

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**
Public Works and Government Services Canada
ATB Place North Tower
10025 Jasper Ave./10025 ave. Jaspe
5th floor/5e étage
Edmonton
Alberta
T5J 1S6
Bid Fax: (780) 497-3510

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

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

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

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

Comments - Commentaires

Title - Sujet Garrison Medical Buildings- Janitor	
Solicitation No. - N° de l'invitation W0127-15ES01/A	Date 2015-02-23
Client Reference No. - N° de référence du client W0127-15ES01	
GETS Reference No. - N° de référence de SEAG PW-\$EDM-014-10386	
File No. - N° de dossier EDM-4-37154 (014)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-04-07	Time Zone Fuseau horaire Mountain Standard Time MST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Lau (EDM), Chris	Buyer Id - Id de l'acheteur edm014
Telephone No. - N° de téléphone (780) 497-3981 ()	FAX No. - N° de FAX (780) 497-3510
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE EDMONTON GARRISON STN FORCES P.O.BOX 10500 EDMONTON Alberta T5J4J5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Public Works and Government Services Canada
ATB Place North Tower
10025 Jasper Ave./10025 ave Jasper
5th floor/5e étage
Edmonton
Alberta
T5J 1S6

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

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Janitorial Services – Garrison Medical Buildings, Edmonton, Alberta

PART 1 - GENERAL INFORMATION

1. Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, Insurance Requirements, Evaluation Criteria and DND 626 Task Authorization Form.

2. Summary

2.1 A contract for the supply of all labour, materials, equipment, tools, supervision, and transportation required to provide janitorial and related services for medical facilities operated by the Department of National Defence (DND) at the Edmonton Garrison and satellite locations in order to provide a clean, safe and hygienic environment for patients, staff and visitors.

2.2 Period of the Contract

The period of the Contract is for two (2) years from contract award.

Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional twelve (12) month periods, under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 21 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

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2.3 For services requirements, Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in article 3 of Part 2 of the bid solicitation.

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

3. Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

The 2003 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2. Submission of Bids

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

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

3. Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes () No ()**

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must

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be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

5. Applicable Laws

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

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

6. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least ten (10) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

7. Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for site visit to be held on:

Date: March 12, 2015

Time: 10:00 AM to 1:00 PM

Location: Building 177, CFB Edmonton Garrison, Edmonton, Alberta

Bidders **must** communicate with the Contracting Authority no later than **March 9, 2015 by 2:00pm MST** to confirm attendance and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit. Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-compliant. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical/Management Bid (2 hard copies)
Section II: Financial Bid (1 hard copies)
Section III: Certifications (1 hard copies)

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

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

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

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

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

Section I: Technical/Management Bid

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

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

In their management bid, bidders must describe their capability and experience, the project management team and provide client contact(s).

Section II: Financial Bid

- 1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.

- 1.2 Exchange Rate Fluctuation

SACC Manual clause C3011T (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Technical/Management Evaluation

Mandatory and point rated technical evaluation criteria in accordance with the Annex "D", Evaluation Criteria

1.2 Financial Evaluation

- a) Proposed prices must be submitted in accordance with the Basis of Payment, Annex "B"
- b) For each of the four years shown in Annex "B", Section I, Scheduled Work, the Firm Monthly Rates (A) will be multiplied by the Weighting Factor in Months (C) to obtain the Extended Rates for each item.
- c) For each of the four years shown in Annex "B", Section II, Unscheduled Work, the Firm Unit Prices (A) will be multiplied by the Estimated Usages (B) to obtain the extended rates for each item.
- d) Results of the calculations in 1.2 b) and c) above will be added together to obtain the total evaluated price.

2. Basis of Selection

2.1 To be declared responsive, a bid must:

- a) comply with all the requirements of the bid solicitation; and
- b) meet all mandatory criteria; and
- c) obtain the required minimum of 80 percent of the points of the technical evaluation criteria for each of the four (4) categories subject to point rating:
 - (i) minimum of 103.2 points for category Organization and Management (Total points = 129);
 - (ii) minimum of 80 points for category Health & Safety (Total points = 100);
 - (iii) minimum of 80 points for category Quality Assurance (Total points = 100);
 - (iv) minimum of 40 points minimum for category Supervisor(s) Expertise & Experience (Total points= 50).

2.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive.

2.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 80% for the technical merit and 20% for the price.

2.4 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 80%.

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- 2.5** To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 20%
- 2.6** For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- 2.7** Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 80/20 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (80%) and Price (20%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 80 = 68.15$	$89/135 \times 80 = 52.74$	$92/135 \times 80 = 54.52$
	Pricing Score	$45/55 \times 20 = 16.36$	$45/50 \times 20 = 18.00$	$45/45 \times 20 = 20.00$
Combined Rating		84.51	70.74	74.52
Overall Rating		1st	3rd	2nd

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions [2003](#). The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for

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employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list
(http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from
[Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

2. Additional Certifications Required Precedent to Contract Award

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

2.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

2.2 Education and Experience

SACC Manual clause A3010T (2010-08-16), Education and Experience

PART 6 - FINANCIAL AND OTHER REQUIREMENTS

1. Financial Capability

SACC Manual clause A9033T (2012-07-16), Financial Capability

2. Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex "C".

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of

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the Contracting Authority and meet the requirement within that time period will render the bid non-responsive

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

1.2 Task Authorization

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

1.2.1 Task Authorization Process

1.2.1.1 The Project Authority will provide the Contractor with a description of the task using the "Task Authorization Form for non-DND clients" or "DND 626, Task Authorization Form" or "Task Authorization" form specified in Annex "E".

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

1.2.1.3 The Contractor must provide the Project Authority), within five (5) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

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

1.2.2 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$50,000.00, Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.

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

1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

1.2.4 Periodic Usage Reports - Contracts with Task Authorizations

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

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

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

The quarterly periods are defined as follows:

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

The data must be submitted to the Contracting Authority no later than ten (10) calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain (contracting authority to edit the text as applicable):

For each authorized task:

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

For all authorized tasks:

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

1.2.5 Task Authorization - Department of National Defence

The administration of the Task Authorization process will be carried out by the project authority. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

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2035 (2014-09-25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

3. Term of Contract

3.1 Period of the Contract

The period of the Contract is from _____ (*insert start date*) to _____ inclusive (*insert end date*).

3.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional twelve (12) month periods, under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least twenty one (21) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

4. Authorities

4.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Christopher Lau
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch

5th Floor, ATB Plaza North
10025 Jasper Ave.
Edmonton, AB T5J1S6

Telephone: 780-497-3981
Facsimile: 780-497-3510
E-mail address: christopher.lau@pwgsc.gc.ca

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

4.2 Project Authority

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____

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Address: _____

Telephone: ____ - ____ - ____

Facsimile: ____ - ____ - ____

E-mail address: _____

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

4.3 Contractor's Representative

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____ - ____ - ____

Facsimile: ____ - ____ - ____

E-mail address: _____

5. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

6. Payment

6.1 Basis of Payment

For the Work described in Annex "A" - Statement of Work:

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price, for a cost of \$_____ (*insert the amount at contract award*). Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.2 Limitation of Expenditure - Task Authorizations

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

Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

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

6.3 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- (a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (b) all such documents have been verified by Canada;
- (c) the Work performed has been accepted by Canada.

6.4 SACC Manual Clauses

SACC Manual Clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual Clause C2000C (2007-11-30), Taxes - Foreign-based Contractor

6.5 Discretionary Audit

SACC Manual Clause C0705C (2010-01-11), Discretionary Audit

6.6 Time Verification

SACC Manual Clause C0710C (2007-11-30), Time and Contract Price Verification

7. Invoicing Instructions

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

Each invoice must be supported by:

- (a) a copy of the invoices, receipts, vouchers for all direct expenses.

- 7.2** Invoices must be distributed as follows:

- (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

8. Certifications

8.1 Compliance

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

9. Applicable Laws

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The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified by the bidder in its bid, if applicable.*)

10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2014-09-25), Higher Complexity - Services
- (c) Annex "A", Statement of Work;
- (d) Annex "B", Basis of Payment;
- (e) Annex "C", Insurance Requirements;
- (f) Annex "D", DND 626, Task Authorization Form
- (g) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*), as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

11. Defence Contract

SACC Manual Clause A9006C (2012-07-16), Defence Contract

12. SACC Manual Clauses

SACC Manual Clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

OR

SACC Manual Clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)

SACC Manual Clause A9062C (2011-05-16), Canadian Forces Site Regulations

13. Insurance - Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex "C". The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

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14. Contract Financial Security

- 14.1** The Contractor must provide one of the following contract financial securities within ten (10) calendar days after the date of contract award:
- a performance bond form [PWGSC-TPSGC 505](#) in the amount of 10 percent of the Contract Price; or
 - a performance bond form [PWGSC-TPSGC 505](#) and a labour and material payment bond form [PWGSC-TPSGC 506](#), each in the amount of 10 percent of the Contract Price; or
 - a labour and material payment bond form [PWGSC-TPSGC 506](#) in the amount of 10 percent of the Contract Price; or
 - a security deposit as defined in clause [E0008C](#) in the amount of 10 percent of the Contract Price.

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

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

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ANNEX "A"
STATEMENT OF WORK
(As Attached)

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ANNEX "B"

BASIS OF PAYMENT

(As Attached)

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ANNEX "C"

INSURANCE REQUIREMENTS

Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the contract.

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ANNEX “D”
EVALUATION CRITERIA
(As Attached)

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ANNEX “E”

DND 626, Task Authorization Form

(As Attached)

ANNEX “A”

Department of National Defence Edmonton Garrison Medical Buildings Janitorial Services Contract

Requirement:

A contract for the supply of all labour, materials, equipment, tools, supervision, and transportation required to provide janitorial and related services for medical facilities operated by the Department of National Defence (DND) at the Edmonton Garrison and satellite locations in order to provide a clean, safe and hygienic environment for patients, staff and visitors.

Appendices:

- A.** Special instructions, cleanable areas, and plumbing fixtures
- B.** List of rooms by risk of functional area
- C.** Building drawings
- D.** Statutory holidays

Sub-Annexes:

- A.** Guide and Standards for Cleaning Services for CF Health Services Clinics and HS Administrative Facilities
- B.** CF H Svcs Gp Instruction 4070-01: Infection Prevention and Control in Canadian Forces Health Services Centres
(http://www.publichealthontario.ca/en/eRepository/IPAC_Clinical_Office_Practice_2013.pdf)

References:

- A.** Public Health Agency of Canada - Routine Practices and Additional Precautions Assessment and Educational Tools
- B.** Public Health Ontario – Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices
- C.** Public Health Ontario – Infection Prevention and Control for Clinical Office Practice

PART 1 – GENERAL

1.1 Description of Work

Work under this contract covers the supply of all labour, equipment, materials, and supervision required to provide janitorial and related services for medical facilities operated by the Department of National Defence (DND) at the Edmonton Garrison and satellite locations in order to provide a clean, safe and hygienic environment for patients, staff and visitors.

1.2 Definitions

“Annually” means once a year;

“Business Days” means every day except Saturdays, Sundays, and federal statutory holidays;

“Clean” means the removal of dirt or contaminating matter from an object or surface;

“Disinfect” means to destroy harmful bacteria and viruses using an approved and appropriate cleaning solution;

“Deep Clean” means removal of all dirt from floor surfaces prior to waxing;

“Dusting” means the removal of loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachment;

“Engineer” means the Base Construction Engineering Officer or their authorized representative;

“IPAC” means Infection Prevention and Control;

“Mandatory Requirements” means criteria that must be met in order to qualify as a compliant bidder.

“OH&S” means Occupation Health and Safety;

“PMED” means Preventative Medicine;

“Quarterly” means every three (3) months;

“Semi-annually” means twice (2) a year;

“Spot Cleaning” means the removal of marks, smudges, stains, scuff marks and graffiti with a moistened cloth followed by a dry cloth;

“Spray wax and buff” means to spray a buffing solution on a swept floor, approximately 45 centimetres ahead of the buffing machine, then operate the buffing pad to remove black marks and irregularities. Floor shall be swept after spray buffing;

“Wash” means to scrub with clean water and appropriate cleaning solution.

1.3 Documents

The contractor shall maintain at each building one copy of each of the following:

- a) Building floor plan;
- b) DND reviewed Material Safety Data Sheet (MSDS);
- c) Copy of approved work schedule;
- d) Building sign in log, to be located on outside of storage door area; and
- e) Garrison Fire and Safety Regulations.

1.4 Contractor’s Use of Site

.1 Keys for all doors to rooms requiring janitorial services will be supplied to the Contractor. The Contractor shall sign for all keys, and shall not make copies without the express written consent of the Engineer.

.2 Use of site will be complete for the execution of work except as follows:

.1 Any restrictions imposed by Garrison Standing Orders, such as restricting access to specific buildings during certain hours. All applicable Garrison Standing Orders will be provided to the contractor by the Engineer;

.2 Do not unreasonably encumber site with materials and equipment;

.3 Execute work with the least possible interference or disturbance to occupants and the normal use of premises;

.4 Cleaning staff shall not open drawers or cabinets or disturb papers on desks;

.5 The Contractor shall accept liability for damages caused to DND property resulting from work under this contract and shall repair or replace any damaged property at no cost to DND; and

.6 Provide temporary barriers and/or warning signs in locations where risk to occupants has increased due to cleaning work (ie wet floors).

.3 When desks or other furniture must be moved to facilitate work under this contract, such movement will be the responsibility of the Contractor at no extra cost. After cleaning, all desks and furniture shall be replaced to the original position.

.4 The Engineer will allocate storage rooms or areas in each building for the Contractor’s use.

.5 Report any malfunction of the electrical, heating, or plumbing equipment or any damages to the building to the Engineer.

.6 Under no circumstances shall intoxicants be permitted or consumed in any areas under this Contract.

1.5 Contractor

.1 The Contractor shall have on “on site” supervisor during scheduled work who shall make decisions on behalf of the Contractor. This person shall be able to be contacted by the Engineer by pager or cell phone.

.2 The supervisor and all staff must, at a minimum, be able to meet Public Service Level A for both reading and oral interaction in English.

.3 The supervisor shall contact the Engineer daily at 0930 hours in order to receive new instructions and updates.

.4 The supervisor shall submit a weekly employment attendance record for the previous week on the morning of the first business day of each week.

.5 The Contractor shall, on request of the Engineer, replace any supervisor or employee who, in the opinion of the Engineer, is incompetent or has been conducting themselves inappropriately.

1.6 Inspections

.1 The Contractor will be expected to perform numerous inspections and audits to ensure a high level of cleanliness is maintained.

.2 Throughout the duration of this contract, the Engineer will also conduct inspection tours of all sites. The Contractor or their authorized representative shall accompany the Engineer as and when requested.

.3 For purposes of determining situations of non-compliance, inspections shall be carried out jointly by the Engineer and the Contractor or their representative.

.4 Random inspections will also be carried out by IPAC and/or PMED representatives from DND, including spot checks to ensure that appropriate levels of disinfectant solutions are used.

1.7 Security Requirements

.1 The Contractor and all employees shall abide by all security regulations of the Edmonton Garrison, as established by the Garrison Commander. Security infractions will be subject to punitive action.

.2 The Contractor shall provide proof of Canadian Police Information Centre (CPIC) checks for all personnel working in DND buildings. At the request of the Engineer, the Contractor will remove any personnel deemed to be a security concern. Any cost associated with obtaining the CPIC check is the responsibility of the Contractor.

.3 All personnel performing work under the Contract must wear clothing that makes them easily identifiable as members of the Contractor's staff (smocks, aprons or uniforms)

.4 The Contractor shall supply nametags with picture identification for all employees. These nametags shall be worn in plain view at all times when on DND property.

1.8 Work Schedule

.1 The Contractor shall provide a labour distribution and shift schedule to the Engineer showing the exact days and times that the cleaning schedule will be carried out. All changes must be approved by the Engineer prior to the changes becoming effective. The schedule is to be submitted prior to the effective date of the Contract. Problems encountered by the Contractor shall be reported to the Engineer.

.2 Inspection and interim reviews of work progress based on work schedule will be conducted by the Engineer, and the schedule will be updated by the Contractor in conjunction with and to the approval of the Engineer.

.3 At the request of the Engineer, the schedule for cleaning of specific areas can be modified as required.

1.9 Employees

.1 The Contractor shall provide sufficient employees for the cleaning of the various areas and in accordance with the approved schedule.

.2 If it is determined by the Engineer that an inadequate job is being done, the Contractor will be required to increase his staff at no additional cost to DND.

.3 The minimum age for cleaners shall be 18 years old and bondable. Under no circumstances shall the Contractor allow their staff to bring children or visitors to the work site.

.4 All new employees shall be properly instructed on cleaning procedures and are to have a minimum two-week training period, to include an orientation of the building assigned under the supervision of a senior cleaner.

.5 All employees are to have WHMIS training. Certification shall be submitted to the Engineer prior to commencing work.

1.10 Basis of Pricing

- .1** It is the intention of DND to let this contract on a firm, all-inclusive price per month based on a cost per square metre for providing janitorial services as specified.
- .2** The cleanable areas covered in this contract are broken down based on level of risk by room. The risk levels for each room are listed in Appendix B, and shown in drawings in Appendix C, with the level indicated by colour. The risk levels are:
 - a.** Very High Risk – indicated by red;
 - b.** High Risk – indicated by yellow;
 - c.** Significant Risk – indicated by green; and
 - d.** Low Risk – indicated by blue.
- .3** Items to be included in the Basis of Pricing are:
 - .1** Rate per square metre for each level of risk;
 - .2** Rate per square metre for carpet steam cleaning; and
 - .3** Hourly rate for cleaning not specified, ie flood clean up or other cleaning services requested by the Engineer.
 - .4** Any areas added to or deleted from the original contract will be charged at the rate for the appropriate level of risk.

1.11 Assignment of Work

- .1** The Contractor may not sub-contract any portion of the work assigned, with the exception of the shampooing of carpets, floor stripping and waxing, and other specialty services requested by the Engineer.

1.12 Building Smoking Environment

- .1** Garrison Edmonton has a no smoking policy in effect; the Contractor is to obtain a copy of this policy from the Engineer and shall adhere to it.

1.13 Hours of Work

- .1** The Contractor and staff shall conduct the majority of work required between the hours of 0730 and 1600 hrs each day, or as otherwise directed in Appendix A “Special Instructions”

.2 The Contractor shall provide a labour distribution and shift schedule to the Engineer showing the exact days and times that the cleaning schedule will be carried out. All changes must be approved by the Engineer prior to the changes becoming effective. The schedule is to be submitted prior to the effective date of the Contract.

.3 Inspection and interim review of work progress based on work schedule will be conducted by the Engineer, and the schedule will be updated by the Contractor in conjunction with and to the approval of the Engineer.

1.14 Miscellaneous

.1 If required, it is the Contractor's responsibility to arrange for office space at their own expense.

.2 It is the Contractor's responsibility to arrange for laundry facilities at their own expense.

PART 2 – SAFETY REQUIREMENTS

2.1 Safety Measures

- .1** The Contractor and all their employees shall be familiar with this section and its requirements.
- .2** Garrison General Safety Regulations shall be adhered to at all times. A copy of these regulations will be provided to the Contractor by the Engineer.
- .3** Eye or face protection shall be worn when handling any material liable to injure or irritate the eyes or skin.
- .4** Hearing protection shall be worn when entering or working in a noise hazardous area. This includes but is not limited to areas where aircraft are running, shop operations where sound levels exceed 85 decibels and operators of vehicles or equipment which produce excessive noise.
- .5** All hazardous material must be identified and labelled in accordance with the Workplace Hazardous Information System (WHMIS). Copies of the Material Safety Data Sheets (MSDS) shall be supplied to both the Garrison Fire Chief and the Engineer, and must be clearly accessible and visible in all cleaners storage rooms.
- .6** All employees who handle or are exposed to hazardous materials as defined under the Hazardous Products Act (WHMIS Legislation) shall be WHMIS trained in accordance with the act. The Contractor shall provide to the Engineer proof that all employees have had WHMIS training.
- .7** MSDS for all material falling under the WHMIS program shall be supplied to each building by the Contractor and be readily accessible to all on site personnel.
- .8** All work sites which may pose a potential hazard to the public shall be cordoned off and signs prominently placed, warning of possible dangers. Contractor is to supply correct signs.
- .9** All Alberta Occupational Health and Safety Regulations shall be adhered to at all times.

PART 3 – FIRE SAFETY REQUIREMENTS

3.1 Fire Safety Plan

.1 The Contractor and their personnel shall be familiar with this section and its requirements.

3.2 Fire Department

.1 The Engineer shall coordinate arrangements for the Contractor to have a briefing with the Garrison Fire Hall.

3.3 Reporting Fires

.1 The Contractor and their personnel shall know the locations of the nearest fire alarms and emergency telephone numbers.

.2 Report immediately all fire incidents to the Fire Hall as follows:

- a. activate nearest fire alarm, or
- b. Telephone **911 – EMERGENCY ONLY.**

.3 Persons reporting a fire by phone will give location of fire, name and number of building, and be prepared to verify the location.

3.4 Interior and Exterior Fire Protection and Alarm Systems

.1 Fire protection and alarm systems shall not be obstructed at any time.

.2 Fire hydrants, standpipes, and hose systems shall not be used for other than fire fighting purposes.

3.5 Debris and Waste Materials

.1 Debris and waste materials shall be kept to a minimum.

.2 The burning of debris is prohibited at Garrison Edmonton.

.3 All debris shall be removed from the work site at the end of work shift and placed in designated dumping containers on Crown property or as directed by the Engineer.

3.6 Flammable Liquids

.1 The handling, storage, and use of flammable liquid are governed by the current National Fire Code of Canada.

- .2 Transfer of any flammable liquid from one container to another is prohibited within any Garrison building.
- .3 Transferring of flammable liquids shall not be carried out in the vicinity of open flame or heat producing devices.
- .4 Naptha or gasoline shall not be used as solvents or cleaning agents.
- .5 Flammable liquids shall be stored in approved containers located in a safe, ventilated area, and shall be kept to a minimum.

3.7 Fire Inspections

- .1 The Garrison Fire Chief shall be allowed unrestricted access to the work site.
- .2 The Contractor shall cooperate with the Garrison Fire Chief during routine inspections of the work site.
- .3 The Contractor shall immediately remedy all unsafe situations observed by the Garrison Fire Chief or his representative.

3.8 Miscellaneous

- .1 Mops designated for waxing floors shall be stored in a suspended position to allow free circulation of air around the heads of the mops and a drip pan will be utilized as required.
- .2 Storage areas shall be kept clean, tidy, and organized to reduce fire and safety hazards. There shall be no food storage in storage rooms. Contractor shall be responsible to inspect on a regular basis.
- .3 No hot plates or electric utensils will be used in rooms or storage areas where cleaning equipment is kept.

PART 4 – ENVIRONMENTAL PROTECTION

4.1 Fires

- .1** Fires and/or burning of debris on the Garrison is prohibited.

4.2 Disposal of Waste

- .1** Debris and waste materials shall not be buried on the Garrison.
- .2** Do not dispose of waste or volatile materials, such as mineral spirits, oils, or paint thinner into waterways, storm or sanitary sewers.
- .3** Control disposal or run off of water containing suspended materials or other harmful substances in accordance with local authority requirements.
- .4** Biohazard waste shall be disposed of in accordance with Health Canada guidelines.
- .5** The Contractor shall not be responsible for the collection or disposal of Biohazard Sharps.

PART 5 – MATERIAL AND EQUIPMENT

5.1 Provision of Equipment

- .1** The Contractor shall supply all equipment required to provide a complete janitorial service.
- .2** All cleaning equipment and machinery supplied by the Contractor will be maintained properly to the manufacturer's standards. The Contractor will immediately replace or repair any equipment that is worn out, broken, or that the Engineer finds to be improperly maintained.
- .3** The contractor shall supply all toilet paper, paper towels, hand soaps, garbage bags, etc, necessary to provide complete sanitation throughout. Paper towel and toilet paper are to be a 2-ply brand and fit in the existing dispensers. Damages to dispensers shall be reported to the Engineer for repair or replacement.
- .4** All materials such as soaps, detergents, germicides, scouring materials, cleaners, wax, and sealers where applicable, must comply with the latest specifications of the Canadian Government Specification Board. All material and methods must be environmentally safe and be suitable for, but not harmful to, the surfaces intended.
- .5** Spot checks will be performed on cleaning solutions to ensure that Contractor is utilizing adequate concentrations of disinfectant.
- .6** The Contractor shall provide a list of all cleaning products to be used including the MSDS sheets prior to commencement of the Contract.

5.2 Manufacturer's Instructions

- .1** Unless otherwise specified, comply with the manufacturer's latest printed instructions for material and application methods.
- .2** The Contractor shall notify the Engineer in writing of any conflict between these specifications and manufacturers instructions. The Engineer will designate which document shall be followed.

5.3 Cleaning Products

- .1** The Contractor shall use the suggested cleaning products listed in Annex A, "Guide and Standards for Cleaning Services for CF Health Services Clinics and HS Administrative Facilities".
- .2** If the Contractor would like to use products not in the referenced list, they must obtain written approval from the IPAC nurse prior to use.

.3 The IPAC nurse may change the list of acceptable products at any time due to changes in guidelines and regulations or unsatisfactory performance of the current cleaning product. The Contractor shall make every effort to change over the products they are using in a timely manner.

5.4 Delivery and Storage

.1 Deliver, store, and maintain packaged material and equipment with the manufacturer's seals and labels intact.

.2 Prevent damage, adulteration, and soiling of material and equipment during delivery, handling, and storage. Immediately remove rejected material and equipment from site.

.3 Store material and equipment in accordance with manufacturer's instructions.

.4 All cleaning materials shall be stored in approved, appropriately labelled containers.

5.5 Equipment

.1 All electrical equipment shall be CSA approved.

.2 Maintain all equipment in good working order.

.3 Equipment that is not in good working order will be considered rejected, and shall be removed from site.

.4 Provide temporary warning signs in locations where work is adjacent to areas used by public and creates a hazardous condition ie "wet floor".

.5 Vacuum cleaners are to have a HEPA filter installed.

PART 6 – EXECUTION

6.1 Method of Cleaning

- .1** Clean interior of buildings in accordance with the Minimum Cleaning Frequency identified in Guide and Standards for Cleaning Services for CF Health Services Clinics and HS Administrative Facilities, included in Annex A of this specification.
- .2** The risk levels of all areas are defined in Appendix B and Appendix C of this specification. The required service levels for each risk level are defined in Annex A of this specification.
- .3** Any changes in the service and frequency of cleaning will be made in writing by the Engineer to the Contractor.
- .4** The Contractor shall carry out the standard practices as specified in this section.

6.2 Cleaner Education

- .1** All personnel who will be performing work under this contract shall attend an educational session on infection prevention and control, to be coordinated by the clinic IPAC nurse.

6.3 Floor Surfaces

- .1** Prior to mopping, dirt shall be removed by sweeping with a brush, broom, dust mop, or by vacuuming.
- .2** All flooring, to include baseboards, kick plates, and stairs shall be maintained at a high standard of cleanliness, ensuring removal of all boot and scuff marks.
- .3** Mopping will remove dirt which cannot be swept up. The following rules shall be strictly followed:
 - .1** Cleaning shall be done using clear warm water and a mild neutral soap mopping solution;
 - .2** The concentration of cleaning solution used in the mopping pail shall be in accordance with the manufacturer's recommendation for the type of cleaning being undertaken. Solution shall be changed frequently;
 - .3** Mop, rinse, and dry small areas of the floor at a time;
 - .4** Care shall be taken not to splash baseboards or furniture;

.5 Corners and other areas that cannot be properly cleaned by mop shall be cleaned by hand;

.6 Furniture that is moved shall be returned to its original position upon completion of cleaning; and

.7 When mopping heavily soiled areas, Contractor shall make use of the “double bucket” system.

.4 Waxing

.1 Wax shall be applied with an appropriate industry mop. The Contractor shall ensure that the mop is free of soap. Wax shall be applied in both directions;

.2 Buffing shall be done only after wax has completely dried. A buffing machine shall be used to bring the floor to the desired lustre; and

.3 Wax shall not be applied nearer than 3 inches to wall filing cabinets or other floor mounted fixtures.

.5 Wax Removal

.1 Wax shall be removed by deep scrubbing with an approved stripper;

.2 Floor shall be mopped with a neutral soap solution, rinsed, and dried thoroughly before using or applying another treatment; and

.3 Solvents shall not be used on asphalt tile, rubber tile, or mastipave floor covering.

.6 Stain removal

.1 Adequate precautions shall be taken when removing stains to ensure that the material is not damaged; and

.2 Contractor shall obtain advice from and shall follow the instructions of the Engineer in removing stains.

.7 Carpets and Rugs

.1 Use a vacuum cleaner in good working condition, with an approved rug vacuuming attachment; and

.2 Steam cleaning shall be carried out using a water and detergent solution applied under pressure by a self contained motor driven unit.

6.4 Wall Surfaces

.1 Walls shall be cleaned using a neutral soap solution, working from the bottom to the top to prevent streaking, and rinsing from the top to the bottom with clear, clean water.

.2 A large sponge or a soft, dry, clean cloth shall be used to apply the washing solution. A separate sponge or cloth shall be used for rinsing.

6.5 Removal of Garbage and Recycling

.1 Garbage shall be removed daily unless otherwise indicated.

.2 Paper product recycling bins shall be emptied daily unless otherwise indicated.

6.6 Windows

.1 Windows shall be cleaned on the inside with a cloth dampened in clear water and dried with a chamois skin.

.2 Interior panes of exterior windows shall be cleaned on an annual basis up to a height of 10 feet.

.3 All interior glass and entrance doors shall be spot cleaned on a weekly basis.

6.7 Venetian Blinds

.1 Use a static based duster to clean venetian blinds

6.8 Washrooms

.1 The washrooms shall be cleaned starting from clean and going to dirty, ie begin with counters and fixtures, and end with urinals/toilets and floors.

.2 Clothes used for cleaning shall be changed frequently, and clothes that are used for cleaning toilets/urinals shall not be used to clean counters and fixtures.

.3 Toilet bowls and Seats

.1 Wash bowl inside and out with a germicidal soap solution;

.2 Wipe top and bottom of seat, outside of bowl, tank, and cover with a clean, damp cloth; and

.3 Work toilet brush as far into traps as it will reach, and wash thoroughly under the rounded inside rim of the toilet bowl;

.4 Urinals

- .1 Urinals shall be cleaned in the same manner as the toilets; and
- .2 Disinfectant deodorant blocks shall not be used in the urinals unless requested by the Engineer.
- .5 Wash Bowls
 - .1 Remove (scrub) dirt and grease with germicidal soap solution; and
 - .2 Remove stains with a damp cloth rubbed on soap grit cake.
- .6 Showers and Tubs (to include floors)
 - .1 Remove (scrub) dirt and grease with germicidal soap solution and rinse thoroughly;
 - .2 Ensure appropriate cleaning solution is used for the appropriate surface; and
 - .3 Shower mats shall be removed and the floors underneath cleaned.
- .7 Fixtures
 - .1 Vanities and ledges shall be cleaned with germicidal soap solution and rinsed well;
 - .2 Mirrors shall be cleaned thoroughly and wiped clear with a lint free cloth;
 - .3 Waste receptacles, soap dispensers, and partitions shall be cleaned with germicidal soap solution, rinsed, and wiped dry with a clean cloth; and
 - .4 Benches in washrooms shall be cleaned with an approved germicidal cleaner.
- .8 Walls and partitions shall be scrubbed corner to corner and top to bottom with an approved germicidal cleaner.

Annex “B” - Basis of Payment Tables (For more details, refer to Appendix A: Special instructions)

- Prices are in Canadian dollars.
- Prices include all costs related to providing the service described in the Statement of Work such as the cost of supervision, supplies, equipment, etc.
- Firm monthly rates are all-inclusive for Scheduled services (Daily, weekly, monthly, annually, etc., as described in the Statement of Work).
- Prices remain firm for the period of the Contract and option years.
- GST is not included in the unit prices but will be added to any invoice issued against the Contract as a separate item.
- A portion of the Work is Scheduled and a portion of the Work is Unscheduled (As and When Requested). Unscheduled Work will be requested in writing using form DND 626 - Task Authorization form.

Contract Year 1:						
I. Scheduled Work: all-inclusive monthly rate for scheduled services described in Annex A:						
Item	Description	Firm Monthly Rate (A)	Cleanable area in m ² (B)	Rate Per m ² per month (A/B)	Weighting factor in Months (C)	Annual Extended Rate (AxC)
01	Blg 162 main floor including connecting link & CT scanner	\$_____/Month	2580.3 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$____
02	Blg 162 Second floor	\$_____/Month	1140.0 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$____
03	Blg 162 CDU's	\$_____/Month	640.1 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$____
04	Blg 185 Physio Therapy Clinic	\$_____/Month	392.5 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$____
II. UNSCHEDULED WORK: Work that arises from-time-to-time, such as emergency clean-ups, and work that has been identified as upon request in the Statement of Work, Annex A.						
Item	Description	Firm Unit Prices (A)	Estimated Usages (B)	Extended Price (A x B)		
1	All-inclusive hourly rate for cleaning not already scheduled, Monday – Friday during regular working hours.	\$_____/Hour	250 Hours	\$____		
2	All-inclusive hourly rate for cleaning not already scheduled, Monday – Friday outside regular working hours.	\$_____/Hour	250 Hours	\$____		
3	All-inclusive hourly rate for cleaning not already scheduled, outside regular working hours, weekends and statutory holidays	\$_____/Hour	250 Hours	\$____		
III. AREA TO BE ADDED / DELETED:						
1	<p>In the case of the addition or elimination of cleanable space, the change in the amount of space of the contract shall be calculated using the firm (monthly) rate per m2 identified above, and in accordance with the following formula:</p> <p>The firm monthly rate per m2 for Scheduled Cleaning operations shall be multiplied by twelve months divided by two hundred and fifty working days. This amount shall be multiplied by the additional or eliminated m2. The ensuing amount shall then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount shall then constitute the sum by which the contract shall be increased or decreased.</p>					

Contract Year 2:**I. Scheduled Work:** all-inclusive monthly rate for scheduled services described in Annex A:

Item	Description	Firm Monthly Rate (A)	Cleanable area in m ² (B)	Rate Per m ² per month (A/B)	Weighting factor in Months (C)	Annual Extended Rate (AxC)
01	Blg 162 main floor including connecting link & CT scanner	\$_____/Month	2580.3 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____
02	Blg 162 Second floor	\$_____/Month	1140.0 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____
03	Blg 162 CDU's	\$_____/Month	640.1 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____
04	Blg 185 Physio Therapy Clinic	\$_____/Month	392.5 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____

II. UNSCHEDULED WORK: Work that arises from-time-to-time, such as emergency clean-ups, and work that has been identified as upon request in the Statement of Work, Annex A.

Item	Description	Firm Unit Prices (A)	Estimated Usages (B)	Extended Price (A x B)
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2	All-inclusive hourly rate for cleaning not already scheduled, Monday – Friday outside regular working hours.	\$_____/Hour	250 Hours	\$_____
3	All-inclusive hourly rate for cleaning not already scheduled, outside regular working hours, weekends and statutory holidays	\$_____/Hour	250 Hours	\$_____

III. AREA TO BE ADDED / DELETED:

1	<p>In the case of the addition or elimination of cleanable space, the change in the amount of space of the contract shall be calculated using the firm (monthly) rate per m2 identified above, and in accordance with the following formula:</p> <p>The firm monthly rate per m2 for Scheduled Cleaning operations shall be multiplied by twelve months divided by two hundred and fifty working days. This amount shall be multiplied by the additional or eliminated m2. The ensuing amount shall then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount shall then constitute the sum by which the contract shall be increased or decreased.</p>
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Option Year 1:**I. Scheduled Work:** all-inclusive monthly rate for scheduled services described in Annex A:

Item	Description	Firm Monthly Rate (A)	Cleanable area in m ² (B)	Rate Per m ² per month (A/B)	Weighting factor in Months (C)	Annual Extended Rate (AxC)
01	Blg 162 main floor including connecting link & CT scanner	\$_____/Month	2580.3 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____
02	Blg 162 Second floor	\$_____/Month	1140.0 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____
03	Blg 162 CDU's	\$_____/Month	640.1 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____
04	Blg 185 Physio Therapy Clinic	\$_____/Month	392.5 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$_____

II. UNSCHEDULED WORK: Work that arises from-time-to-time, such as emergency clean-ups, and work that has been identified as upon request in the Statement of Work, Annex A.

Item	Description	Firm Unit Prices (A)	Estimated Usages (B)	Extended Price (A x B)
1	All-inclusive hourly rate for cleaning not already scheduled, Monday – Friday during regular working hours.	\$_____/Hour	250 Hours	\$_____
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3	All-inclusive hourly rate for cleaning not already scheduled, outside regular working hours, weekends and statutory holidays	\$_____/Hour	250 Hours	\$_____

III. AREA TO BE ADDED / DELETED:

1	<p>In the case of the addition or elimination of cleanable space, the change in the amount of space of the contract shall be calculated using the firm (monthly) rate per m2 identified above, and in accordance with the following formula:</p> <p>The firm monthly rate per m2 for Scheduled Cleaning operations shall be multiplied by twelve months divided by two hundred and fifty working days. This amount shall be multiplied by the additional or eliminated m2. The ensuing amount shall then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount shall then constitute the sum by which the contract shall be increased or decreased.</p>
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Option Year 2:**I. Scheduled Work:** all-inclusive monthly rate for scheduled services described in Annex A:

Item	Description	Firm Monthly Rate (A)	Cleanable area in m ² (B)	Rate Per m ² per month (A/B)	Weighting factor in Months (C)	Annual Extended Rate (AxC)
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04	Blg 185 Physio Therapy Clinic	\$_____/Month	392.5 m ² (Total Scheduled)	\$_____/m ² /mo	12 months	\$____

II. UNSCHEDULED WORK: Work that arises from-time-to-time, such as emergency clean-ups, and work that has been identified as upon request in the Statement of Work, Annex A.

Item	Description	Firm Unit Prices (A)	Estimated Usages (B)	Extended Price (A x B)
1	All-inclusive hourly rate for cleaning not already scheduled, Monday – Friday during regular working hours.	\$_____/Hour	250 Hours	\$____
2	All-inclusive hourly rate for cleaning not already scheduled, Monday – Friday outside regular working hours.	\$_____/Hour	250 Hours	\$____
3	All-inclusive hourly rate for cleaning not already scheduled, outside regular working hours, weekends and statutory holidays	\$_____/Hour	250 Hours	\$____

III. AREA TO BE ADDED / DELETED:

1	<p>In the case of the addition or elimination of cleanable space, the change in the amount of space of the contract shall be calculated using the firm (monthly) rate per m2 identified above, and in accordance with the following formula:</p> <p>The firm monthly rate per m2 for Scheduled Cleaning operations shall be multiplied by twelve months divided by two hundred and fifty working days. This amount shall be multiplied by the additional or eliminated m2. The ensuing amount shall then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount shall then constitute the sum by which the contract shall be increased or decreased.</p>
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ANNEX D - TECHNICAL EVALUATION CRITERIA SCORING GRID					
MANDATORY CRITERIA					
To be considered responsive, a bid must meet all of the following Mandatory Evaluation Criteria AT BID CLOSING . Bidders must demonstrate their ability to meet those requirements. Bids not meeting all of the mandatory requirements will be given no further consideration.					
Article	Description	Met	Not Met	Bidder's Reference Page and Paragraph	Evaluator's Rationale
M1	The Bidder must provide acceptance of PWGSC General Conditions and Resulting Contract Clauses contained in this solicitation.				
M2	The Bidder must provide pricing in Canadian currency for all items in the Basis of Payment Annex "B". The format of pricing must not be altered except with the inclusion of bidder's unit prices or mark up percentages.				
M3	The Bidder or a defined representative must have *certification from the Contracting Authority of their attendance of the Mandatory Site Visit. *Certification: To receive Canada's certification of attendance of the Mandatory Site Visit, the Bidder's Representative must be in attendance each time attendance is checked by Canada, otherwise, certification will not be granted. Canada will publish a list of the Bidder's company name that received its certification of attendance in an amendment to the RFP that will be published after the Mandatory Site Visit. Bidder's, whose company name is included in this published attendance list, will have complied with this Mandatory Technical Criteria.				
M4	The Bidder's proposal must fully demonstrate that their proposed on-site Manager has a minimum of two (2) years of hospital building cleaning experience in the last ten (10) years (from the bid closing date) and has a minimum of three (3) years of experience supervising ten (10) or more personnel within the past five (5) years (from the bid closing date). A person of equal qualification shall be employed with the company in the on-site supervisor role for the entire period of the contract				

POINT-RATED CRITERIA					
The proposals will be evaluated on the basis of the following criteria; therefore, bidders are advised to address each area in sufficient depth to show clearly how effectively the work will be done.					
Article	Description	Points Available	Points Received	Bidder's Reference Page and Paragraph	Evaluator's Rationale
P1	<p>ORGANIZATION AND MANAGEMENT</p> <p>Performance of Work:</p> <p>Demonstrate that the Contractor will perform all services as specified in the Statement of Work, Annex "A"; provide an outline demonstrating how the following services will be managed.</p> <p>a) B-162 b) B-162A c) B-185 Physio</p> <p>Total points available for P1 = 15 points maximum</p>	<p>5 points 5 points <u>5 points</u> 15 points maximum</p>			
P2	<p>Overall Contractor's Organization:</p> <p>Provide resumes for key personnel to demonstrate level of education and experience with the Contractor as they related to assigned roles and responsibilities.</p> <p>1) Key Position 1 - Highest level of education achieved:</p> <p>a) High School Diploma b) College Diploma c) Undergraduate Degree d) Masters Degree</p> <p>Key Position 1 – Number of Years at this level within the company</p> <p>e) 12 – 23 months f) 24 – 35 months g) 36 – 47 months h) 48 + months</p>	<p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p> <p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p>			

	<p>2) Key Position 2 - Highest level of education achieved:</p> <p>i) High School Diploma j) College Diploma k) Undergraduate Degree l) Masters Degree</p> <p>Key Position 2 – Number of Years at this level within the company</p> <p>m) 12 – 23 months n) 24 – 35 months o) 36 – 47 months p) 48 + months</p> <p>3) Key Position 3 - Highest level of education achieved:</p> <p>q) High School Diploma r) College Diploma s) Undergraduate Degree t) Masters Degree</p> <p>Key Position 3 – Number of Years at this level within the company</p> <p>u) 12 – 23 months v) 24 – 35 months w) 36 – 47 months x) 48 + months</p> <p>Total points available for P2 = 24 points maximum</p>	<p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p> <p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p> <p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p> <p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p>				
P3	<p>Team assigned to this Contract:</p> <p>Indicate the number of personnel that will be utilized to carry out the services.</p> <p>Number of supervisors (who may also be cleaners)</p> <p>a) 1 supervisor per shift</p> <p>Number of day cleaners</p> <p>b) 4 day cleaners c) 5 day cleaners d) 6 day cleaners</p>	<p><u>1 point</u> 1 point maximum</p> <p>1 point 2 points <u>3 points</u> 3 points maximum</p>				

	<p>Number of weekend cleaners e) 4 weekend cleaners f) 5 weekend cleaners g) 6 weekend cleaners</p> <p>Number of resources and capacity to provide additional resources, if and when required h) 2 additional resources available on call 24/7 i) 4 additional resources available on call 24/7 j) 6 additional resources available on call 24/7</p> <p>Total points available for P3 = 10 points maximum</p>	<p>1 point 2 points <u>3 points</u> 3 points maximum</p> <p>1 point 2 points <u>3 points</u> 3 points maximum</p>			
P4	<p>Monitoring of Contractor's Staff:</p> <p>Describe the Contractor's intended methods to supervise and monitor the staff to ensure the work performance adheres to the Quality Standards specified in the Request for Proposal. a) Supervisor on site 40 hours/week b) ISO 9000 Certified company</p> <p>Total points available for P4 = 15 points maximum</p>	<p>5 points 10 points 15 points maximum</p>			
P5	<p>Resolution of Problems:</p> <p>Provide a description of how you would resolve issues related to staff shortage, absenteeism or other reasons. a) Recruitment strategies b) Employee retention</p> <p>Total points available for P5 = 10 points maximum</p>	<p>5 points 5 points 10 points maximum</p>			

P6	<p>Equipment List:</p> <p>Demonstrate that the Contractor is able to supply all equipment required to carry out the Work. Provide a list of mechanical equipment, including specifications, age of equipment (not used for assessment but for information purposes only) and quantities, the Contractor will have available to carry out the services.</p> <ul style="list-style-type: none"> a) Min - 3 no. of vacuums, 3 no. of floor machines & auto scrubbers combined b) Min - 6 no. of Janitor carts 2 no. wet vacuums c) Min - 4 no. of buckets/mops, 6 brooms dustpans d) Min -, 8 dry mops, 20 wet floor signs e) Min – 2 vehicles for transporting resources, supplies and for supervision f) Min – 10% back-up for all required equipment <p>Total points available for P6 = 30 points maximum</p>	<p>5 points</p> <p>5 points</p> <p>5 points</p> <p>5 points</p> <p>5 points</p> <p>5 points</p> <p>30 points maximum</p>			
P7	<p>Materials and Products List:</p> <p>Demonstrate that the Contractor is able to supply all materials or products required to carry out the Work. Provide a list of the materials or products, including the brand name and/or manufacturer, your firm intends to use to carry out the services. Indicate if they are environmentally friendly as 10 points extra are awarded as indicated.</p> <ul style="list-style-type: none"> a) Germicidal type soap b) General Purpose type soap c) Stain removing, spot cleaning, heavy duty clears d) Environmentally friendly <p>Total points available for P7 = 25 points maximum</p>	<p>5 points</p> <p>5 points</p> <p>5 points</p> <p>10 points</p> <p>25 points maximum</p>			
		129	Maximum Points Available:		
		103.2	Minimum Acceptable Score (80%):		
			Bidder Score:		

HEALTH & SAFETY					
P8	<p>Health and Safety Practices:</p> <p>Describe the type of training provided to employees to maintain a healthy and safe working environment and to adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by National, Provincial and/or Territorial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits, and procedures.</p> <p>a) Health and Safety Practices Document / Manual</p> <p>Provide proof of the following certification which all resources have received the following training:</p> <p>b) First Aid Level 1 c) Two week medical facility training d) Green Cleaning e) Contractor Safety Orientation Checklist f) WHMIS (Workplace Hazardous Materials Information System) g) Weekly Safety Meetings/Safety Toolbox Talk h) Floor Maintenance</p> <p>Total points available for P9 = 75 points maximum</p>	<p>5 points</p> <p>10 points 10 points 15 points 10 points 10 points 5 points 10 points 75 points maximum</p>			
P9	<p>Emergency Cleanups:</p> <p>A detailed plan for the response to emergency cleanups including but not limited to floods due to natural causes or sewer back-up.</p> <p>a) Contact information b) 1-2 resources available with security clearance c) 2-4 resources available d) Under 1 hour response time e) Back up plan</p> <p>Total points available for P9 = 25 points maximum</p>	<p>5 points 5 points 5 points 5 points 25 points maximum</p>			
		100			
		80			

QUALITY ASSURANCE				
P10	<p>Quality Assurance Program:</p> <p>A demonstration the quality standards described herein shall be strictly adhered to as it relates to the Contractor's commitment towards a quality organization and the Contractor's method of maintaining and improving quality services. Provide a detailed description of the Quality Assurance Program currently employed by the Contractor, including the employee involvement.</p> <p>a) Bidder's Quality Assurance Manual b) ISO9000 Certification c) Bidder's Quality Assurance Manual + ISO9000 Certification</p> <p>Total points available for P10= 40 points maximum</p>	20 points 30 points 40 points 40 points maximum		
P11	<p>Quality Service Training:</p> <p>Percentage of resources who have received all training described at P8 b, c, d, e, f, g, and h.</p> <p>a) 50% of employees have received all required training b) 75% of employees have received all required training c) 100 % of employees have received all required training</p> <p>Total points available for P11 = 30 points maximum</p>	10 points 20 points 30 points 30 points maximum		
P12	<p>Resolution of Problems:</p> <p>Provide a description of how you would resolve issues related to quality of service due to poor performance, absenteeism or other reasons.</p> <p>a) Bidder's Problem Resolution Manual b) ISO9000 Certification c) Bidder's Problem Resolution Manual + ISO9000 Certification</p> <p>Total points available for P12= 30 points maximum</p>	10 points 20 points 30 points 30 points maximum		
		100		
		80		

Design: Forms Management 993-4050
Conception : Gestion des formulaires 993-4062

Instructions for completing DND 626 - Task Authorization

Contract no.

Enter the PWGSC contract number in full.

Task no.

Enter the sequential Task number.

Amendment no.

Enter the amendment number when the original Task is amended to change the scope or the value.

Increase/Decrease

Enter the increase or decrease total dollar amount including taxes.

Previous value

Enter the previous total dollar amount including taxes.

To

Name of the contractor.

Delivery location

Location where the work will be completed, if other than the contractor's location.

Delivery/Completion date

Completion date for the task.

for the Department of National Defence

Signature of the DND person who has delegated **Authority** for signing DND 626 (level of authority based on the dollar value of the task and the equivalent signing authority in the PAM 1.4). **Note:** the person signing in this block ensures that the work is within the scope of the contract, that sufficient funds remain in the contract to cover this task and that the task is affordable within the Project/Unit budget.

Services

Define the requirement briefly (attach the SOW) and identify the cost of the task using the contractor's quote on the level of effort. The Task must use the basis of payment stipulated in the contract. If there are several basis of payment then list here the one(s) that will apply to the task quote (e.g. milestone payments; per diem rates/labour category hourly rates; travel and living rates; firm price/ceiling price, etc.). All the terms and conditions of the contract apply to this Task Authorization and cannot be ignored or amended for this task. Therefore it is not necessary to restate these general contract terms and conditions on the DND 626 Task form.

Cost

The cost of the Task broken out into the individual costed items in **Services**.

GST/HST

The GST/HST cost as appropriate.

Total

The total cost of the task. The contractor may not exceed this amount without the approval of DND indicated on an amended DND 626. The amendment value may not exceed 50% (or the percentage for amendments established in the contract) of the original value of the task authorization. The total cost of a DND 626, including all amendments, may not exceed the funding limit identified in the contract.

Applicable only to PWGSC contracts

This block only applies to those Task Authorization contracts awarded by PWGSC. The contract will include a specified threshold for DND sole approval of the DND 626 and a percentage for DND to approve amendments to the original DND 626. Tasks that will exceed these thresholds must be passed to the PWGSC Contracting Authority for review and signature prior to authorizing the contractor to begin work.

Note:

Work on the task may not commence prior to the date this form is signed by the DA Authority - for tasks within the DND threshold; and by both DND and PWGSC for those tasks over the DND threshold.

Instructions pour compléter le formulaire DND 626 - Autorisation des tâches

N° du contrat

Inscrivez le numéro du contrat de TPSGC en entier.

N° de la tâche

Inscrivez le numéro de tâche séquentiel.

N° de la modification

Inscrivez le numéro de modification lorsque la tâche originale est modifiée pour en changer la portée.

Augmentation/Réduction

Inscrivez le montant total de l'augmentation ou de la diminution, y compris les taxes.

Valeur précédente

Inscrivez le montant total précédent, y compris les taxes.

À

Nom de l'entrepreneur.

Expédiez à

Endroit où le travail sera effectué, si celui-ci diffère du lieu d'affaires de l'entrepreneur.

Date de livraison/d'achèvement

Date d'achèvement de la tâche.

pour le ministère de la Défense nationale

Signature du représentant du MDN auquel on a délégué le **pouvoir d'approbation** en ce qui a trait à la signature du formulaire DND 626 (niveau d'autorité basé sur la valeur de la tâche et le signataire autorisé équivalent mentionné dans le MAA 1.4). **Nota :** la personne qui signe cette attache de signature confirme que les travaux respectent la portée du contrat, que suffisamment de fonds sont prévus au contrat pour couvrir cette tâche et que le budget alloué à l'unité ou pour le projet le permet.

Services

Définissez brièvement le besoin (joignez l'ET) et établissez le coût de la tâche à l'aide de la soumission de l'entrepreneur selon le niveau de difficulté de celle-ci. Les modalités de paiement stipulées dans le contrat s'appliquent à la tâche. Si plusieurs d'entre elles sont prévues, énumérez ici celle/celles qui s'appliquera/ront à la soumission pour la tâche à accomplir (p.ex. acompte fondé sur les étapes franchies; taux quotidien ou taux horaire établi selon la catégorie de main-d'œuvre; frais de déplacement et de séjour; prix fixe ou prix plafond; etc.). Toutes les modalités du contrat s'appliquent à cette autorisation de tâche et ne peuvent être négligées ou modifiées quant à la tâche en question. Il n'est donc pas nécessaire de répéter ces modalités générales afférentes au contrat sur le formulaire DND 626.

Prix

Mentionnez le coût de la tâche en le répartissant selon les frais afférents à chaque item mentionné dans la rubrique **Services**.

TPS/TVH

Mentionnez le montant de la TPS/TVH, s'il y a lieu.

Total

Mentionnez le coût total de la tâche. L'entrepreneur ne peut dépasser ce montant sans l'approbation du MDN, formulaire DND 626 modifié à l'appui. Le coût de la modification ne peut pas être supérieur à 50 p. 100 du montant initial prévu dans l'autorisation de tâche (ou au pourcentage prévu dans le contrat pour les modifications). Le coût total spécifié dans le formulaire DND 626, y compris toutes les modifications, ne peut dépasser le plafond de financement mentionné dans le contrat.

Ne s'applique qu'aux contrats de TPSGC

Le présent paragraphe s'applique uniquement aux autorisations de tâche accordées par TPSGC. On inscrira dans le formulaire DND 626 un plafond précis qui ne pourra être approuvé que par le MDN et un pourcentage selon lequel le MDN pourra approuver des modifications au formulaire DND 626 original. Les tâches dont le coût dépasse ces plafonds doivent être soumises à l'autorité contractante de TPSGC pour examen et signature avant qu'on autorise l'entrepreneur à débiter les travaux.

Nota :

Les travaux ne peuvent commencer avant la date de signature de ce formulaire par le responsable du MDN, pour les tâches dont le coût est inférieur au plafond établi par le MDN, et par le MDN et TPSGC pour les tâches dont le coût dépasse le plafond établi par le MDN.

APPENDIX “A” – SPECIAL INSTRUCTIONS

CATEGORY CLEANING AREA m2

BLDG 162 MAIN FLOOR INCLUDING

CONNECTING LINK & CT SCANNER ROOM

Total bldg area = 2669.5 m2

+	20.3 m2 (connecting link)
+	<u>13.1 m2</u> (CT scanner)
	2702.9 m2 Total Main floor
-	13.9 m2 (Rm 175 Mech Rm)
-	37.4 m2 (Rm 168 Loading Dock/Receiving)
-	6.9 m2 (Rm 173 Flammable Stores)
-	22.9 m2 (Rm 169 Main Electrical)
-	9.9 m2 (Rm 171 Sprinkler Rm)
-	11.8 m2 (Rm 155 MDF Rm, now Comp server rm)
-	7.0 m2 (Rm 185 Telecomms)
-	<u>12.8 m2</u> (Rm 181 Electrical)
	2580.3 m2 Total cleanable area

Square Metres by Categories

Low Risk (Blue):	1746.1 m2
Significant Risk (Green):	345.0 m2
High Risk (Yellow):	435.2 m2
Very High Risk (Red):	<u>54.0 m2</u>
	2580.3 m2

Notes

1. Rooms highlighted in red will be on an “as requested” basis.
2. Rooms without a coloured dot shall be considered blue, to include all corridors, vestibules, stairwells, and elevators, and rooms 107, 123A, 131, 133A, 135, 177, and 178.

Fixtures

1.	Toilets	13
2.	Urinals	2
3.	Shower Stalls	4
4.	Changerooms	2
5.	Bathtubs	2
6.	Sinks	35

CLEANING AREA m2

BLDG 162 SECOND FLOOR

Total bldg area = 1140 m2 Total cleanable area

Square Metres by Categories

Low Risk (Blue):	573.5 m2
Significant Risk (Green):	47.4 m2
High Risk (Yellow):	147.4 m2
Very High Risk (Red):	<u>371.7 m2</u>
	1140.0 m2

Notes

1. Rooms 232, 234, 240, 241, 242, 268, and 266 will be on an “as requested” basis.
2. Rooms without a coloured dot shall be considered blue, to include all corridors, vestibules, stairwells, and elevators.

Fixtures

1.	Toilets	6
2.	Urinals	1
3.	Shower Stalls	2
4.	Changerooms	2
5.	Sinks	63

CLEANING AREA m2

BLDG 162B CDU's

Total bldg area = 640.1 m2 Total cleanable area

Square Metres by Categories

Low Risk (Blue):	221.3 m2
Significant Risk (Green):	Nil
High Risk (Yellow):	418.8 m2
Very High Risk (Red):	<u>Nil</u>
	640.1 m2

Notes

3. Rooms A-16, B-7, and C-16 will be on as "as requested" basis.
4. Rooms without a coloured dot shall be considered blue, to include all corridors, vestibules, stairwells, and elevators.

Fixtures

1.	Toilets	3
4.	Sinks	21

CLEANING AREA m2

BLDG 185 PHYSIO THERAPY CLINIC

Total bldg area = 392.5 m2 Total cleanable area

Square Metres by Categories

Low Risk (Blue):	62.3 m2
Significant Risk (Green):	Nil
High Risk (Yellow):	330.2 m2
Very High Risk (Red):	<u>Nil</u>
	392.5 m2

Notes

1. Only rooms marked with colour dots are included under this contract.

Fixtures

1 sink in Hydro rm 128

Appendix "B" - List of Rooms by Risk of Functional Area

Table 1 Dental: Low Risk Functional Areas

Room #	Room Name
202	Clinic Co-ordinator Office
204A	Photocopier Room
205A	Records Room
208	Det Commander Office
217	Janitor Closet
220	Computer Room
223	General Xray Processing Room
225	General Xray Processing Room
228	Dental Officer Office
230	Panaoramic Xray Processing Room
236	Dental Storage Room
251	Lunch and Training area
252	HSOTU Office
253	Ops and Training Office
254	Admin Office
255	CO's Office
257	Office
259	Office
263	X ray
265	Storage Area
266	Dark Room

Table 2 Dental: Significant Risk Functional Areas

Cleanliness is required for hygiene and asthetic reasons. It involves regular and frequent cleaning with "spot cleaning" in between, followed by *disinfection* with a germicidal detergent.

Room #	Room Name
211	General Xray Room #1
211A	General Xray Room #2
215	Clinic Assistant Laboratory
231	Panoramic Xray Room
233	General Xray Room #3

Table 3 Dental: High Risk Functional Areas

Cleanliness requires regular and frequent cleaning with "spot cleaning" in between, followed by *disinfection* with a germicidal detergent.

Room #	Room Name
201	Dental Entrance Vestibule

203	Dental Reception Area
205	Dental Orderly Room
219	Public Washroom
221	Public Washroom
243	Women's Locker Room
244	Women's Change Room
245	Women's Washroom
246	Women's Shower
247	Men's Locker Room
248	Men's Change Room
249	Men's Washroom
250	Men's Shower

Table 4 Dental: Very High Risk Functional Area

Cleanliness must be maintained through intense and frequent cleaning followed by *disinfection* with a germicidal detergent.

Room #	Room Name
206	Operator #1 and #2
207	Hygienist Operator #1
209	Hygienist Operator #2
210	Operator #3 and #4
212	Operator #5 and #6
213	Sterilizing Room
214	Operator #7 and #8
216	Operator #9 and #10
218	Specialist Operator #1
222	Specialist Operator #2
224	Operator #11
224A	Operator #12
226	Operator #13
226A	Operator #14
227	Hygienist Operator #3
229	Hygienist Operator #4
256	Regular Operator
258	Specialist Operator
260	Specialist Operator
261	Sterilization
262	Regular Operator

Table 1 B-162B

Low Risk Functional Areas

Room #	Room Name
A-2a	HCC
A-3	Med Records
A-11	Printer Room
B-2a	HCC
B-3	Med Records
B-10	Storage
C-2a	HCC
C-3	Med Records
C-11	Xray

Table 2 B-162B

Significant Risk Functional Areas

Cleanliness is required for hygiene and aesthetic reasons. It involves regular and frequent cleaning with "spot cleaning" in between, followed by *disinfection* with a germicidal detergent.

Room#	Room Name
A-1/1a	Waiting Room / Vestibule
A-2	Reception
A-4	Washroom
A-5	Exam Room
A-6	Exam Room
A-7	Exam Room
A-8	Exam Room
A-9	Exam Room
A-10	Exam Room
A-12	Clinician
A-13	Clinician
A-14	Clinician
A-15	Clinician
B-1/1a	Waiting Room / Vestibule
B-2	Reception
B-4	Exam Room
B-6	Washroom
B-5	Exam Room
B-8	Exam Room
B-9	Exam Room
B-11	Clinician
B-12	Clinician
B-13	Clinician
B-14	Clinician
C-1/1a	Waiting Room / Vestibule
C-2	Reception
C-4	Washroom

C-5	Exam Room
C-6	Exam Room
C-7	Exam Room
C-8	Exam Room
C-9	Exam Room
C-10	Exam Room
C-12	Clinician
C-13	Clinician
C-14	Clinician
C-15	Clinician
C-16	Mechanical / Cleaning Room

Table 1 Clinic

Low Risk Functional Areas

Room #	Room name
101	Main Entrance
104	PCN CDU
106	Dep B Surg
107	Med Electrical Room
108	B Surg
110	Secretary
112	Clinic Manager
113	PCS WO
116	CQI Office
116A	2I/C Clinic
116B	Clinic CSM
116C	Transient Trg
118	Manager DTS
119A	Case Manager Office
119B	Link Nurse
119C	Case Manager Office
119D	Case Manager Office
120	Manager PCS
121	Case Management Reception
122	Conference Room
123	Office
123A	Case Management Team Lead
124	BSWO Sub Waiting
124A	Team Lead Psych/Social
124B	Addictions Counselor Office
124C	Mental Health Reception
124E	Waiting Room
126	Case Manager Office
128	Case Manager Office
130A	Pharmacy Office
134	Janitor Closet
141	Admin Support Specialist Services
143	Office
145	Specialist Services
147	Vestibule
154	Medical Records
155	Medical Records
155	MDF Room
157	AAG/DAG
159	Conference Room
161	Staff Lounge/Kitchen
167	Medical General Storage
168	Loading Dock
176	Storage
177	Finishing Room
179	Heavy work Area

180	Bmet Office
182	Light Work room
183	Group Room
184	Storage
186	Psychiatrist
187	Observation Room
188	Psychologist
189	Storage
190	Padre
191	MO
192	Psychatrist
193	Social Worker
194	Psychologist
195	Mental Health Worker
196	Psychologist
197	Addictions Counselor Office
198	Social Worker
199	Addictions Counselor Office
199A	Social Worker
199B	Social Worker
199C	Social Worker

Table 2 Clinic Significant Risk Functional Areas

Cleanliness is required for hygiene and asthetic reasons. It involves regular and frequent cleaning with "spot cleaning" in between, followed by *disinfection* with a germicidal detergent.

Room #	Room Name
105	Medical Reception Area
115	Washroom
117	Washroom
125	Medical Waiting Area
127	Doctor Office
127A	Admin
127B	Exam Room 2
127C	Exam Room 3
127D	Exam Room 4
127E	Exam Room 5
127F	Exam Room 6
127G	Exam Room
127H	Exam Room
127I	Exam Room
129	Patient Washroom
130	Pharmacy Entrance
132	Patient Washroom
133	Treatment Room
133A	Treatment Room Work Area
136	Patient Washroom

144	Testing Washroom
148	Cast Room
151	Sterilization Dirty
152	Corridor
152A	Exam Room
152B	Exam Room
152C	Washroom
154A	Washroom
164	IPAC Nurse
168	Housekeeping
174	Community Health
178	Washroom

Table 3 Clinic High Risk Functional Areas

Cleanliness requires regular and frequent cleaning with "spot cleaning" in between, followed by *disinfection* with a germicidal detergent.

Room #	Room Name
130	Pharmacy Dispensary
130B	Pharmacy Work Area
130C	Pharmacy Storage
137	Prelim Room
138	Test Sub Waiting Room
140	Ultrasound Suite
142	Radiologist Office
144A	Phlebotomy Room
144B	Lab/Specimen Collection
144C	Main Lab
146	Xray Patient Change Area
146A	Xray Tech Work Area
146B	Xray File Storage Area
146C&D	Xray Viewing Room
146E	Radiography room
158	Med Supply Room
160A	Staff Washroom Female
160B	Staff Showers Female
160C	Staff Lockers Female
162A	Staff Washroom Male
162B	
162C	Staff Showers Male
	Staff Lockers Male
	CT Scanner

Table 4 Clinic Very High Risk Functional Areas

Cleanliness must be maintained through intense and frequent cleaning followed by *disinfection* with a germicidal detergent.

Room #	Room Name
137	Scrub Room
139	Minor Surgery Room
153	Sterilization Clean

Table 1 Physio

Low Risk Functional Areas

Room #	Room Name
127	Office
129	Office/Storage
130	I/C Physio
132	Storage
133	Occupational Therapist

Table 2 Physio

High Risk Functional Areas

Cleanliness requires regular and frequent cleaning with "spot cleaning" in between, followed by *disinfection* with a germicidal detergent.

Room #	Room Name
124	Treatment Room
125	Waiting Room
126	Reception Area
128	Hydrotherapy Room



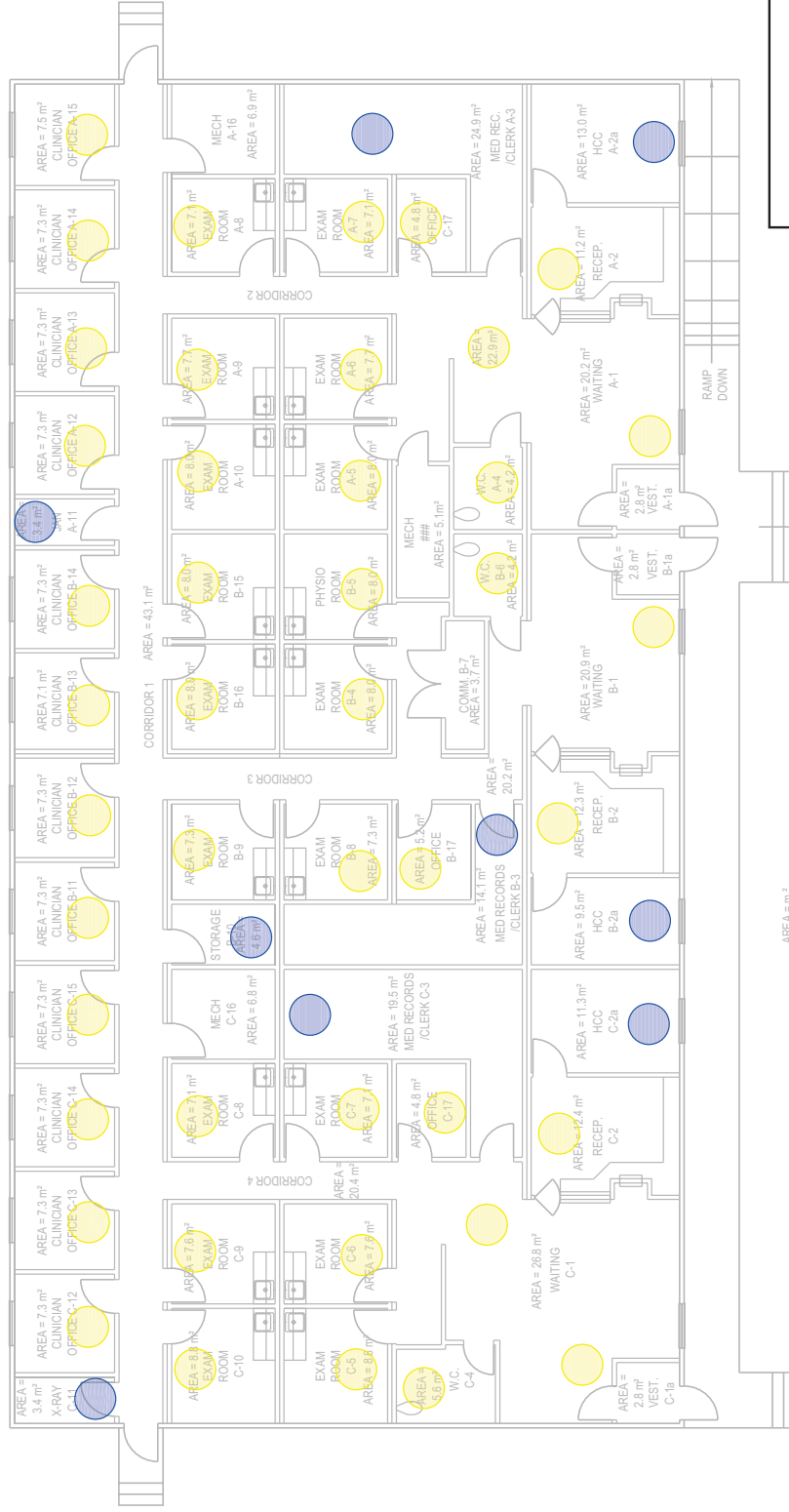
Government of Canada Gouvernement du Canada	
SCALE ÉCHELLE: NTS-BUILDING 162 MAIN	DATE: 2013/06/19
DRAWN DESSINÉ: XX.	DESIGN CONÇU: XX.
Canada	

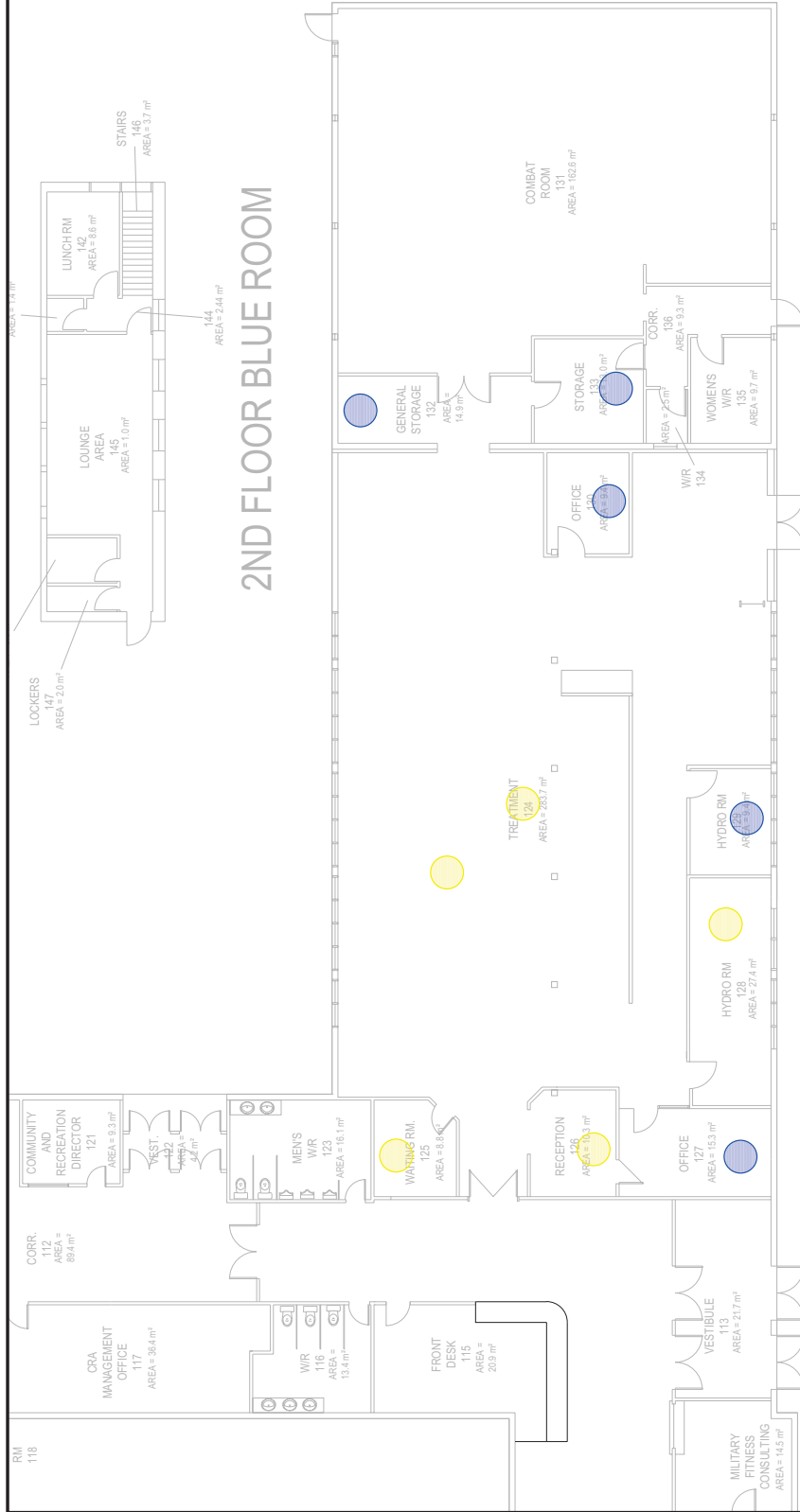
NOT INCLUDED FOR CLEANING

AS REQUESTED

* ALL OTHER AREAS TO BE CLEANED







	Government of Canada
SCALE ÉCHELLE: NTS-BUILDING 185	
DRAWN DESSINÉ: X.X.	DATE: 2013/06/19
DESIGN CONÇU: X.X.	
Canada	

Appendix D – Statutory Holidays

The following days are recognized as Statutory Holidays:

1. New Year's Day;
2. Good Friday;
3. Easter Monday;
4. Victoria Day;
5. Canada Day;
6. The first Monday in August;
7. Labour Day;
8. Thanksgiving;
9. Remembrance Day;
10. Christmas Day; and
11. Boxing Day.

When a Statutory Holiday falls on a Saturday or Sunday, the holiday shall be moved to the first normal working day following the weekend.

SUB-ANNEX "A"

Guide and Standards for Cleaning Services for CF Health Services Clinics and HS Administrative Facilities

1. The following are guidelines and standards of cleaning services for all CF Health Services Clinics and HS Administrative Facilities. They have been developed in conjunction with the CF Health Services Group Headquarters Senior Advisor for Preventive Medicine, the Canadian Forces Support Unit (Ottawa) Health Care Centre Patient Relations/Infection Control Nurse, the National Defence Medical Centre Building Executive Housekeeper and the CF H Svcs Gp HQ Env and Safety Offr/Facility Building Senior.
2. This document is not a policy. However it should be use as a directive and guidelines for achieving housekeeping standards of practice throughout all HS organizations. In addition of abiding to already existing Provincial Health Standards, housekeeping shall be performed in accordance with Health Canada Infection Control Guidelines.
3. Providing high quality cleaning services in healthcare facilities is a key component of delivering modern, effective healthcare. Cleanliness is also of paramount importance to patients and the public and has a role to play in the prevention and control of healthcare associated infections.
4. Of importance is that the process for determining the number of cleaning staff for Canadian Forces Health Services Centres does not rest on the square footage of the Clinic. It should factor in the frequency of cleaning depending on the risk of infection, for example office cleaning, Manager's office, meeting rooms, etc, will require less cleaning frequency than patient care areas such as treatment rooms, examination rooms, etc.

Infection control

The Clinic manager of every clinic is responsible for ensuring that there are effective arrangements for infection control throughout the clinic in accordance with Health Canada Infection Control Guidelines.

This document supports local management in planning to address risk by enabling the effectiveness of cleaning programs to be assessed. Local Infection Prevention and Control and Infection Control committees should be involved in their use and regularly appraised of assessment findings.

Setting clear local policies

In order to ensure timely, effective action and achievement levels, policies should clearly set out the range and scope of work to be undertaken. Local policies should stipulate:

- attainment levels to be achieved;
- clear and measurable outcomes to be sought;
- systems to be used to measure outcomes;
- reports required and the managers who should receive them;
- working methods (including equipment, materials and frequencies);
- operational/training policies and procedures;
- risk assessment protocols;

- service level agreements (SLAs) for each Functional Area; and
- how cleaning services operations and controls dovetail with infection control policies and procedures.

Unclear local cleaning specifications and policies could result in:

risk to the health and safety of healthcare facility users;
 poor public image;
 lack of clients confidence;
 poor value for money;
 poor infection prevention and control

Identifying risk categories

All healthcare facilities should pose minimal risk to healthcare facility users. However, different functional areas represent different degrees of risk and therefore require different cleaning frequencies.

All Functional Areas should be assigned to one of four risk categories, set out below.

In addition to formal auditing, informal monitoring should take place in all areas where cleanliness levels are considered poor.

Very high risk functional areas / Critical Areas

Required service level

Consistently high levels of cleanliness must be maintained. Required outcomes will only be achieved through intense and frequent cleaning followed by disinfection (germicidal detergents).

Both informal monitoring and formal auditing of levels achieved should take place continuously. Over a period of a week, all rooms within a very high risk functional area should be audited at least once.

Functional areas

Very high-risk functional areas may include operating theatres, critical care areas (or intensive care units), accident and emergency departments and other departments where invasive procedures are performed.

Additional internal areas

Bathrooms, staff lounges, offices and any other areas adjoining very high risk functional areas should receive the same intensive levels of cleaning.

High risk functional areas / Sub-Critical Areas

Required service level

Outcomes should be maintained by regular and frequent cleaning with 'spot cleaning' in between, followed by disinfection (germicidal detergents).

Both informal monitoring and formal auditing of cleanliness levels attained should take place continuously. Over a period of one month all rooms within a high-risk functional area should be audited at least once.

Functional areas

High-risk functional areas may include general wards, sterile supplies, public thoroughfares and public toilets and waiting areas.

Additional internal areas

Bathrooms, showers, staff lounges, offices and any other areas adjoining high risk functional areas should receive the same levels of cleaning.

Significant risk functional areas/ Non-Critical Areas**Required service level**

In these areas high levels of cleanliness are required for both hygiene and aesthetic reasons. Outcomes should be maintained by regular and frequent cleaning with 'spot cleaning' in between followed by disinfection (germicidal detergents).

Both informal monitoring and formal auditing of cleanliness levels should take place continuously. Over a period of three months all rooms within a significant risk functional area should be audited at least once.

Functional areas

Significant risk functional areas may include out-patient departments, laboratories, Xray etc.

Additional internal areas

Staff lounges, offices and any other areas not related to patient treatment areas and adjoining significant risk functional areas should receive the same intensive levels of cleaning.

Low risk functional areas / Fringe Areas**Required service level**

In these areas high levels of cleanliness are required for aesthetic and, to a lesser extent, hygiene, reasons. Outcomes should be maintained by regular and frequent cleaning with 'spot cleaning' in between.

Both informal monitoring and formal auditing of cleanliness levels should take place continuously. Over a period of 12 months all rooms within a low risk functional area should be audited at least twice.

Functional areas

Low risk functional areas may include administrative areas, non-sterile supply areas, record storage and archives, building maintenance areas.

Additional internal areas

Staff lounges, offices and any other areas adjoining low risk functional areas should receive the same level of cleaning.

Action

Regular review should form part of the cleaning services quality assurance program. Issues raised should be followed up according to their magnitude and location and lead times identified for remedial action. For example, a problem in an operating theatre will need to be resolved immediately, while one in a stationary storeroom may require checking in a week.

Table 1 Element Specifications ENVIRONMENT

Element	Specification
1. Overall appearance	The area should be tidy, ordered and uncluttered with only appropriate, cleanable, well-maintained furniture used. Any presence of blood or body substances is unacceptable.
2. Odour control	The fabric of the environment and equipment should smell fresh and pleasant. Any deodorizers should be clean and functional.

Patient equipment – direct contact

Element	Specification
3. Commodes, weighing scales, manual handling equipment	All parts including underneath should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages.
4. Medical equipment including intravenous infusion pumps drip stands and pulse oximeters	All parts, including underneath, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages. (Medical staff responsibilities)
NOT CONNECTED TO A PATIENT	
5. Medical equipment including intravenous infusion pumps, drip stands and pulse oximeter	All parts, including underneath, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages. (Medical staff responsibilities)
CONNECTED TO PATIENT	
6. Patient washbowls	All parts, including underneath, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages. Patient washbowls should be decontaminated appropriately between patients and should be stored clean, dry and inverted. Badly scratched bowls should be replaced. (Medical staff responsibilities).

7. Bedside oxygen and suction connectors, earpiece for bedside entertainment system	All parts, including underneath, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages. (Medical staff responsibilities).
8. Patient fans	All parts, including the blades/fins and the underside, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages.

Patient equipment – close contact

Element	Specifications
9. Bedside alcohol hand-wash container, clipboards and notice boards	All parts, including holder of the bedside alcohol hand-wash container, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages. Hand-wash dispensers should be free of product build-up around the nozzle. Splashes on the wall, floor, bed or furniture should not be present
10. Notes and drugs trolley	All parts, including underneath and inside of the notes trolley, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages. (Medical staff responsibilities).
11. Patient personal items including cards and suitcases	All parts of the items should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages. Loose items, such as clothing, should be stored away either in the locker or bag. (Medical staff responsibilities or the patients themselves).
12. Linen trolley	All parts, including underneath, should be visibly clean, with no blood or body substances, dust, dirt, debris and spillages

BUILDING External and internal infra-structures

Element	Specifications
13. Entrance/exit	All entrance/exit areas (including fire exits) should be visibly clean with no blood or body substances, dust, dirt, debris and spillages.
14. Stairs (internal and external)	The complete stair environment (including the treads and banisters) should be visibly clean with no blood or body substances, dust, dirt, debris and spillages.
15. External areas	The complete external areas and fixtures should be visibly clean with no blood or body substances, dust, dirt, debris and spillages.

Fixed assets Hard floors

Element	Specifications
16. Switches, sockets and data points	All wall fixtures such as switches, sockets or data points should be visibly clean with no blood or body substances, dust, dirt, debris, cello tape and spillages.
17. Walls	All wall surfaces (including skirting) should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
18. Ceiling	All ceiling surfaces should be visibly clean with no blood or body substances, dust, dirt, debris and spillages.
19. All doors	All parts of the door structure should be visibly clean so that all door surfaces, vents, frames and jambs have no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
20. All glazing, including partitions	All internal glazed surfaces should be visibly clean and smear free with no blood or body substances, dust, dirt, debris, adhesive tape and spillages visibly present and have a uniform shine appearance.
21. Mirrors	Mirrors should be visibly clean and smear free with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
22. Bedside patient TV	All parts of the bedside patient TV should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and stains.
23. Radiators	All parts of the radiator (including between panels) should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
24. Ventilation grilles extract and inlets	The external part of the ventilation grille should be visibly clean with no blood or body substances, dust, dirt, debris, and cobwebs.
25. Floor – polished	The complete floor, including all edges, corners and main floor spaces, should have a uniform shine and be visibly clean with no blood or body substances, dust, dirt, debris, spillages and scuff marks.
26. Floor – non-slip	The complete floor, including all edges, corners and main floor space, should have a uniform finish and be visibly clean with no blood or body substances, dust, dirt, debris and spillages.

Soft floors

Element	Specifications
27. Soft floor	The complete floor, including all edges and corners, should be visibly clean with no blood or body substances, dust, dirt, debris and spillages. Floors should have a uniform appearance and an even colour with no stains or watermarks.

FIXTURES Electrical fixtures and appliances

Element	Specifications
28. Pest control devices	The pest control device should be free from dead insects, animals or birds and visibly clean. (Pmed, Infection Control and PWGSC responsibilities were applicable).
29. Electrical Items	The casing of any electrical Item should visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape.
30. Cleaning equipment	The cleaning equipment should be visibly clean with no blood or body substances, dust, dirt, debris or moisture.

Furnishings, fixtures and fittings Kitchen fixtures and appliances

Element	Specifications
31. Low surfaces	All surfaces should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
32. High surfaces	All surfaces should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
33. Chairs	All parts of the furniture should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape, stains and spillages.
34. A) Beds (Hskp responsibility)	Upon in-patient discharge - All parts of the bed, including mattress, bed frame and wheels/castors, should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
B) Gurneys & Exam Tables (med staff responsibility)	All parts of the gurney, exam table should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
35. Lockers	All parts of the locker, including wheels/castors and inside, should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape, stains and spillages.
36. Tables	All parts of the table, including wheels/castors and underneath, should be visibly clean with no blood or body substances, dust, dirt, debris, stains, adhesive tape and spillages visibly present.
37. All dispensers and holders	All part of the surfaces of hand soap, paper towel and toilet tissue should be visibly clean with no blood or body substances, dust, dirt, debris, adhesive tape and spillages.
38. Waste receptacles	The waste receptacle should be visibly clean, including lid and pedal, with no blood or body substances, dust, dirt, debris, stains and spillages.

39. Curtains and blinds	Curtains and blinds should be visibly clean with no blood or body substances, dust, dirt, debris, stains and spillages visibly present.
40. Dishwasher	Dishwashers should be visibly clean with no blood or body substances, dust, dirt, debris, stains and spillages and food debris. In some case, the responsibility for the cleaning will rest with the users or cafeteria staff.
41. Fridge and/or freezer	The fridge and/or freezer should be visibly clean with no blood or body substances, dust, dirt, debris and spillages, food debris, build up of ice. In some case, the responsibility for the cleaning will rest with the users or cafeteria staff.
42. Ice machine and/or hot water boiler	The ice machine and/or hot water boiler should be visibly clean with no blood or body substances, dust, dirt, debris and spillages. In some case, the responsibility for the cleaning will rest with the users or cafeteria staff.
43. Kitchen cupboards	The kitchen cupboards should be visibly clean with no blood or body substances, dust, dirt, debris, stains and spillages and food debris. In some case, the responsibility for the cleaning will rest with the users or cafeteria staff.
44. Microwave	All microwave surfaces should be visibly clean with no blood or body substances, dust, dirt, debris and spillages and food debris. In some case, the responsibility for the cleaning will rest with the users or cafeteria staff.

Toilets, sinks, hand-wash basins and bathroom fixtures

Element	Specifications
45. Showers	Showers and equipment such as wall-attached shower chairs should be visibly clean with no blood or body substances, scum, dust, lime scale, stains, deposits and smears.
46. Toilets and bidet	The toilet and bidet should be visibly clean with no blood or body substances, scum, dust, lime scale, stains, deposit and smears.
47. Replenishment	There should be plenty of all consumables such as soap available.
48. Sinks	The sink, and items such as wall-attached dispensers, should be visibly clean with no blood or body substances, dust, dirt, debris, lime scale, stains and spillages. Plugholes and overflow should be free from build-up.
49. Bath	The bath should be visibly clean with no blood or body substances, dust, dirt, debris, lime scale, stains and spillages. Plugholes and overflow should be free from build-up.

CLEANING FREQUENCIES IN CF HEALTH SERVICES CLINICS

1. The use of cleaning frequencies in clinics has been a matter for local consideration since the move away from CF Hospitals input specifications in the 1980s. It has been argued that so long as the framework within which service providers operate is clearly defined then it should be left to their professional judgment as to how often things need to be cleaned to meet the overall need.

2. However this has contributed towards staff not knowing how often things should be cleaned or how to arrange extra cleaning when necessary both of which have caused clinic managers difficulty when making judgments about the level and quality of performance on behalf of their patients.

3. The challenge in setting out recommendations about cleaning frequencies is that clinics differ substantially in terms of their cleaning needs. Older clinics tend to take more looking after and the layout/design of space can impact significantly on the cleaning hours needed. Additionally, the presence of an Emergency Department will have a noticeable effect on the number of patients using the clinic and the time of day when things are at their busiest.

4. It is therefore important to note that the schedule set out in this chapter is a recommendation based on averages taken from open information sources across the health care spectrum. It should be used as a benchmark against which to compare current activity and future specifications. The following fixed/determined variables need to be accounted for locally;

- age/maintenance of the clinic (regardless of their location);
- cleaning staff productivity/motivation;
- issues concerning the recruitment and retention of staff;
- adequate supervision;
- the right kind of (and amount of) cleaning equipment;
- the use of conventional cleaning techniques;
- size (usage) of the clinic;
- type of clinic - acute (with and/or without an Emergency Department).

5. In general, clinics that have high levels of usage will need more cleaning than those that do not.

6. Different parts of a clinic (Functional Areas) will require cleaning at different frequencies depending on the level of risk posed from them not being or being inadequately cleaned. There are four such risk categories and these are:

- Very High (Critical);
- High (Sub-Critical);
- Significant (Non-Critical);
- Low (Fringe) .

7. Each has been assigned a different level of cleaning importance to deal with the varying clinical needs. Each Functional Area is made up of a number of elements floors, ceilings, equipment etc and there are 49 such elements. Each risk category has been assigned a different level of cleaning frequency across the elements. Annex A provide you with the cleaning frequency by areas.

Equipment

All cleaning equipment to be used must be appropriate to the location and surface on which it is to be used. The safety of both the individual using it and the area where it is to be used needs to be ensured through providing adequate training on suitable and safe use as well as adequate maintenance.

Where specialized equipment is required, information should be included on how staff will be trained in its use. Appropriate uniforms and safety equipment as required in the use of different cleaning equipment and products must be available.

Products

The technical information should demonstrate requirements for different cleaning methods and products to treat different surfaces. The staff needs to be trained in the application of different products. Finally, the use of cleaning products should follow appropriate environmental considerations and be carried out regards of health, hygiene and safety of staff and the public. Annex B, provide you with a suggested list of cleaning/disinfectant products.

Annex A to CF H Svcs Gp HQ / Guide for Cleaning Services				
Element	Minimum Cleaning Frequency			
	Very High Risk / Critical	High Risk / Sub-Critical	Significant Risk / Non Critical	Low Risk / Fringe
1. Overall appearance	Continuous as required	Continuous as required	Continuous as required	Continuous as required
2. Odour control	Continuous as required	Continuous as required	Continuous as required	Continuous as required
3. Commodes, weighing scales, manual handling equipment	Clean Contact points after each use	Clean Contact points after each use	Clean Contact points after each use	N/A
4. Medical equipment e.g. Intravenous Infusion pumps drip stand, pulse oximeters, etc. NOT CONNECTED TO A PATIENT (Med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	N/A
5. Medical equipment e.g. Intravenous Infusion pumps drip stand, pulse oximeters, etc. CONNECTED TO PATIENT (Med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	N/A
6. Patient washbowls (Med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	N/A
7. Bedside oxygen and suction connectors, earpiece for bedside entertainment system (Med staff responsibility)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	N/A
8. Patient fans	Case daily	1 full clean daily and between patient use (Case only)	Case daily	N/A
9. Bedside alcohol hand wash container, clipboards & notice boards.	1 full clean weekly	1 full clean monthly	1 full clean quarterly	N/A
10. Notes & drugs trolley (Med staff)	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	N/A
11. Patient personal items e.g. cards, suitcase and personal use items e.g. soft toys and games consoles. (Med staff)	1 full clean weekly	1 full clean weekly	1 full clean weekly	N/A
12. Linen trolley	1 full clean daily and between patient use	1 full clean daily and between patient use	1 full clean daily and between patient use	N/A
13. Entrance/Exit	Contact points daily	Contact point clean daily	Contact points daily	As required
	1 full clean weekly	1 full clean weekly	1 full clean weekly	
	Dust removal 2 full clean daily	Dust removal 2 full clean daily	Dust removal 2 full clean daily	As required
	Wet mop 2 full clean daily	Wet mop 2 full clean daily	Wet mop 2 full clean daily	
	Machine clean weekly	Machine clean weekly	Machine clean weekly	

14. Stairs (Internal & external)	Dust removal 2 full clean daily	Dust removal 2 full clean daily	Dust removal 2 full clean daily	As required
	Wet mop 2 full clean daily Machine clean weekly	Wet mop 2 full clean daily Machine clean weekly	Wet mop 2 full clean daily Machine clean weekly	
15. External areas	1 full clean daily	1 full clean daily	1 full clean daily	As required
16. Switches, sockets & data points	1 full clean daily	1 full clean daily	1 full clean daily	1 full clean weekly
17. Walls For Ors, scrub daily, mop between each case, complete and thorough cleaning every three months	Check Clean daily Dust weekly	1 check clean daily 1 full clean weekly (dust only)	Check Clean weekly Dust monthly	Check Clean weekly
	Washing yearly	1 full Washing yearly	Washing yearly	Washing once every 3 years
	Dust monthly	1 full clean monthly (dust only)	Dust monthly	1 check Dust monthly
18. Ceiling	Washing yearly 1 full clean daily 1 full clean daily	1 full Washing yearly 1 full clean daily 1 check clean daily 1 full clean weekly	Washing yearly 1 full clean weekly 1 Check clean daily 1 full clean weekly	Washing 3 yearly 1 full clean weekly 1 full clean weekly
19. All doors	1 full clean daily	1 full clean daily	1 full clean daily	1 full clean weekly
20. All glazing including partitions	1 full clean daily	1 full clean daily	1 full clean daily	1 full clean weekly
21. Mirrors	1 full clean daily	1 full clean daily	1 full clean daily	1 full clean weekly
22. Bedside patient TV	1 full clean daily	1 full clean daily	1 full clean daily	N/A
23. Radiators	1 full clean daily	1 full clean daily	1 full clean weekly	1 full clean monthly
24. Ventilation grilles extract and inlets	1 full clean daily	1 full clean weekly	1 full clean monthly	1 full clean monthly
25. Floor - Polished	Dust removal 2 full clean daily	Dust removal 1 full clean daily + 1 check clean daily	Dust removal daily	Dust removal 1 full clean weekly + 1 check clean weekly
	Wet mop 2 full clean daily	Wet mop 1 full clean daily + 1 check clean daily	Wet mop daily	Wet mop 1 full clean weekly + 1 check clean weekly
	Machine clean weekly	Machine clean weekly	Machine clean monthly	Machine clean quarterly
	Strip & reseal yearly Dust removal 2 full clean daily	Strip & reseal yearly Dust removal 1 full clean daily + 1 check clean daily	Strip yearly Dust removal daily	Strip & reseal 2 yearly Dust removal 1 full clean weekly + 1 check clean weekly
26. Floor – Non slip	Wet mop 2 full clean daily	Wet mop 1 full clean daily + 1 check clean daily	Wet mop daily	Wet mop 1 full clean weekly + 1 check clean weekly
	Machine clean weekly	Machine clean weekly	Machine clean monthly	Machine clean quarterly

27. Soft floor	2 full clean daily	1 full clean daily + 1 check clean daily	1 full clean daily	1 full clean weekly + 1 check clean weekly
28. Pest control devices	Shampoo 6 monthly and as necessary inbetween Dust removal 1 full clean daily	Shampoo 6 monthly and as necessary inbetween Dust removal 1 full clean daily	Shampoo 12 monthly	Shampoo 2 yearly
29. Electrical items	Full clean monthly Dust removal 1 full clean daily	Full clean monthly Dust removal 1 full clean daily	Dust removal 1 full clean daily	Dust removal 1 full clean daily
30. Cleaning equipment	Full clean monthly	Full clean monthly	Full clean monthly	Full clean monthly
31. Low surfaces	Full clean after each use 2 daily	Full clean after each use 1 full clean daily + 1 check clean daily	Full clean after each use 1 full clean daily	Full clean quarterly Full clean after each use 1 full clean weekly
32. High surfaces	2 times weekly	1 full clean weekly + 1 check clean weekly	1 full clean weekly	1 full clean weekly
33. Chairs	Daily + 1 check clean	1 full clean daily + 1 check clean daily	1 full clean daily	1 full clean weekly
34 A. Beds (Hskp responsibility) 34 B. Gurneys & Exam Tables (Med staff responsibility)	Frame daily Under weekly	Frame daily Under weekly	Frame daily Under weekly	N/A
35. Lockers	Whole on discharge 2 daily	Whole on discharge 1 full clean daily + 1 check clean daily	Whole on discharge 1 full clean daily	N/A
36. Tables	2 daily	1 full clean daily + 2 check clean daily	1 full clean daily	1 full clean weekly
37. All dispensers and holders 38. Waste receptacles	Daily Daily + 1 check clean	Daily 1 full clean daily + 1 check clean daily	Daily 1 full clean daily	N/A 1 full clean daily
39. Curtains & blinds	Deep clean weekly Clean, change or replace yearly Bed Curtains 3 monthly	Deep clean weekly Cleaned, changed or replaced yearly Bed curtains change 6 monthly	1 Deep clean weekly Clean change or replace yearly Bed Curtains replace 12 monthly	1 Deep clean weekly Clean change or replace 2 yearly
40. Dishwasher	1 full + 2 check clean daily	1 full clean daily + 2 check clean daily	1 full clean daily	1 full clean daily
41. Fridge & freezer	3 Check cleans daily 1 full clean weekly	3 check cleans daily 1 full clean weekly (remove all content to clean)	3 check clean daily 1 full clean weekly	1 check clean daily 1 full clean weekly

42. Ice machine and hot water boiler (If on site for Med staff residents)	Daily check clean 1 full clean weekly	1 Daily check clean 1 full clean weekly	1 check clean daily 1 full clean weekly	As required (cafeteria or kitchen)
43. Kitchen cupboards (If on site for Med Staff residents)	1 full clean weekly	1 full clean weekly	1 full clean monthly	1 full clean quarterly (cafeteria or kitchen)
44. Microwave (If on site for Med Staff residents)	1 full + 2 check clean daily	1 full clean daily + 2 check cleans daily	1 full clean daily	1 full clean daily
45. Showers	1 full deep clean daily	1 full clean daily + deep clean every two weeks	As required	As required
46. Toilets & bidet	3 full cleans daily	2 full clean daily + 1 check clean daily	1 full clean daily	1 full clean daily
47. Replenishment	As required	As required	As required	As required
48. Sinks	2 full cleans daily	1 full clean daily + 1 check clean daily	1 full clean daily	1 full clean daily
49. Bath	1 full + 1 check clean daily	1 full clean daily + 1 check clean daily	1 full clean daily	1 full clean daily

SUGGESTED CLEANING PRODUCTS
FOR HEALTH SERVICES CLINICS AND HS ADMINISTRATIVE FACILITIES

Brand Name	Type	Intended for	Frequency of use
Carpets			
Formula 77	Shampoo	Carpets	As required
Chemspec – Spot Lifter	Spotter	Carpets	As required
Bye Bye Foam	De-foamer	Carpets	As required
Floors			
1 st Down	Sealer	Floors	As required, before stripping
Buckeye – Castleguard	Finish	Floors	As required after scrubbing
Buckeye – Revelation	Stripper	Floors	As required
Jontec Combi	Maintainer	Floors	Daily (use of machine)
Equity	Restorer / Burnisher	Floors	As required
Miscellaneous Cleaners			
DRX	Germicidal Detergent	Floors/Surfaces in Patient Treatment areas, ORs, Washrooms	Daily and after every case in pt treatment areas incl minor surgery
Virox5 & Cavi Wipes	Disinfectants	Against virucidal and bacteriacidal agents	As required
Citra-Solve	De-greaser	Floors, Surfaces, Walls	As required
SSN	Neutral cleaner	Office environment	Daily incl dusting
Kleer-Pane	Glass Cleaner	Office environment	As required
Javex	Bleach	Floors, Toilets	Daily
Klinger	Cleaner	Toilet Bowls	Daily
Pledge	Polish	Furniture	As required
Old Dutch	Scouring Powder	Sinks, Toilets	Daily
Tendress	Hand Soap	General purposes	Replacement when required
Purell	Hand Sanitizer	Prevent infection	Replacement when required
Odour Eliminator	Air Freshener	Toilets, Garbage areas	Replacement when required
Hand Cleaner (Paste)	Waterless hand cleaner	Excellent for grease	As required

WD 40	Lubricant	Machinery, Doors etc	As required
Laundry			
Laundry Det	Laundry Detergent	Cleaning soiled linens	Daily
Laundry Break	Heavy-Duty Laundry Detergent	Cleaning soiled linens	Daily
CHLOR-SAN 12	Bleach	Cleaning soiled linens	Daily
SOFT/SOUR	Fabric Softener	Cleaning soiled linens	Daily
Laundry Preen	Degreaser	Uniforms	As required

NOTES FROM COURSE:

Routine Practices L

- ◆ Hospital approved disinfectant should provide broad spectrum disinfection for the more common bacteria and viruses
- ◆ Cleaning procedures for additional precautions will require enhanced cleaning, based on the type of precautions used. E.g. contact precautions: privacy curtains should be changed between patients