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Bid Fax: (306) 975-5397

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

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

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

**Comments - Commentaires**

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DOCUMENT CONTAINS SECURITY  
REQUIREMENTS

\*\*\*\*\*

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

**Issuing Office - Bureau de distribution**

Public Works and Government Services  
Canada/Réception des soumissions Travaux publics et  
Services gouvernementaux Canada  
#910, 410 - 22nd Street East  
Saskatoon  
Sask.  
S7K 5T6

<b>Title - Sujet</b> Janitorial - RCMP HQ	
<b>Solicitation No. - N° de l'invitation</b> M5000-144554/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> RCMP	<b>Date</b> 2014-05-27
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$STN-191-4686	
<b>File No. - N° de dossier</b> STN-3-36054 (191)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-07-02</b>	
<b>Time Zone</b> Fuseau horaire Central Standard Time CST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Gerstmar, Denise	<b>Buyer Id - Id de l'acheteur</b> stn191
<b>Telephone No. - N° de téléphone</b> (306) 975-8912 ( )	<b>FAX No. - N° de FAX</b> (306) 975-5397
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> Royal Canadian Mounted Police (RCMP)  - F Division Headquarters Building - Emergency Response Team Building and Trailer - Laboratory Building  6101 Dewdney Avenue Bag Service 2500 Regina SK S4P 3K7	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

Solicitation No. - N° de l'invitation

M5000-144554/A

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

RCMP

Amd. No. - N° de la modif.

001

File No. - N° du dossier

STN-3-36054

Buyer ID - Id de l'acheteur

stn191

CCC No./N° CCC - FMS No/ N° VME

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This solicitation amendment is for the Janitorial Services requirement for the RCMP HQ in Regina, Saskatchewan (M5000-144554/A)

**Please delete Annex A in its entirety and replace with the following:**

See attached.

## **ANNEX "A"**

### **STATEMENT OF WORK**

#### **Part One - General Requirements**

#### **F Division Headquarters Building**

#### **Janitorial Service Specification**

##### **1. Personal Identification**

- a) All Contractor personnel performing the contract duties must be in possession at all times of a personal identification acceptable to the RCMP and must wear such identification when required by the RCMP.

##### **2. Hours of Work**

- a) Cleaning of the F Division Headquarters Building will be completed between the hours of 07:00 and 24:00 hours based on a five (5) day work week, Monday to Friday, excluding Statutory Holidays.
- b) Appendix 1- Schedule of Operations are to be cleaned between the hours of 19:00 and 24:00 hours.
- c) There is a requirement for cleaning of the DOCC (Division Operation Communication Centre) on Saturday, Sundays and Statutory Holidays.
- d) Provost cells – Saturday, Sundays and Statutory Holiday both male and female cells are to be cleaned between 11:00 to 13:00 hours as/if requested.

##### **3. Staff Requirements**

- a) The Contractor must provide a working supervisor during the times cleaning staff are in the building.
- b) No Supervisor is required to be in the building during the Saturday and Sunday hours specified.
- c) The Supervisor shall ensure all aspects of the Contract Specifications being performed and will also be available for consultation with the RCMP Site Authority when required.
- d) The Supervisor is responsible for ensuring the cleaning staff are aware and use proper maintenance practices and procedure.
- e) The Contractor shall ensure that hours of work and number of staff are adequate to properly carry out the terms of the contract.

##### **4. Work Force**

- a) The Contractor shall provide the RCMP Site Authority with complete details of the work force to be employed to carry out the work and be prepared to accommodate changes, if required by reason of poor work performance, disciplinary problems, or loss of Security/Reliability Clearance.
- b) The Contractor must have additional Security Cleared Personnel available at all times to fill in for personnel absent, or for any other reason.

##### **5. Acceptance/Inspection**

- a) The building must be maintained clean and to hygienic standards as indicated within Annex "A" - Statement of Work Part One/Part Two and Annex "E" – Cleaning Standards for Janitorial Services Requirements.
- b) The Contractor must notify the RCMP Site Authority, when each major operation listed on Appendix 2 is completed. Arrangements will be made to inspect the major operation work to decide whether or not it is satisfactory.
- c) The RCMP Site Authority will make arrangements from time to time to inspect all work to decide if the work is being performed as per the contract and to the satisfaction of the RCMP.

## **6. Material**

- a) The Contractor shall supply all materials, tools and equipment necessary to execute the work satisfactory.
- b) The Contractor shall provide all consumables at a medium grade such as, but not limited to:
  - toilet tissue (regular size, 2 ply)
  - paper hand towels (existing - Bay West – 7.5" rolls)
  - hand soaps (existing - Betco, R,1000, foam soap dispenser)
  - Urinal sanitizing mats
  - sani-bags
- c) The Contractor shall provide all cleaning materials, all tools and equipment including mops, pails, vacuum cleaners and small carpet cleaning machine unless otherwise stipulated .
- d) One vacuum must be equipped with a power head for deep pile rugs.
- e) All materials used in the work shall conform to Canadian General Standards Board (C.G.S.B.) Standards and must be approved for use by the RCMP Site Authority.
- f) All waxes and cleaners are to be free of ammonia, and Environmentally Friendly.
- g) The Contractor may be required to provide samples of all materials of stock supplied by Contractor for use in the work for testing purposes.

## **7. Safety**

- a) The Contractor will 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.
- b) The Contractor will ensure that all equipment used to perform the work is in a state of good repair.
- c) The RCMP reserves the right to have equipment judged to be unsafe, not suitable, or defective and taken out of service.
- d) The Contractor is responsible to supply suitable replacement equipment comparable to that which was originally provided.

## **8. Conversion of Floor Covering**

- a) 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.

## **9. Spaced Assigned**

- a) The RCMP will provide the Contractor with such space as is considered necessary for the performance of the Contractor's duties without undue inconvenience.
- b) The Contractor must not list, publicize, or use in any fashion, for business purpose, the address of a building owned or leased by the RCMP.
- c) A telephone may be installed at the expense of the Contractor, but must be unlisted and not appear in telephone directories or advertised as a business telephone. Cell phone # provided by the RCMP.
- d) The RCMP will not be responsible for damage to the Contractor's supplies, materials, or equipment in the building nor to the Contractor's employees personal belongings brought into the building.

## **10. Access to Building**

- a) Only those employees who have received security clearance, and whose names appear on the Contractor's payroll will be allowed access to the work site.

## **11. Employee Register**

- a) The Contractor must ensure all cleaning staff, regardless of hours of work, sign IN and OUT and, enter their arrival and departure times in the register or on sheets provided at the Security Guard's control desk or other designated area.

**12. Security Keys**

- a) All keys entrusted to the Contractor for fulfillment of the Contract will be fully protected at all times and will be controlled by the RCMP.

**13. Log**

- a) The Contractor will maintain a log on a daily basis recording all the completed scheduled/periodic work performed.
- b) The log shall be made available for inspection by the RCMP Site Authority as required.

**14. Quality Standards**

- a) The quality standards, if applicable, shall be maintained to a clean and a hygienic standard, and shall be strictly adhered to.

**15. Damages**

- a) Report any and all maintenance repairs required to the building, heating system, plumbing, electrical or water systems to the RCMP Site Authority.

**Part Two - Standard Practices and Frequencies**  
**F Division Headquarters Building**  
**Janitorial Service Specification**

**Building Cleaning**

**A. General**

The hours during which this work is to be performed are to be governed by the requirements of the occupants of the premises and with the least inconvenience to them. The time and day of the week for the specified service shall be scheduled and completed under arrangement with and to the satisfaction of the RCMP Site Authority.

**Codes for Cleaning Frequencies**

Daily (5 days per week).....	D
Daily (7 days per week).....	D7
Twice Daily.....	TD
Weekly.....	W
Twice Weekly.....	TW
Every Second Week.....	E2W
Monthly.....	M
Every 2 <sup>nd</sup> Month .....	E2M
Every 3 <sup>rd</sup> Month .....	E3M
Every 4 <sup>th</sup> Month .....	E4M
Every 6 <sup>th</sup> Month .....	E6M
Each Day on Weekends.....	EDW
Annually.....	A
As required.....	AR

**B. Type of Cleaning**

- a) The cleaning specification is divided into district areas of locations to be cleaned, i.e., walls, floors, ceilings, etc.
- b) Each specified location is then further classified by type, i.e., floors - tile, wood, vinyl, etc., and what is required to be done for that particular type.
- c) Throughout the specifications, "key" words such as, sweep, vacuum, dust, etc., will be used. For our exact definition of what is required for each of these functions, refer to the Glossary of Terms.

**C. Floors**

- a) Do not place chairs, wastepaper baskets, etc. on desk, tables or work benches during cleaning operations.
- b) Do not allow cleaning solution to seep under furniture legs, filing cabinets, etc.
- c) Specific areas requiring special operations are detailed under Special Requirements.
- d) Furniture and equipment should be relocated to where it was prior to cleaning the floors. No dirt should be left in corners, under furniture, behind doors or radiators.
- e) All floor areas should be clean and free of surface stains, dust fibers, watermarks, etc.

**Note:** Advise the RCMP Site Authority if spots in any flooring cannot be removed by normal means and any damage to or lifting of flooring occurs.

**1. Resilient Tile, Vinyl, Mondo**

1	Sweep entire floor area.	D
2	Remove gum and other foreign residue	D
3	Damp mop, or wipe all floors to remove spillage, salt, etc.	D
4	Spray buff in front and behind counters, in desk wells and traffic lanes.	W
5	Strip and refinish on full floor basis.	E6M

**2. Terrazzo Marble or Quarry Tile**

1	Sweep entire floor area.	D
2	Remove gum and other foreign residue.	D
3	Damp mop all floors to remove spillage, etc. Note: For washroom use a germicidal solution	D
4	Wash and buff all floors.	W
5	Machine scrub all floors & washroom floors.	E3M
6	Strip and reseal all floors.	A

**3. Concrete**

1	Sweep entire floor area.	W
2	Remove gum and other foreign residue.	AR
3	Damp mop to remove spillage.	AR
4	Wash all floors.	M
5	Machine scrub and reseal unpainted floors.	AR

**4. Carpeting**

1	Vacuum on a full floor basis, all carpeting in heavy traffic areas such as reception or waiting area and corridors.	D
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2	Vacuum traffic lanes in general working area and private offices. Remove litter from remainder of area and sweep exposed flooring around rugs.	D
3	Clip loose threads during vacuuming.	AR
4	Vacuum all carpeting on full floor basis	W
5	Vacuum and remove salt stains from all walk ways mats	D
6	Shampoo all large mats in place. Remove smaller mats to designated location for this operation.	AR
7	Remove smaller stains (i.e. coffee spills, wet garage trails, etc.) from carpet	D
8	Shampoo all common area carpets	E4M
9	Shampoo all office areas	Y

**D. Walls**

**1. Painted**

1	Remove finger marks, smudged and stains from painted walls and partitions	D
2	Dust baseboards, ledges and moldings	W

**2. Vinyl or Carpeted**

1	Spot clean fabric and carpeted walls, columns, screens and partitions	AR
2	Dust baseboards, ledges and moldings.	W
3	Vacuum walls, columns and partitions	W

**E. Ceilings****1. Acoustical Tile**

1	Spot clean ceiling and metal linear	AR
2	Vacuum loose dirt, dust and cobwebs	W

**2. Painted**

1	Spot clean ceiling	AR
2	Vacuum loose dirt, dust and cobwebs	W
3	Wash all ceilings	E6M

**F. Washroom Fixtures****1. General**

1	Blocked toilets, sinks, and drains are to be cleaned immediately by use of a plunger	
2	If plumbing work is necessary, notify the RCMP Site Authority	
3	Attend to all common area washrooms twice daily to general clean, fill dispensers & sign daily log in each washroom	

**2. Sinks and Drains**

1	Wash sinks and underside of sinks with a germicidal solution	D
2	Clean and disinfect all water taps	D
3	Pour a pail of clean water into floor drains	W
4	Wash walls	E3M

### 3. Toilets and Urinals

1	Remove any gum and other foreign residue from strainers in base of urinals	D
2	Wash toilet seats (both sides), bowls and urinals with germicidal solutions	D
3	Clean and disinfect all flush valves	D
4	Descale toilet bowls and urinals	W
5	Place one urinal sanitizing mat.	AR
6	Wash and disinfect one ladies and one mens washroom on 1 <sup>st</sup> floor	D7

### 4. Dispensers and Receptacles

1	Empty all wastepaper receptacles	D
2	Empty refuse receptacles and insert new plastic bag	D
3	Empty sani-cans, wash, disinfect, and replace bags	D
4	Clean and disinfect the exterior of wastepaper receptacles	D
5	Replenish soap containers, toilet paper, linen and paper towel dispensers	AR
6	Sanitary napkin machines (0.25\$) will be supplied by the Landlord. The Contractor is responsible for cleaning and the supply of stock	AR

### 5. Miscellaneous Cleaning and Dusting

1	Clean shelves, high ledges, mirrors, window stools, exposed piping etc.	W
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## 6. Showers

1	Remove all pieces of soap and other foreign matter.	D
2	Wipe down walls and scrub floors, duct boards using a cleaner disinfectant and rinse with clear water.	D
3	Report any stoppages or leaks.	D
4	Wash down walls, scrub floors using a soap-less detergent containing "sequestering agents" to remove soap scum and rinse with clear water	D
5	Polish handles, shower heads, and other fixtures.	D

**G. Furniture and Fixtures**

1	Dust and remove stains from horizontal surfaces.	D
2	Dust and remove finger marks and stains from glass topped furniture and boardroom and executive office furniture	D
3	Spot clean outside surfaces of lockers, storage, and filing cabinets	W
4	Spot clean book case glass doors.	D
5	Dust empty stack and shelves	W
6	Dust pictures and wall hangings, excluding paintings and art objects	W
7	Dust tops of lockers and storage cabinets	W
8	Dust and remove stains from vertical surfaces	W
9	Dust artificial plants, remove debris from containers and damp wipe exterior of containers	AR
10	Vacuum upholstered furniture	W
11	Remove and clean on both sides, all glass or plastic plates covering furniture and dust tops of furniture before replacing plates	D
12	Clean all upholstered furniture including leather, vinyl, leatherette or fabric in all offices with appropriate products	W
13	Vacuum upholstered free standing screens	M
14	Shampoo all upholstered furniture in common areas	Y
<b>Note</b>	Papers and files left on furniture shall not be disturbed by the Contractor	

**H. Stairs and Landings**

1	Sweep stairs and landings	D
2	Remove gum and other foreign residue.	D
3	Dust hand rails, vertical grilles, baseboards, stringers and ledges	W
4	Vacuum carpet stairs and landings.	W
5	Damp mop stairs and landings.	AR
6	Scrub and re-seal terrazzo, marble and resilient surface.	E4M
7	Machine scrub and re-seal brick-stairways.	E4M

**I. Entrance and Lobbies**

1	Clean both sides of the glass doors.	D
2	Clean surface and between bars of foot grille.	D
3	Remove gum and other foreign residue	D
4	Sweep, wash and buff floors. Provide additional mopping of floors during inclement weather.	D
5	Sweep, spray, buff and re-sweep floor	W
6	Clean both sides of glass windows and metal surrounds.	D
7	Remove foot grills and clean out recessed pan and drain.	AR
8	Strip and refinish floors.	M

**J. Venetian Blinds**

1	Dust venetian blinds	M
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**K. Drapes**

1	Vacuum all drapes complete building	E6M
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**L. Interior Glass and Windows**

1	Spot clean all glass in fire doors, glass partitions and/or glass panels in partitions.	D
2	Wash both sides of glass doors and glass in fire doors	D
3	All interior glass windows and doors to be cleaned	E6M
4	Dust all window sills high and low	M

**Note:**

1	All other glass windows, partitions etc. will be cleaned under this contract	
2	Interior/exterior of all building exterior windows will be cleaned under another separate contract	
3	High interior glass on the 2nd floor located on the interior of the building will be included to complete window cleaning	Y

**M. Counters**

1	Damp wipe and polish	D
2	Clean counter facings, metal wickets, glass and wood partitions	W

**N. Doors, Door Frames Etc.**

1	Clean finger marks from doors and door frames	D
2	Dust door grilles	W
3	Clean non-metallic kick and hand plates using a detergent solution.	D
4	Clean metal push bars, kick and hand plates using appropriate cleaner	D
5	Wash door grilles	D

**O. Waste Receptacles**

1	Empty and damp wipe exterior of wastepaper baskets	D
2	Empty garbage cans and waste receptacles.	D
3	Wash and disinfect garbage cans and waste receptacles.	W
4	Wash and disinfect waste paper baskets	W
5	Supply and replace plastic bags of correct size in wastepaper baskets, garbage cans, and waste receptacles	AR

**P. Emergency Fire Equipment**

1	Spot clean cabinet door glass	W
2	Dust wall hung equipment.	W
3	Clean interior of hose cabinet.	W
4	Clean and/or polish fire extinguishers	A
5	Clean both sides of cabinet door glass.	W

**Q. Relamping**

1	Replace burnt out tubes, incandescent and mercury vapour bulbs. The RCMP will supply all replacement tubes and bulbs.	AR
2	Dry wipe tubes and bulbs shielding to remove accumulated dust and insects when making replacements.	AR

**R. Water Fountains**

1	Wash and disinfect. Odour of disinfectant must not be objectionable	D
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**S. Light Fixtures**

1	Wash interior and exterior of light fixtures 1st and 2nd floor including bulbs and tubes.	E6M
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**T. Garages**

1	Clean both sides of windows in garage doors	W
2	Sweep and scrape floor to remove all foreign matter and debris	D
3	Clean all office space in accordance the "building cleaning specifications	D
4	Remove grease and oil stains from floor with a degreasing compound.	D
5	Remove floor drain cover, pull out bucket receptacle, empty, clean and replace.  During inclement weather, perform this operation more frequently, if necessary	W
6	Remove accumulated slush water or ice in entrances and trucking areas on a continuing basis in inclement weather	AR
7	Wash Post Garage floor on a full floor basis, more frequently if requested by RCMP Site Authority.	W
8	Sweep out Post Garage floor on a full floor basis, more frequently if Requested by the RCMP Site Authority.	D
9	Sweep all other garage bay floors on a full floor basis.	AR
10	Sweep parkade area floor on a full floor basis.	W
11	Wash down parkade area floor on a full floor basis, more frequently if Required by RCMP Site Authority due to seasonal requirements.	M

**U. Post Garage Quonset**

1	Sweep floors.	E2M
2	Wash floors.	Y

**V. Cell Area – 4 Operational Cells**

1	To be cleaned and disinfected, morning and evening.	AR
2	One cleaning is required each day on weekends.	AR
3	Floors cleaned of all black marks and buffed.	M
4	Interior of all cell rooms are to be washed down with pressure washing equipment.	E6M

**Note:**

Cleaning times to be arranged between the Contractor and/or Supervisor and N.C.O. In Charge. Special cleaning may be requested by N.C.O. In Charge or the RCMP Site Authority, if so required at no additional cost within normal working hours.

**W. Provost Section**

1	The cleaning hours may fluctuate as this is controlled by prisoner movement each day	
2	Special cleaning may be requested by the NCO In Charge or the RCMP Site Authority, if so required at no additional cost within normal working hours	

**X. Lunch Room**

1	Tables to be wiped after each coffee break and lunch hour.	
2	Floor behind serving counter to be cleaned monthly.	

**Y. Steam Cleaning Rugs – F Division Headquarters Building and Lab Building**

1	Periodic steam cleaning of the throw rugs at the door entrances will be required as requested by the RCMP Site Authority.	
2	Spot cleaning of heavy traffic areas or soiled areas to be done as required to maintain a presentable site condition.	
3	Shampoo all common area carpets	E4M
4	Shampoo all office area carpets.	Y

## Z. Snow Removal

1	Clear snow, slush, ice, accumulated sand, or gravel from entrances, steps, entrances to garage bays, to ensure the safety of the public and RCMP employees and the unhindered flow of traffic	
2	Spread sand or gravel over dangerous surfaces	
3	Do not stockpile snow in areas planted with shrubs or ground cover	
4	Ensure drainage from melting snow will not cause flooding in any of the buildings and will not cross sidewalks, walkways, or driveways	
5	During winter months, the entrance to the parkade must be kept clear	
6	The ice buildup under the parkade doors must be cleaned as required	
7	All areas that are not accessible by large snow removal equipment must be cleared under this contract	
8	Ice pellets for sidewalks and ice removal shall not be harmful to concrete surfaces	

**Note:**

- a) Where snow cleaning/removal is not completed by 07:30 hours daily and a hazardous condition exists, the RCMP reserves the right to have the snow cleared/removed by others and all costs involved will be deducted from the Contract amount.
- b) The Contractor must supply all labour, materials, equipment as needed to fulfill these conditions at all times.
- c) The storage of pellets and sand is to be coordinated with the RCMP Site Authority.

**AA. DOCC (Divisional Operational Communications Centre) and Radio Rooms**

**1. Flooring - Plastic laminated tiles**

- a) This flooring contains "antistatic" properties and is **not** be waxed, **or** have a floor finish applied to it.
- b) The vacuum cleaner used in this area **must** be of the industrial canister type equipped with a three-prong grounded plug and non-metallic floor tools.

**Note:**

Immediately remove malfunctioning equipment from the area and replace so that the extremely sensitive nature of the computer equipment is not affected.

**2. Computer flooring**

- a) To be raised and cleaned under every six months. E6M
- b) To be damped mopped. D

**Note:** Caution must be exercised so no wires or connections are damaged.

**Note:**

In addition, the furniture is to be damp wiped, entire area vacuumed and buff floor every 3 months. The DOCC is open 24-7 and the Unit will relocate for 4 hrs for the contractor to complete this work.

**BB. Parkade**

- a) Sweep on a full floor basis. Use dust bane or equal to keep dust level down W
- b) Wash on a full floor basis W

**CC. Recycled Paper, Refuse Bin and Garbage Compacter**

- a) Pick up the recycle paper containers from all offices and place at loading dock. W
- b) Move the refuse bin from the parkade to the exterior of the building and once emptied returned to the parkade. TW
- c) The garbage compacter located in the loading dock area must be rolled to the loading dock door to be emptied. TW
- d) Cardboard recycle container must be moved from the parkade to the exterior of the building and once emptied returned to the parkade. W

**Note:** Garden tractor for transportation purposes will be supplied by RCMP.

**DD. Post Garage**

- a) Sweep on full floor basis. W
- b) Wash on full floor basis. W

**EE. Fitness Centre**

- a) Vacuum and dust fitness centre including equipment. W
- b) Fitness equipment to be damp wiped. W
- c) Resilient gym floor to be damped mopped. TW

**FF. Miscellaneous** (all applicable areas)

- |   |     |
|---|-----|
| a) Vacuum entire floor area, paying particular attention to the area around the base of equipment, baseboards and corners.  | D   |
| b) Machine scrub all floors.  | E6M |
| c) Remove dust from furniture and shelving.   | W   |
| d) Remove refuse and wastepaper.  | D   |
| e) Wash and disinfect refuse and wastepaper containers.   | W   |
| f) Wash doors and frames.   | W   |
| g) Lift and vacuum all elevated floor tiles, vacuum and dust the secondary underlay and supporting railings.  | E6M |
| h) Clean room air diffusers.  | M   |
| i) Damp Wipe window stools and draft deflectors.  | D   |
| j) Dust open radiators, remove debris from behind and underneath.   | W   |
| k) Dust display cases and spot clean glass.   | W   |
| l) Clean exterior sash of notice boards.  | M   |
| m) Clean exposed radiator and convactor covers.   | M   |
| n) Clean and polish all brass fittings.   | W   |
| o) Vacuum all air intake grilles and air diffusers.   | M   |
| p) Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 meters or more above floor level. | E6M |
| q) Remove entrance floor grates / clean grates to pan.  | E6M |

**Note:**

The frequency of high dusting may be modified depending on the structure, utilization and architectural features of the building.

**GG. Supervised Area**

- |  |     |
|--|-----|
| a) Dust shelving units in the Storage File Room. | E6M |
|--|-----|

**Note:**

Contractor must coordinate cleaning and must be under the supervision of the RCMP.

## **Appendix 1 Schedule of Operations**

Areas to be cleaned between **19:00** and **24:00**

Includes DEOC Board Room, Video Conference Room and CROPS Board Room.

First Floor:

- a) Reception (main entrance)
- b) Video conference room 117
- c) Cafeteria
- d) DEOC Board Room
- e) Common area hallways
- f) Common area washrooms

Second Floor:

- a) Asset Management Office 224
- b) Exercise Room 215 including the washrooms in this area
- c) Computer Training Room
- d) CROPS Board Room
- e) OSB Board Room
- f) Common area hallways
- g) Common area washrooms

Basement:

- a) Common area hallways
- b) Common area washrooms

Note: This schedule is subject to change by the RCMP Site Authority.

### Schedule of Operations

A copy of the Schedule of Operations form properly filled out **MUST** accompany every monthly statement.

The schedule will be made available to the Contractor.

Invoices will not be paid unless the "schedule" form is received and properly made out showing the area of work completed during the month covered by the invoice.

Adjustments to the monthly invoice will be made by the RCMP for:

- work not completed satisfactorily
- work not completed on schedule

NOTE: If interior offices are locked in the above areas, they are to be omitted on that shift

**Appendix 2**

Month: \_\_\_\_\_ 20\_\_\_\_

**RCMP "F" Division Duties – Main Building**

**Major Operation**

Type	Operations	Frequency	Date Scheduled	Date Completed
<b>Floors</b>				
Resilient Tile, vinyl, mondo	Strip, machine scrub and refinish on full floor basis	Every 6 months	May & Nov	
Terrazzo Marble/Quarry tile	Machine scrub all washroom floors	Every 3 months		
Brick-Stairways (six sets & entrance)	Machine scrub and reseal  More frequently if requested by RCMP Site Authority	Every 4 months		
Concrete – Post Garage	Clean and scrub on a full floor basis  More frequently if requested by RCMP Site Authority	Weekly		
Parkade	Sweep on a full floor basis  Use dust bane or equal to keep dust level down	Weekly		
	Wash on a full floor basis	Monthly		
Cell Area	Floors cleaned of all black marks and buffed	Monthly		
	Clean entire interior of cells with power cleaning equipment	Every 6 months	Feb & Aug	
Carpet	On a full floor basis ALL carpet to be vacuumed	Weekly		
	Clean & shampoo office carpets	Yearly		
	Clean & shampoo common area carpets	Every 4 months		

Furniture	Shampoo common area furniture	Yearly		
Walls	Wash washroom walls and stall enclosures	Every 2 months		
Glass	All interior glass windows and doors to be cleaned *Excludes interior of all exterior windows	Every 6 months	March /Sept	
Dusting	All window sills – high and low	Monthly		
	Shelving units in Storage File Room	Every 3 months		
Drapes	Vacuum completely All drapes	Every 6 months	Feb & Aug	
Light Fixtures	Wash all hall light fixtures (1 <sup>st</sup> & 2 <sup>nd</sup> floors)	Every 6 months	Feb & Aug	
DOCC	Vacuum under removable tile	Every 6 months	May & Nov	
	Completely clean	Every 3 months		
Gym Floor	Machine scrub	Yearly		

**Part Three - General Requirements**  
**Lab Building**  
**Janitorial Service Specification**

**1. Personal Identification**

- a) All Contractor personnel performing the contract duties must be in possession at all times of a personal identification acceptable to the RCMP and must wear such identification when required by the RCMP.

**2. Hours of Work**

- a) Cleaning of the Lab Building will be completed between the hours of 08:00 and 16:30 hours based on a five (5) day work week, Monday to Friday, excluding Statutory Holidays.

**3. Staff Requirements**

- a) The Contractor must provide a working supervisor during the times cleaning staff are in the building.
- b) The Supervisor shall ensure all aspects of the Contract Specifications being performed and will also be available for consultation with the RCMP Site Authority when required.
- c) The Supervisor is responsible for ensuring the cleaning staff are aware and use proper maintenance practices and procedure.
- d) The Contractor shall ensure that hours of work and number of staff are adequate to properly carry out the terms of the contract.

**4. Work Force**

- a) The Contractor shall provide the RCMP Site Authority with complete details of the work force to be employed to carry out the work and be prepared to accommodate changes, if required by reason of poor work performance, disciplinary problems, or loss of Security/Reliability Clearance.
- b) The Contractor must have additional Security Cleared Personnel available at all times to fill in for personnel absent, or for any other reason.

**5. Acceptance/Inspection**

- a) The building must be maintained clean and to hygienic standards as indicated within Annex "A" -Statement of Work Part Three/Part Four and Annex "E" – Cleaning Standards for Janitorial Service Requirements.
- b) The Contractor must notify the RCMP Site Authority, when each major operation listed on Appendix 1 is completed. Arrangements will be made to inspect the major operation work to decide whether or not it is satisfactory.
- c) The RCMP Site Authority will make arrangements from time to time to inspect all work to decide if the work is being performed as per the contract and to the satisfaction of the RCMP.

## **6. Material**

- a) The Contractor shall supply all materials, tools and equipment necessary to execute the work satisfactory.
- b) The Contractor shall provide all consumables at a medium grade such as, but not limited to:
  - toilet tissue (regular size, 2 ply)
  - paper hand towels (Bay West – 7.5" rolls)
  - hand soaps (Betco, R,1000, foam soap dispenser)
  - Urinal sanitizing mats
  - sani-bags
- c) The Contractor shall provide all cleaning materials, all tools and equipment including mops, pails, vacuum cleaners and small carpet cleaning machine unless otherwise stipulated.
- d) One vacuum must be equipped with a power head for deep pile rugs.
- e) All materials used in the work shall conform to Canadian General Standards Board (C.G.S.B.) Standards and must be approved for use by the RCMP Site Authority.
- f) All waxes and cleaners are to be free of ammonia, and Environmentally Friendly.
- g) The Contractor may be required to provide samples of all materials of stock supplied by Contractor for use in the work for testing purposes.

## **7. Safety**

- a) The Contractor will 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.
- b) The Contractor will ensure that all equipment used to perform the work is in a state of good repair.
- c) The RCMP reserves the right to have equipment judged to be unsafe, not suitable, or defective and taken out of service.
- d) The Contractor is responsible to supply suitable replacement equipment comparable to that which was originally provided.

## **8. Conversion of Floor Covering**

- a) 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.

## **9. Spaced Assigned**

- a) The RCMP will provide the Contractor with such space as is considered necessary for the performance of the Contractor's duties without undue inconvenience.
- b) The Contractor must not list, publicize, or use in any fashion, for business purpose, the address of a building owned or leased by the RCMP.
- c) A telephone may be installed at the expense of the Contractor, but must be unlisted and not appear in telephone directories or advertised as a business telephone. Cell phone # provided by the RCMP.
- d) The RCMP will not be responsible for damage to the Contractor's supplies, materials, or equipment in the building nor to the Contractor's employees personal belongings brought into the building.

## **10. Access to Building**

- a) Only those employees who have received security clearance, and whose names appear on the Contractor's payroll will be allowed access to the work site.

**11. Employee Register**

- a) The Contractor must ensure all cleaning staff, regardless of hours of work, sign IN and OUT and, enter their arrival and departure times in the register or on sheets provided at the Security Guard's control desk or other designated area.

**12. Security Keys**

- a) All keys entrusted to the Contractor for fulfillment of the Contract will be fully protected at all times and will be controlled by the RCMP.

**13. Log**

- a) The Contractor will maintain a log on a daily basis recording all the completed scheduled/periodic work performed.
- b) The log shall be made available for inspection by the RCMP Site Authority as required.

**14. Quality Standards**

- a) The quality standards, if applicable, shall be maintained to a clean and a hygienic standard, and shall be strictly adhered to.

**15. Damages**

- a) Report any and all maintenance repairs required to the building, heating system, plumbing, electrical or water systems to the RCMP Site Authority.

**16. Snow Removal**

- a) Clear snow, slush, ice, accumulated sand or gravel from entrances, steps and loading dock exterior pad to ensure the safety of the public and RCMP employees and the unhindered flow of traffic.

## Part Four - Standard Practices and Frequencies

### Lab Building

### Janitorial Service Specification

#### Building Cleaning

##### A. General

The hours during which this work is to be performed are to be governed by the requirements of the occupants of the premises and with the least inconvenience to them. The time and day of the week for the specified service shall be scheduled and completed under arrangement with and to the satisfaction of the RCMP Site Authority.

#### Codes for Cleaning Frequencies

Daily (5 days per week).....	D
Daily (7 days per week).....	D7
Twice Daily .....	TD
Weekly.....	W
Twice Weekly.....	TW
Every Second Week .....	E2W
Monthly.....	M
Every 2 <sup>nd</sup> Month .....	E2M
Every 3 <sup>rd</sup> Month .....	E3M
Every 4 <sup>th</sup> Month.....	E4M
Every 6 <sup>th</sup> Month.....	E6M
Each Day on Weekends.....	EDW
Annually.....	A
As required .....	AR

##### B. Type of Cleaning

- The cleaning specification is divided into district areas of locations to be cleaned, i.e., walls, floors, ceilings, etc.
- Each specified location is then further classified by type, i.e., floors - tile, wood, vinyl, etc., and what is required to be done for that particular type.
- Throughout the specifications, "key" words such as, sweep, vacuum, dust, etc., will be used. For our exact definition of what is required for each of these functions, refer to the Glossary of Terms.

##### C. Floors

- Do not place chairs, wastepaper baskets, etc. on desk, tables or work benches during cleaning operations.
- Do not allow cleaning solution to seep under furniture legs, filing cabinets, etc.
- Specific areas requiring special operations are detailed under Special Requirements.
- Furniture and equipment should be relocated to where it was prior to cleaning the floors. No dirt should be left in corners, under furniture, behind doors or radiators.
- All floor areas should be clean and free of surface stains, dust fibers, watermarks, etc.

**Note:** Advise the RCMP Site Authority if spots in any flooring cannot be removed by normal means and any damage to or lifting of flooring occurs.

<b>1. Resilient Tile or Vinyl</b>	
1) Sweep entire floor area.	D
2) Remove gum and other foreign residue.	D
3) Damp mop, or wipe all floors to remove spillage, salt, etc.	D
4) Spray buff in front and behind counters, in desk wells and traffic lanes.	W
5) Strip and refinish on full floor basis.	E6M
<b>2. Terrazzo Marble or Quarry Tile</b>	
1) Sweep entire floor area.	D
2) Remove gum and other foreign residue.	D
3) Damp mop all floors to remove spillage, etc. Note: For washroom use a germicidal solution.	D
4) Wash and buff all floors.	W
5) Machine scrub all floors & washroom floors.	E3M
6) Strip and reseal all floors.	A
<b>3. Concrete</b>	
1) Sweep entire floor area.	W
2) Remove gum and other foreign residue.	AR
3) Damp mop to remove spillage.	AR
4) Wash all floors.	M
5) Machine scrub and reseal unpainted floors.	AR
<b>4. Carpeting</b>	
1) Vacuum on a full floor basis, all carpeting in <b>heavy traffic areas</b> such as reception or waiting area and corridors.	D
2) Vacuum traffic lanes in general working area and private offices. Remove litter from remainder of area and sweep exposed flooring around rugs.	D
3) Clip loose threads during vacuuming.	AR
4) Vacuum all carpeting on full floor basis.	W
5) Vacuum and remove salt stains from all walk ways mats.	D
6) Shampoo all large mats in place. Remove smaller mats to designated location for this operation.	AR
7) Remove smaller stains (i.e. coffee spills, wet garage trails, etc.) from carpet.	D
8) Shampoo all common area carpets.	E4M
9) Shampoo all office areas.	Y
<b>D. Walls</b>	
<b>1. Painted</b>	
1) Remove finger marks, smudged and stains from painted walls and partitions.	D
2) Dust baseboards, ledges and moldings.	D
<b>2. Vinyl or Carpeted</b>	
1) Spot clean fabric and carpeted walls, columns, screens and partitions.	AR
2) Dust baseboards, ledges and moldings.	W
3) Vacuum walls, columns and partitions.	W

**E. Ceilings**

**1. Acoustical Tile**

- 1) Spot clean ceiling and metal linear. AR
- 2) Vacuum loose dirt, dust and cobwebs. W

**2. Painted**

- 1) Spot clean ceiling. AR
- 2) Vacuum loose dirt, dust and cobwebs. W
- 3) Wash all ceilings. E6M

**F. Washroom Fixtures**

**1. General**

- 1) Blocked toilets, sinks, and drains are to be cleaned immediately by use of a plunger.
- 2) If plumbing work is necessary, notify the RCMP Site Authority.
- 3) Attend to all common area washrooms twice daily to general clean, fill dispensers & sign daily log in each washroom.
- 4) Wash walls E2M

**2. Sinks and Drains**

- 1) Wash sinks and underside of sinks with a germicidal solution. D
- 2) Clean and disinfect all water taps. D
- 3) Pour a pail of clean water into floor drains. W

**3. Toilets and Urinals**

- 1) Remove any gum and other foreign residue from strainers in base of urinals. D
- 2) Wash toilet seats (both sides), bowls and urinals with germicidal solutions. D
- 3) Clean and disinfect all flush valves. D
- 4) Descale toilet bowls and urinals. W
- 5) Place one urinal sanitizing mat. AR

**4. Dispensers and Receptacles**

- 1) Empty all wastepaper receptacles. D
- 2) Empty refuse receptacles and insert new plastic bag. D
- 3) Empty sani-cans, wash, disinfect, and replace bags. D
- 4) Clean and disinfect the exterior of wastepaper receptacles. D
- 5) Replenish soap containers, toilet paper, linen and paper towel dispensers. AR
- 6) Sanitary napkin machines (0.25\$) will be supplied by the Landlord.  
The Contractor is responsible for cleaning and the supply of stock and labour to service the machine . AR

**5. Miscellaneous Cleaning and Dusting**

- 1) Clean shelves, high ledges, mirrors, window stools, exposed piping etc. W

## 6. Showers

- 1) Remove all pieces of soap and other foreign matter. D
- 2) Wipe down walls and scrub floors, duct boards using a cleaner disinfectant and rinse with clear water. D
- 3) Report any stoppages or leaks. D
- 4) Wash down walls, scrub floors using a soap-less detergent containing "sequestering agents" to remove soap scum and rinse with clear water. D
- 5) Polish handles, shower heads, and other fixtures. D

## G. Furniture and Fixtures

- a) Dust and remove stains from horizontal surfaces. D
- b) Dust and remove finger marks and stains from glass topped furniture and boardroom and executive office furniture. D
- c) Spot clean outside surfaces of lockers, storage, and filing cabinets. W
- d) Spot clean book case glass doors. D
- e) Dust empty stack and shelves. W
- f) Dust pictures and wall hangings, excluding paintings and art objects. W
- g) Dust tops of lockers and storage cabinets. W
- h) Dust and remove stains from vertical surfaces. W
- i) Dust artificial plants, remove debris from containers and damp wipe exterior of containers. AR
- j) Vacuum upholstered furniture. W
- k) Remove and clean on both sides, all glass or plastic plates covering furniture and dust tops of furniture before replacing plates. D
- l) Clean all upholstered furniture including leather, vinyl, leatherette or fabric in all offices with appropriate products. W
- m) Vacuum upholstered free standing screens. M
- n) Shampoo all upholstered furniture in common areas Y

**Note:** Papers and files left on furniture shall not be disturbed by the Contractor.

## H. Stairs and Landings

- a) Sweep stairs and landings. D
- b) Remove gum and other foreign residue. D
- c) Dust hand rails, vertical grilles, baseboards, stringers and ledges. W
- d) Vacuum carpet stairs and landings. W
- e) Damp mop stairs and landings. AR
- f) Scrub and re-seal terrazzo, marble and resilient surface. E4M

<b>I. Entrance and Lobbies</b>		
a) Clean both sides of the glass doors.		D
b) Clean surface and between bars of foot grille.		D
c) Remove gum and other foreign residue.		D
d) Sweep, wash and buff floors. Provide additional mopping of floors during inclement weather.		D
e) Sweep, spray, buff and re-sweep floors.		W
f) Clean both sides of glass windows and metal surrounds.		D
g) Remove foot grills and clean out recessed pan and drain.		AR
h) Strip and refinish floors.		M
<b>J. Venetian Blinds</b>		
a) Dust venetian blinds.		M
<b>K. Drapes</b>		
a) Vacuum all drapes complete building.		E6M
<b>L. Interior Glass and Windows</b>		
a) Spot clean all glass in fire doors, glass partitions and/or glass panels in partitions.		D
b) Wash both sides of glass doors and glass in fire doors.		D
c) All interior glass windows and doors to be cleaned.		E3M
d) Dust all window sills high and low.		M
<b>Note:</b>		
a) All other glass windows, partitions etc. will be cleaned under this contract.		
b) Interior/exterior of all building exterior windows will be cleaned under another separate contract.		
c) High interior glass on the 2 <sup>nd</sup> floor located on the interior of the building will be included to complete window cleaning.		Y
<b>M. Counters</b>		
a) Damp wipe and polish.		D
b) Clean counter facings, metal wickets, glass and wood partitions.		W
<b>N. Doors, Door Frames Etc.</b>		
a) Clean finger marks from doors and door frames.		D
b) Dust door grilles.		W
c) Clean non-metallic kick and hand plates using a detergent solution.		D
d) Clean metal push bars, kick and hand plates using appropriate cleaner.		D
e) Wash door grilles.		D

- O. Waste Receptacles**
- a) Empty and damp wipe exterior of wastepaper baskets. D
  - b) Empty garbage cans and waste receptacles. D
  - c) Wash and disinfect garbage cans and waste receptacles. W
  - d) Wash and disinfect waste paper baskets. W
  - e) Supply and replace plastic bags of correct size in wastepaper baskets, garbage cans, and waste receptacles. AR
- P. Emergency Fire Equipment**
- a) Spot clean cabinet door glass. W
  - b) Dust wall hung equipment. W
  - c) Clean interior of hose cabinet. W
  - d) Clean and/or polish fire extinguishers. A
  - e) Clean both sides of cabinet door glass. W
- Q. Relamping**
- a) Replace burnt out tubes, incandescent and mercury vapour bulbs. The RCMP will supply all replacement tubes and bulbs. AR
  - b) Dry wipe tubes and bulbs shielding to remove accumulated dust and insects when making replacements. AR
- R. Water Fountains**
- a) Wash and disinfect. Odour of disinfectant must not be objectionable. D
- S. Garages**
- a) Clean both sides of windows in garage doors. M
  - b) Sweep and scrape floor to remove all foreign matter and debris. M
  - c) Remove grease and oil stains from floor with a degreasing compound. AR
  - d) Remove accumulated slush water or ice in entrances and trucking areas on a continuing basis in inclement weather. AR
  - e) Sweep all garage bay floors on a full floor basis. M
  - f) Hose down garage floors on a full floor basis, more frequently if required by RCMP Site Authority due to seasonal requirements. E3M
- T. Lunch Room**
- a) Tables to be wiped after each coffee break and lunch hour.
- U. Steam Cleaning Rugs**
- a) Periodic steam cleaning of the throw rugs at the door entrances will be required as requested by the RCMP Site Authority.
  - b) Spot cleaning of heavy traffic areas or soiled areas to be done as required to maintain a presentable site condition.
  - c) Shampoo all common area carpets. E4M
  - d) Shampoo all office area carpets. Y

## **V. Snow Removal**

- a) Clear snow, slush, ice, accumulated sand, or gravel from entrances, steps, sidewalks, Municipal sidewalks, entrances to garage bays, to ensure the safety of the public and RCMP employees and the unhindered flow of traffic.
- b) Spread sand or gravel over dangerous surfaces.
- c) Do not stockpile snow in areas planted with shrubs or ground cover.
- d) Ensure drainage from melting snow will not cause flooding in any of the buildings and will not cross sidewalks, walkways, or driveways.
- e) All areas that are not accessible by large snow removal equipment must be cleared under this contract.
- f) Ice pellets for sidewalks and ice removal shall not be harmful to concrete surfaces.

### **Note:**

- a) Where snow cleaning/removal is not completed by 07:30 hours daily and a hazardous condition exists, the RCMP reserves the right to have the snow cleared/removed by others and all costs involved will be deducted from the Contract amount.
- b) The Contractor must supply all labour, materials, equipment as needed to fulfill these conditions at all times.
- c) The storage of pellets and sand is to be coordinated with the RCMP Site Authority.

## **W. Electronic Data Processing Areas**

### **1. Flooring - Plastic laminated tiles**

- a) This flooring contains "antistatic" properties and is **not** be waxed, **or** have a floor finish applied to it.
- b) The vacuum cleaner used in this area **must** be of the industrial canister type equipped with a three-prong grounded plug and non-metallic floor tools.

### **Note:**

Immediately remove malfunctioning equipment from the area and replace so that the extremely sensitive nature of the computer equipment is not affected.

## **X. Recycled Paper, Refuse Bin and Garbage Compacter**

- a) Pick up the recycle paper containers from all offices and place at loading dock.

W

**Y. Miscellaneous (all applicable areas)**

- |   |     |
|---|-----|
| a) Vacuum entire floor area, paying particular attention to the area around the base of equipment, baseboards and corners.  | W   |
| b) Remove dust from furniture and shelving.   | W   |
| c) Remove refuse and wastepaper.  | D   |
| d) Wash and disinfect refuse and wastepaper containers.   | W   |
| e) Wash doors and frames.   | W   |
| f) Clean room air diffusers.  | M   |
| g) Damp Wipe window stools and draft deflectors.  | D   |
| h) Dust open radiators, remove debris from behind and underneath.   | W   |
| i) Dust display cases and spot clean glass.   | W   |
| j) Clean exterior sash of notice boards.  | M   |
| k) Clean exposed radiator and convactor covers.   | M   |
| l) Clean and polish all brass fittings.   | W   |
| m) Vacuum all air intake grilles and air diffusers.   | M   |
| n) Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 meters or more above floor level. | E6M |

**Note:**

The frequency of high dusting may be modified depending on the structure, utilization and architectural features of the building.

**Z. Supervised Area**

- |  |     |
|--|-----|
| a) Dust shelving units in the Storage File Room. | E3M |
|--|-----|

**Note:** Contractor must coordinate cleaning and must be under the supervision of the RCMP.

NOTE: If interior offices are locked in the above areas, they are to be omitted on that shift

**Appendix 3**

Month: \_\_\_\_\_ 20\_\_\_\_\_

**RCMP “F” Division Duties – Lab Building**

**Major Operation**

Type	Operations	Frequency	Date Scheduled	Date Completed
<b>Floors</b>				
Resilient Tile, vinyl, mondo	Strip, machine scrub and refinish on full floor basis	Every 6 months	May & Nov	
Terrazzo Marble/Quarry Tile	Machine scrub all washroom floors.	Every 3 months		
Garage	Sweep on a full floor basis Use dust bane or equal to keep dust level down	Monthly		
	Wash on a full floor basis	Every 3 months		
Carpet	On a full floor basis ALL carpet to be vacuumed	Weekly		
	Clean & shampoo office carpets	Yearly		
	Clean & shampoo common area carpets	Every 4 months		
Furniture	Shampoo common area furniture	Yearly		
Walls	Wash washroom walls and stall enclosures	Every 2 months		
Glass	All interior glass windows and doors to be cleaned *Excludes interior of all exterior windows	Every 6 months	March /Sept	
Dusting	All window sills – high and low	Monthly		
	Shelving units in Storage File Room	Every 3 months		
Drapes	Vacuum completely All drapes	Every 6 months	Feb & Aug	

**Part Five - General Requirements  
Emergency Response Team (ERT) Building & Trailer  
Janitorial Service Specification**

**1. Personal Identification**

- a) All Contractor personnel performing the contract duties must be in possession at all times of a personal identification acceptable to the RCMP and must wear such identification when required by the RCMP.

**2. Hours of Work**

- a) Cleaning of the ERT Building and ERT Trailer will be completed between the hours of 08:00 and 15:00 hours based on a twice a week work week.
- b) Cleaning times to be arranged between the Contractor and/or Site Authority and N.C.O In Charge at time of award.

**3. Staff Requirements**

- a) The Contractor must provide a working supervisor during the times cleaning staff are in the building.
- b) The Supervisor shall ensure all aspects of the Contract Specifications being performed and will also be available for consultation with the RCMP Site Authority when required.
- c) The Supervisor is responsible for ensuring the cleaning staff are aware and use proper maintenance practices and procedure.
- d) The Contractor shall ensure that hours of work and number of staff are adequate to properly carry out the terms of the contract.

**4. Work Force**

- a) The Contractor shall provide the RCMP Site Authority with complete details of the work force to be employed to carry out the work and be prepared to accommodate changes, if required by reason of poor work performance, disciplinary problems, or loss of Security/Reliability Clearance.
- b) The Contractor must have additional Security Cleared Personnel available at all times to fill in for personnel absent, or for any other reason.

**5. Acceptance/Inspection**

- a) The building must be maintained clean and to hygienic standards as indicated within Annex "A" - Statement of Work Part Five/Part Six and Annex "E" – Cleaning Standards for Janitorial Service Requirements.
- b) The Contractor must notify the RCMP Site Authority, when each major operation listed on Appendix 1 is completed. Arrangements will be made to inspect the major operation work to decide whether or not it is satisfactory.
- c) The RCMP Site Authority will make arrangements from time to time to inspect all work to decide if the work is being performed as per the contract and to the satisfaction of the RCMP.

## **6. Material**

- a) The Contractor shall supply all materials, tools and equipment necessary to execute the work satisfactory.
- b) The Contractor shall provide all consumables at a medium grade such as, but not limited to:
  - toilet tissue (regular size, 2 ply)
  - paper hand towels (Bay West – 7.5” rolls)
  - hand soaps (Betco, R,1000, foam soap dispenser)
  - Urinal sanitizing mats
  - sani-bags
- c) The Contractor shall provide all cleaning materials, all tools and equipment including mops, pails, vacuum cleaners and small carpet cleaning machine unless otherwise stipulated .
- d) One vacuum must be equipped with a power head for deep pile rugs.
- e) All materials used in the work shall conform to Canadian General Standards Board (C.G.S.B.) Standards and must be approved for use by the RCMP Site Authority.
- f) All waxes and cleaners are to be free of ammonia, and Environmentally Friendly.
- g) The Contractor may be required to provide samples of all materials of stock supplied by Contractor for use in the work for testing purposes.

## **7. Safety**

- a) The Contractor will 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.
- b) The Contractor will ensure that all equipment used to perform the work is in a state of good repair.
- c) The RCMP reserves the right to have equipment judged to be unsafe, not suitable, or defective and taken out of service.
- d) The Contractor is responsible to supply suitable replacement equipment comparable to that which was originally provided.

## **8. Conversion of Floor Covering**

- a) 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.

## **9. Spaced Assigned**

- a) The RCMP will provide the Contractor with such space as is considered necessary for the performance of the Contractor's duties without undue inconvenience.
- b) The Contractor must not list, publicize, or use in any fashion, for business purpose, the address of a building owned or leased by the RCMP.
- c) A telephone may be installed at the expense of the Contractor, but must be unlisted and not appear in telephone directories or advertised as a business telephone. Cell phone # provided by the RCMP.
- d) The RCMP will not be responsible for damage to the Contractor's supplies, materials, or equipment in the building nor to the Contractor's employees personal belongings brought into the building.

## **10. Access to Building**

- a) Only those employees who have received security clearance, and whose names appear on the Contractor's payroll will be allowed access to the work site.

**11. Employee Register**

- a) The Contractor must ensure all cleaning staff, regardless of hours of work, sign IN and OUT and, enter their arrival and departure times in the register or on sheets provided at the Security Guard's control desk or other designated area.

**12. Security Keys**

- a) All keys entrusted to the Contractor for fulfillment of the Contract will be fully protected at all times and will be controlled by the RCMP.

**13. Log**

- a) The Contractor will maintain a log on a daily basis recording all the completed scheduled/periodic work performed.
- b) The log shall be made available for inspection by the RCMP Site Authority as required.

**14. Quality Standards**

- a) The quality standards, if applicable, shall be maintained to a clean and a hygienic standard, and shall be strictly adhered to.

**15. Damages**

- a) Report any and all maintenance repairs required to the building, heating system, plumbing, electrical or water systems to the RCMP Site Authority.

**Part Six - Standard Practices and Frequencies  
Emergency Response Team (ERT) Building & Trailer  
Janitorial Service Specification**

**Building Cleaning**

**A. General**

The hours during which this work is to be performed are to be governed by the requirements of the occupants of the premises and with the least inconvenience to them. The time and day of the week for the specified service shall be scheduled and completed under arrangement with and to the satisfaction of the RCMP Site Authority.

**Codes for Cleaning Frequencies**

Daily (5 days per week).....	D
Weekly.....	W
Twice Weekly.....	TW
Three Times/Week.....	3TW
Twice Monthly.....	TM
Monthly.....	M
Every 2 <sup>nd</sup> Month.....	E2M
Every 3 <sup>rd</sup> Month.....	E3M
Every 6 <sup>th</sup> Month.....	E6M
Yearly.....	Y
As required.....	AR

1.	Vacuum/clean entire floor area and stairways.	W
2.	Dust all horizontal surfaces, counter tops and furniture, picture frames, cabinets, fixtures, window sills, ledges, etc.	W
3.	Empty all waste baskets and place waste in containers ready for burning or disposal. Dispose of garbage as per the NCO directions.	TW
4.	Wash and disinfect washrooms to ensure sanitary conditions. Including toilet seats (both sides), bowls, urinals, wash basins, all flush tanks, dispensers, mirrors, shelves, high ledges and all exposed piping and plumbing fixtures, floors etc.	TW
5.	Remove waste paper from washrooms. Empty, wash and disinfect sani-cans in washrooms. Replace sani-bags.	TW
6.	Ensure adequate supplies exist in washrooms. Replenish paper towels, toilet tissue and soap.	TW
7.	Sweep and damp mop all vinyl flooring.	TW
8.	Vacuum all carpet, spot clean as necessary, remove salt stains from all walkway mats.	W
9.	Keep mirrors throughout the building clean and polished.	TW
10.	Clean and polish all interior and exterior ornamental metal.	W
11.	Wash and disinfect refuse receptacles in washrooms.	W
12.	Vacuum upholstered furniture and freestanding screens, clean/polish all leather, vinyl and leatherette upholstered furniture.	M
13.	Dust Venetian blinds.	M
14.	Wash all finger marks and smudges from walls, doors, partitions, ledges and framework.	M
15.	Wash all glass partitions, draft deflectors and cabinet glass.	M
16.	Wash door grilles, air intake grilles, air diffusers and metal work.	E3M
17.	Strip, wax, and polish all vinyl floors, remove gum and other foreign residue.	E6M
18.	Garage floors swept and vacuumed.	TM
19.	Wash washroom & shower room walls.	E2M
20.	Dust and polish all wood paneling, walls and partitions.	E6M
21.	Wash interior of all exterior windows, including draft deflectors, skylights and ceiling lights under them, sash window framing, storm sash and screens, leaving all surfaces dry and free of streak marks.	Y

22.	Clean all light fixtures. Include incandescent fixtures and bulbs and washing outside and inside of fluorescent covers and tubes.	E6M
23.	Clean, wash, etc., window coverings, i.e. venetian blinds or draperies.	E6M
24.	Clean all exterior light fixtures as required (minimum twice per year).	E6M
25.	Wash all walls, ceilings, partitions and woodwork.	Y
26.	Steam clean or shampoo all carpets using water extractor type machine. All labour, equipment and materials for this work to be supplied by contractor.	E6M
27.	Clean plugged toilets and drains immediately, providing no plumbing work is required. Notify the RCMP if plumbing work is necessary.	AR
28.	Replace burnt out light bulbs, fluorescent tubes and starters. Dry wipe tubes, bulbs and shielding when making replacements.	AR
30.	Remove and clean mats.	AR
31.	Clean showers.	TW
32.	Clear snow, slush, ice, accumulated and or gravel from entrances. (In front of garage doors area is excluded – no snow clearing required.)	TW

**Appendix 4**

Month: \_\_\_\_\_ 20\_\_\_\_\_

RCMP "F" Division Duties –ERT Bldg & ERT Trailer		Major Operation		
Type	Operations	Frequency	Date Scheduled	Date Completed
Floors				
Resilient Tile or vinyl	Strip and refinish on full floor basis	Every 6 months	May & Nov	
Carpet	On a full floor basis ALL carpet to be vacuumed	Weekly - ERT Building		
	Shampoo	Every 6 months		
Common Furniture	Shampoo	Yearly		
Glass	All interior glass windows and doors to be cleaned *Excludes interior of all exterior windows	Yearly		
Dusting	All window sills – high and low	Monthly		
Drapes	Clean completely All drapes	Every 6 months	Feb & Aug	
Light Fixtures	Wash all light fixtures	Every 6 months	Feb & Aug	
Walls	Wash All walls.	Yearly		
	Wash washroom and stall enclosures.	Every 2 months		
	Wash shower room walls.	Every 2 months		

### **Part Seven - Additional Security Requirement:**

The RCMP has additional departmental requirements and will administer additional checks which will exceed that required by PWGSC /Canadian Industrial Security Directorate (CISD).

All persons working on site must hold a valid "Reliability Status Security Clearance" issued by RCMP Departmental Security.

Contractors must complete RCMP Personnel Screening & Consent forms and documentation, provide photocopies of all applicant's driver's license (or other government issued photo ID), and birth certificate. This information must be provided within five business day of request. Fingerprinting may also be required.