



National Research Council Canada
Administrative Services and
Property Management Branch

Conseil national de recherches Canada
Direction des services administratifs et
gestion de l'immobilier

**REQUEST FOR PROPOSALS
AMENDMENT NO.1
MODIFICATION A LA
DEMANDE DE PROPOSITIONS NO.1**

**RETURN BIDS TO :
RETOURNER LES
SOUMISSIONS A:**

National Research Council Canada (NRC)
Procurement Services
1200 Montreal Road, Building M-22
Ottawa, Ontario
K1A 0R6
Bid Fax: (613) 991-3297

Title/Sujet Cleaning Services	
Solicitation No./N. de l'invitation 13-22110	Date February 14, 2014
Solicitation Closes/L'invitation prend fin at/à 14 :00 on/le 10 March 2014	Time Zone/Fuseau Horaire EDT
Address Enquiries To/Adresser demandes de renseignements à : Jesse Arsenault Telephone No./N. de téléphone : 613-993-0569 Facsimile No./N. de télécopieur : (613) 993-6867	

Instructions: See Herein

Instructions: Voir aux présentes

Proposal To:

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:

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).



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

This RFP is hereby amended as follows:

2.0 **SCOPE OF WORK**

Under Article 2.0 Scope of Work, DELETE article 2.1 and REPLACE with the following:

- 2.1 To provide Cleaning and Snow Clearing/Removal Services in accordance with the detailed Statement of Work attached as Appendix "A" (**REVISED STATEMENT of WORK**).

Here are the changes and the new additions. You can also find them on the revised statement of work.

PLEASE NOTE:

Changed Sections:

Section 4. Resilient Floors/Ceramic Tile Floors – *Added "Ceramic Tile Floors" to section*

Section 7. Concrete Floors – *Separated Areas into Daily & Weekly Requirements*

7.2 Maintenance Shop, Model Prep Shop, Welding Shop, Stores (Ground Floor), OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores

7.2.1 Daily

7.2.1.1 Sweep floors (After 17:00hrs) in the Maintenance Shop, Model Prep Shop, Welding Shop & Stores (Ground Floor)

7.2.2 Weekly

7.2.2.1 Sweep the OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores floors (After 17:00hrs)

34. Snow Removal – *Added "Salt Usage" caveat*

34.2. Seven (7) Days a Week

34.2.2. Spread calcium chloride, "ice melter" or equivalent, which will not harm concrete or vegetation. Salt may only be used at the discretion of the ASPM Building Manager.

Added New Sections:

5. Bamboo/Cork Floors

5.1. Daily

5.1.1 Sweep all floors daily and remove all foreign matter and debris.

5.1.2 Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

Please refer to the manufacturers' specifications when dealing with these flooring types

8. Anti-Fatigue Matted Flooring

8.1. Machine Shop

8.1.1. Daily

8.1.1.1. Sweep floors (After 17:00hrs)

8.1.1.2. Remove refuse and other foreign debris

8.1.1.3. Damp Mop to remove spillage

8.1.2. Every Three (3) Months

8.1.2.1. Wash and Scrub floors

NRC-CMRC

*Administrative
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and Property
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CMRC-NRC

*Services
administratifs
et gestion de
l'immobilier*

APPENDIX "A"

****Updated Feb 12, 2014****

Request for Proposal to Provide

**The Supply of Cleaning Services & Snow
Clearing/Removal Services**

To

NRC- Ocean, Coastal & River Engineering (OCRE)
#1 Arctic Ave., St. John's, NL
M.U.N Campus

RFP No. 13-22110

APPENDIX A

STATEMENT OF REQUIREMENT

THE SUPPLY OF CLEANING SERVICES

1. Overview of NRC's Building and Property Portfolio

1.1. Properties and Buildings

The Contractor will provide cleaning services to the Ocean, Coastal, River Engineering (OCRE) St. John's building which is a division of the National Research Council of Canada and it is located on an eight (8) hectare site on the Memorial University of Newfoundland's Campus in St. John's, NL at #1 Arctic Avenue. The facility has a staff of approximately one hundred (100) NRC personnel as well as approximately thirty (30) other clients and contractors. The facility conducts research and contract marine testing work for both national and international clients.

The facility has an area of approximately 22,000 m². This includes 5000 m² of office and meeting room space and 15,000 m² of laboratory and shop space; mechanical and electrical rooms, stores areas; storage areas and large water filled tanks.

The facility has nine (9) 3m x 3m overhead doors, five (5) staff entrances, twenty three (23) fire exits and approximately 300m of concrete sidewalks varying in width from 3 to 5 meters.

Drawings provided for the facility are:

- 300838A04 – IPF – Floor Plan – Level 1
- 300838A05 – IPF – Floor Plan – Level 2
- 300838A06 – IPF – Floor Plan – Level 3
- NRC St. John's Floor 1 Rev 1
- NRC St. John's Floor 2 Rev 1
- NRC St. John's Basement 1 Rev 1
- NRC St. John's Basement 2 Rev 1

1.2. Definition of Terms

Refer to Appendix "E" for a Glossary of Terms used.

1.3. Description of Services Required

1.3.1. Work Included in the Scope of Work

- To provide all labor, superintendence, tools, equipment, supplies and other accessories to perform:
 - Exterior & interior cleaning services
 - Snow clearing/removal services.

1.3.2. Pre-Tender Site Meeting

- A pre-tender site meeting will be held on location at #1 Arctic Avenue, St. John's, NL. The time and date will be indicated in the "Invitation to Tender" package. Attendance of the pre-tender meeting is mandatory. Tenders of bidders not attending the pre-tender site meeting will be rejected.
- Any clarifications or changes to the bid solicitation resulting from the pre-tender site meeting will be included as an amendment to the bid solicitation.

1.3.3. Acceptance of Site

- The Contractor must inspect the site, review and discuss any unexpected or unclear conditions with the ASPM Building Manager before submitting their bid.
- Submission of tender implies acceptance of existing conditions.

1.3.4. Materials and Workmanship

- All material to be new and of highest quality obtainable for the service.
- Only 1st class workmanship will be accepted, not only with regard to safety, efficiency and durability, but also with regard to neatness of detail and performance
- The Contractor shall comply with WHMIS regulations and provide MSDS sheets to the ASPM Building Manager for all chemicals used in the performance of the contract.
- The contractor shall be in good standing with WHSCC.

1.3.5. Conversion of Floor Covering

- 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.

1.3.6. Protection and Warning Notices

- Provide all materials and equipment required to protect existing equipment.
- Erect barriers to prevent dust, debris and chemical odours from spreading through the building.
- Erect personnel warning notices to warn of wet and/or slippery floors, carpet cleaning, ice walkways or other hazards as deemed necessary by the Contractor or ASPM Building Manager.
- Repair or replace any and all damage to the Owner's property caused during the performance of the Contract, at no cost to the Owner and to the satisfaction of the ASPM Building Manager.

1.4. Qualifications

1.4.1. Contractor

The Contractor must have a commitment to this field of work and demonstrate experience on contracts of a similar scope by listing at least three previous similar contracts/assignments undertaken within the last five years that are relevant to this requirement.

Must demonstrate in having a minimum of three (3) years recent experience in providing janitorial services to large institutional and/or commercial sites with numerous, multi-purpose facilities and laboratories of various size.

1.4.2. Contractor's Staff

- The Contractor shall include the supply of all-necessary staff, sub-contractors and vendors applicable to the work required, for the full term of this contract.
- The Contractor shall provide for all necessary supervision, administration, support, assistance and control for his staff, sub-contractors and vendors.

- The Contractor's Supervisor shall be responsible for organizing and scheduling work, making the necessary scheduled inspections, generally supervising the work on a day-to-day basis.

1.4.3. Sub-Contracting

- The Contractor shall describe those services, which shall be sub-contracted to other organizations. Any trades not so described shall be assumed to be provided by the contractor's own staff. The contractor shall obtain prior, written authorization from the NRC Contract Administrator.
- The Contractor is responsible for the supervision of any sub-contractors used in the performance of the work.

1.5. Reporting method of payment

- 1.5.1. Upon submission of monthly invoice and approval of payment.

1.6. Fire, General Safety and Protection

- 1.6.1 The Contractor will comply with all ordinances, rules and regulations relating to the transportation and disposal of the hazardous waste and to the preservation of the public health.
- 1.6.2 The Contractor shall 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.
- 1.6.3 Continuously protect NRC property from damage, injury or loss arising in connection with this Contract. The Contractor shall make good, at its own expense, any damage, injury or loss to the property. Provided that the Contractor has taken reasonable precautions, the Contractor shall not be responsible for any such damage, injury or loss which NRC has agreed to insure or which may be directly caused by NRC, its agents or employees.
- 1.6.4 In the event that any system or equipment appears to be unsafe, take interim remedial action and immediately notify the ASPM Building Manager and remain at the site until steps have been taken to protect the public and occupants from the hazard or condition.
- 1.6.5 The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The ASPM Building Manager

reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.

- 1.6.6 Hitching, lifting or securing devices mounted on containers shall be inspected regularly and maintained to prevent safety hazards.
- 1.6.7 Protection Equipment; appropriate personal protective equipment must be provided by the Contractor and used while executing the required work. Such equipment shall conform to the latest industry standards and be in good repair. Any personal protective equipment not in good repair must be replaced immediately. Safety cones or safety barriers must be used as required to identify obstructions or other unsafe conditions at the work site. The Contractor is responsible for the supply and installation of all signage, protection and barriers required to execute their work in a safe and secure manner.
- 1.6.8 Accident Reporting; All accidents or injuries occurring on the NRC work site must be reported and documented to the ASPM Building Manager.
- 1.6.9 Other Safety Issues; the Contractor is requested to immediately report to the ASPM Building Manager any safety issue that may affect his staff in the performance of their work. The Contractor will be responsible for the health and safety of his workers, sub-contractors and vendors as regulated by Federal, Provincial and Municipal Act and Regulations.

1.7. Taxes and Licenses

- 1.7.1 The successful Contractor will assume the sole responsibility for the payment of insurance premiums, licenses, taxes, and all other charges imposed by the federal, provincial, or municipal authorities.

1.8. Insurance

- 1.8.1 The successful Contractor shall provide and maintain during the term of the Contract Comprehensive General Liability insurance in an amount of \$2,000,000.
- 1.8.2 All Environmental Insurance shall be included in the price structure.

- 1.8.3 The Contractor must carry insurance to cover re-keying costs in the event that locks must be re-keyed due to contractor staff losing NRC keys.

1.9. Resolutions of Conflicts

- 1.9.1 In the spirit of this partnership arrangement, conflicts will initially be resolved through the process of negotiation at the working level then at management levels. Failure to reach a mutual agreeable resolution will result in the initiation of a mediation or binding arbitration process arranged to the satisfaction of both parties.

1.10. Regulatory Standards

- 1.10.1 The Contractor shall adhere to all applicable codes and regulations including but not limited to: Environmental Regulations and Occupational Health and Safety Regulations. NRC, being a Federal Government Agency, can abide by Federal Codes and Regulations and is not compelled to abide by Provincial Building Codes and Regulations. However, in most circumstances and issues, NRC abides by the more stringent of either Provincial or Federal Codes and Regulations.

1.11. Changes to Scope

- 1.11.1 NRC requires the flexibility to respond to changes in its operation. During the term of the contract, the ASPM Building Manager may adjust the scope of the contract. Such adjustments will be mutually agreed upon with the contractor that there will be a change to the contract.
- 1.11.2 Should the Contractor not wish to undertake any additional work resulting from a change in scope, NRC reserves the right to tender this portion of the new work, as well as other work being done by the Contractor and deemed appropriate to combine with the additional work.
- 1.11.3 Should the price of the work so removed from the Contract be clearly delineated in the proposal, the Contract amount shall be adjusted accordingly; otherwise any changes in Contract price will be by mutual agreement.

APPENDIX B
OPERATIONS & FREQUENCIES
THE SUPPLY OF CLEANING SERVICES

1. Space

- 1.1. The Owner shall provide space to the Contractor for the storage of equipment and materials.
- 1.2. The Owner will not be responsible for damage or loss to the Contractor's supplies, materials or equipment in the building, nor for their employee's personal belongings brought into the building.

2. Work Hours, Security & Key Control

- 2.1. Normal working hours on the site are from 07:00 hrs. - 17:00 hrs. Monday to Friday inclusive except statutory holidays.
- 2.2. Written permission from the ASPM Building Manager is required for access to the building outside normal working hours.
- 2.3. The Contractor must co-operate with the building staff in order to keep disruption of normal work to an absolute minimum.
- 2.4. All Contractor personnel that require access to the building will have to complete an "Access Authorization Form" and will be required to have a "Security Check" completed prior to the issue of access/identification cards.
- 2.5. During the period of the contract, the Contractor's personnel shall be required to wear access/identification cards. These cards shall be visible at all times.
- 2.6. All keys entrusted to the Contractor during the duration of the contract must be fully protected at all times. Should the Contractor lose any keys or access cards, they shall immediately report that loss to the ASPM Building Manager.
- 2.7. The Contractor shall not duplicate keys supplied by NRC. If this occurs, the Contractor may be held responsible for costs to re-key locks.

3. Inspection of Work

- 3.1. The ASPM Building Manager will perform periodic inspection of the work in progress, to ensure the work performance stays at the same level and standard expected. Observed deficiencies for any part of a building may result in the application of corrective measures to be taken and such performance may be the object of action taken against the Contractor pursuant to the Contract.
- 3.2. The Contractor is required to notify the ASPM Building Manager when each major item of work identified on the schedule of operations is completed. The

ASPM Building Manager will inspect the work and any deficiencies must be corrected immediately.

3.3. Any items or deficiencies noted in the “Schedule Progress Report” or “Inspection Reports” must be corrected within a minimum of 24 hours and to a maximum of 4 working days. Any work deemed to be urgent by the ASPM Building Manager shall be performed immediately.

4. Work Record

4.1. The Contractor shall maintain an up to date record of all work performed on the schedule of operations. This log shall be kept on site and available for review by the ASPM Building Manager.

5. Quality of Work

5.1. The quality standards shall be strictly enforced. Work inspections will be based on these quality standards.

6. Disposal of Waste

6.1. All collected refuse, empty containers, boxes and other items shall be disposed of daily utilizing the garbage container box provided on site.

7. Jurisdiction

7.1. This Contract is under the jurisdiction of the ASPM Building Manager.

7.2. Obtain clarification, field instructions and approval to work outside of normal hours only from the ASPM Building Manager.

8. Supplies

8.1. The Contractor is required to provide all cleaning materials and supplies necessary for the contract. This includes, but is not limited to:

- Toilet tissue
- Paper hand towels
- Hand soap
- Deodorant cakes
- Garbage bags of correct size
- Automatic deodorant refill canisters
- Petroleum products
- Degreasers
- Calcium chloride
- Dust absorbent compounds

- 8.2. Toilet paper is to meet CAN/CGSB 9.13-92; Paper towels to meet CAN/CGSB 9.14-92; Garbage bags to meet CAN/CGSB 156.1-M87
- 8.3. Paper hand towels must fit in existing “touchless” paper towel dispensers; located in multiple building washrooms (the remaining washrooms use the dispensers with folded type paper hand towels). The new type is Kruger “NOIR Touchless Mechanical Roll Towel Dispensers”.
- 8.4. All cleaners, compounds, degreasers and disinfectants used in the workplace must conform to the Canadian General Standards Board (CGSB) and the Workplace Hazardous Materials Information System (WHMIS).

9. **Equipment**

- 9.1. Cleaning equipment must be CSA certified and in good operating condition at all times. All equipment shall be subject to approval by the ASPM Building Manager or his designate for appearance, cleanliness and suitability for the job. Any equipment deemed unsuitable shall be removed from the premises.
- 9.2. The Contractor shall supply all required equipment in new or excellent condition which is necessary to perform the work, such as (but not limited to):
 - A motorized battery operated industrial ride-on floor sweeper
 - A motorized battery operated industrial ride-on scrubber equipped for wet and dry pick-up
 - A vacuum cleaner, in satisfactory working order, equipped with a power nozzle and air discharge filters so that dust and odors are not recycled back into the workspace
 - An industrial type wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc
 - A burnisher
 - Two (2) snow blowers with an effective width of at least 27 inches with an engine of at least 10hp
- 9.3. All Contractors’ equipment shall be labeled with the “Company Name”.
- 9.4. The Contractor shall include a detailed list of equipment to be used on this contract with his tender at time of submission. The data required would include Equipment Name; Model; Manufacturer; Approximate Age; and Average Lifecycle.

10. Uniforms

- 10.1. All cleaning staff must be uniformed with industrial type matching shirt and trousers or coveralls. The company name or logo must be affixed to the shirt or coveralls.
- 10.2. The uniforms must be in clean and good repair at all times.

11. Cleaning Operations

- 11.1. Non-scheduled cleaning will be performed between the hours of 07:00 to 17:00 hr. Monday to Friday (except where noted).
- 11.2. Scheduled operations will be performed Monday to Friday, 17:00 to 07:00 hr. or on weekends at times approved by the ASPM Building Manager.

12. Contractors Representative

- 12.1. The Contractor shall designate one of their daytime staff as their representative. They will have the authority to carry out instructions from the ASPM Building Manager.

13. Workforce

- 13.1. The Contractor is required to have sufficient qualified cleaning personnel on site during regular working hours to complete the work. The Contractor shall notify the ASPM Building Manager, in writing, of any changes in site personnel.
- 13.2. From November to March, the Contractor is expected to increase their staff to a minimum of one (1) person for the purpose of snow and ice control. The cost of this service should be included in the total price of the contract.

APPENDIX C

TECHNICAL CLEANING SPECIFICATIONS

THE SUPPLY OF CLEANING SERVICES

1. Exterior**1.1. Daily**

- 1.1.1. Remove ice and snow hanging from edge of the roof and canopies
- 1.1.2. Remove graffiti and posters from exterior walls, doors and windows at street level
- 1.1.3. Clean and polish aluminum fittings, signs, ornamental metal work, metal entrance doors and push bars
- 1.1.4. Clean glass and sashes on both sides in entrance doors
- 1.1.5. Sweep and keep clear of litter all entrance and loading platforms

1.2. Weekly

- 1.2.1. Clean glass and sashes on both sides in entrance sidelights

1.3. Monthly

- 1.3.1. Clean air intake and exhaust grills
- 1.3.2. Remove dust, litter, and cobwebs from light wells, vent openings, and service passages

1.4. Semi-Annually

- 1.4.1. Wash exterior marble, granite, glazed walls and columns about entrance area
- 1.4.2. Remove litter from roof areas and drains in spring and fall

2. Interior Cleaning

- 2.1.1. The required times for scheduled work items specified in this section are specifically defined in "Appendix D".

3. Floors**3.1. General**

- 3.1.1. Chairs, wastepaper baskets and other items are not to be placed on desks, tables or benches during cleaning operations.

4. Resilient Floors/Ceramic Tile Floors**4.1. General**

4.1.1. Remove all foreign matter and debris daily.

4.2. Office Areas including Conference Rooms

4.2.1. Sweep and damp mop all floors once per week (Tuesday after 17:00hrs).

4.2.2. Damp mop or wipe floors where necessary to remove spillage and salt daily from November to April inclusive.

4.2.3. Spray buff in front and behind counters, desk wells and traffic lanes every two (2) weeks.

4.2.4. Wet or dry scrub and refinish on a full floor basis every three (3) months.

4.2.5. Strip and refinish on a floor basis annually, or as needed.

4.3. Corridors and Elevator Lobbies

4.3.1. Sweep and damp mop twice (2) per week. (Tuesday and Friday after 17:00hrs)

4.3.2. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

4.3.3. Wet or dry scrub and refinish on a full floor basis every three (3) months.

4.3.4. Strip and refinish on a full floor basis every six (6) months.

4.4. Electro-Mech Shops (x2), Electronics Shop, Electronics Shop Tool Crib, Paint Shop, Machine Shop Tool Crib, Ice Tank Control Room, Warm-Up Room, Carriage Control Rooms (x2), OEB Control Room, OEB Test Lab and North Building Drawing Lab

4.4.1. Sweep and damp mop twice (2) per week. (Tuesday and Friday after 17:00hrs)

4.4.2. Spray buff traffic areas every two (2) weeks (Except Carriage and OEB Control Rooms)(After 17:00hrs)

4.4.3. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

4.4.4. Wet or dry scrub and refinish on a full floor basis every three (3) months.
(Except Carriage and OEB Control Rooms)

4.4.5. Strip and refinish on a floor basis once (1) every two (2) years. (Except Carriage and OEB Control Rooms)

4.5. Maintenance Shop Offices and Lunchroom

4.5.1. Sweep and damp mop weekly. (Tuesday and Friday after 17:00hrs)

4.5.2. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

4.5.3. Matting in these areas to be washed and scrubbed monthly.

4.5.4. Wet or dry scrub and refinish on a full floor basis every three (3) months.

4.5.5. Strip and refinish on a full floor basis every six (6) months.

5. Bamboo/Cork Floors

5.1. Daily

5.1.1. Sweep all floors daily and remove all foreign matter and debris.

5.1.2. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

Please refer to the manufacturers' specifications when dealing with these flooring types

6. Hardwood Floors

6.1. General

6.1.1. Use a minimum amount of water to remove spillage.

6.2. Machine Shop and Pattern Shop

6.2.1. Sweep all floors daily (After 17:00hrs)

6.2.2. Wipe up all spillage as necessary

6.2.3. Clean floors using a solvent wood cleaner, apply one coat of an approved non-slip wax and buff once per year (Machine and Pattern Shop Only)

6.3. Stores (2nd Floor), Cold Labs (x4), Cold Lab Control and Set-Up Rooms

6.3.1. Sweep all floors once (1) per week (Tuesday after 17:00hrs)

6.3.2. Clean up any spillage daily or as necessary

7. Concrete Floors**7.1. General**

7.1.1. The Contractor shall provide, at his expense, a motorized battery operated industrial floor sweeper and scrubber equipped for wet and dry pick-up. Data on the equipment shall be submitted to the ASPM Building Manager for his approval

7.2. Maintenance Shop, Model Prep Shop, Welding Shop, Stores (Ground Floor), OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores**7.2.1. Daily**

7.2.1.1. Sweep floors (After 17:00hrs) in the Maintenance Shop, Model Prep Shop, Welding Shop & Stores (Ground Floor)

7.2.1.2. Remove refuse and other foreign debris

7.2.1.3. Damp Mop to remove spillage

7.2.2. Weekly

7.2.2.1. Sweep the OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores floors (After 17:00hrs)

7.2.3. Monthly

7.2.3.1. Machine scrub all floors (Except Flammable Stores)

7.3. Machine Shop Mezzanines**7.3.1. Monthly**

7.3.1.1. Sweep all floors and pick up debris

7.3.2. Annually

7.3.2.1. Wash all floors

7.4. Towing Tank, OEB and Ice Tank Basements

7.4.1. Weekly

7.4.1.1. Remove refuse and other foreign residue

7.4.1.2. Damp mop to remove spillage

7.4.2. Semi-Annually

7.4.2.1. Sweep floors using an approved dust absorbent compound

8. Anti-Fatigue Matted Flooring

8.1. Machine Shop

8.1.1. Daily

8.1.1.1. Sweep floors (After 17:00hrs)

8.1.1.2. Remove refuse and other foreign debris

8.1.1.3. Damp Mop to remove spillage

8.1.2. Every Three (3) Months

8.1.2.1. Wash and Scrub floors

9. Carpet and Rugs

9.1. General

9.1.1. Remove spots and stains from carpeting and rugs

9.1.2. Report to the ASPM Building Manager any spots on carpeting or rugs that cannot be removed by normal means along with any other damage to the carpeting

9.1.3. Clip loose threads during vacuuming operations

9.1.4. The Contractor shall supply, at his expense, a vacuum cleaner, in satisfactory working order, equipped with a power nozzle and air discharge filters so that dust and odors are not recycled back into the workspace. Data on the equipment will be submitted to the ASPM Building Manager for his approval

9.2. Offices

9.2.1. Vacuum once (1) per week (Tuesday), all carpeting and rugs on a full floor basis

9.2.2. Vacuum on a required basis, areas requiring more frequent cleaning, such as traffic lanes and desk wells in general work areas and private offices

9.2.3. Where t-mats are in use, remove, vacuum carpet, clean t-mat and replace

9.2.4. Steam clean all carpets annually

9.3. Ice Tank Lab (Ground Floor)

9.3.1. Vacuum every two (2) weeks (Tuesday after 17:00hrs)

10. Walk Away Mats

10.1. General

10.1.1. The Contractor shall use an industrial type wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc. from the mats

10.1.2. Vacuum mats at 09:00 hrs. And again at 14:00 hrs. Daily. During inclement weather, vacuum mats more often, as necessary

10.1.3. Mats shall be in place from November 1st to April 30th inclusive. In case of unusual weather conditions, the ASPM Building Manager may shorten or extend the period

10.1.4. The Contractor shall supply and place as directed, walk-away mats as follows:

- At the Staff Entrance – 2 mats @ 6ft x 10ft
- At the Staff Entrance – 1 mat @ 6ft x 28ft
- At the IRAP Entrance – 1 mat @ 4ft x 4ft
- At the IRAP Entrance – 1 mat @ 5ft x 5ft
- At the Main Entrance – 2 mats @ 3ft x 12ft

- At the Main Entrance – 1 mat @ 4ft x 6ft
- At the Main Entrance – 2 mats @ 4ft x 30ft

10.1.5. The mats shall be fabricated of nylon fiber on a rubber backing, treated with non-toxic dirt absorbent and having water retention of approximately 3.41 liters per square meter. Some of the mats may have to be angle cut to fit applications

10.1.6. The mats are to be removed or rolled up to complete floor cleaning operations. Clean the underside of mats before replacing or storing

10.2. Weekly

10.2.1. Shampoo all large mats in place. Smaller mats are to be removed to a designated location for this operation

11. Miscellaneous

11.1. Daily

11.1.1. Damp wipe window stools and draft deflectors

11.1.2. Dust open radiators, remove litter from behind and underneath

11.1.3. Dust display cases and spot clean glass

11.2. Every Two (2) Weeks

11.2.1. Clean exterior sash of notice boards and wash glass

11.2.2. Wash display case glass

11.3. Monthly

11.3.1. Clean and polish all decorative metal fittings

11.4. Quarterly

11.4.1. Dust or vacuum ledges, top of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8m or more above floor level (Include ledges in Ice Tank, OEB and Tow Tank)

11.4.2. Clean all air intake grills, air diffusers and metal surrounds in washrooms and conference rooms using a detergent solution or solvent

11.4.3. Wash all open radiators

11.4.4. Clean exposed radiator and convactor covers

11.5. Semi-Annually

11.5.1. Wash exterior surfaces of exposed air ducts

12. Entrances, Lobby and Corridor Link

12.1. General

12.1.1. Keep free of litter

12.1.2. Clean furniture as per “Office Furniture”

12.1.3. Mats are to be removed or rolled-up to complete floor cleaning operations

12.2. Daily

12.2.1. Clean both sides of door glass

12.2.2. Clean surface and between bars of foot grills

12.3. Weekly

12.3.1. Machine scrub and spray buff floors (November to April inclusive)

12.3.2. Clean both sides of all glass windows and metal surrounds

12.3.3. Sweep and spray buff floors (May to October inclusive)

12.4. Monthly

12.4.1. Remove foot grills and clean out recessed pan and drain (November to April inclusive)

12.4.2. Machine scrub and spray buff floors (May to October inclusive)

12.5. Semi-Annually

12.5.1. Strip and refinish floor

13. Stairs and Landings

13.1. Daily (Office Building)

- 13.1.1. Sweep stairs and landings
- 13.1.2. Remove other foreign residue
- 13.1.3. Damp mop from basement to third level
- 13.1.4. Dust hand rails, vertical grills, baseboards, stringers and ledges
- 13.1.5. Vacuum carpeted stairs and landings

13.2. Weekly (South Building and North Building)

- 13.2.1. Perform items 1.11.1.1 to 1.11.1.5 listed above

13.3. Every Six (6) Months

- 13.3.1. Strip and refinish resilient surfaces

14. Elevators

14.1. Daily

- 14.1.1. Clean interior and exterior bright metalwork
- 14.1.2. Dust interior of cab and remove finger marks, smudges and stains on doors, door frames and walls, including control panels
- 14.1.3. Scrape and vacuum clean doorsill/track grooves in both the cab and on each landing
- 14.1.4. Sweep and damp mop floors when mats not in use
- 14.1.5. Remove foreign residue from floors

14.2. Three (3) Times Per Year

- 14.2.1. Wet or dry scrub and refinish floors

14.3. Annually

- 14.3.1. Strip and refinish floors

15. Washrooms**15.1. General**

- 15.1.1. Washrooms shall be patrol cleaned and soap containers, toilet paper and paper towel dispensers shall be replenished as necessary.
- 15.1.2. Blocked toilets, sinks, urinals and drains are to be cleared immediately with the use of a plunger. If plumbing work is necessary. Notify the ASPM Building Manager

15.2. Daily

- 15.2.1. Remove other foreign residue
- 15.2.2. Sweep and damp mop all floors with a germicidal solution
- 15.2.3. Clean and disinfect all toilet fixtures (inside and outside), including both sides of toilet seats, bowls, urinals, washbasins and the underside of washbasins, water taps, flush tanks, etc.
- 15.2.4. Clean and dust walls, partitions, doors, baseboards, shelving, exposed piping, dispensers, receptacles and mirrors

15.3. Weekly

- 15.3.1. Machine scrub floors and rinse with a germicidal solution
- 15.3.2. Wash on both sides partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent
- 15.3.3. Descale toilet bowls and urinals
- 15.3.4. Supply and place one (1) 113.4 gram deodorant block in each urinal. A prism environmental friendly drain puck with screen in each urinal

15.4. Monthly

- 15.4.1. Wash and disinfect wastepaper and refuse receptacles including metal containers
- 15.4.2. Wash all walls
- 15.4.3. Supply and place one (1) 680.4 gram deodorant block in wall holder

15.5. Semi-Annually

15.5.1. Wash ceilings

15.6. Annually

15.6.1. Strip and refinish floors

16. Venetian Blinds

16.1. General

16.1.1. Dust all venetian blinds in the office area every two (2) months

16.1.2. Dust all venetian blinds in the pattern shop every four (4) months

17. Counters

17.1. Daily (Stores & Main Lobby)

17.1.1. Damp wipe and polish

17.2. Weekly

17.2.1. Clean counter facings, metal wickets, glass and wood partitions

18. Interior Glass

18.1. Daily

18.1.1. Spot clean glass doors, glass in fire doors, glass partitions, glass panels in partitions and glass block in corridors and stairwells

18.1.2. Remove all foreign substances such as tape, etc.

18.2. Weekly

18.2.1. Wash both sides of glass doors and glass in fire doors

18.3. Monthly

18.3.1. Wash both sides of glass partitions and/or glass panels in partitions, glass block in corridors and the inside of glass block in stairwells

- 18.3.2. Clean interior glass in the Ice Tank and Towing Tank carriage control rooms and in the computer and terminal rooms. Do not use water. Use an approved glass cleaner

19. Furniture and Fixtures

19.1. General

- 19.1.1. Papers and files left on furniture shall not be disturbed by the cleaning staff

19.2. Daily

- 19.2.1. Dust horizontal surfaces
- 19.2.2. Dust telephones and intercom instruments
- 19.2.3. Dust and remove finger marks and stains from vertical and horizontal surfaces of boardroom and executive office furniture
- 19.2.4. Spot clean finger marks and stains from glass topped furniture
- 19.2.5. Spot clean surface of lockers, storage and filing cabinets
- 19.2.6. Spot clean bookcase glass doors
- 19.2.7. Dust empty stacks and shelves
- 19.2.8. Dust pictures and wall hangings (including paintings and art objects)

19.3. Weekly

- 19.3.1. Dust and remove stains from vertical surfaces
- 19.3.2. Clean and polish boardroom and executive furniture
- 19.3.3. Dust tops of lockers and storage cabinets
- 19.3.4. Dust bases of free standing screens
- 19.3.5. Dust artificial plants, remove debris from containers and damp wipe exterior of containers
- 19.3.6. Clean interior of public clothes closets

19.3.7. Wash boot trays and/or boot shelves during inclement weather

19.4. Monthly

19.4.1. Vacuum upholstered furniture

19.4.2. Remove and clean on both sides all glass or plastic plates covering furniture and dust tops of furniture before replacing plates

19.5. Quarterly

19.5.1. Clean and polish both sides of bookcase glass doors

19.6. Semi-Annually

19.6.1. Clean, using an approved product, all leather, vinyl and leatherette upholstered furniture in executive offices, boardrooms and waiting areas

19.6.2. Vacuum upholstered free standing screens

19.6.3. Dust ledges inside desk wells

20. Ashtrays

20.1. Daily (Smoking Areas)

20.1.1. Empty contents into a separate metal container

20.1.2. Damp wipe, remove stains and build-up

20.1.3. Sweep up areas where smoking occurs (outside) and dispose of refuse

21. Waste Receptacles

21.1. General

21.1.1. Supply and install plastic bags of correct size in wastepaper baskets, garbage cans and waste receptacles. Replace plastic bags with the correct size when torn or dirty

21.2. Every Two (2) Days

21.2.1. Empty and damp wipe exterior of wastepaper baskets

21.2.2. Empty garbage cans and waste receptacles

21.3. Weekly

21.3.1. Empty all recyclable paper trays. Place in recyclable paper bins.

21.3.2. Wash and disinfect garbage cans and waste receptacles including the metal liner

21.4. Semi-Annually

21.4.1. Wash and disinfect wastepaper baskets

22. Doors and Doorframes

22.1. Daily

22.1.1. Clean finger marks from doors and doorframes

22.1.2. Dust door grilles

22.2. Monthly

22.2.1. Clean non-metallic kick and hand plates using a detergent solution

22.2.2. Clean metal push bars, kick plates and hand plates using the appropriate cleaner

22.2.3. Dust doors and door frames

22.3. Semi-Annually

22.3.1. Wash door grilles

23. Emergency Fire Equipment

23.1. Every Two (2) Months

23.1.1. Clean interior of hose cabinets

23.1.2. Clean and/or polish fire extinguishers

23.1.3. Clean both sides of cabinet door glass

23.1.4. Dust wall hung equipment

24. Walls, Partitions and Baseboards

24.1. Daily

24.1.1. Remove finger marks, smudges and stains from painted walls and partitions

24.1.2. Dust baseboards, ledges and moldings

24.1.3. Spot clean vinyl covered walls, doors and partitions

24.2. Weekly

24.2.1. Dust marble walls, columns and frames

24.2.2. Spot clean fabric and carpeted walls, columns, screens and partitions

24.3. Semi-Annually

24.3.1. Vacuum ledges of perimeter walls in the Ice Tank, Towing Tank and the Ocean Engineering Basin.

25. Contractor Space

25.1. General

25.1.1. To be kept free of litter

25.1.2. Mops to be washed clean before storing. All other equipment to be kept clean and materials neatly stored

25.2. Daily

25.2.1. Sweep and wash floors

25.2.2. Wash and disinfect sinks

25.3. Quarterly

25.3.1. Wash walls, shelves, etc.

26. Garbage Disposal

26.1. General

26.1.1. Cardboard containers designated for disposal must be flattened or tied into bundles 1200 mm (length) by 600 mm (diameter) and not to exceed 20kg in weight before placing into the recycling bin

- The recycling bin is located in the Stores Yard.
- Cardboard is **not** to be disposed of in garbage containers.

26.1.2. Contents of ashtray must be stored in a spate metal container overnight before emptying into garbage

26.1.3. Garbage stored in plastic bags or garbage cans must be placed in the garbage container located in the shipping area yard

26.2. Daily

26.2.1. Empty all garbage cans and wastepaper baskets designated for disposal into bulk-lift units or plastic bags and dispose in the garbage container

26.2.2. Garbage placed in the Carpenter Shop bin is to be dumped daily using the NRC Forklift. The Contractor staff required to use the forklift must be trained in forklift operation prior to using the forklift. Training certificates are to be supplied to the ASPM Building Manager.

26.2.3. Sweep floor after removal of garbage and pick up any litter dropped between the garbage room/area and point of loading on truck

27. Light Fixtures

27.1. General

27.1.1. Wash the interior and exterior of light fixtures including bulbs and tubes, once (1) per year

27.1.2. Wash all exterior building light fixtures once (1) per year

28. Kitchens

28.1. Daily

28.1.1. Pick up refuse and other foreign residue

28.1.2. Patrol clean and clean up any spillage on an as required basis

28.1.3. Damp wipe and disinfect the counter top and cupboard doors and remove any stains

28.1.4. Clean and disinfect sinks

28.1.5. Spot clean appliances and walls

28.1.6. Sweep and damp mop floor

28.1.7. Wash and put away dishes, pots, pans and utensils

28.2. Weekly

28.2.1. Clean outside and inside of appliances

28.2.2. Sweep, wash and buff the floor

28.2.3. Remove remaining food from the refrigerator

28.3. Monthly

28.3.1. Wet or dry scrub and refinish on a full floor basis

28.4. Four (4) Times Per Year

28.4.1. Empty, clean and disinfect all cupboards

28.4.2. Strip and refinish on a full floor basis

29. Staff Lounge/Lunchroom

29.1. Daily

29.1.1. Patrol clean and clean up spillage on an as required basis

29.1.2. Wash all furniture, tables and chairs

29.1.3. Sweep and damp mop the floor

29.1.4. Vacuum the carpet

29.2. Weekly

29.2.1. Dust the vending machines

29.2.2. Sweep, wash and buff the floor

29.3. Monthly

29.3.1. Wet or dry scrub and refinish on a full floor basis

29.3.2. Vacuum the lounge furniture

29.4. Semi-Annually

29.4.1. Strip and refinish on a full floor basis

29.4.2. Steam clean the carpet

30. Whiteboards

30.1. General

30.1.1. Caution DO NOT CLEAN whiteboards containing written material

30.1.2. Only use approved whiteboard cleaners to clean whiteboards

30.2. Daily

30.2.1. Dry clean whiteboards

30.2.2. Clean pen troughs

30.2.3. Vacuum clean erasers

30.3. Semi-Annually

30.3.1. Wash whiteboards and pen troughs

31. Shipping/Receiving, Truck Dock and Wood Stores

31.1. General

31.1.1. Provide and apply an absorbent compound to oil and grease spills and remove as quickly as possible

31.1.2. Remove accumulated slush and water on floors in entrances and truck areas on a continuous basis during inclement weather

31.2. Daily

31.2.1. Sweep and/or scrape floors to remove foreign debris

31.2.2. Remove any spillage

31.3. Weekly

31.3.1. Sweep on a full floor basis

31.4. Monthly

31.4.1. Machine scrub all floors

31.4.2. Clean floor drains

32. Locker Rooms

32.1. Daily

32.1.1. Pick up refuse and empty waste receptacles

32.1.2. Sweep floors

32.1.3. Remove gum and other foreign residue

32.1.4. Wash all floors and benches using a germicidal detergent

32.1.5. Dust exposed surfaces of lockers including tops

32.2. Monthly

32.2.1. Wet/dry scrub and rinse all floors using a germicidal solution

32.3. Semi-Annually

32.3.1. Wash the exterior of lockers

32.3.2. Strip and refinish floors

33. Showers

33.1. Daily

33.1.1. Remove all pieces of soap and other foreign matter

33.1.2. Wipe down walls using a cleaner disinfectant and rinse with clear water

33.1.3. Scrub floors and duck boards using a cleaner disinfectant and rinse with clear water

33.1.4. Report any blockages or leaks

33.2. Weekly

33.2.1. Wash walls and shower curtains using a soap less detergent containing “sequestering agents” to remove soap scum and rinse with clear water

33.2.2. Scrub floors using a soap less detergent containing “sequestering agents” to remove soap scum and rinse with clear water

33.2.3. Polish handles, shower heads and other fixtures

34. Snow Removal

34.1. General

34.1.1. From November to March, the Contractor is expected to increase their staff to a minimum of one (1) person for the purpose of snow and ice control. The cost of this service should be included in the total price of the contract.

34.1.2. Where snow clearing/removal is not completed by 07:00 hours daily and a hazardous condition exists, the ASPM Building Manager reserves the right to have the snow cleared/removed by others and all costs involved will be deducted from the Contractor’s monthly payment

34.1.3. The Contractor shall maintain at site, in good working order, two (2) snow blowers with an effective width of at least 27 inches with an engine of at least 10hp

34.2. Seven (7) Days a Week

34.2.1. Clear snow, slush, ice and accumulated sand or gravel from entrances, overhead doors, fire exits, steps, sidewalks and laneways on an as required basis. Clear a path from the door to open space where adjacent sidewalks do not exist

34.2.2. Spread calcium chloride, “ice melter” or equivalent, which will not harm concrete or vegetation. Salt may only be used at the discretion of the ASPM Building Manager.

35. Grounds**35.1. Daily**

- 35.1.1. Pick up all debris on facility grounds including lawns, flower beds, paved areas, unpaved areas, sidewalks, drains and ditches

36. Computer Rooms**36.1. General**

- 36.1.1. This area includes the computer room, terminal room, print room (Rooms #123, #124 & #125) and the north building second floor control room
- 36.1.2. The floor tiles are not to be sealed, waxed or have a floor finish applied to it
- 36.1.3. The vacuum cleaner used will be a canister type equipped with a three prong grounded plug. All nozzle attachments will be non-metallic.
- 36.1.4. The floor areas are not to be swept. Clean only with a damp mop, never dry or wet. The mops are to be clean utilizing clean water during every operation

36.2. Daily

- 36.2.1. Remove refuse and wastepaper

36.3. Weekly

- 36.3.1. Vacuum rooms #123, #125 and the north building control room
- 36.3.2. Damp mop rooms #123, #125 and the north building control room

36.4. Monthly

- 36.4.1. Vacuum room #124
- 36.4.2. Damp mop room #124
- 36.4.3. Dust desks, tables, equipment, books and shelving in rooms #123, #124 & #125. All dust cloths to be of the lint free anti-static type

36.5. Semi-Annually

36.5.1. Lift the floor tiles and vacuum the sub-floor in rooms #123, #124 & #125

36.5.2. Wash interior and exterior of light fixtures

36.5.3. Clean room air diffusers

APPENDIX D

TECHNICAL CLEANING SPECIFICATIONS

SCHEDULE OF CLEANING OPERATIONS

CLEANING OPERATIONS SCHEDULE (Appendix D)		
Section	Description	Operation Schedule
1.4.1	Exterior Marble, Granite, etc	May & November
1.4.2	Roof Areas & Drains - Remove Litter	May & November
4.2.4	Floors - Office Areas - Wet/Dry Scrub & Refinish	September, December, March & June
4.2.5	Floors - Office Areas - Strip & Refinish	May
4.3.3	Floors - Corridors & Elevator Lobbies - Wet/Dry Scrub & Refinish	September, December, March & June
4.3.4	Floors - Corridors & Elevator Lobbies - Strip & Refinish	May & November
4.4.4	Floors - Laboratories (Resilient) - Wet/Dry Scrub & Refinish	September, December, March & June
4.4.5	Floors - Laboratories (Resilient) - Strip & Finish	May
4.5.4	Floors – Maintenance Shop Offices & Lunchroom (Resilient) - Wet/Dry Scrub & Refinish	September, December, March & June
4.5.5	Floors - Maintenance Shop Offices & Lunchroom (Resilient) - Strip & Finish	May
5.2.3	Floors - Hardwood - Clean & Wax	May
6.3.2	Floors - Concrete - Wash	May
6.4.2	Floors - Concrete - Sweep with Absorbent Compound	March & September
8.2.4	Floors - Carpet - Office Areas - Steam Clean	May
10.4.1	Ledges, Tops of Partitions, Pipes, etc - Dust or Vacuum	January, March, August & November
10.4.2	Air Intake Grills, Air Diffusers, etc - Clean	January, March, August & November
10.4.3	Open Radiators - Wash	January, March, August & November
10.4.4	Exposed Radiator & Convector Covers - Clean	January, March, August & November
10.5.1	Exposed Air Ducts - Wash	July & December
11.5.1	Entrances & Lobbies - Strip & Refinish Floors	March & October

CLEANING OPERATIONS SCHEDULE (Appendix D)		
Section	Description	Operation Schedule
12.3.1	Stairs & Landings - Strip & Refinish	March & October
13.2.1	Elevator Floors - Wet/Dry - Scrub & Refinish	December, February & May
13.3.1	Elevator Floors - Strip & Refinish	October
14.5.1	Washroom Ceilings - Wash	October
14.6.1	Washroom Floors - Strip & Refinish	April & October
15.1.1	Venetian Blinds (Office) - Dust	January, March, May, July, September & November
15.1.2	Venetian Blinds (Pattern Shop) - Dust	January, May & September
18.5.1	Bookcase glass - Clean/Polish	January, April, July & October
18.6.1 to .3	Furniture - Upholstered, Leather, Vinyl - Clean Vacuum Screens & Dust Ledges	January & July
20.4.1	Wastepaper Baskets - Wash & Disinfect	January & July
21.3.1	Door Grills - Wash	February & August
22.1.1 to .4	Emergency Fire Equipment	January, March, May, July, September & November
23.3.1	Perimeter Walls - Tanks - Vacuum	April & October
24.3.1	Contractor Room, Walls, etc - Wash	January, April, July & October
26.1.1 to .2	Lighting Fixtures - Wash	June
27.4.1 to .2	Kitchen - Strip & Refinish - Clean Cupboards	January, April, July & October
28.4.1 to .2	Lounge/Lunchroom - Strip & Refinish - Steam Clean	December & May
29.3.1	Whiteboards - Wash & Retreat	January & July
31.3.1	Exterior of Lockers - Wash	June & December
31.3.2	Locker Room Floors Resilient - Strip & Refinish	June & December
35.5.1	E.D.P Areas - Tiles & Underlay - Lift & Vacuum	March & December
35.5.2	E.D.P Areas - Light Fixtures - Wash	March & December
35.5.3	E.D.P Areas - Air Diffusers - Clean	March & December

APPENDIX E

GLOSSARY OF TERMS

THE SUPPLY OF CLEANING SERVICES

GLOSSARY of TERMS (Appendix E)			
Category	Type	Operation	Detailed Information
Buildings	All	n/a	The permanent structures located on #1 Arctic Ave.
Director	All	n/a	The General Manager and includes a person designated by him to perform on his behalf any function under the contract.
Customer	All	n/a	National Research Council of Canada (OCRE)
End User	All	n/a	The NRC person or employee receiving the services provided by the Proponent
NRC	All	n/a	National Research Council Canada, or the specific institutes or branches referred to in the context of the document
Operating Hours	All	n/a	This refers to NRC's regular business hours from 8:00 a.m. to 4:00 p.m. Monday to Friday excluding Statutory Holidays, Easter Monday, Remembrance Day and the NRC December Shutdown, usually the period from noon, December 24 to January 2 of each year.
Proponent	All	n/a	An organization submitting a proposal to this RFP
Supervisor	All	n/a	The employee of the contractor who is designated by the contractor as being in full charge of the site operations of the contractor for the purpose of the contract.
Work	All	n/a	Includes the whole of the works, materials, matters and things required to be done, furnished and performed by the contractor under the contract.

GLOSSERY of TERMS (Appendix E)			
Category	Type	Operation	Detailed Information
Flooring	All	Sweeping	Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvents, use a solvent based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops are to be treated the day before they are to be used to ensure no streaks are left on the floor.
Flooring	Most	Spray Buffing	Consists of spraying (Spray Clean) buff on a swept floor, approximately 45.72 centimeters 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 shall be swept after spray buffing has been completed.
Flooring	Most	Wet or Dry Scrub	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.

GLOSSERY of TERMS (Appendix E)			
Category	Type	Operation	Detailed Information
Flooring	Most	Wash	<p>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.</p> <p>Note:</p> <ol style="list-style-type: none"> 1) Floor sealer to be applied up to the baseboards 2) Floor finishes to be applied up to 30.48 cm from the baseboards except for the last coat which will be applied right up to the baseboards. 3) Each coat of finish to be laid in the opposite direction from the previous coat. 4) Baseboards to be cleaned after each scheduled operation to remove streaks and splashes. 5) When using either the wet scrub or wet strip method, use a minimum amount of solution. 6) When using the 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	Strip & Refinish	<p>Consists of moving furniture, sweeping floor, stripping using either the wet or dry method to remove all layers of finish. Applying a minimum of one (1) coat of a water base sealer and three (3) coats of a self-polishing, non-slip, metal interlocked floor finish. Complete operation by cleaning baseboards.</p>

GLOSSERY of TERMS (Appendix E)			
Category	Type	Operation	Detailed Information
Resilient	Corridors, Entrances & Lobbies	Strip & Refinish	Same as for offices EXCEPT that four (4) coats of a self-polishing, non-slip, metal interlocked floor finish will be applied.
Resilient	Corridors, Entrances & Lobbies	Polish & Buff	Consists of covering the full floor area with a machine or brush or pad to restore surface shine.
Resilient	All	Damp Mop	Consists of applying a clean mop, well wrung out in clean water, to remove surface dirt and spillage.
Terrazzo, Vitreous, Quarry Tile, Marble & Unpainted Concrete	Entrances & Lobbies	Strip & Refinish	Same as for Resilient Floors.
Terrazzo, Vitreous, Quarry Tile, Marble & Unpainted Concrete	Most	Machine Scrub	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.
Terrazzo, Vitreous, Quarry Tile, Marble & Unpainted Concrete	Washrooms	Machine Scrub	As above except rinse with a germicidal solution.
Terrazzo, Vitreous, Quarry Tile, Marble & Unpainted Concrete	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 water.

GLOSSERY of TERMS (Appendix E)			
Category	Type	Operation	Detailed Information
Terrazzo, Vitreous, Quarry Tile, Marble & Unpainted Concrete	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 (1) coat of a water-based sealer and two (2) coats of a self-polishing, non-slip, metal interlocked floor finish.
Washrooms	All	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 servicing.
Rugs & Carpeting	All	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
Rugs & Carpeting	All	Stain Remover	Consists of identifying the type of stain by look, feel or odor and the removal using the appropriate remover in accordance with instructions in commercially available spot remover kits.
Walk Away Mats	All	Vacuum	Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.
Walk Away Mats	All	Salt Stain Removal	Consists of vacuuming, flooding salt stain with water and allowing to stand for 10 minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed.

GLOSSERY of TERMS (Appendix E)			
Category	Type	Operation	Detailed Information
Walk Away Mats	All	Shampoo	Consists of vacuuming a stain removal and shampooing using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacturer and in accordance with their instructions.
Walls	All	Dust	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.
Walls	All	Spot Clean	Consists of removing fingermarks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.
Ceilings	Soft Acoustic Tile	Vacuum	Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner with appropriate attachments.
Vinyl & Leatherette Upholstery	All	Clean & Polish	Consists of removing soil marks and stains using an approved cleaner.
Air Grills & Air Diffusers	All	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.
Air Grills & Air Diffusers	All	Wash	Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.
Kitchen & Staff Lounge	All	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.

APPENDIX F

PRICING MATRIX

THE SUPPLY OF CLEANING SERVICES

1. Period of Contract and Option to Extend Contract

The Contract award date will be in effect starting April 1, 2014 to March 31, 2016 with NRC retaining an irrevocable option to extend the contract for a period of two (2) additional years (2016 -2018) consecutive 12 month periods in accordance with all terms and conditions detailed.

NRC is not obliged to exercise any of the option years. The exercise of any option year will be at NRC's sole discretion by providing notification in writing to the Contractor at least 30 days prior to the Contract expiry date or the expiry date of an exercised option year.

2. Costs**2.1. Pricing**

2.1.1 Provide a cost breakdown on a year to year basis. The prices must be all inclusive of labor, salary burden and employee benefits, materials, equipment and tools, transportation and fuel, insurance, applicable taxes, fees and permits, mark-ups and profits.

2.1.2 The HST shall be shown as a separate line item, if applicable.

3. Basis of Pricing

THE SUPPLY OF CLEANING SERVICES		NATIONAL RESEARCH COUNCIL SECTION 3 : PRICING SCHEDULE		
Period	Firm Unit Price Per Collection	Firm Monthly Price	Number of Months	Firm Annual Price
Apr/1/14				
To	\$0.00	\$0.00	12	\$0.00
Mar/31/15				
Apr/1/15				
To	\$0.00	\$0.00	12	\$0.00
Mar/31/16				
Option Year #1	\$0.00	\$0.00	12	\$0.00
(April 1/16 to March 31/17)				
Option Year #2	\$0.00	\$0.00	12	\$0.00
(April 1/17 to March 31/18)				