



John H. Chapman Space Centre
6767 Route de l'Aéroport
Longueuil, Quebec

ANNEX C

CLEANING SPECIFICATIONS

Technical documentation

Date: February 2014

The terms and conditions set forth in this document specify the Contractor's obligations as concerns the implementation of the contract and the delivery of the services. They constitute the general rules, which are complemented by the specific provisions in the various annexes.

Definitions

Project officer: Also referred to as “director,” the project officer is the Canadian Space Agency (CSA) representative with the authority to give the Contractor directives and instructions. The project officer also approves payment requisitions and authorizes the performance of the unit-cost work stipulated in the contract. The project officer may designate someone to act on his or her behalf for the purposes of the contract.

Superintendent: The Contractor's employee who has been designated by the Contractor to be in full charge of the work to be carried out on-site by the Contractor under the contract.

Work: All of the tasks, materials, equipment and things that the Contractor is required to do, supply and carry out under the contract.

1. Project overview

The Canadian Space Agency (CSA) wishes to retain the services of a sanitary maintenance business licensed to operate in the province of Quebec, Canada, to provide the services required at the John H. Chapman Space Centre in Longueuil, Quebec.

The John H. Chapman Space Centre is a four-storey building with a total surface area of 29,261 m². The usage profile of the building is as follows:

- The ground floor (level 1) has a total area of 14,096 m². It is occupied by visitor reception areas, circulation areas, a 250-seat cafeteria, a 500-seat conference centre, a daycare, laboratories, office space, archives, computer rooms, a receiving dock, storerooms and mechanical rooms.
- Level 2, which measures 7,683 m², is occupied by a control centre, circulation areas, office space and mechanical rooms.
- Level 3, measuring 5,922 m², is occupied by office space, the executive offices, circulation areas and mechanical rooms.

- Level 4, which measures 1,560 m², is totally taken up by a mechanical room.

The building, constructed in 1993, is occupied by just over 650 Canadian Space Program researchers and managers. The purpose of the contract in question is to ensure daily cleaning of the building, while allowing CSA research and development activities to continue unhindered.

As a result of the development activities, different events are always taking place, such as news conferences, outside visits, seminars, conferences and group meetings, which means that catering services are frequently used over the course of the year. During a given year, buffets are provided for an estimated 8,000 to 10,000 people in various locations within the Agency. The cleaning-up required after these events (emptying the garbage cans, vacuuming, cleaning stains out of the carpets) is an integral part of building maintenance and, hence, of the contract in question. The following is a breakdown of these events by number of participants, for informational purposes. It should be noted that the data may vary from one year to the next.

Events involving 25 people or less: 150 a year

Events involving 26 to 75 people: 50 a year

Events involving 75 to 250 people: 15 a year

2. Contract objective

The objective of the contract is to provide expertise, equipment, materials and labour for the day-to-day cleaning of the Space Centre premises. The work involves the daily provision of the ongoing services specified in Section 3 of this Annex.

3. Services required (ongoing services)

The services required as part of this proposal must be provided on an ongoing (daily) basis for the duration of the contract.

The services can be divided up into ten categories:

- Providing the required staff (Section 3.1)
- Carrying out all of the work specified in the cleaning profiles (Section 3.2)

- Providing support services for unforeseen events (Section 3.3)
- Reporting breakages and deficiencies (Section 3.4)
- Changing burnt-out light bulbs and tubes (Section 3.5)
- Patrolling washrooms (Section 3.6)
- Taking part in the CSA recycling program (Section 3.7)
- Cleaning carpets and chairs (Section 3.8)
- Ensuring maintenance required during the winter (Section 3.9)
- Additional work (Section 4)

These services, which are described in the sections below, will be paid for on a lump-sum basis, ie, a single price will apply for all the services provided in a given year, with the exception of the services in sections 3.8 and 4. Payment will be made in twelve equal monthly instalments, each of which will amount to one twelfth of the total amount of the bid. Services provided under sections 3.8 and 4 will be billed after the work and must obtain prior approval from the project officer.

3.1. Providing the required staff

The Contractor must assign the required staff based on the estimated number of hours required to carry out the requested work, keeping the following work organization requirements in mind:

Monday to Friday daytime staff

- A team leader for an eight-hour shift from 7:00 am to 4:00 pm
- A cleaner for an eight-hour shift from 8:00 am to 5:00 pm
- An extra cleaner for an eight-hour shift from 6:30 am to 3:30 pm

Monday to Friday evening staff

- A team leader for an eight-hour shift from 3:00 pm to midnight
- Five cleaners for a six-hour shift from 6:00 pm to midnight

Weekend staff

- A team leader for an eight-hour shift from 8:00 am to 5:00 pm

- A cleaner for an eight-hour shift from 8:00 am to 5:00 pm

Staff on statutory holidays

- A cleaner or team leader for an eight-hour shift from 8:00 am to 5:00 pm to provide minimum services: snow removal, garbage removal in sectors that operate around the clock, and special events

Foremen day and night must speak in either English or French official languages verbal and written.

The resources listed are CSA's ***minimum staff requirements*** for the performance of the Contractor's mandate. The Contractor may need to use more people to meet the contract requirements. It is up to the Contractor to assess the human resources, equipment, supplies and expertise needed to provide all of the ongoing services, while respecting the minimum requirements set by CSA. The Contractor may in no case claim additional payment for the assignment of additional resources to perform the tasks outlined in the cleaning profiles.

Supply the necessary resources to perform cleaning activities in sectors that operate around the clock. These sectors are identified in the cleaning profiles (Zone 24 – Control/Security). The Contractor shall maintain service in these sectors seven days a week, Monday through Sunday, including statutory holidays.

3.1.1 Contractor's responsibilities as concerns staffing and staff availability

3.1.1.1 Human resources

- Outsourcing the contract for cleaning work to a subcontractor or a cleaning firm is unacceptable.
- Ensure, at all times, the full presence of the qualified staff listed in Section 3.1.

- Ensure that there are sufficient staffs to provide the ongoing services, even if this means assigning additional resources.
- Whenever possible, keep the same staff for the duration of the contract.
- Provide replacement workers if one or more regularly assigned workers are absent. There should be a pool of at least three replacement workers who are aware of the building's layout and security features.
- Submit to the CSA representative for approval the files of staff that the Contractor plans to assign to the project, including replacements, and provide the files of any other staff that subsequently join the team, as required.
- Submit new employee files if CSA refuses any of those submitted.
- Employee or replacement files should contain the following information:
 - Employee's name
 - Date of birth
 - Home address
 - Employee's CV, which should include details about the employee's education and specific sanitary maintenance training (eg, courses taken, date, length, trainer's name), as well as information about the employee's experience and previous employment, including, at a minimum, the contact information of a previous employer with whom CSA can perform a reference check
- Provide the staff with the necessary instructions to carry out their duties. This includes assigning clear work procedures, methods and rounds for each shift, and indicating the work to be done and the sectors that are expected to be covered based on the number of hours of work assigned to each staff member. The work rounds must have been previously submitted to the CSA representative for approval.

- By means of a daily monitoring and inspection program, make sure that staffs perform their duties according to the established schedules, deadlines and objectives, and take necessary corrective measures should employees fail to achieve their objectives.
- A workplace manual should be available on site for consultation, as required. The manual should include the cleaning profiles, work rounds, the schedule for periodic or occasional work, inspection charts filled out every day by the team leader or the foreman, a list of products and equipment, material safety data sheets, and a list of employees and their phone numbers.
- The Contractor is responsible for determining the human resources and material required to achieve the contract objectives and, specifically, the average monthly cleanliness indicator target (85 % – see Annex E for more details). The cleaning profiles identify the routine, periodic and occasional cleaning work to be done, and the frequency with which these tasks should be performed. It is up to the Contractor to determine requirements relating to staff, equipment, small tools, accessories, paper, products and supervisory time, while maintaining a continuous presence, as specified in Section 3.1.
- The Contractor is responsible for ensuring that staff members are appropriately dressed in a standard uniform that allows CSA employees to easily identify them.

3.1.1.2 Equipment and tools

- Supply all equipment and material required to provide the ongoing services. The equipment and material should be energy efficient and have Energy Star certification, when available.
- Repair, have repaired or replace, within 24 hours, all large electrical or mechanical equipment that is defective.
- Supply high-quality equipment that is new, and in the building maximum 7 days after beginning of contract. Safety equipment

must meet the requirements of the certification bodies that correspond to the type of equipment in question.

- Instruct all employees in the operation and use of equipment and products provided by the Contractor.
- In the case of equipment supplied by CSA, ensure that employees have received CSA training. Supply work clothes in good condition, with the name of the service company and the employee's name on them.
- Regularly replace cleaning tools (mops, microfibre cloths, polisher pads, sprays, carpet stain removal kits, etc), equipment and work clothes, depending on how often they are used and how dirty they are.

3.1.1.3 Materials and products

- Unless otherwise indicated, supply all materials and products needed to provide the ongoing services. This includes, but is not limited to, hand soap, detergent, scouring powder, odour eliminating products, degreasing solvent, disinfectant, floor finishes, stain removers, paper towels, toilet paper, sanitary napkins, soap for the men's' and women's' showers (10 dispensers) and any other products normally used in a building similar to the Space Centre for sanitary and cleaning purposes.
- Supply products that are compatible with the building's dispensers, flooring and architectural finishes. If applicable, provide the product specified by the manufacturer of the architectural finish, even if the product is not normally used by the Contractor.
- Use green chemistry and/or biotechnology-based cleaning products that are environmentally friendly and do not affect wastewater treatment performance. The products used should have environmental certification, such as EcoLogo (Canada), Green Seal (US) or Ecolabel (European Union). Manufacturers' instructions should be followed regarding product quantity and

use. Areas should be set up in janitor rooms for diluting the products in accordance with the manufacturers' instructions.

- The products should have a low level of toxicity, in other words they are not considered toxic if swallowed or if they come into contact with skin, according to WHMIS criteria.
- Keep dispensers full at all times. Paper towel, toilet paper, soap and sanitary napkin dispensers should never be less than 60% full.
- Instruct employees on handling and using products.
- Transport materials and products that the Contractor has had delivered from the receiving dock to the storeroom that CSA has assigned.
- Store materials and products according to manufacturer's guidelines.
- Supply CSA with technical data sheets for all products, post copies in the workplace and keep the index of hazardous material data sheets up to date.
- Fifteen days before the start of the contract, submit a complete and definitive list of all the products, accessories and equipment to be used to carry out the work, including the names of the manufacturers, where the products were made and their composition.
- Fifteen days before the start of the contract, submit data sheets on the products to be used. If the project officer considers that one or more of the proposed products constitute a threat to the health and safety of users, replace the product(s) with substitutes meeting health and safety criteria.
- Obtain approval for any new products before using them to carry out the work provided for in the contract.

3.1.1.4 Occupational health and safety (see *Training* – 3.1.1.6)

- All staff members must have a WHMIS training certificate.
- At least two people must have proof of training in the use of a telescopic aerial work platform with a 45-foot height capacity and an aerial platform with a 19-foot height capacity, in order to be able to carry out the cleaning work in high areas provided for in the contract.
- Ensure that staff supplied by the Contractor follow guidelines, take part in the CSA occupational health and safety program and follow the guidelines in Chapter 2 of the Canada Labour Code.
- Comply with all accident and fire safety precautions as well as confidentiality and intrusion protection measures. Comply with safety rules recommended by national and provincial codes and prescribed by authorities with jurisdiction over work equipment, methods and habits. Submit documentation proving that the Contractor's employees have the training required to meet these requirements.
- Comply with Workplace Hazardous Materials Information System (WHMIS) regulations and ensure that the material safety data sheets for all hazardous products remain in the building at all times and are kept in a location near where the products are stored. A copy must also be kept in the janitor rooms where cleaning products are stored. The data sheets must be kept up to date.

3.1.1.5 Corporate safety

- Ensure that staff supplied by the Contractor agree to submit to security checks by the CSA security office.
- Ensure that staff supplied are fit to undergo and pass such security checks.
- Ensure that employees agree to comply with the building access control system in the knowledge that CSA uses recording of entries and exits to check hours worked.

- Only employees with an entry permit, whose name appears on the Contractor's payroll, are allowed in the workplace.
- Keep keys issued by CSA in the workplace, at the place designated by the security service, and follow all CSA directives regarding keys. The Contractor must ensure that no keys are copied or misplaced for whatever reason. Should this occur, the Contractor shall defray the cost of any corrective measures the project officer may deem necessary to maintain security in the building.

3.1.1.6 Training

- At the start of the contract, submit documentation proving that the employees have the knowledge, diplomas, course certificates and competency cards required to perform their duties. To be considered valid, the training must have been taken within five years prior to the contract signature date.
- Provide staff assigned to the project with training by implementing an ongoing training program tailored to CSA needs, and provide CSA with attestations. The program should include the topics addressed, the syllabus, the length of the training, as well as the date and the name(s) of the trainer(s).
- Demonstrate to CSA that staff members have received the training required to handle and use the cleaning products provided by the manufacturer or the distributor.
- Train employees in operating equipment needed to carry out the cleaning activities in the cleaning profiles.
- Train employees for WHMIS of all personnels.
- Train minimum two peoples to operate a telescopic aerial work platform with a 45-foot height capacity and an aerial platform with a 19-foot height capacity, in order to be able to carry out the cleaning work in high areas provided for in the contract.

3.1.1.7 Service availability

Availability means ensuring that CSA will be able, in case of need at any time, to communicate with the person in charge of the company or with an employee designated by the Contractor to request information or a call back to work. The designated contact must be able to be reached at any time by pager. The availability can also be ensured by means of a centralized emergency call service. In such circumstances, it is acceptable for availability to be ensured by a pool of employees familiar with CSA facilities.

3.1.1.8 Service management

- Perform all activities associated with employee compensation, including, but not limited to, income-tax deductions, employment insurance, pension plan, QPP contributions, professional liability insurance, life insurance, union dues, professional association dues, bonuses, statutory holidays and vacation.
- Manage personnel by means of an employee performance appraisal program, initiative incentive bonuses and disciplinary measures.
- Replace staff who are on vacation or sick leave or otherwise unavailable with another employee of equivalent qualifications and familiarity with CSA facilities.
- Keep employees in reserve to meet special CSA requirements.
- Sign agreements with suppliers and subcontractors, coordinate work, check compliance of work and make payments.

3.1.1.9 Absolute obligation

- The absolute obligation to supply staff consists in providing a team of competent employees able to perform the ongoing services required by these specifications. The Contractor is responsible for selecting team members, submitting them to CSA for approval, instructing them, training them, assigning them duties and monitoring their performance.
- The Contractor is also responsible for supplying the equipment needed to perform the work, maintaining it and replacing it as required.
- The Contractor must also supply the materials and products needed to carry out the cleaning profiles.

3.1.2 CSA's responsibilities as concerns resource availability

3.1.2.1 Human resources

- Provide the Contractor's employees with a healthy work environment, in accordance with the provisions of the Canada Labour Code.
- Provide a room with an area of 35 m² to store products and equipment, and a 20 m² room to serve as an office and staff room.

3.1.2.2 Equipment and tools

Only the following equipment will be provided by CSA:

- Stepladders and ladders more than 1.5 m high.
- Equipment used to transport materials and products from the receiving dock to the Contractor's storeroom.
- A telescopic aerial work platform with a 14-metre height capacity and a 5.5-metre high aerial platform with a 7.5-metre telescopic basket.

3.1.2.3 Materials and products

Unless otherwise specified, CSA will not supply materials or products.

3.1.2.4 Procurement and contracting

- Provide employees with a copy of regulations and internal guidelines respecting occupational health and safety.
- Train the Contractor's employees in the operation of equipment specific to Space Centre facilities, if required.
- Provide basic medical support and exercise due diligence if an employee needs emergency care.

3.1.2.5 Corporate safety

- Give the Contractor's employees guidelines and reference material concerning CSA corporate security.
- Take steps to assign the Contractor's employees the security clearance required to perform their duties or, if required, assign a security guard to accompany them as they work.

3.1.2.6 Training

Train the Contractor's employees in the operation of equipment specific to CSA facilities, if required. This training will concern solely equipment not in common use in the industry.

3.1.2.7 Regularity of demand

Retain the Contractor's services on an ongoing basis, 365 days a year, for the duration of the contract.

3.1.2.8 Managing demand

- The CSA's representative will not subsequently request the performance of ongoing cleaning activities. The Contractor is responsible for performing these activities throughout the term of the contract.
- CSA has a service call and complaint system. CSA will forward one-time requests and complaints concerning work improperly done to the Contractor's representative for immediate action.
- CSA compiles service requests and complaints and may use these data to make changes to cleaning activities, notify the Contractor of activities that it has failed to perform properly, or determine the extent to which the Contractor has fulfilled its mandate and modify the monthly payment accordingly.

3.2 Carrying out the work described in the cleaning profiles, at the specified frequency

The Canadian Space Agency has drawn up 25 cleaning profiles listing the tasks to be performed by the Contractor and their frequency. The cleaning profiles apply to the 25 work zones defined by CSA. The work zones are illustrated on the building plans attached to these specifications. The tasks listed under the cleaning profiles are described in the Description of Cleaning Tasks. In addition to this information, CSA has prepared plans showing the different floor finishes. The plans show the borders of the various types of floor coverings without reference to the work zones.

3.2.1 Contractor's responsibility for carrying out the work described in the cleaning profiles

3.2.1.1 Human resources

Provide competent staff on premises to perform all tasks listed in the cleaning profiles.

Use the resources listed in Section 3.1 to carry out these tasks. The Contractor is responsible for establishing the number of hours required to carry out the work provided for in all the cleaning profiles. If the minimum resources listed in Section 3.1 are insufficient to provide all the ongoing services, including the cleaning profiles, the Contractor must assign additional staff. At no time shall the Contractor assign fewer resources than the minimum indicated in Section 3.1.

Comply with the provisions of Section 3.1.1.1.

3.2.1.2 Equipment and tools

- The Contractor shall, at a minimum, leave the following equipment in good working order in the storerooms that CSA assigns:
 - Scrubber with operator on equipment with the following features:
 - Cleaning rate 18000 ft²/hour
 - Cleaning path 20"

Brush speed 180 rpm
 Brush pad pressure 50 lbs
 Solution capacity 10 gallons
 Recovery capacity 10 gallons
 Drive system gear motor w/chain drive
 Transport speed 1,8 / 2,7 mph
 Maximum noise level 66,9 dBA
 Vacuum motor 2 stage,0,63 hp
 Reference equipment: Windsor chariot iscrub 20

- 2 speeds rotary floor polisher with the following features:
 200-300rpm
 18", drive block
 4 gallons water tank
 1,5 HP
 Noise level 60/63 dB
 Reference product: Centaur Rabbit 3
- A high-speed rotary floor polisher (burnisher) with the following features:
 Motor: 1.5 HP, 120 V AC
 Pad driver diameter: 20"
 Power cord: minimum length 60 ft, 14/3 caliber
 Speed: 1500–2000 rpm.
 Shockproof handle
 Accidental-start prevention mechanism
 Non-marking bumper
 Built-in dust collector
- Two portables vacuum cleaners (with strap) for dry matter, with the following features:
 Motor: 1,8 HP, 120 V AC 12 amp.
 Water lift: minimum 50"
 Dimensions: 20" height, 11" x 14"
 Weight: maximum 15 lb
 Hose: diameter 1.5", length 4 ft
 12" combination carpet and floor attachment
 4" round brush

Crevice attachment
 Upholstery attachment
 Special attachments for dusting woodwork
 HEPA filter

- Compact battery walk-behind sweeper with the following features:

Path width 24 in
 1 of side broom
 Drive type ,gear motor
 Automatic main broom drive
 Batterie 12V AGM on board charger
 Noise level 62 dBA
 Product reference: Scout 5 Noble

- 6 dry vacuums with the following features:

1,6 HP
 1 stage, 1 speed
 2.5 gallons
 Filtration 0,3 micron-HEPA 99,97% eff.
 Product reference NVH 200 Nacecare

- 1 Vaccum for wide area with the following features:

30" wide
 Filter HEPA 4 steps
 120 volt
 Product reference: Tennant V-WA-30

- A minimum of three industrial vacuums cleaners (with brush) with the following features:

Brush speed: 4500 rpm
 18 inch wide
 Motor: 1,07 Hp
 Filtration: 98% at 0.3 microns
 HEPA filter
 Noise level maximum 69 DBA
 Accessories:
 4" round brush
 Crevice attachment
 Upholstery attachment
 Special attachment for dusting woodwork

Reference product Tennant 3120

- One industrial wet/dry vacuum cleaner with the following features:
Motor: minimum 1,64 HP, 120V 10,7A
Capacity: 16 gallons minimum
CSA approval
Product reference V-WD-16P Nobles

- One industrial carpet cleaner for heavy-duty carpet cleaning with the following features:
500 PSI Adjustable Plunger Pump and motor
10 gallons solution tank
10 gallons recovery tank
Weight 96 lbs
CSA approval
1850 W internal Heater
Vaccum Dual, 3 stage
Produit reference: Easteam NINJA Warrior.

- 1 Portable spot extractor with the following features:
7 amp
Vacuum motor 2 stages
1,5 gallons
120 volt
Maximum weight 18 lbs
Référence équipement: EX-Spot-2 Nobles

- Self contained extractor with the following features:
1,8 Hp
Vacuum motor 3 stages
Vacuum shoe size 20 in
Recovery tank capacity 14,5 gallons
Brush motor 1.5 amp
Brush RPM 1200
Brush width 17 in
Solution capacity 10 gallons
Reference product: Nobles EX-SC-1020

- All other equipment required to perform the tasks in the cleaning profiles, including carts, brooms, mops, buckets and similar equipment.
- Comply with the provisions of Section 3.1.1.2.

3.2.1.3 Materials and products

- Provide all materials and products needed to perform ongoing services.
- Comply with the provisions of Section 3.1.1.3.

3.2.1.4 Procurement and contracting

Comply with the provisions of Section 3.1.1.4.

3.2.1.5 Corporate safety

- The Contractor shall comply with instructions concerning restricted access to areas where experiments are in progress. These instructions may mean that some work will have to be postponed. No additional claim may be made for such changes to the established timetable.
- Some rooms have a special security rating. Generally speaking, they are identified in the cleaning profiles. These rooms must be unlocked by a security guard and the work must be done with a security guard present. CSA will work out an agreement with the Contractor, whereby these rooms are grouped together for a specific shift, and will make the necessary arrangements with the security service so that the Contractor does not lose time by repeatedly having to contact security officers. The Contractor may not claim additional fees for delays caused by the need to follow security instructions.

This work represents between 60 and 90 minutes a day for one employee. A schedule will be established at the outset of the contract to avoid scheduling conflicts.

- Comply with the provisions of Section 3.1.1.5.

3.2.1.6 Professional training

- Train employees in operating equipment needed to carry out the cleaning activities in the cleaning profiles.
- Ensure that employees have been trained in the methods used to clean and treat the finishes at the Space Centre.
- Comply with the provisions of Section 3.1.1.6.

3.2.1.7 Service availability

- Carry out cleaning profiles on an ongoing basis, 365 days a year.
- Daily activities (D) apply to the workweek, that is, Monday to Friday, inclusive, except statutory holidays.
- Rooms to be cleaned on holidays are indicated in the various cleaning profiles.
- Generally speaking, cleaning is done outside office hours, that is, Monday to Friday, after 18:00, and on weekends or holidays.
- Comply with the provisions of Section 3.1.1.7.

3.2.1.8 Service management

- Assign fair and accurate cleaning rounds to project staff, with a view to carrying out the tasks described in the cleaning profiles.
- Ensure that staffs fully understand the work objectives, scope of the tasks and performance criteria.
- Comply with the provisions of Section 3.1.1.8.

3.2.2 CSA's responsibilities as concerns the performance of the work in the cleaning profiles

3.2.2.1 Managing demand

- There will be no further requests with respect to the management of the work included in the cleaning profiles. The Contractor is authorized and obliged to perform all the tasks in the cleaning profiles throughout the term of the contract.
- Complaints by building occupants regarding any tasks or parts of tasks will be passed on in writing to the Contractor for immediate action.
- The CSA representative will meet the Contractor's representative once a week to discuss the list of complaints received. The representative will inform the Contractor of changes that need to be made to work methods, and will identify shortcomings that need to be addressed.
- When it is possible to take corrective action, the CSA representative will tell the Contractor what corrective measures it can take to address the shortcomings. When it is impossible to take corrective action or perform work that was not done at the required time, the CSA representative will evaluate the monetary value of the work. This sum, plus a 15% administrative charge, will be deducted from the Contractor's monthly payment. In such a situation, the CSA representative will send a written note to the Contractor indicating its failure to meet its obligations and the amounts that will be deducted from the monthly payment.
- A penalty of \$100 per workday will be deducted from the Contractor's monthly payment if inspections reveal that at any time of day any of the paper towel, soap, toilet paper or sanitary napkin dispensers is less than 40% full. The same penalty will apply if the CSA call centre receives a complaint that one of the dispensers is empty.

3.3 Providing support services for unforeseen events

Unforeseen events are unanticipated problems that require unplanned action. Unforeseen events can be divided into two categories: those that occur during the hours that the Contractor must ensure that staff are on the premises and those that occur outside of those hours. The Contractor shall provide service in response to unforeseen events using the staff specified in the contract during the hours that they must be present. Unless the problem requires the use of additional resources not stipulated in Section 3.1, or the Contractor can show that the action it has taken has caused a significant delay in its normal planned work, the Contractor shall receive no additional payment for action taken to deal with an unforeseen event during the hours that the Contractor must have staff on the premises.

The Contractor must at all times provide a service call answering service and must be able to respond rapidly if CSA asks it to take action outside of the hours that it normally has staff present. If CSA asks for steps to be taken to deal with an unforeseen emergency outside the hours that it normally has staff present, the Contractor may bill CSA for the hourly rates of the staff assigned to deal with the event. The hourly rate paid by CSA shall correspond to the one submitted by the Contractor in the bidding process.

An additional amount may be paid to the Contractor for cleaning zones adjacent to a construction site. In such a case, the Contractor must demonstrate that the activities of the construction site increase its workload and submit to the CSA representative a proposal to cover compensation for the inconvenience. The proposal must specify the number of additional people required and the additional work time multiplied by the hourly rate in the Contractor's initial bid. The CSA reserves the right to check the times that the additional staffs sign in and out to make sure that they correspond to the Contractor's claims. Should there be a discrepancy between the hours submitted by the Contractor and the actual hours, the lesser amount will apply.

3.3.1 Contractor's responsibility as concerns handling unforeseen events

- All the clauses of sections 3.1.1.1 to 3.1.1.8 are part of the Contractor's responsibility as concerns handling unforeseen events.
- During the period in which the Contractor must have staff on CSA premises (Section 3.1.1), the Contractor's employees shall carry and keep in good working order a two-way radio supplied by CSA in order to be able to respond quickly to unforeseen events.
- The Contractor and its employees must be available at all times, even when the Contractor is not required to have staff on CSA premises. This availability means that CSA will be able, as needed, to communicate with an authorized employee in order to request a call back to work, and that the authorized employee designated by the Contractor must always be reachable by pager.
- The availability may also be ensured by means of a centralized emergency call answering service. The authorized employee designated by the Contractor must be able to communicate with the Contractor's other employees in order to take action expeditiously and effectively in case of major need. In such circumstances, it is acceptable for action to be taken by a pool of resources other than those normally assigned to the Space Centre contract.
- Whether the unforeseen event occurs during the hours that the Contractor must have staff present at CSA or outside those hours, the Contractor's authorized representative or his/her staff shall report as soon as possible to the CSA representative concerning the measures taken to deal with the unforeseen events.

3.3.2 CSA's responsibility as concerns handling unforeseen events

- All the clauses of sections 3.1.2.1 to 3.1.2.8 are part of CSA's responsibility as concerns handling unforeseen events.
- The Canadian Space Agency shall duly notify the Contractor's authorized employees when an unforeseen event occurs in order to allow them to take effective action.
- The CSA representative shall provide as much information as possible to enable the Contractor to assign the proper resources and use the appropriate equipment and products.
- When unforeseen events occur outside the hours when the Contractor must have staff at CSA, the CSA representative shall provide a work order as soon as possible in order to allow the Contractor to bill for the services.

3.4 Reporting breakages and deficiencies

- In performing their cleaning duties, the Contractor and its staff are required to make the rounds of the entire Space Centre every day. They are therefore in the best position to notice some types of breakage and to report them to the CSA representative, who will have corrective measures taken.
- As part of its duties, the Contractor must therefore report any breakage noticed.

3.4.1 Contractor's responsibility as concerns reporting breakages and deficiencies

- The Contractor shall set up a system to enable its staff to report any breakage that they notice in the course of their duties. The system shall consist in a written breakage and deficiency report filled in by the Contractor's staff at the end of each shift.

- The Contractor shall submit the staff report to the CSA representative the day following the shift, whether or not any breakage or deficiency has been noted.

3.4.2 CSA's responsibility as concerns reporting breakages and deficiencies

The CSA representative undertakes to correct as soon as possible any deficiencies reported by members of the cleaning crew.

3.5 Lighting maintenance

In performing their cleaning duties, the Contractor and its staff are required to make the rounds of the entire Space Centre every day. They are therefore in the best position to notice defective lights, to change light tubes and bulbs, and to notify the CSA representative if the lights still do not work after the tubes or bulbs have been replaced.

3.5.1 Contractor's responsibility as concerns lighting maintenance

3.5.1.1 Lights less than 4 m above the ground

- Note defective lights.
- Change tubes and bulbs of defective lights.
- Place the tube or bulb in a box provided for this purpose, take the boxes to the recycling room and place them on the pallets so that CSA staff can dispose of them.
- Notify the CSA representative of any lights that still do not work after the tubes or bulbs have been replaced.
- Notify the CSA representative if there is less than a week's supply of light bulbs or tubes in stock.
- Replace tubes and bulbs in defective lights within 12 hours of noticing them.

3.5.1.2 Lights more than 4 m above the ground

- Note defective lights.
- Notify the CSA representative of the location of defective lights. The lights will be replaced by a CSA electrician.

3.5.1.3 Cleaning lighting fixtures

All of CSA's lighting fixtures shall be cleaned once a year according to the methodology described in the cleaning profile and based on a schedule agreed upon by the Contractor and the project officer.

3.5.2 CSA's responsibility as concerns defective lights

- Supply tubes and bulbs of the required models in sufficient quantities to enable the Contractor to change defective tubes and bulbs.
- Keep sufficient stocks to enable the Contractor to perform this task.
- Repair lights the Contractor has identified as defective.
- Train the Contractor's employees in methods of changing light tubes and bulbs.
- Replace lights located more than 4 metres above the ground.
- All the clauses of sections 3.1.1.1 to 3.1.1.8 are part of the Contractor's responsibility with respect to changing lights.

3.6 Patrolling washrooms

- Do the rounds twice a day (once during the daytime and once in the evening) of all washrooms and individual washrooms in the Space Centre in order to perform the tasks listed in the washroom cleaning profile.

- These tasks include, but are not limited to, cleaning toilet bowls, mirrors, urinals, sinks, counters and dispensers, and restocking paper towels, toilet paper, sanitary napkins and hand soap.
- All the clauses of sections 3.1.1.1 to 3.1.1.8 are part of the Contractor's responsibility for patrolling washrooms.

3.7 Taking part in the CSA recycling program

- On a continuous basis, separate waste items into four categories:
 - Recyclable material
 - Compostable material
 - Items to be disposed
 - Batteries, CDs and ink cartridges
- Supply transparent bags for items to be recycled and coloured bags for items to be disposed of.
- Use bags supplied by CSA for compostable material.
- Place items in the respective containers provided by CSA for this purpose. Keep the three categories separate at all times. Never mix up items from different categories.
- Dispose of containers and waste resulting from maintenance activities in accordance with CSA's recycling policies.

3.7.1 Recycling program

- CSA has a waste management program, which involves separating waste into four categories:
 - Paper and cardboard
 - Metal, glass and plastic containers
 - Perishables
 - Batteries, CDs and ink cartridges
- CSA is fully committed to its recycling program. It is important that the Contractor and its employees comply with the program's requirements. A failure on the part of the Contractor to separate

perishables from recyclable items would result in a considerable increase in the cost of waste disposal. If it is determined that the Contractor or its employees have neglected to separate waste, a penalty of \$300 will be levied for each contaminated recyclable paper bin. That amount will be deducted from the monthly payment.

3.8 Carpet, chair and armchair cleaning

- As requested in the bid chart, the costs associated with cleaning carpets, chairs and armchairs should be submitted separately.
- CSA reserves the right to decide whether or not to have this optional work carried out.

3.8.1 Scope of work

Clean the entire carpeted area of the building (14,672 m²), as well as approximately 1,000 chairs and 30 armchairs every year.

3.8.2 Description of work

The work shall include, but not be limited to, performance of the following actions in the order given.

Carpet cleaning

- Move objects on the floor that could interfere with cleaning.
- Vacuum all surfaces thoroughly, including tight spots, before beginning to clean.
- Spray heavy traffic lanes with a cleaning product and remove any gum or stubborn stains.
- Clean the carpet using the mechanical removal method:
 1. Double scrubbing of carpet
 2. Immediate removal of water (make sure your carpet cleaner has a high-powered motor and is able to remove almost all the water)

- Use environmentally safe EcoLogo-certified cleaning solutions.
- Once the cleaning is finished, replace any items that may have been moved, if possible.

Cleaning of chairs and armchairs

- Clean chair and armchair fabric using a mechanical extraction method, with hand brushing if required, immediately removing 95% of the water.
- Clean the feet and arms of the chairs so that the chairs are completely clean.

3.8.3 Work schedule

- Carpet cleaning must be carried out during the evenings or on weekends. The Contractor is responsible for submitting a schedule at least one week before the work is scheduled to begin.
- The work must be carried out over a maximum period of three months.

3.8.4 Contractor's responsibility

- The Contractor shall perform the work safely, using methods that will not damage the building's carpeting.
- The Contractor shall provide competent personnel, including a foreman to direct the teams.
- Carefully handle any equipment that has to be moved.
- Advise the Agency representative if a room cannot be cleaned because of specific circumstances.
- Perform all the cleaning within a period of no more than two months.

3.8.5 Service provided by the Agency

The Agency representative will put up a notice, one week in advance of the work, asking users to put away any objects that could interfere with carpet cleaning.

3.8.6 Approval of work

The requested services shall be rendered in compliance with the specifications herein, and approved by the Head of Operations, Architecture and Grounds. If the work is not compliant, a written notice to that effect will be sent to the Contractor, who shall take the necessary measures to correct the problem within 24 working hours.

3.9 Winter maintenance activities

- Supply the necessary additional resources to meet the added requirements of winter maintenance activities.
- Entranceways must be kept completely free of snow and ice for a distance of 2 m from the doors of the building.
- Shovel snow and apply abrasives as soon as there is an accumulation of snow on the ground in the following areas:
 - Entrances to the small and large rotundas
 - Pedestrian access through the central garden, including access to the emergency exit
 - Daycare exit
 - Access to the flags on the building's facade
- Make sure the five areas mentioned above are cleared by 7:00 am from Monday to Friday and by 9:00 am on Saturdays, Sundays and statutory holidays.
- Spread biodegradable salt provided by CSA over an area extending 2 m from the building access doors; make sure that these surfaces are free of ice at all times.
- Check that all sidewalks leading to the parking lot are free of ice and safe. Apply biodegradable abrasive in areas where it may be

needed. Inspections should be carried out three times a day (at 6:30 am, 11:30 am and 3:00 pm). Notify the project officer when the situation warrants more extensive spreading of abrasives.

4. Additional work

- Submit an hourly rate per person for each year of the contract for any work requested in addition to the requirements in these specifications. Such requests will be authorized in writing solely by the project officer or his or her supervisor. The work will be billed on a monthly basis.
- CSA reserves the right to decide whether or not to carry out this optional work.