increase or decrease will be inserted into the clause.

Alternatively, in developing the clause, consideration will be given to a different approach where suppliers are asked to propose on a specific square footage/hourly rate and requested to provide proposals on the costs of increased square footage up to a certain percentage. In this scenario, the proposal evaluation would have to address both costs.

13. Consistent use of Standard Instructions and General Conditions

The Standard Acquisitions Clauses and Conditions (SACC) Manual is intended to provide suppliers and clients of PWGSC with information on terms and conditions commonly used in the

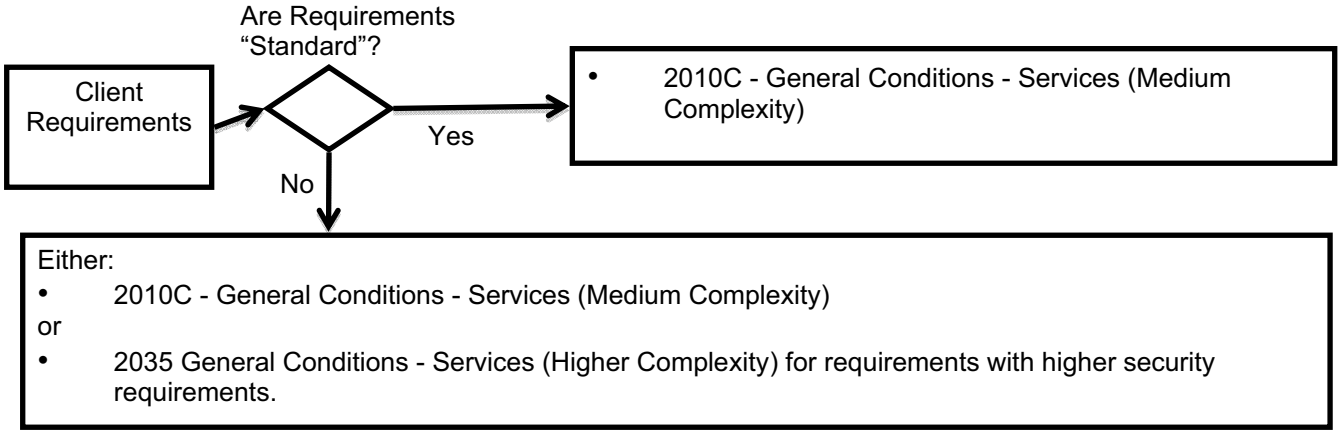
contracting process by the federal government and PWGSC. Its contents are referred to in contracting processes.

The SACC Manual is designed to enhance the time and cost efficiency of dealing with the government by reducing the level of detailed text contained within the various procurement documents. For more information, refer to http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp.

2003 Standard Instructions - Goods or Services - Competitive Requirements will form part of proposal solicitation documents for all competitive processes under the JSNS.

2004 Standard Instructions - Goods or Services - Non-competitive Requirements will be used in non-competitive contracts under the JSNS.

Further guidance in the selection of General Conditions in provided in the diagram below.



14. Standardization Contract Duration

The type of janitorial services requirement (''Standard'' versus ''Non-Standard'') will determine the duration period (firm and options) for contracts.

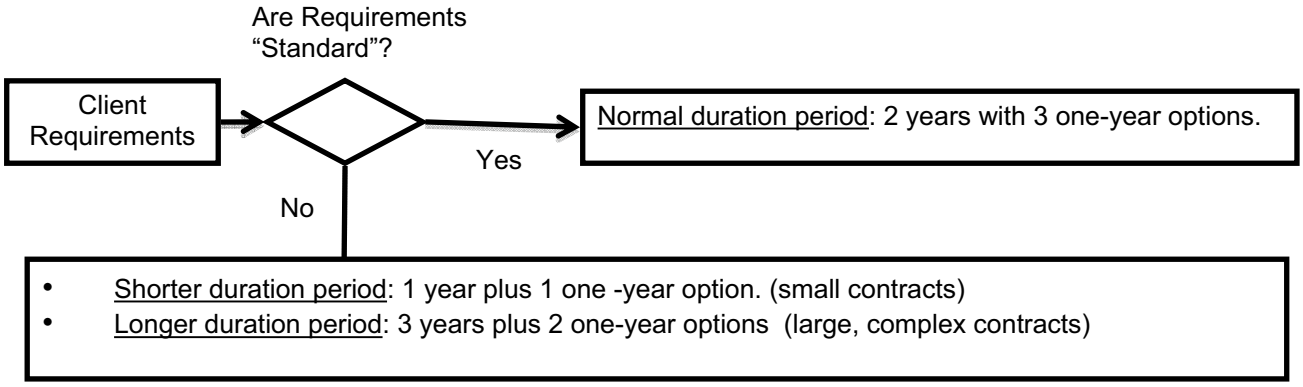
The level of effort to put in place ''Standard'' contracts is average; suppliers with the capacity to meet these requirements do not have to invest in additional or sophisticated equipment and, as a result, no long term contract guarantees are required by lending institutions. Contracts put in place for "Standard" requirements will therefore be for 2 years plus 3 one-year options. This is considered to be a normal duration period.

Small contracts of limited complexity for "Non-Standard" requirements or for remote locations will have a shorter duration period as these contracts are generally simple to put in place for the contracting officer, the client and the supplier.

Larger, more complex contracts for other "Non-Standard" requirements will have a longer duration period. This longer contract period is required as these contracts require a significant level of effort to put in place by the contracting officer, the client and the supplier. In addition, suppliers that handle these larger and more complex contracts are more likely to acquire additional or more sophisticated equipment in order to be able to deliver the services. Financial

institutions lending money to suppliers for the purchase such equipment may require longer duration contracts to ensure a return on investment.

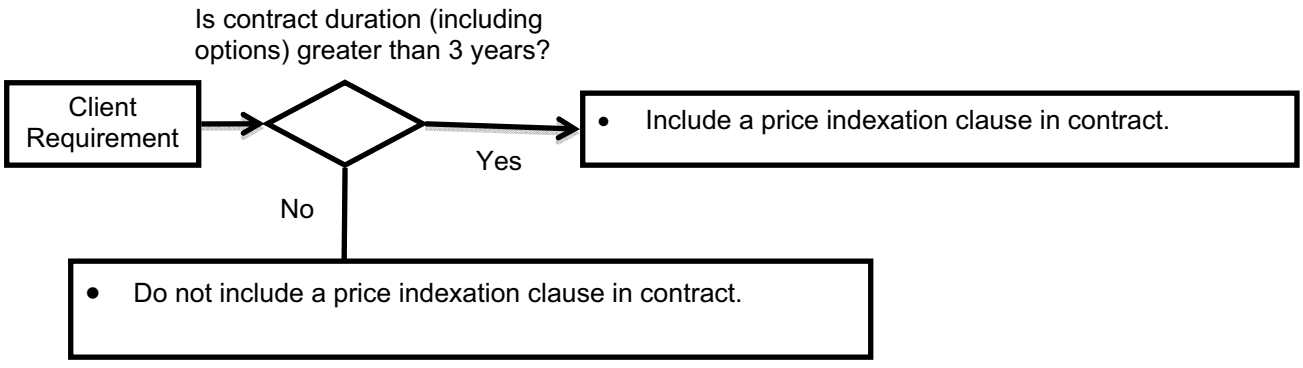
The contract duration for “Standard” and “Non-Standard” requirements will be as indicated in the diagram below.



15. Indexation Clause for Requirements in excess of 3 years

Minimum wage increases are an important cost driver in the janitorial services marketplace. Provincially legislated minimum wage increases are normally communicated to citizens in advance – sometimes months to a year in advance. Suppliers therefore have the opportunity to take into account such increases in developing their proposals covering a period of up to three years. No provision will therefore be made under the JSNS for minimum wage indexation in contracts of up three (3) years in duration (including options).

For contracts covering a period of greater than three (3) years, however, it is difficult for suppliers to predict if and when increases will be made, and what the increase might be. Accordingly, under the JSNS, such contracts will contain an indexation clause that will help reduce the impact of potential minimum wage increases on providers of janitorial services.



Price indexation will be conducted by multiplying the current year's unit prices in the contract pricing schedule by the Statistics Canada Unadjusted Consumer Price Index (CPI) for the appropriate province for the 12 month period ending two months before the expiration date of

the current period of the contract. For reference this index is available at: http://www.statcan.ca/english/Subjects/Cpi/cpi-en.htm

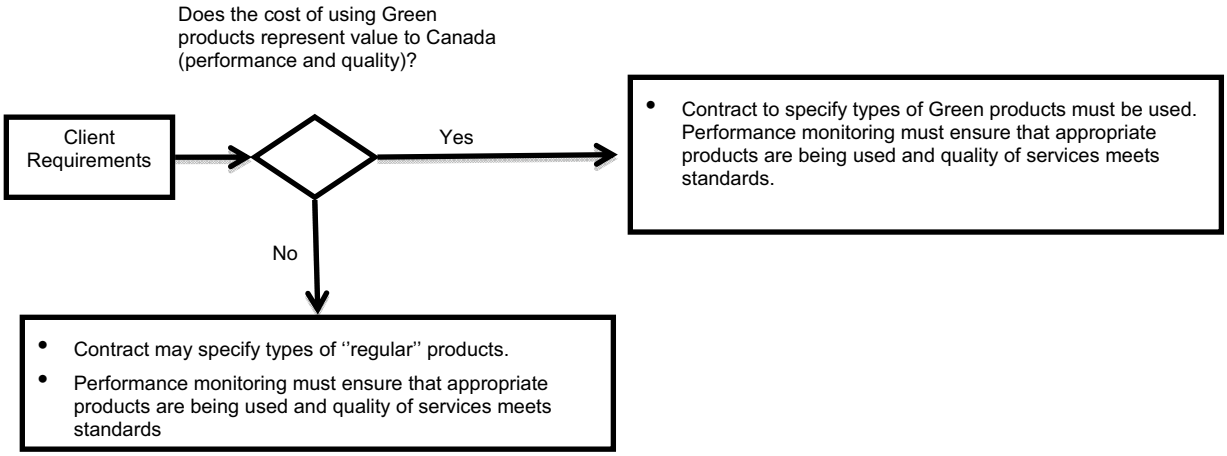
An appropriate Price indexation clause will be submitted for review by Legal services and submitted to the Procurement Process Tools Divisions of PWGSC before being incorporated into the contract.

16. Encouraging use and Consistency of Green Products and Practices

The incorporation of appropriate environmental considerations in janitorial services solicitation and contract documents, will simplify the process for all stakeholders, and support the Policy on Green Procurement. Annex C provides a list of environmental considerations that are to be taken into account in the preparation of janitorial services solicitations and contracts.

While the use of Green products is recommended in some form or another in most requirements, it is currently not consistent, nor are green products always properly or consistently described. Annex D provides detailed guidance to enhance consistency in the incorporation of Green Procurement in janitorial services contracts.

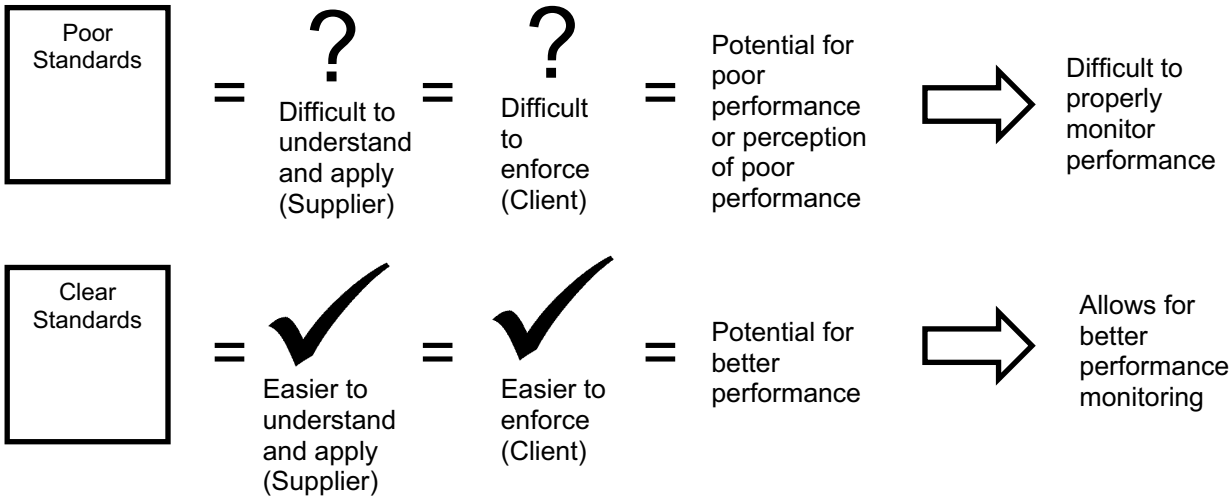
It is important to note that although the use of Green products and practices will be the default in janitorial services solicitations and contracts, under the JSNS consideration of the performance and value of Green products will influence requirements. As such, client departments will have the option of identifying some services where the use of ''regular'' products will be required instead of green products (i.e. using acid-based products to clean urinals and toilets). The diagram below provides guidance in this matter.



17. Use of Consistent Minimum Cleaning Standards

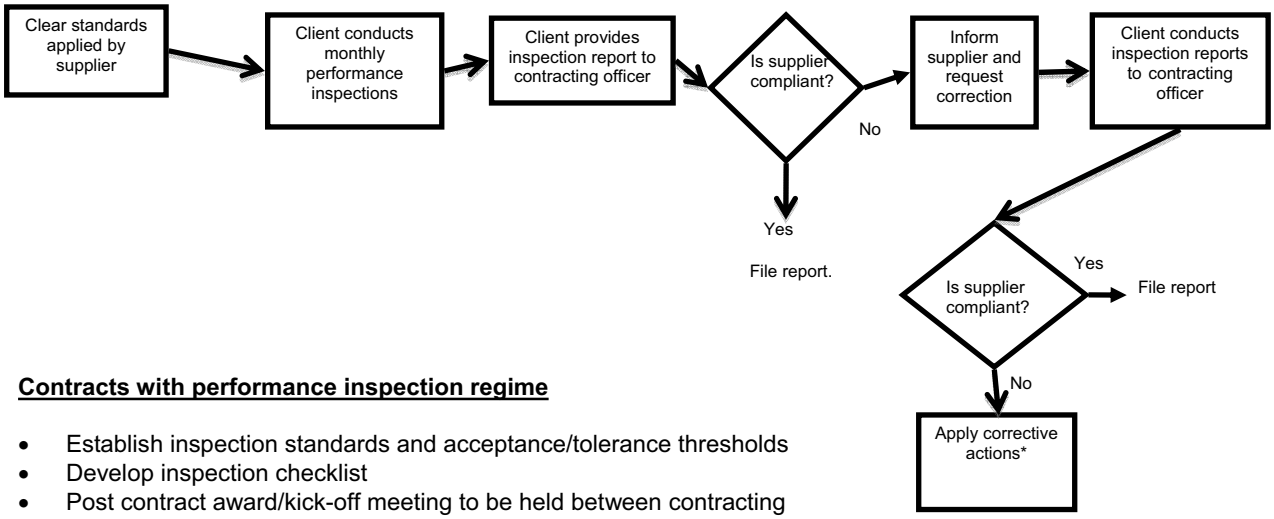
Clients spend considerable time writing new requirements for cleaning standards over and over again, fostering inconsistency and confusion for suppliers who are expected to comply with numerous different versions of requirements. Performance can be inadequate or perceived to be inadequate if standards are not properly developed, understood, and applied. The JSNS addresses this issue. Basic, clear minimum cleaning standards have been developed for all

tasks included in janitorial services contracts. These standards will provide clear definition of terms and quality expectations that will help suppliers deliver what is expected, and allow clients to consistently monitor the quality of services rendered. The diagram below illustrates the advantages of clear, consistent standards. See Annex B for Minimum Cleaning Standards.



18. Use of Performance Inspections

Regular inspections of work done under a contract are an important element in monitoring performance. The diagram below illustrates the process.



Contracts with performance inspection regime

- Establish inspection standards and acceptance/tolerance thresholds
- Develop inspection checklist
- Post contract award/kick-off meeting to be held between contracting officer, client and supplier to ensure all parties have a good understanding of cleaning standards, inspection standards, acceptance/tolerance thresholds, inspection checklist, reporting requirements, and management and responsibility with respect to any required corrective actions.
- Corrective actions will be clearly identified in the solicitation and contract documents and must be reviewed by Legal Services before the solicitation is posted. If a standard clause for janitorial contracts is to be developed, it will be submitted to the Procurement Process Tools Division of PWGSC.

19. Standardization of Certification and Insurance Requirements

Certification and insurance requirements are currently not the same from one requirement to the other. This leads to confusion and frustration for suppliers. This inconsistency also increases the risk of suppliers submitting non compliant proposals as they might not have the necessary certifications, or they might have them but do not include them in proposals as they were not required on previous requirements. Standardizing certification and insurance requirements is another measure aimed at simplifying the solicitation process and ensuring more fruitful solicitation results.

Certifications required for janitorial services requirements in the JSNS:

- Federal Suppliers program for Employment Equity (where applicable / required)
- Former Public Servant
- WHMIS certification

Insurance coverage required for janitorial services requirements in the JSNS are:

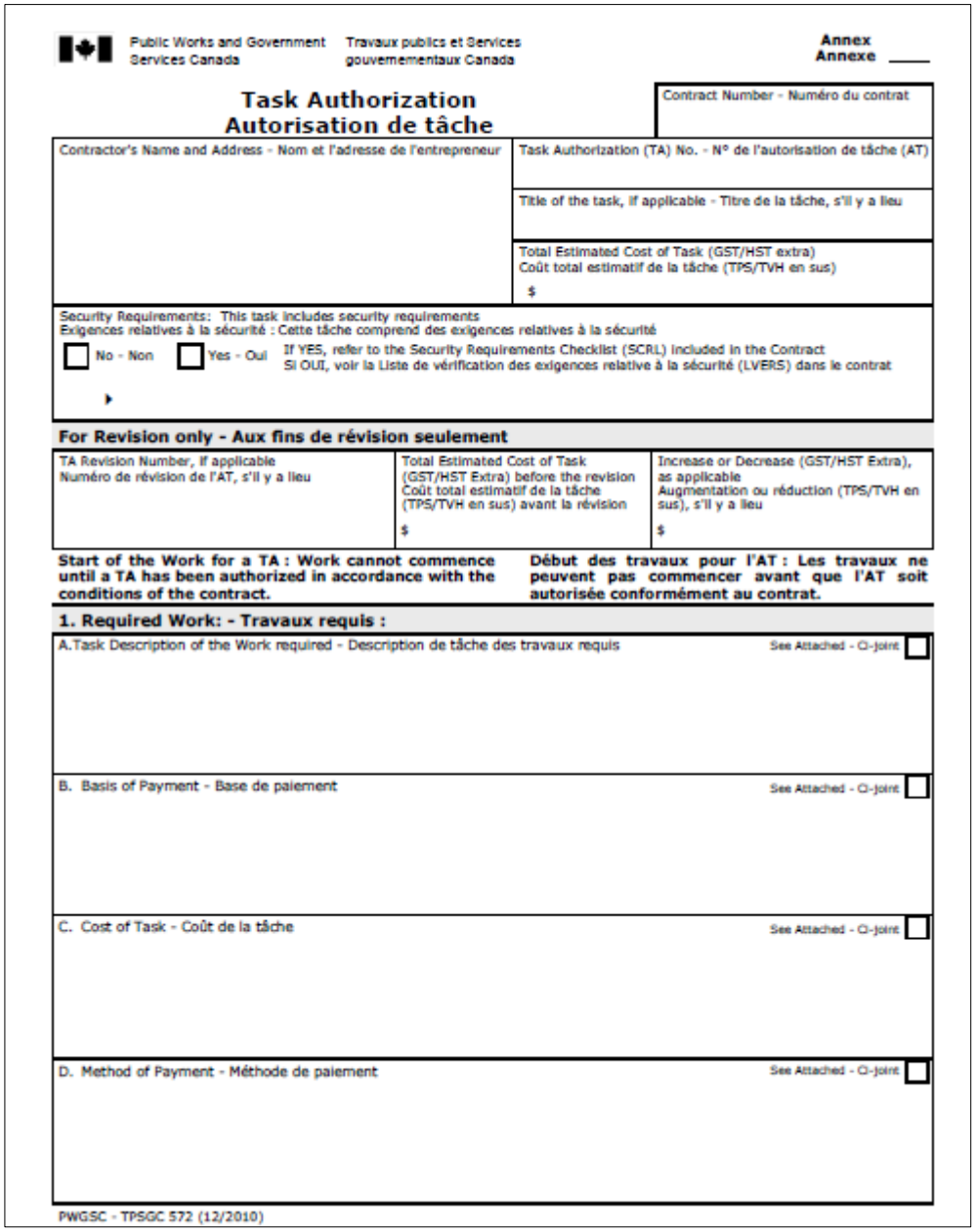
- Commercial General Liability ($2M)
- Automobile Liability Insurance (where required)

20. Clear Identification of Statutory Holidays

The meaning of statutory holidays is governed by the Interpretation Act. Statutory holidays vary from province to province. Under the JSNS, janitorial services requirements will clearly identify whether or not work is expected to be performed during statutory holidays.

Annex A – Example of a Task Authorization form

TPSGC 572



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Annex
Annexe ____

Task Authorization
Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur

Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)

Title of the task, if applicable - Titre de la tâche, s'il y a lieu

Total Estimated Cost of Task (GST/HST extra)
Coût total estimatif de la tâche (TPS/TVH en sus)
$

Security Requirements: This task includes security requirements
Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

☐ No - Non ☐ Yes - Oui

If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision $	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu $

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis — See Attached - Ci-joint ☐

B. Basis of Payment - Base de paiement — See Attached - Ci-joint ☐

C. Cost of Task - Coût de la tâche — See Attached - Ci-joint ☐

D. Method of Payment - Méthode de paiement — See Attached - Ci-joint ☐

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Annex
Annexe ____

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature | Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature | Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature | Date

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Annex B - Minimum Cleaning Standards for Janitorial Services Requirements

DEFINITION OF TERMS

The definition of terms and quality standards described in this document for janitorial services core tasks and optional tasks must be strictly adhered to. All inspections made by the client will be rated according to these quality standards.

Routine Cleaning means cleaning operations which are specified to be performed monthly or more frequently such as weekly or daily.

Scheduled Operations means cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually.

Project Cleaning means cleaning operations which are specified to be performed only when ordered by the client.

Flight of Stairs includes steps and risers situated between two floor levels including landing(s).

Materials include, but are not limited to, toilet tissue, paper hand towels, hand soap, deodorant blocks, hand sanitizer, plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building(s).

Trash includes the contents of ashtrays, waste receptacles, sand urns and sani-cans. Also paper clips, paper, mop strings, pins, staples and discarded items on the floor or furniture.

High Traffic Areas includes entrance lobbies, elevator lobbies, corridors and traffic aisles in open office space.

QUALITY STANDARDS

The Supplier must meet the following standards:

1. Cleaning: General

a. All surfaces and objects specified in the contract must be free of dust, stains, spills, debris and soil immediately after cleaning operation.
b. Machinery and equipment must not block a passageway, or present a trip hazard.
c. Caution signs must be placed adjacent to the affected area on all approaches.
d. Furnishings moved by cleaners must be relocated to their original location.

2. Spot Cleaning

a. All affected areas must be clear of stains, streaks and soil.
b. All over-spray from spray applicators must be wiped clean from all surfaces.

3. Sweeping

a. All floor areas including open areas and flooring around furniture legs and into corners be free of dirt and litter.

4. Cleaning with a Hose

a. All areas must be clean of dirt, mud and debris with no water ponding as a result of the cleaning with a hose.
b. Equipment is removed and stored immediately after use.

5. Dust Mopping

a. All floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.

6. Damp Mopping

a. Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting.
b. The supplier must sweep or dry mop the area immediately before damp mopping.
c. The supplier must start damp mopping with clean water and mop.
d. Walls, baseboards and other surfaces must be free of splash marks.

7. Wash Floors

a. All standards outlined in ‘’Damp Mopping’’ apply.
b. In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
c. All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.

8. Machine Scrubbing

a. All areas must be free of dirt, stains, scuff marks, splashing, cleaning chemical and water accumulations.
b. Corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually.

9. Spray Buffing

a. Following spray buffing, all areas must present an overall appearance of cleanliness, have a bright shine through out and be free of debris and dust.
b. Spills, scuffs and stains must be removed prior to spray buffing.

10. Scrub and Refinish

a. Supplier must apply all performance standards as with "Machine Scrubbing".
b. In addition, supplier must apply one coat of finish compatible with existing finish.
c. As a result of the ‘’Scrub and Refinish’’, all areas must present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and be free of debris and dust once the ‘’Scrub and Refinish’’ is complete.

11. Strip and Refinish

a. Supplier must apply all performance standards as with “Scrub and Refinish”.
b. All old finish must be removed and all residual stripper chemical cleaned away.
c. New finish must be applied to all portions of the floors.
d. Refinish must include 2 coats of finishing material (wax, etc.).

e. All areas must be clean and clear of all stains, blemishes and dirt, and have a consistent shine free of scrapes and marks once the ‘’Strip and Refinish’’ is complete.

12. Vacuuming

a. All carpet surfaces must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit.
b. A power head must be used. Vacuums must be 2 motor design (1 for suction, 1 for power head).

13. Stain Removal

a. All carpets and walk-away mats must have no visible stains or discoloration after stain removal operation.
b. Where stain removal involves wetting of a hard surface floor, caution signs must be in place around affected work area.

14. Hot Water Extraction

a. All carpets and walk-away mats must be clean and free of accumulated dust and dirt and stain as a result of Hot Water Extraction.
b. Areas must be cleaned to walls and corners.

15. Damp Wiping

a. Surfaces must be free of dust, stains, streaks and water spotting following damp wiping.
b. Wiping cloths must be rinsed frequently and free of stains and odors.
c. Feather dusters are not acceptable.

16. Glass and Mirror Cleaning

a. All glass must be clean on both sides and free of streaks and finger marks.
b. Adjacent areas including frames, casing and ledges must be free of water spotting, splash marks and streaks.

17. High dusting

a. All surfaces must be free of dust.
b. High dusting must be effected using either damp rag wiping or vacuuming. The method will be specified by the client.
c. Dust must be contained and prevented from floating freely in the air during operation.

18. Clean and Disinfect

a. Client-approved, commercial disinfectant cleaner must be used.
b. Manufacturer's instructions must be followed for best results.
c. All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.

Annex C - Environmental Considerations for Janitorial Services Contracts

Environmental Considerations for Janitorial Services Contracts

The federal government is committed to reducing the environmental impact of its operations. In April 2006, the Government of Canada issued the *Policy on Green Procurement* directing federal departments and agencies to take the necessary steps to incorporate environmental performance considerations into their procurement decision-making processes. The Policy applies to all phases in the management of goods and services, from the planning and requirement definition phases through acquisition, use, operation and maintenance, and ultimately disposal or close-out activities.

Environmental considerations for janitorial services requirements relate to three distinct areas: supplier environmental attributes, supplier operations when delivering services, and goods and equipment used in service delivery. Each of these is described below.

A. ***Supplier environmental attributes*** include criteria that demonstrate a supplier's commitment to implementing environmental practices. This could include the implementation of standardized environmental policies and practices within the supplier's organization or certifications covering the supplier's general operations. In general, they are actions that exceed regulatory requirements for operation. Examples include:

- ISO 14000 certification;
- Environmental management policies and practices that are geared to continual improvement;
- Regular completion of waste audits;
- Sound waste disposal programs;
- Inclusion of environmental considerations in the corporate travel policy, including minimization of travel and selection of environmentally preferable modes of transportation;
- Action programs in place to address major environmental impacts associated with service delivery;
- Action plans and performance measurement programs for environmental improvement initiatives associated with the suppliers' general operations.

B. Considerations related to ***supplier operations when delivering a service***, including the contractual performance requirements. Examples include:

- Eco-labels that indicate a certification of the supplier processes as being environmentally preferable;
- Policies minimizing travel during service delivery; and
- Administrative practices that result in reduced paper use.

C. ***Considerations relating to goods used in service delivery*** address the environmental features of the goods and equipment employed by the supplier to provide the service. Examples of environmental considerations related to goods associated with service delivery include:

- Eco-labels that indicate a certification of the goods and/or equipment as being environmentally preferable;

- Environmental features of consumables used in the delivery of services i.e. minimum recycled content,
- recyclable and/or free of hazardous chemicals; and
- Environmental features of equipment used during service delivery i.e. energy efficiency rating, low air emissions.

Environmental considerations for janitorial services requirements will be translated into appropriate, clear specifications or evaluation criteria in solicitation documents. These specifications or evaluation criteria will be based on the environmental considerations listed below.

Billing and communication practices

- Invoices, proposals, and correspondence should be sent and processed electronically where client department purchasing practices permit.
- Electronic transmission of documents from supplier to client.

Packaging

Where applicable, packaging specifications for consumables should minimize environmental impacts through:

- Minimization of packaging;
- Recycled content in packaging;
- Re-use of packaging;
- Provision of take-back program for packaging;
- Separability and recyclability of packaging; and
- Reduction/elimination of toxics in packaging.

Supplier environmental attributes

- A supplier sustainability or environmental practices policy is in place that addresses key environmental impacts associated with cleaning services including:
    - Water efficiency measures;
    - Energy efficiency measures, such as use of ENERGYSTAR equipment;
    - Selection of cleaning products with reduced hazardous chemicals; and
    - Implementation of processes that minimize chemical consumption and waste.

Supplier operations when delivering service

- Cleaning frequency of low-traffic areas is minimized based on client needs.
- Appropriate and measured use of chemicals according to situation when applicable (e.g. documenting the various chemical-based cleaning tools used).

Specifications relating to goods used in service delivery

- Cleaning products should have a Global Eco-labelling Network (GEN) approved eco-label that confirms both the environmental features and the performance of the product. General features of environmentally preferable cleaning products used in Janitorial Services delivery include:
    - Use of concentrated forms, to reduce volume and weight transported and to reduce packaging;
    - Biodegradability;

    - Packaging in non-aerosol containers;
    - Packaging of cleaning products are recyclable and reusable;
    - Exclusion of toxic ingredients and petrochemical compounds;
    - Produce minimal or no irritation to skin, eyes, respiratory system; and
    - Exclusion of unnecessary dyes, fragrances and corrosive/highly flammable compounds.
- Cleaning equipment should be composed of recyclable parts.
- Cleaning equipment should be energy efficient.
- Equipment should be designed for easy disassembly.

Annex D – Guidelines for Incorporating Green Procurement in Janitorial Services Contracts

Guidelines for Incorporating Green Procurement in Janitorial Services Contracts:

1) Review Green Procurement section of National Commodity Strategy;
2) Review Green Procurement Plan and Green Procurement information on Acquisitions Branch website: http://www.tpsgc-pwgsc.gc.ca/app-acq/ae-gp/index-eng.html;
3) As per the Policy on Green Procurement, include environmental performance requirements in contract documents;
4) Develop Green Procurement point rated evaluation criteria;
5) Demonstrate to client (how to access environmental options;
6) Green Procurement resources available:

- Green Procurement Team in Acquisitions Branch: http://www.tpsgc-pwgsc.gc.ca/app-acq/ae-gp/index-eng.html
- Office of Greening Government Operations (OGGO): http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/index-eng.html

Samples of environmental requirements that can be used for Janitorial Services contracts :

Cleaning Products
Cleaning products must be biodegradable, phosphate-free, odorless, low-odor, low volatile organic compounds (VOC) products for all general-purpose cleaning. All cleaning products used must meet the Environmental Choice Program Certification ("Eco-Logo") criteria or equivalent. These products must be supplied at no extra cost.

Paper Products
All hygienic paper products must contain a minimum of 10% post-consumer recycled fibres or equivalent. All products used must meet the Environmental Choice Program Certification ("Eco-Logo") criteria or equivalent. These products must be supplied at no extra cost.

Delivery of Services
Janitorial services must occur during office working hours to minimize the number of hours overhead lighting is in use. Office working hours are to be defined in contract documents.