

**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada**  
**Government of Canada Building  
101 - 22nd Street East, Suite 110  
Saskatoon  
Sask.  
S7K 0E1  
Bid Fax: (306) 975-5397**

## **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**

|  |   |
|--|---|
| <b>Title - Sujet</b><br>Janitorial Services, NHRC  |   |
| <b>Solicitation No. - N° de l'invitation</b><br>KW405-141347/A   | <b>Date</b><br>2015-10-05   |
| <b>Client Reference No. - N° de référence du client</b><br>KW405-141347  |   |
| <b>GETS Reference No. - N° de référence de SEAG</b><br>PW-\$STN-201-4822   |   |
| <b>File No. - N° de dossier</b><br>STN-5-38015 (201)   | <b>CCC No./N° CCC - FMS No./N° VME</b>                              |
| <b>Solicitation Closes - L'invitation prend fin<br/>at - à 02:00 PM<br/>on - le 2015-11-16</b>   | <b>Time Zone<br/>Fuseau horaire</b><br>Central Standard Time<br>CST |
| <b>F.O.B. - F.A.B.</b><br><b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>                                       |   |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Marsland, Rina  | <b>Buyer Id - Id de l'acheteur</b><br>stn201                        |
| <b>Telephone No. - N° de téléphone</b><br>(306) 241-5742 ( )   | <b>FAX No. - N° de FAX</b><br>(306) 975-5397                        |
| <b>Destination - of Goods, Services, and Construction:<br/>Destination - des biens, services et construction:</b><br>Department of the Environment<br>11 Innovation Boulevard<br>Saskatoon, SK S7N 3H5 |   |

**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/Réception  
des soumissions Travaux publics et Services  
gouvernementaux Canada  
Government of Canada Building  
101 - 22nd Street East  
Suite 110  
Saskatoon  
Saskatche  
S7K 0E1

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

Solicitation No. - N° de l'invitation

KW405-141347/A

Amd. No. - N° de la modif.

File No. - N° du dossier

STN-5-38015

Buyer ID - Id de l'acheteur

stn201

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

KW405-141347

CCC No./N° CCC - FMS No/ N° VME

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## TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>PART 1 - GENERAL INFORMATION .....</b>                               | <b>5</b>  |
| 1.1 INTRODUCTION.....   | 5         |
| 1.2 SUMMARY .....   | 5         |
| 1.3 DEBRIEFINGS .....   | 6         |
| <b>PART 2 - BIDDER INSTRUCTIONS .....</b>                               | <b>7</b>  |
| 2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS .....                 | 7         |
| 2.2 SUBMISSION OF BIDS.....   | 7         |
| 2.3 FORMER PUBLIC SERVANT .....   | 7         |
| 2.4 ENQUIRIES - BID SOLICITATION.....                                   | 9         |
| 2.5 APPLICABLE LAWS .....   | 9         |
| 2.6 MANDATORY SITE VISIT .....  | 9         |
| <b>PART 3 - BID PREPARATION INSTRUCTIONS .....</b>                      | <b>10</b> |
| 3.1 BID PREPARATION INSTRUCTIONS .....                                  | 10        |
| <b>PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>      | <b>12</b> |
| 4.1 EVALUATION PROCEDURES.....  | 12        |
| 4.2 BASIS OF SELECTION.....   | 12        |
| <b>PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>         | <b>14</b> |
| 5.1 CERTIFICATIONS REQUIRED WITH THE BID .....                          | 14        |
| <b>PART 6 – SECURITY AND INSURANCE REQUIREMENTS .....</b>               | <b>15</b> |
| 6.1 SECURITY REQUIREMENTS.....  | 15        |
| 6.2 INSURANCE REQUIREMENTS .....  | 15        |
| <b>PART 7 - RESULTING CONTRACT CLAUSES .....</b>                        | <b>16</b> |
| 7.1 STATEMENT OF WORK.....  | 16        |
| 7.2 STANDARD CLAUSES AND CONDITIONS .....                               | 18        |
| 7.3 SECURITY REQUIREMENTS.....  | 18        |
| 7.4 TERM OF CONTRACT .....  | 18        |
| 7.5 AUTHORITIES .....   | 19        |
| 7.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS ..... | 19        |
| 7.7 PAYMENT .....   | 20        |
| 7.8 INVOICING INSTRUCTIONS .....  | 21        |
| 7.9 CERTIFICATIONS .....  | 21        |
| 7.10 APPLICABLE LAWS.....   | 21        |
| 7.11 PRIORITY OF DOCUMENTS .....  | 21        |
| 7.12 FOREIGN NATIONALS.....   | 22        |
| 7.13 INSURANCE REQUIREMENTS .....                                       | 22        |
| 7.14 CONTRACT FINANCIAL SECURITY .....                                  | 22        |
| <b>ANNEX “A” .....</b>  | <b>23</b> |
| STATEMENT OF WORK .....   | 23        |
| <b>ANNEX “B” .....</b>  | <b>24</b> |
| BASIS OF PAYMENT .....  | 24        |
| <b>ANNEX “C” .....</b>  | <b>26</b> |

Solicitation No. - N° de l'invitation  
KW405-141347/A  
Client Ref. No. - N° de réf. du client  
KW405-141347

Amd. No. - N° de la modif.  
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stn201  
CCC No./N° CCC - FMS No./N° VME

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|  |           |
|--|-----------|
| SECURITY REQUIREMENTS CHECK LIST .....                               | 26        |
| <b>ANNEX "D" .....</b>   | <b>27</b> |
| INSURANCE REQUIREMENTS .....   | 27        |
| <b>ANNEX "E" .....</b>   | <b>30</b> |
| MINIMUM CLEANING STANDARDS FOR JANITORIAL SERVICES REQUIREMENTS..... | 30        |
| <b>ANNEX "F" .....</b>   | <b>33</b> |
| TASK AUTHORIZATION USAGE REPORT FORM.....                            | 33        |

## PART 1 - GENERAL INFORMATION

### 1.1 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 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, the Security Requirements Checklist, the Insurance Requirements, the Task Authorization Form 572 and any other annexes.

### 1.2 Summary

The Department of Environment Canada (EC), National Hydrology Research Centre (NHRC), in Saskatoon, Saskatchewan has a requirement for the provision of Janitorial Services.

The contractor will supply all materials/supplies, equipment, labour and supervision necessary to provide janitorial services, as detailed in Annex A Statement of Work.

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.

The period of this contract will be from date of contract issuance for two years (24 months), with the option to extend by three additional one year (12 month) option periods, dates to be determined at time of contract issuance.

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the **Industrial Security Program (ISP)** of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website".

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).

There is a mandatory site visit associated with this requirement where personnel security screening is required prior to gaining access to PROTECTED information, assets or sites. Consult Part 2 – Bidder Instructions.”

### **1.3 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 from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 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** (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of **2003**, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

**Insert: 240 days**

### 2.2 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.

### 2.3 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 awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### 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.

"*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 FPSs 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.

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than fifteen (15) 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 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## **2.5 Applicable Laws**

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

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.

## **2.6 Mandatory Site Visit**

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at **11 Innovation Boulevard, Saskatoon, SK on October 29<sup>th</sup>, 2015**. The site visit will begin at **09 :00 CST**, in the front entrance of the building.

Bidders must communicate with the Contracting Authority no later than **October 22<sup>nd</sup>, 2015 at Noon** to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. 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**

### **3.1 Bid Preparation Instructions**

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

Section I: Technical Bid (one hard copy)

Section II: Financial Bid (one hard copy)

Section III: Certifications (one hard copy)

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

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>). 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 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.

#### **Section II: Financial Bid**

**3.1.1** 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.

#### **3.1.2 Exchange Rate Fluctuation**

**C3011T** (2013-11-06), Exchange Rate Fluctuation

### **Section III: Certifications**

Bidders must submit the certifications required under Part 5.

### **Section IV: Additional Information**

- 3.1.3** The Company Security Officer (CSO) must ensure through the **Industrial Security Program (ISP)** that the Bidder and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

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

#### **4.1.1 Technical Evaluation**

##### **1.1.1. Mandatory Technical Criteria**

The bidder shall include written confirmation that they can/will meet the mandatory requirements listed below **with their bid.**

1. Contractor shall submit a letter detailing the Contractors business experience and/or staff experience, within **seven (7) days**, upon request of the Contracting Authority.
2. The Contractor shall at all times keep employed/working on site staff who shall have a minimum 3 years work experience at commercial or industrial cleaning, and shall supply a letter of reference from a person who was directly involved in the supervision of their work, for a cleaning company, with their phone number, fax and email for reference checks on awarding of contract.
3. The Contractor shall only use **“Reliability Security Cleared”** persons on this Contract as per the specifications.

#### **4.1.2 Financial Evaluation**

##### **4.1.2.1 Mandatory Financial Criteria**

SACC Manual Clause **A0220T** (2014-06-26), Evaluation of Price

### **4.2 Basis of Selection**

#### **4.2.1 Mandatory Technical Criteria (A0031T)**

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

The lowest evaluated price will be determined by adding the prices in Annex B as indicated by the following calculation:

1. Period One, **(a. x 24) = A**

Plus

2. Option Year One, **(a. x 12) = B**

Plus

3. Option Year Two, **(a. x 12) = C**

Plus

3. Option Year Three, **(a. x 12) = D**

**A + B + C + D = Total evaluated price**

## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional 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 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 will render the bid non-responsive or constitute a default under the Contract.

### 5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

#### 5.1.1 Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, a completed **Declaration Form** (<http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html>), to be given further consideration in the procurement process.

#### 5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information 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 provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

#### 5.2.1 Integrity Provisions – List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

#### 5.2.2 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 employment equity "**FCP Limited Eligibility to Bid**" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](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.

## PART 6 – SECURITY AND INSURANCE REQUIREMENTS

### 6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the **Industrial Security Program (ISP)** of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

### 6.2 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 D.

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 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.

### **7.1 Statement of Work**

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

#### **7.1.2 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.

##### **7.1.2.1 Task Authorization Process (B9054C)**

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.

Task Authorization Process:

1. The Project Authority will provide the Contractor with a description of the task using the "Task Authorization Form" specified in Annex F.
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 and methods of payment as specified in the Contract.
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.
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.

##### **7.1.2.2 Task Authorization Limit (C9011C)**

The Project Authority may authorize individual task authorizations up to a limit of \$10,000.00, Applicable Taxes 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.

##### **7.1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations (B3091C)**

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.



#### **7.1.2.4 Periodic Usage Reports - Contracts with Task Authorizations (B9056C)**

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 or in Annex "F". 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 fifteen (15) 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:

##### **For each authorized task:**

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

##### **For all authorized tasks:**

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TA's.

## 7.2 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>) issued by Public Works and Government Services Canada.

### 7.2.1 General Conditions

**2035** (2015-09-03), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

## 7.3 Security Requirements

**7.3.1** The following security requirements (*SRCL and related clauses provided by ISP*) apply and form part of the Contract.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC. Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the CISD, PWGSC, the Contractor personnel **MAY NOT ENTER** sites without an escort.
3. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - (b) Industrial Security Manual (Latest Edition).

## 7.4 Term of Contract

### 7.4.1 Period of the Contract

The period of the Contract is from date of Contract issuance for two (2) years, (24 months) (**Dates to be determined at contract award**)

### 7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year 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 thirty (30) 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.

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Rina Marsland  
Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch – Western Region  
Government of Canada Building  
101 22<sup>nd</sup> St E, Suite 110  
Saskatoon, SK S7K 0E1

Telephone: 306-241-5742  
Facsimile: 306-975-5397  
E-mail address: rina.marsland@pwgsc-tpsgc.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.

### **7.5.2 Project Authority**

The Project Authority for the Contract is:

- **To be determined**

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.

### **7.5.3 Contractor's Representative**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail: \_\_\_\_\_

## **7.6 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.

## **7.7 Payment**

### **7.7.1 Basis of Payment**

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit prices in accordance with the basis of payment, in Annex B, as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

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

### **7.7.2 Limitation of Expenditure (C6001C)**

1. Canada's total liability to the Contractor under the Contract must not exceed **\$ TBD**. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work 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 approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **7.7.3 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.

### **7.7.4 SACC Manual Clauses**

A9117C (2007-11-30), T1204-Direct Request by Customer Department  
A9068C (2010-01-11), Government Site Regulations

### **7.7.5 Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request

### **7.8 Invoicing Instructions**

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 time sheets to support the time claimed;
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.
    - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

### **7.9 Certifications**

#### **7.9.1 Compliance**

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the additional information, 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.

### **7.10 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Saskatchewan.

### **7.11 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 (2015-09-03), General Conditions – Higher Complexity - Services ;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Insurance Requirements;
- (g) Annex E, Minimum Cleaning Standards for Janitorial Services Requirements;
- (h) the signed Task Authorizations (including all of its annexes, if any);
- (i) the Contractor's bid dated \_\_\_\_\_,

## 7.12 Foreign Nationals

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

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

## 7.13 Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex D . 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.

## 7.14 Contract Financial Security

1. The Contractor must provide one of the following contract financial securities within **fourteen (14)** calendar days after the date of contract award:
  - a. a performance bond form PWGSC-TPSGC 505 in the amount of **ten (10) percent** of the Contract Price; or
  - b. a security deposit as defined in clause E0008C in the amount of **ten (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.

2. Security deposits in the form of government guaranteed bonds with coupons attached will be accepted only if all coupons that are unmaturing, 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.
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

### 7.14.1 SACC Manual clause **E0008C** (2014-09-25), Security Deposit Definition - Contract

Solicitation No. - N° de l'invitation  
KW405-141347/A  
Client Ref. No. - N° de réf. du client  
KW405-141347

Amd. No. - N° de la modif.  
File No. - N° du dossier  
STN-5-38015

Buyer ID - Id de l'acheteur  
stn201  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "A"**

### **STATEMENT OF WORK**

(See attached PDF - 36 pages)

## ANNEX A

### STATEMENT OF WORK

To supply all materials/supplies, equipment, labour and supervision necessary to provide janitorial services for Environment Canada (EC), National Hydrology Research Centre (NHRC), in Saskatoon, Saskatchewan, as detailed herein, during the period of the contract.

#### Contractor's Working Supervisor and Cleaning Staff

The Contractor will exercise competent supervision of the work at all times through a supervisor who must be acceptable to NHRC and have authority to receive on behalf of the Contractor any communications relating to the work. Any superintendent and workmen not acceptable to the NHRC by reason of incompetence, improper conduct or being a security risk will be removed from the site of the work and replaced forthwith.

The Contractor will provide adequate coverage in the event that assigned personnel are unable to provide services to NHRC.

#### Parking

The NHRC has limited contractor parking on site. NHRC reserves the right to charge for on site parking if required at the same rate as staff.

**\*\* SMOKING IS PROHIBITED IN ALL FEDERAL BUILDINGS. \*\***

#### Health and Safety

The contractor will supply all equipment, labour, materials, supplies and supervision necessary to ensure that all Health and Safety issues are addressed and regulations followed. The Contractor shall ensure that all persons working on the site adhere to all safety measures respecting personnel "Health and Safety" and "Fire" Hazards recommended by national, federal, provincial, municipal authorities and/or prescribed by the authorities having jurisdiction concerning the tools, equipment, work habits, codes, laws, regulations and/or procedures when working on Federal Property and to ensure that they also follow the appropriate site safety and security procedures contained within this contract, to perform the duties in accordance with the scope of work,

The staff working full time on site shall read the "Fire & Emergency Procedures" detailed manual located in Room 2602 and sign a form supplied by Property Management Site Authority (Site Authority) indicating they understand the contents.

All Contractor staff shall abide by all safety procedures set in place at the National Hydrology Research Centre for the protection of all building occupants.

Health and Safety procedures set in place at the National Hydrology Research Centre are a high priority and shall be strictly enforced. The Contractor shall ensure they and their staff have reviewed the requirements to ensure they are aware of them in detail.

The Contractor shall ensure that the site supervisor is trained in and has sufficient knowledge of all the Health and Safety requirements required by law and as set out by NHRC and/or detailed in the contract.

Contractor health and safety responsibilities include the well being of their employees as well as individuals accessing their areas of work (example – always ensure timely washing of floors and appropriate safety signage)



Portable warning signs and guide ropes must be used by the Contractor to identify areas undergoing cleaning operations where danger may exist for National Hydrology Research Centre personnel, tenants or the general public. The size and type of these signs must be appropriate for the area in which they are used. These are to be supplied by the Contractor if suitable size, but if not they can be requested from the Site Authority by the Contractor.

### **Conflicting Information**

In the event of conflicting information regarding the frequency of service, instructions, definitions or procedures in the specifications, the most stringent shall apply, unless approved differently in writing by the site authority prior to work being done.

### **Deficiencies**

The Contractor shall ensure that the company manager, supervisor and all staff are well aware of the frequencies in which the services detailed in these specifications are required to be completed. The Site Authority or delegate shall, at his/her discretion, perform inspections with or without the contractor's manager or supervisor. A summarized report of any deficiencies, requirements and corrective actions shall be summated to the Contractor for immediate action. This report may be submitted directly to the Contractor's Manager, site Supervisor or Head Office. The Contractor shall have five (5) working days to submit a written action plan with clear dates when such deficiencies shall be corrected.

The Contractor shall provide a high standard of workmanship of cleanliness and sanitation.

### **Hours of Work**

The hours of work for a minimum of one (1) day cleaning person shall, as a minimum, be from 07:00 to 15:30 hours each day (start time may be changed by mutual agreement but shall be the same each day) based on a five (5) day work week, Monday to Friday of a normal work week.

Night cleaning schedules shall be on a five (5) night a week basis, Monday through Friday, excluding holidays, commencing at 18:00 hrs and not ending until the daily building schedule has been completed. All other scheduled work schedules such as weekly, every second week, monthly, every second month, etc. shall be completed by the end of or the last work day of the week issued or scheduled.

Floor washing in hallways and common areas, or vacuuming of carpets should not commence until after 16:30 p.m. on regular work days Monday – Friday. All wet/damp floors must be sufficiently marked so as to prevent any slipping/falling accidents at all times,

The Contractor's staff must not inconvenience any government employee who might be working on the premises in any way

NOTE: The hours of access to building may change due to security requirements, but shall not institute an increase in price and the Contractor shall be advised a minimum 7 days in advance to any such changes in writing.

The Contractor may request a change to the start time for the day work hours, in writing, and it will be considered by the Site Authority who will decide if the change will be granted.

The Contractor will provide adequate coverage in the event that assigned personnel are unable to provide services to NHRC.

Federally recognized Statutory Holidays are as follows:

|                 |   |
|-----------------|---|
| New Year's Day  | (January 1)   |
| Good Friday     | (March or April – Friday before Easter Sunday)        |
| Easter Monday   | (March or April – Monday after Easter Sunday)         |
| Victoria Day    | (May – Monday preceding May 25th)                     |
| Canada Day      | (July 1)  |
| Civic Holiday   | (First Monday in August)                              |
| Labour Day      | (First Monday in September)                           |
| Thanksgiving    | (Second Monday in October)                            |
| Remembrance Day | (November 11)   |
| Christmas Day   | (December 25 – or directly following if on a weekend) |
| Boxing Day      | (December 26 – or directly following if on a weekend) |

Federal Government Buildings are open for Family Day in February as this is a Provincial holiday, not a Federal holiday. Janitorial services will be required on that day.

### **Inspection**

On completion of all Cleaning Projects, inspections will be made by the PM site authority, who will decide whether or not the work is satisfactory.

### **Cooperation with other Contractors**

The Contractor understands that the work is subject to interruption or interference when other Contractors or workmen are engaged to work on the site, and the NHRC will give them as much notice as possible of any such interruption or interference.

### **Staff Requirements**

There must be a supervisor responsible for the work underway on site at all times to direct other janitorial workers and report any Health and Safety issues to the Site Authority.

The supervisors and workers must be fully conversant in English in both written and spoken form.

The supervisor is responsible for ensuring the cleaners are fully trained in and use all proper maintenance practices and procedures in regards to any equipment owned by Environment Canada that must be utilized to clean in specific areas to avoid any cross contamination. The cleaners will also use the equipment in the most efficient and effective manner in order to maintain an acceptable high level of cleanliness.

The Contractor shall supply sufficient, security cleared, staff to ensure that all services and frequencies are adhered to at all times. The Contractor shall have sufficient additional staff security cleared in the event that one of the on-site persons is unable to carry out his/her duties as expected by their employer. In the event personnel have not been previously security cleared or the security of the building is compromised (ex. necessary to leave building doors open after hours), the costs of hiring commissionaires to provide security will be borne by the contractor.

## **Light, Heat, Power and Water**

Environment Canada will supply all heat, light, power, hot and cold water as may be required for the work.

## **Access to Building**

Only those employees who have received security clearance from Public Works and Government Services Canada, Canadian Industrial Security Directorate and whose names appear on the Contractor's payroll will be allowed access to the work site. This list is to be revised as changes occur and provided to the Site Authority a minimum of 48 hours prior to any changes. Any person(s) who leave the employment of the Contractor shall immediately be reported to the Site Authority or Security desk by phone with a written letter to follow within two (2) working days. No other person accompanying employees will be allowed on site without the approval, in advance, from the Site Authority. Under no circumstances shall any visitor of the contractor's staff be allowed into the building after normal work hours.

All employees of the Contractor shall be bonded.

Any of the Contractor's employees found to be in any areas designated as "out of bounds" without proper approval shall be subject to removal from the property and not allowed to return, unless approved by Site Authority. The Contractor shall be required to supply approved personnel to replace such persons immediately to complete the work cycle and future work.

All cleaning staff employed by the Contractor, regardless of hours of work, must sign IN and OUT and enter the times of arrival and departure in registers or on sheets provided at the security guard's control desk or other designated area. The Contractor is to supply sufficient staff to complete the work schedule every day as required.

Contractor's staff can use Lunch Room 2010 only as an eating and rest area.

## **Security**

Employees of the Contractor SHALL NOT:

- (a) Disturb papers or personal effects anywhere within the building.
- (b) Open drawers, cabinets, boxes, bags or any such items.
- (c) Use telephones, photocopiers, radios or any and all items which do not belong to them or the contractor.
- (d) Tamper with personal or department property.
- (e) Use or occupy any office/room except for their duties as required in the contract.
- (f) Sit in any office for a rest period.

NOTE: Any Contractor's staff found to have violated the above shall not be allowed access to the property/building and the Contractor shall replace such employees with other suitable staff who meet the requirements.

## **Security Keys**

All keys and/or card access entrusted to the Contractor for the fulfillment of his contract are to be fully protected at all times. No keys for the facility shall leave the facility, they must be returned to the security desk when signing out.

NOTE: Locking and unlocking of doors rules must be strictly followed. Doors will be left as found.

## Communication Log

A communication Book will be provided by PM Site Authority to allow the Contractor and their employee(s) a means to relay issues with the Site Authority.

## AREA TO BE CLEANED:

### Daily

- (a) **Inside:** Approximately 8,000 (net) sq m of building space consisting of two (2) complete floors and part of the third floor, Mechanical Fan Room.

The following areas are approximate NET figures only. The Contractor shall verify the areas by a site visit.

|                                   |            |
|-----------------------------------|------------|
| Steel Catwalks                    | 147 sq m   |
| Quarry Tile                       | 669 sq m*  |
| Floor Tile                        | 1956 sq m* |
| Linoleum                          | 1047 sq m  |
| Carpet                            | 1996 sq m  |
| Computer Raised Floor Plain       | 62 sq m    |
| Computer Raised Floor Carpet Tile | 34 sq m    |
| Concrete                          | 1833 sq m  |
| Quarry Tile Steps                 | 40 sq m    |
| Floor Tile Steps                  | 189 sq m   |

\*Excluding steps and landings

- (b) **Outside:** Within 10 feet of buildings, keep all steps, sidewalks and all landings and entrances leading to the building and outbuildings, clear of snow, slush and ice, and accumulated sand and/or salt, to ensure the safety of the general public and the staff entering the building. Sand or gravel must be spread over dangerous surfaces. Entire walk areas shall be kept safe and clean. Snow removal shall start at 7:00 a.m. and shall be completed by 07:30 am each applicable morning, or earlier, to ensure safe entry to the building, starting at the front door entrance.
- i. Each Fire exit, from the building to 10 feet away from the door shall be kept free of snow and/or ice for a safe exit in the event of an emergency. If there are concrete sidewalk blocks or pavement they shall be kept clean to bare surface. If it is a grass or soil area it shall be kept as close as reasonably possible to the bare ground for a safe exit. These areas shall also be sanded if icy as required. De-icer to be supplied through Site Authority.

## Cleaning Schedule

The Contractor shall present a cleaning schedule and man power requirements to Site Authority within sixty (60) days of the award of this contract to show its routines to accomplish the requirements listed in these specifications in order to maintain a high and exacting standard of cleanliness, sanitary conditions and appearance of NHRC buildings, as required by Site Authority and these specifications.

## **Janitorial Supply Storage**

Janitorial supplies are to be stored in the areas marked J on the floor plans rooms 1004, 1006, 2004 (room 1655, not included but will be available if requested). These rooms are small, so on site storage is limited.

### **NOTE:**

The Contractor shall supply at a minimum of one full case of, two-ply toilet tissue and one full case of hand towels to be used as an emergency supply (only in the event of late delivery of normal supplies). These emergency supplies shall be identified to the Site Authority. In the event of consumption, these items will be replaced immediately.

## **Equipment, Supplies and Work Areas**

1. The Contractor shall provide and maintain all equipment and tools necessary to carry out the work, including, wet and dry vacuums, brooms, brushes, cleansers, mops, pails, shovels, snow scrapers, ice scrapers or other snow removal equipment as required, and any other equipment deemed necessary by Site Authority for the execution of this contract.

All cleaning equipment/machines shall be maintained at the highest standard of appearance and efficiency. Site Authority may order any items not maintained in a safe working condition be removed and replaced by the Contractor to the approval of the Site Authority.

The Contractor shall mark all their equipment for easy identification.

2. The Contractor shall supply all supervision and materials/products necessary to carry out the work, including detergents, deodorizers, disinfectants, polishes, wax, spot removers, two-ply toilet tissue, paper towels (quality of paper products to be approved by Site Authority), soaps, hand sanitizers, sanitary napkins/tampons\*, air fresheners, sand (shall be torpedo or screenings fine sand), and other supplies deemed necessary by PM Site Authority for the execution of the Contract. Supplies subject to approval by PM Site Authority.

\* The Contractor shall maintain sanitary napkin disposal units, including the supply of sanitary napkins and tampons. Any monies from the sale of these products shall be the Contractors, and NHRC shall not be responsible should any go missing for any reason.

NOTE: Urinal deodorant cakes shall not be used in urinals

High traffic areas may require resealing as and when required, to be requested by the Site Authority, due to uneven wear of sealer or wax. The Contractor is to use a good high quality wax and sealer to prevent scaling or peeling and it shall be /applied as per the manufacturer's instructions to ensure proper adhesion. No sealer or wax is required on main hallway "white" tile or baseboards.

### **NOTE:**

- As this is a Research Centre, cleaning materials may require changing if they contain agents which will affect experimental work being done in the Centre.
- All Materials shall be Environmentally Friendly where possible. The Site Authority may insist that the Contractor supplies and uses "Environmentally Friendly" products as they become available. The Contractor is to conform to Canadian General Standards Board's standards.
- Do not spray cleaning materials/chemicals in the vicinity of the plants.
- Do not use cleaning materials that leave an oily film.

The Contractor will, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by them for use in the work and they may be required to provide samples of materials from their stock for testing purposes.

The Contractor shall supply three (3) MSDS (Material Safety Data Sheets) sheets for all materials/products brought onto NHRC property to comply with WHMIS requirements. One copy shall be kept in a binder in the main janitorial room #1004 and two copies given to the Site Authority. The Contractor shall give an up to date copy of this binder to the Site Authority or Facility Manager and also verify in writing to the Site Authority that the list is up to date at the beginning of each option year.

3. Cleaning equipment is NOT to be plugged into any computer equipment or scientific equipment power outlet. Use hallway plugs only.
4. Fire prevention practices shall be strictly adhered to and flammable materials shall be stored in approved properly labeled containers.

### **Special Care Areas & Instructions**

Extra care must be taken not to disturb any glass piping, controls, equipment, etc., in boiler room, fan room, service shafts, computer room, labs, etc.

All cleaning personnel must wear safety glasses, rubber gloves and long smocks when entering laboratories. Cleaning staff shall under no circumstances pick through garbage by hand. All laboratory garbage bags shall be sealed (taped or tied) before leaving the laboratory to prevent possible contamination of adjoining areas. Some laboratories have signage indicating no entrance by cleaning staff – other garbage pickup locations have been designated.

The long smocks, rubber gloves and glasses must be removed when finished working in lab areas so contaminants are not spread to other non-lab areas (i.e., offices, washrooms, lunch rooms, etc.)

Any rooms with computer equipment must have prior occupant approval before doing any work which will create dust or hazards that may cause equipment problems, such as polishing or buffing floors.

Care shall be taken:

- i. when mopping hard surface floors that butt up to carpet in order not to splash dirty water on the carpet causing potential trouble spots and this should be monitored? closely;
- ii. when stripping/waxing/washing and/or servicing of floors, ensure that:
  - a. the oak doors do not get damaged or dirty by splashing them with water or cleaning products,
  - b. the wall paper, painted wall surfaces or baseboards do not get damaged or dirty by splashing them with water or cleaning products,;
  - c. excess liquids being used do not seep under the walls and/or baseboards causing damage, or the possibility of leaking through the floor causing damage to the rooms or equipment below.
- iii. the Contractor shall clean all baseboards after floor cleaning operations, and remove any solutions before they dry on;

## Special Notes

- A. Special cleanings may be requested by the Site Authority, if required. This cleaning will include extra cleaning requirements caused by minor alterations to building, at no extra cost to the contract. Construction Contractors shall generally clean up their own mess but the janitorial cleaners may be required to do additional cleaning such as washing floor, dusting, etc.. This work shall not be an unreasonable additional workload and fall within the normal cleaning tasks.
- B. Lunch Room: Tables to be wiped and cleared after each coffee break and lunch hour. The area behind the lunch room is to be vacuumed and scrubbed daily (more frequently if need arises). Cleaning of stove, fridge, microwave, range hood, etc., to be done on each night shift. The garbage is to be emptied at 11:00 and 19:00 daily. No "food stuffs" garbage shall remain in the area over night. Note special floor care details listed at end of this section. Hands shall be washed before and after doing any work in the lunch room and kitchen and the appropriate wash towels/rags shall be used in these areas to avoid contamination.
- C. Board Rooms: Rooms (2268, 2245).
- Check these rooms twice daily (once in morning, once in afternoon) and as requested by site authority
- Boardroom table to be wiped and any unreturned cafeteria items (ex. coffee cups) returned to Cafeteria at lunch break and after each meeting in Boardrooms Check these rooms twice daily (once in morning, once in afternoon) and as requested by site authority
- D. Seminar Room: (Rooms 1261 and 1262).
- Check these rooms twice daily (once in morning, once in afternoon) and as requested by site authority
- Tables are to be wiped and any unreturned cafeteria items (ex. coffee cups) returned to the Cafeteria at lunch break and after each use. Floors will be vacuumed and spots/spills cleaned after each use on the evening shift. The chairs and/or tables will be straightened/placed according to the current use booking requirement. All table/chairs shall be replaced theatre-style at the end of each meeting booking. All tables and arm chairs in the room, if used, will be placed/returned to Room 1263.
- E. Meeting Rooms: (Rooms 1350, 2230A, 2230B).
- Check these rooms twice daily (once in morning, once in afternoon) and as requested by site authority
- Tables are to be wiped and any unreturned cafeteria items (ex. coffee cups returned to the Cafeteria at lunch break and after each use. Floors will be vacuumed and spots/spills cleaned after each use on the evening shift. The chairs and/or tables will be straightened/placed according to the standard room layout
- F. Lobby:
- Check the lobby twice daily (once in morning, once in afternoon) and as requested by site authority
- The front lobby area will at times be used as a coffee area during large meetings, seminars, special occasions, etc. The cleaners will be required to clean up tables, garbage cans, etc., after each break and each evening. Coffee cups, pots, plates, sugar, cream, etc., will be returned each evening to the Cafeteria area if not already carried out. Tables and floors shall be wiped clean as required.

**Note:** The rooms may be required to be cleaned and chairs re-arranged if an afternoon use is scheduled after a morning use. The supervisor shall be advised of such requirements as and when required.

**G. SPECIAL CARE MUST BE TAKEN, AS THIS IS A RESEARCH CENTRE WHICH USES CHEMICALS AND HAZARDOUS COMPOUNDS IN LABS AND STORAGE AREAS.**

Personal Protective Equipment (PPE) shall be worn as required.

- H. The stripping and waxing of floors shall be done on weekends. Any proposed stripping and waxing to be done during normal weekday evenings shall only be done with prior written approval from the Site Authority. Prior approval must always be obtained.
- I. All annual, semi-annual, special cleaning, etc., must be approved by the Site Authority, at least two (2) weeks in advance of commencing the work, the supervisor shall confirm dates/work with Site Authority.
- J. Extra caution should be taken when emptying special garbage containers (e.g. oily waste cans in boiler room, fan room, etc., glass disposal cans in labs, general lab garbage) as they may contain hazardous materials and appropriate PPE shall be worn.
- K. All glass disposal cans shall be double bagged and placed in a separate garbage container placed in the Garbage Room, 1655.
- L. All leased area(s) will be cleaned in the evenings or early mornings only so as not to disturb tenant office personnel. The Site Authority will provide information as to what areas are leased.
- M. Office and lab areas are not to be cleaned while occupied by staff. This may require coming back at a later time, as staff occasionally come in early or work late .
- N. Around the six (6) planters in the building, extra sweeping may be required to pick up dead leaves or plant material and shall be done as noticed/required.
- O. The "over head" glass around these planter areas may require extra cleaning due to plant maintenance personnel spraying trees/plants and overspray contacting glass. The spraying may vary according to the amount of pest control required.
- P. Lost and Found: Any articles appearing to be lost and found shall be turned over to the Site Authority or to the security person on duty.

## **Lunch Room 2010 & Kitchen 2011**

### **Floor Care**

With the public and staff safety factor concerns, Crossville Cross-Slate® (CS) flooring was chosen for improved slip resistance. While these tiles are adeptly suited for their requirements, it is necessary to pay additional attention and take adequate care when cleaning this texture. The undulation of the surface makes it necessary to clean the entire surface, including the Kitchen area, which necessitates some additional, practical dirt removal procedures. Standard damp-mopping may not effectively clean these finishes. Also, it is necessary to thoroughly rinse the tile to completely remove all dirty cleaning solution(s).

**\*\* Top Finishes and Waxes are NOT TO BE USED**

Top finishes (those that become a coating over the tile and grout joints), are not to be used for the lunch room and kitchen tile flooring only. They will change the appearance of the tile by coating the surface and



giving matte-finished tiles a shiny finish. The particular type of tile in this area has a safety coefficient of friction value; the values can be changed by the application of the finish.

### **Daily Maintenance**

General maintenance and cleaning of Crossville Cross-Slate® (CS) will vary depending on the use and soiling load. General cleaning should be performed first by sweeping or vacuuming to remove loose soil or other surface contaminants, and then lightly damp mopping with clean water daily.

Depending on the soil load, a more aggressive cleaning process may be required. This would include the use of a neutral cleaner or a general household cleaner, followed by a thorough rinsing.

In the kitchen and lunch room where the surface is exposed to a heavy-soil load, due to spillage, it may be necessary to damp-mop the floor at intervals more than once a day during the business period.

### **Waste Disposal**

NHRC shall supply disposal pickup. The area surrounding these receptacle(s) is to be cleaned of any wastes which spill during removal or receptacle overflow, and outside if spilled when being emptied by garbage truck so as not to be blown around the property or park area.

The Contractor shall clean all building garbage cans as required. The Contractor shall use plastic garbage bags inside these "office and/or labs" garbage cans for sanitary and/or safety reasons. The Contractor is to be advised and is to take care as any and all garbage in labs may be hazardous. The cleaning staff shall wear safety glasses, protective rubber gloves and long smocks (PPE) when handling all laboratory garbage. Small quantities of loose garbage can be decanted from lab garbage cans to a larger can for disposal. Significant quantities of garbage or those cans with wet or stuck garbage will be disposed of as is and a new bag installed. Garbage bags and/or cans shall be cleaned so as not to give off offensive odors due to lack of changing bags and/or leaking bags. This may be avoided by frequent changing of the plastic bags. In offices the removal of "food stuffs" from the offices each night will sharply reduce this odor hazard. Wet or stuck garbage will be disposed of by replacing garbage bag.

### **Stainless Steel**

1. All stainless steel, including outside of elevators, sinks, cold rooms, environmental chambers, hand rails, etc., shall be cleaned, removing fingerprints and grime, as scheduled or as required;
2. Wash with warm water and mild soap or detergent, using clean cloth or soft brushes;
3. Remove stubborn grime using manufacturer and/or Site Authority recommended cleaners and methods;
4. Always clean in direction of original polish lines;
5. Rinse after cleaning and wipe dry;
6. Ordinary steel wool, steel or other metal scrapers are not to be used;
7. Do not use harsh, untested cleaners;
8. Do not disturb controls, cables, etc., on outside of cold rooms and environmental chambers.

### **Window and Door Cleaning**

All interior windows and the inside of periphery windows shall be cleaned once yearly (spring). All other glass windows and partitions will also be cleaned by the cleaning Contractor as per the specifications.

1. No window washing operations shall be commenced without prior approval by Site Authority. Approval must be requested two (2) weeks in advance of starting work.
2. The Contractor will coordinate any staging requirements with the Site Authority.

3. The Contractor site supervisor or safety officer shall go over the safety procedures with the window cleaning staff, to ensure they are aware of the proper safety practices, before commencing work.
4. All interior windows including skylights and the inside of periphery windows shall be washed once per year (spring). Spot cleaning may be necessary on an as and when required basis due to unforeseen problems.
5. Window sills, ledges and convector covers shall be dusted and washed once per month.

### **Cleaning Rugs**

Carpet areas in building shall require an anti-static spray to eliminate static electricity build-up around computer equipment. At least twice a year spraying will be arranged with the Site Authority to be done on a Friday evening, for all carpet areas in the building (i.e. in spring and fall after carpet cleaning operations). Additional spraying of carpets may be required upon request by Site Authority.

Steam or hot water extraction cleaning of all office carpeting will be done twice annually, normally spring and fall. First try the solution in an inconspicuous area and check result before proceeding with the complete job. Arrangements will be made with the Site Authority in April for spring and October for fall work and it is to be done on weekends starting on Friday evening and completed before 16:00 hrs on Sunday. This is to allow proper carpet drying before areas are occupied. Each spring and fall steam cleaning shall be done over two (2) consecutive weekends, with main floor on one weekend and second floor the following weekend. Each floor must be completed on the arranged weekend.

### **Detergent Solutions**

The safest method is to test the detergent solution for pH – potential of hydrogen. Check carpet manufacturer's recommendations for the pH (neutral or alkaline) of the type of carpet in question.

### **Areas not to be entered at any time**

The following areas are NOT TO BE ENTERED under any circumstances without prior approval of the Site Authority and/or under supervision due to Health and Safety concerns and/or for security reasons:

1. Cold Rooms
2. Environmental chambers
3. Stores Warehouse storage areas.
4. Rooms 1661 to 1665, chemical storage rooms
5. Rooms 1671 to 1676, cage staging areas
6. Room 2244 computer room.
7. Cages in room 2651 and 2621.

### **Areas Not Included**

The following areas are not included in this contract, but should cleaning be required, shall be the subject of separate negotiations based on the "extra cleaning rates" provided, as well as any other cleaning requirements not included in these specifications:

1. Cold rooms
2. Environmental chambers

## **Areas that are Included**

1. Concrete floors:
  - A. Sweep Workshop areas weekly; and
  - B. All workshop areas throughout the complex are to be vacuumed on Friday (or last work day) of each week;
  - C. All service shafts, mechanical equipment rooms and fan rooms throughout the complex are to be wet mopped and vacuumed on the last Friday (or last work day) of each month (clean behind and on top of equipment, concrete housekeeping pads, and equipment cabinets, etc.). Please ensure maintenance supervision during these procedures.
  - D. Extra care must be taken not to disturb, move or break any glass piping controls, equipment, etc., in these areas.
  - E. Shaft floors may require machine scrubbing on occasions to remove stubborn stains and or dirt.
2. Steel Catwalks:
  - A. All second floor service shafts throughout the complex are to be vacuumed on the 15th of each month. Please confirm this work with maintenance prior to commencing.
  - B. Mop with soapy water, using a non alkaline detergent, then rinse with clear water to remove all dirt and foreign substances, on the last working day of each month;
  - C. Extra care must be taken not to disturb, move or break any glass piping controls, equipment, etc., in these areas.
3. Stores, warehouse area:
  - A. First floor storeroom 1654.
  - B. First floor warehouse areas 1660, 1670, (also including cage areas 1671 and 1676 when specifically requested by site authority – see Areas Not to be Entered at ANY TIME above)
  - C. Second floor warehouse area 2651 (only at request of site authority – see Areas Not to be Entered at ANY TIME above).
  - D. Second floor cage area 2620.

**NOTE:** All of the areas in 1, 2 and 3 above are only to be cleaned on request, a minimum of twice per month. This cleaning is to be done during regular work hours with NHRC staff present. The cleaning will be done as per the specifications for that type of floor, concrete, tile etc.

- E. First floor warehouse receiving area (1650) as per specifications for that concrete type. This cleaning will be during day hours only with NHRC staff present.
- F. Second floor (2650, 2620) outside cage area, will be cleaned during regular day hours, as per the floor specifications.

Sweep areas nightly; and vacuum on Friday (or the last work day) of each week;

4. All offices, labs and/or support areas or rooms.

## **Important**

All daily required operations shall be done DAILY and completed before midnight that day.

All weekly or every second week operations shall be performed in the week required ending at midnight Sunday.

All monthly, every second or third month operations shall be completed within the week of issue ending at midnight Sunday or the last day of the month whichever occurs first.

All every six month or annual operations shall be completed within 14 day of being issued or scheduled. In the event more time is required, the Contractor shall request it in writing providing a schedule of the work and time required for consideration by the Site Authority.

Any such time extensions, if given, shall be approved in advance and shall be given in writing.

## **Recycling**

NHRC is active and committed to being Environmentally Friendly. Along with that we are committed to a recycling program and recycling products wherever possible. At this time we recycle paper, cardboard, pop cans, tetra packs, plastic shopping bags, milk cartons, tin cans, glass juice bottles, etc. and others may be added as they become known.

- The janitors shall empty the building area recycling bins/containers and deposit in designated holding area/bins weekly or as required.
- The Contractor shall dispose of all recycling materials from designated area/bins by taking recyclable(s) to the appropriate recyclable depots as requested by the Site Authority every second week or as required.
- Any remuneration resulting from the disposal of recyclables by the contractor shall become the property of the contractor. (i.e. money collected from deposits etc.)
- The Contractor shall supply the Site Authority with the dates and weights of all recyclable(s) delivered to the recyclable depots by product type when required.

Currently NHRC has arranged with Cosmopolitan Industries Ltd. to pick up the recyclable papers and cardboard which will not be a responsibility of the Contractor (to remove from the site) and will be maintained as NHRC responsibility for removing from site.

The Contractor is required to supply the extra large heavy duty plastic garbage bags to fit the recyclable paper central containers located throughout the building, including bags for central paper recycling bins and paper shredders.

## **GENERAL REQUIREMENTS:**

### **Damage**

The Contractor is to bring to the attention of the Site Authority, or representative (after hours please report to Commissioner on duty) any damage discovered during the execution of cleaning routines such as blocked drains, urinals, sinks, toilets, water fountains, etc., (which the Contractor is unable to clear), broken mirrors, windows, broken reflectors or other damage.

### **Safety**

All incidents of accident, breakage, fire or damage whatsoever are to be reported to Site Authority immediately after they occur.

The Contractor will adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures including the Canada Labour Code part II. It is the Contractor's responsibility to familiarize himself and his staff with and conform to Federal, Provincial and Municipal laws, ordinances, rules and regulations affecting performance of the work.

The Contractor will ensure that all equipment used to perform the work is in a state of good repair. The Site Authority reserves the right to have equipment judged unsafe, not suitable or defective and taken out

of service. The Contractor is responsible for supplying suitable replacement equipment for the defective items.

### **Conversion of Flooring**

There will be no adjustment to the contract amount where the existing floor covering is converted to another type during the term of the contract.

### **Space Assigned**

NHRC will provide the Contractor with such space as is considered necessary for the performance of the Contractor's duties without undue inconvenience. Normally an one-month supply of materials may be stored on site only provided such space is available in the janitorial rooms.

### **Privacy**

The Contractor must not list, publicize or use in any fashion, for business purposes, the address of a building owned or leased by NHRC. The Contractor may use the NHRC phone located in Room 2602 but may not charge long distance calls to NHRC or tie up the line unnecessarily. The Contractor's employees shall not use any other phone in the building at any time, except for emergency purposes, without the consent of the Site Authority. If the Contractor's employees are found doing so it shall be cause to have said employee removed from the premises.

NHRC will not be responsible for damage or loss to the Contractor's supplies, materials or equipment in the building, nor to personal belongings of the Contractor's employees, brought into the building.

### **Emergency Evacuation**

A copy of NHRC Fire Emergency Orders will be made available. Contractor's employees who are on site during normal working hours on a regular basis are responsible for compliance with these orders. Contractor must ensure all of their staff are aware of these orders and obey instructions received from members of the NHRC Fire Emergency Organization or others having the authority to issue such instructions. The Contractor's employees will sign that they have read and understand the "Fire & Emergency Procedures" manual, located in Room 2602.

### **Other Service to be Performed**

The occasional cleaning of vacant areas, or any additional cleaning, or changing frequencies of cleaning requirements resulting from moves, repairs, alterations, etc., because cleaning may be prudent due to the space being empty or unoccupied, may also be required from time to time outside the normal frequency specified. These items will be placed on a work order for completion.

Cleaning is to be done around equipment, furniture, etc., and nothing is to be moved by the Contractor or their staff except in the cafeterias, kitchen areas or the conference/seminar rooms unless specifically approved by Site Authority. In conference/seminar rooms, the chairs will be arranged appropriately when cleaning is complete.

**NOTE:** When waxing and/or stripping floors or steam cleaning carpeting, moving of office furniture may be required to provide a good and acceptable finished product/service. This moving of furniture shall be approved by the Site Authority in advance of the work. In some cases it may be required to move furniture out of room/area for a proper job (chairs, coat trees, stools, etc.). The moving of this furniture shall be done by the Cleaning Contractor unless otherwise arranged and agreed to by the Site Authority, in advance of the work.

Any work done on flooring that will create dust such as polishing or buffing in rooms containing computer equipment shall always have prior approval before starting the procedure.

The Contractor is responsible for emptying the recycling paper disposal containers in the area provided. Recycling paper will be picked up in offices and labs and deposited in central recycling paper container unless otherwise specified by signage. Care must be taken to ensure only recycling paper is taken. Ensure any and all paper not in the recycle container is approved by the area/room occupant prior to any removal.

### **Special Cleaning Requirements**

During inclement weather, high traffic areas, such as entrance ways, main foyer, main stairs, hall corridors and stairwells and any other areas deemed necessary by Site Authority may require accelerated cleaning to neutralize the effects of tracking dirt, snow, grit, etc., into these areas. The cleaning of these areas shall be done by the day person(s) during their normal working hours and the night cleaning staff shall complete the remaining requirements of the day person during normal nightly cleaning to complete the specified daily work schedule.

### **Notices, Orders Etc.**

Any notice, order, decision, direction or communication given or required to be given by the Site Authority under this contract, in writing or verbally, shall be deemed to have been received by the Contractor on the day it was delivered in person to the Contractor, supervisor, or left at the Contractor's site office or janitorial cleaning room. If it is mailed to the Contractor's address indicated on the tender and acceptance, shall be deemed received the day after mailing.

## **GLOSSARY OF TERMS**

The following "Glossary of Terms" is provided as a guideline for the Contractor when performing the work detailed in this specification.

Property Services Officer, Property Management is the person in charge of the janitorial operations.

Site Authority or PM Site Authority is the Property Services Officer, Property Management or in their absence any person who shall have the authority, as directed or given to them by the appropriate Management representative or in authority of NHRC, can make decisions or give directions as may be required.

Building and Property Management is defined by the abbreviation BPM and Property Management by the abbreviation PM.

## **OPERATIONS**

### **FLOORING – Resilient**

#### **General**

- (a) Apply sealer up to the baseboards.
- (b) Apply floor finishes up to 30 centimeters from the baseboards except for the last coat which will be applied right up to the baseboards.
- (c) Clean baseboards after each scheduled operation to remove streaks and splashes. Do not let product dry on baseboards, walls, doors or other flooring, as it becomes more difficult to remove.

Sweeping: consists of removing loose, dry surface soil, using a dust control method (no compound to be used), with dust cloth or dust mop.

Spray Buffing: consists of spraying a spray buff on a swept floor. Care must be taken that no solution splashes against furniture, doors and baseboards. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept/mopped after spray buffing has been completed. Clean baseboards after each procedure.

Wet or Dry Scrub (semi-stripping): consists of removing the top layer or layers of floor finish, using either the wet (use minimum amount of water) or dry scrub method and the application of two (2) coats of a self-polishing, non-slip, metal interlocked floor finish to the dry, clean floor. Baseboards are to be cleaned after each procedure.

It is important that all defacing matter from surfaces, i.e. smudges, stains, scuff marks on floors, DIRT AND/OR MARKS, be removed before applying a new finish over the old to prevent a "dirty" look.

**Wash:** consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up rinse water. Baseboards are to be cleaned after each procedure.

**Strip & Refinish:** consists of moving furniture, sweeping floor, stripping using either the wet or dry method to remove all layers of finish; applying a minimum of one coat of water base sealer and three coats of a self polishing, non-slip, metal interlocked floor finish. Baseboards are to be cleaned after each procedure.

**Polish or Buff:** consists of covering the full floor area with a machine or brush or pad to restore surface shine.

PRIOR APPROVAL MUST BE OBTAINED PRIOR TO ANY WORK BEING DONE WHERE COMPUTER EQUIPMENT IS PRESENT

**Damp Mop:** consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage. Mop swirls on floor from dirty mops and water are not acceptable. Mops must be cleaned in a soapy clean water and rinsed out nightly after use.

JANITORIAL SINKS MUST BE KEPT CLEAN and cleaned each day after dirty water is poured down them.

**Machine Scrub:** consists of applying a neutral detergent solution, agitating with a machine and brush or pad, picking up solution, rinsing with clear water and picking up rinse water.

Spot Cleaning: consists of removal of all defacing matter from surfaces, i.e. scuff marks on floors, at desks and walls, spots smudges, stains on traffic lanes in ALL areas of the building. This includes CARPETED floor areas and as requested by Site Authority.

**NOTE:** Care shall be taken when mopping hard surface floors that butt up to carpet in order not to splash dirty water causing potential trouble spots. Care shall also be taken so dirt from water or mop is being deposited on doors, base boards, wall paper or painted walls and this should be monitored closely.

When wax has been applied, all base boards shall be checked that wax has not been applied or splashed onto base boards. Any and all wax shall be removed to prevent discoloring (yellowing) over time. Any discoloring shall be cleaned off when found while wet.

#### **FLOORING - Rugs & Carpeting**

Vacuum: consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards. Cemented down carpet installations, used in this building, and for the most effective cleaning, should be cleaned with a carpet groomer agitator.

Stain Removal: consists of identifying the type of stain by look, feel or odor and the removal using the appropriate remover in accordance with instructions, in commercially available spot remover kits. Spills and spots should not be allowed to set but should be removed as soon as possible. Carpet should be checked for spots/stains when doing normal daily/weekly cleaning operations in the area.

Carpet Snag: shall be clipped to prevent a run caused by vacuuming or other means. They shall be clipped with a scissors when found.

#### **FLOORING - Walkway mats**

**Vacuum:** consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.

#### **WALLS**

**Dust:** consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.

**Spot Clean:** consists of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.



**Damp Wipe:** consists of removing dust and dirt, etc., using a clean damp cloth.

#### **CEILING - Soft Acoustical Tile**

**Vacuum:** consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.

#### **DRAPES & VERTICAL BLINDS**

**Vacuum:** consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.

**Damp Wipe:** consists of removing dust and dirt using a clean damp cloth.

#### **VINYL, LEATHERETTE & CLOTH UPHOLSTERY**

**Clean and Polish:** consists of removing soil marks and stains using an approved cleaner and/or removing dust by vacuuming as required.

#### **AIR GRILLS, DIFFUSER**

**Vacuum:** consists of removing dust and dirt using a vacuum cleaner equipped with a wand and brush attachment or, wipe with a damp sponge and dry with a clean cloth.

**Wash:** consists of applying detergent solution with a cloth to remove dust and dirt and, drying with a clean cloth.

#### **MISCELLANEOUS**

**Emergency Cleaning:** Consists of any cleaning task of an immediate urgent minor nature resulting from accidents, or other unforeseen causes, and which are not covered specifically in this specification, as and when requested and approved by the Site Authority.

**Extra Work:** consists of all cleaning tasks, except emergency cleaning, for a specific room or area, to be done as requested, which are not included in this specification.

**Corners:** and other partially obscured areas must be kept free of dirt, dust and water marks at all times.

**Warning Signs:** portable warning signs and ropes SHALL & MUST be used by the Contractor to identify areas undergoing cleaning operations where danger may exist for staff or the general public. The size and type of these signs shall be appropriate for the area in which they are being used and approved by Site Authority.

**Washroom Cleaning:** washbasins, toilets, and urinals must be thoroughly washed with warm water and detergent mixture, used as specified by the manufacturer. Special care must be taken to cleaning the under sides of the seats and rims of toilet bowls. Cleaners added to bowl MUST NOT be left in bowl unattended as it may splash up and irritate user. Toilet bowls and urinals must be descaled MONTHLY. Apply descalant with care so to avoid damage to fixtures, piping, accessories, etc. All toilets and urinals must be washed inside and out as per specifications.

**Cobwebs:** ensure that cobwebs and other filaments do not form in ceiling corners, inside windows, on partitions, light fixtures or any other areas.

**Snow Cleaning and Removal:** consists of clearing snow, slush, ice, accumulated sand or gravel, and MUST BE DOWN TO BARE CONCRETE COMPLETELY FROM EDGE TO EDGE, from all sidewalks and emergency exits and/or all designated areas and the spreading of sand over dangerous surfaces. This must be done first thing after snow falls or first thing in the morning to ensure safe passage to and from the building.

**Light Fixture Cleaning:** consists of:

**Incandescent:** remove cover, vacuum and wash interior and glass cover, with damp rag, and replace.

**Fluorescent:** remove shield, wash exposed pan and acrylic shield with damp rag.

**NOTE:** ALL WASHING OF INSIDE OF FIXTURES SHALL BE DONE WITH POWER/LIGHT SWITCH OFF.

## **BUILDING CLEANING**

### **General**

The hours during which this work is to be performed are to be governed by the requirements of the occupants of the premises and with the least inconvenience to them.

The time and day of the week for the specified service shall be scheduled and completed under arrangement with and to the satisfaction of the Service Site Authority.

**NOTE:** Any work which may impede general traffic flow throughout the building shall be done after regular work hours and the Site Authority shall be informed in writing ten days prior to starting the job for approval.

Major work such as stripping and waxing of all areas, other than corridor standard floor tile; stripping and waxing of main corridor quarry tile flooring; carpet steam cleaning; stripping and waxing of linoleum flooring; cleaning/washing inside office windows; and damp wipe walls of offices and labs, shall be done on weekends starting on Friday evenings and be complete before 1600 hours Sunday. This is to allow proper drying time (floors), avoid prolonged evening work schedules and staff disruption. All such cleaning shall be approved in advance by the Site Authority.

If a change of time is requested, it must be done a minimum of seven days in advance, in writing and shall be approved in writing by PM Site Authority.

Inclement weather conditions and other circumstances will at times necessitate additional cleaning. The Contractor will do so without additional cost, or being specifically requested.

## **TYPE OF CLEANING**

The cleaning specification is divided into distinct areas of locations to be cleaned (i.e., walls, floors, ceilings, etc.). Each specified location is then further classified by type (i.e., Floors - tile, wood, vinyl, etc.), and what is required to be done for that particular type.

## **INSPECTION**

The building shall be inspected by the PM Site Authority or designate from time to time to ensure the work is being performed in keeping with the contractual agreement and to the satisfaction of the Site Authority.

## **FLOORS**

### **General**

Do not allow cleaning solution to seep under furniture legs, filing cabinets, walls, baseboards, etc.

Specific areas requiring special operations are detailed under Special Requirements.

Advise the Site Authority of spots on any flooring that cannot be removed by normal means and any damage to or lifting of flooring.

**NOTE:** High traffic areas may require resealing as required by Site Authority, due to uneven wear of sealer and/or wax, because of poor application, wrong or improper product.

The “white” quarry tile in the main hallways does not require to be, and shall not be, waxed or have a sealer applied. The white tile and/or white baseboard shall be cleaned to prevent wax or sealer from the “brown” tile getting on the tile and turning it a “yellow” color. Yellow color shall be cleaned off whenever it is found on the white tile and/or baseboard.

**NOTE:** Under no circumstances are papers, files, books or other materials lying on floors to be disturbed or otherwise moved to facilitate cleaning. If janitorial duties cannot be performed due to the overloaded condition of a floor, a polite note shall be left that no service could be performed and notify Site Authority of the complete details of the situation.

## CLEANING SCHEDULE

### CLEANING FREQUENCY CODES

The following cleaning frequency codes shall apply to this building cleaning service contract:

- (a) D daily
- (b) W weekly
- (c) TW twice weekly
- (d) E2W every second week
- (e) M monthly
- (f) E2M every second month
- (g) E3M every third month
- (h) E6M every sixth month (twice yearly within the "contract year")
- (i) A annually
- (j) AR as required or requested
- (k) 15<sup>th</sup> 15th of the month or nearest work day
- (l) 31<sup>st</sup> 31<sup>st</sup> or last work day of the month or nearest last work day
- (m) 2D Two times per day
- (n) 3D Three times per day (after morning coffee break, after lunch break, after afternoon coffee break)
- (o) 5D Five times per day (morning, morning break, noon, afternoon break, end of day)

**NOTE:** When the frequency code identified a frequency (i.e., D, W, TW, etc.) followed by "or AR" (as required), it is required to be done a minimum of the first code but due to other circumstances (i.e., inclement weather, etc.) will at times necessitate additional cleaning "as required (AR)".

The frequency of each of the tasks identified in this and other specifications will vary, depending upon the type and size of the building area affected.

### A. FLOORING

#### 1. Resilient - Tile or Vinyl or Linoleum

|    |  |         |
|----|--|---------|
| a. | Sweep entire floor area.   | W       |
| b. | Remove gum and other foreign residue.  | D       |
| c. | Damp mop or wipe all floors to remove spillage.  | D       |
| d. | Spray buff in front and behind counters, in desk wells and traffic lanes including hallways. | W or AR |
| e. | Wet or dry scrub and refinish on a full floor basis  | E3M     |
| f. | Strip and refinish on a full floor basis.  | A       |
| g. | Wash entire floor area.  | W       |

**NOTE:**

- i. This includes Penthouse Instrument room #3000.
- ii. Prior approval must be obtained in advance of any work that will create dust in rooms with computer or scientific equipment.
- iii. Laboratory flooring shall not be stripped or waxed unless requested. All other floor cleaning shall apply.

## 2. Terrazzo, Marble or Quarry Tile

|    |  |         |
|----|--|---------|
| a. | Sweep entire floor area.   | W or AR |
| b. | Remove gum and other foreign residue.  | D       |
| c. | Damp mop or wipe all floors to remove spillage. NOTE: For washroom, use a germicidal solution. | D or AR |
| d. | Wash and buff all floors.  | W or AR |
| e. | Machine scrub all floors.  | E3M     |
| f. | Strip and reseal all floors.   | E6M     |

**NOTE:** High traffic areas may require resealing as required by Site Authority, due to uneven wear of sealer or wax. The Contractor is to use a good high quality wax and sealer to prevent scaling or peeling and it shall be install/applied as per the manufactures instructions to ensure proper adhesion. No sealer or wax is required on main hallway "white" tile or baseboards. See NOTE above cleaning schedule.

## 3. Lunch Room/Kitchen Quarry Flooring

|    |   |         |
|----|---|---------|
| a. | Wash on a full floor basis                  | D       |
| b. | Spot clean wash soiled areas                | AR      |
| c. | Sweep or vacuum floor debris                | D       |
| d. | Machine wash (Friday).                      | W or AR |
| e. | Do not wax or apply any sealers or finishes |         |

**NOTE:** See Lunchroom/Kitchen Floor Care section for complete maintenance details.

## 4. Concrete

|    |  |     |
|----|--|-----|
| a. | Sweep entire floor area.   | W   |
| b. | Vacuum floors in workshop areas  | E2W |
| c. | Vacuum floors in all service shafts, mechanical equipment rooms and fan room throughout the complex.   | E2W |
| d. | Mop with soapy water using a non-alkaline detergent, then rinse with clear water to remove all dirt and foreign substances (last day of month) | M   |
| e. | Remove gum and other foreign residue   | AR  |
| f. | Damp mop to remove spillage  | AR  |
| g. | Machine Wash all floors  | E3M |
| h. | Machine scrub and reseal unpainted floors.   | AR  |

**NOTE:** Extra care must be taken not to disturb, move, or break any glass piping controls, equipment, etc., in these shaft or mechanical rooms/areas.

## 5. Steel Catwalks

|    |   |     |
|----|---|-----|
| a. | Sweep entire floor area. Vacuum all second-floor service shafts throughout complex (Friday) | E2W |
| b. | Mop and rinse on last working day of the month.   | M   |

**NOTE:** Extra care must be taken not to disturb, move, or break glass piping controls, equipment, etc. in these areas.

## 6. Carpeting and Rugs

|    |  |           |
|----|--|-----------|
| a. | Vacuum on a full floor basis, all carpeting in heavy traffic areas such as reception or waiting areas, corridors, and general administration area.           | W or AR   |
| b. | Vacuum traffic lanes and desk well in general working area and private offices. Remove litter from remainder of area and sweep exposed flooring around rugs. | W         |
| c. | Clip loose threads during vacuuming operation.   | AR        |
| d. | Vacuum all carpeting on a full floor basis.  | E2W       |
| e. | Vacuum and remove salt stains from all walkway mats.   | D         |
| f. | Soiled areas shall be spot cleaned with a shampoo.   | AR        |
| g. | Anti static spray carpets to remove static electricity   | E6M or AR |
| h. | Steam cleaning of all carpeting (April & October)  | E6M       |

### NOTE:

- i. Extra care must be taken not to disturb or move personal or work items in these areas.
- ii. Leave note night before (if required) of your intention to clean floor area to facilitate proper cleaning.

## B. WALLS

### 1. Painted

|    |  |         |
|----|--|---------|
| a. | Remove finger marks, smudges and stains from light switches, painted walls and partitions. | W       |
| b. | Dust baseboards, ledges and moldings   | M       |
| c. | Spot clean walls   | A or AR |
| d. | Dust walls.  | AR      |
| e. | Clean dirt/stains from and above baseboards.   | M or AR |

### 2. Vinyl or Carpeted

|    |  |         |
|----|--|---------|
| a. | Spot clean fabric and carpeted walls, columns, screens and partitions. | AR      |
| b. | Dust baseboards, ledges and moldings.                                  | M       |
| c. | Vacuum walls, columns and partitions                                   | A       |
| d. | Clean dirt/stains from and above baseboards                            | M or AR |

### 3. Quarry Tile

|    |   |         |
|----|---|---------|
| a. | Dust quarry tile walls, columns and frames  | M       |
| b. | Wash quarry tile walls, columns and frames  | E3M     |
| c. | Clean dirt/stains from and above baseboards | M or AR |

## C. CEILINGS

### 1. Acoustical Tile

|    |                                      |         |
|----|--------------------------------------|---------|
| a. | Spot clean acoustical tile.          | AR      |
| b. | Vacuum loose dirt, dust and cobwebs. | A or AR |

### 2. Painted

|    |                                      |    |
|----|--------------------------------------|----|
| a. | Spot clean ceiling.                  | AR |
| b. | Vacuum loose dirt, dust and cobwebs. | AR |
| c. | Wash all ceilings.                   | A  |

### 3. Metal Linear

|    |  |           |
|----|--|-----------|
| a. | Spot clean   | AR        |
| b. | Vacuum loose dirt, dust and cobwebs on or between linear ceiling | A or AR   |
| c. | Dust linear ceiling  | E6M or AR |
| d. | Damp wipe metal linear ceiling                                   | A or AR   |

## D. WASHROOMS - FIXTURES

### 1. General

Security is usually notified about plugged toilets, etc first. If you notice a blockage try to unplug blocked toilets, sinks, urinals and drains immediately using a plunger and, notify the Building and Property Management or Site Authority if unsuccessful.

If any plumbing work is necessary, notify the Site Authority or Building and Property Management. If they are not present contact security and report it. Post notice on item that it is "Out of Order" until repaired. A Work Request will be issued by Security.

Service any patented deodorizing devices according to the specification prepared by the manufacturer.

Descalc toilet bowls and urinals using approved descaling solution on Friday evenings only. Descaling solution or cleaners added to toilet bowls or urinals MUST NOT be left in them unattended as it may splash up and irritate user. Signs shall be placed on each item and at entrance to washrooms as they are being descaled so users are advised that they are not to be used as they contain descaling solutions. The toilet bowls or urinals shall have a plastic garbage bag taped over them, along with the warning sign, so they cannot be used when descaling solution or cleaners have been added.

Urinals and Toilet bowls must be descaled MONTHLY. Apply proper type descalent and with care so to avoid damage to fixtures, piping, accessories, etc. All toilets and urinals must be washed inside and out.

In bathrooms extra care must be taken to clean the dirt from around stall partitions and to avoid splashing dirty mop water onto baseboards and up the walls. Completely clean all stall walls, inside and out with a germicidal solution. Clean every two weeks or more often as required.

Clean back splash and up walls at the sink counter top level of dirt, soap and other foreign matter, with a germicidal solution every day.

Over weekends or Holidays place extra toilet tissue and extra packages of hand towels in each washroom. Make extras of each available to security, store in the front main janitorial room #1004, in the event replacement is required during off-hours.

### 2. Sinks & Floor Drains

|    |   |   |
|----|---|---|
| a. | Wash sink counters, sinks and underside of sinks with a germicidal solution.  | D |
| b. | Clean and disinfect all water taps.   | D |
| c. | Clean back splash and up walls at the sink counter top level of dirt, soap and other foreign mater, with a germicidal solution. | D |
| d. | Wash sink counters, sinks and underside of sinks with a germicidal solution.  | W |

### 3. Toilets & Urinals

|    |  |           |
|----|--|-----------|
| a. | Remove any gum and other foreign residue from strainers in base of urinals, ensure strainers are screwed in place.                                   | D         |
| b. | Wash toilet seats (both sides), bowls and urinals with a germicidal detergent.   | D         |
| c. | Clean and disinfect all flush valves.  | D         |
| d. | Descale toilet bowls and urinals.  | M         |
| e. | Report all leaks and/or services required  | AR        |
| f. | All body contact areas such as toilet seats (undersides also), taps, soap dispensers, door handles/push plates, shall be wiped and disinfected daily | D         |
| g. | Vacuum exhaust grills in washrooms   | E3M or AR |
| h. | Clean the dirt around stall partitions and bowls   | E2W or AR |

### 4. Dispensers & Receptacles

|    |  |         |
|----|--|---------|
| a. | Empty all wastepaper receptacles   | D or AR |
| b. | Insert new plastic bag.  | D or AR |
| c. | Empty sani cans, wash, disinfect and replace bags.   | D       |
| d. | (a) Clean and disinfect interior and exterior of wastepaper receptacles                                | W       |
| e. | (b) Replenish soap containers, toilet paper, linen, paper towel dispensers, and sanitary napkins, etc. | D or AR |
| f. | Place one 24 ounce deodorant block in wall holder.   | AR      |

### 4. Bathroom Stall Partition Walls

|    |  |           |
|----|--|-----------|
| a. | Clean dirt and other foreign residue from around stall partitions at floor area. | E2W or AR |
| b. | Wash and clean dirt from baseboards and wall area with a germicidal detergent    | E2W or AR |
| c. | Wash and clean dirt from baseboards and wall area with a germicidal detergent    | E2W or AR |

### 5. Miscellaneous

|    |  |     |
|----|--|-----|
| a. | Clean shelves, high ledges, mirrors, window stools, exposed piping, light fixtures, etc. | E2W |
|----|--|-----|

### 6. Furniture and Fixtures

|    |   |   |
|----|---|---|
| a. | Dust and remove stains and horizontal surfaces.   | W |
| b. | Dust telephones and intercom instruments.   | M |
| c. | Dust and remove finger marks and stains from glass topped furniture and boardroom and executive office furniture. | M |
| d. | Spot clean outside surfaces of lockers, storage and filing cabinets   | M |
| e. | Spot clean bookcase glass doors.  | M |
| f. | Dust empty shelves and around items in used shelves.  | M |
| g. | Dust pictures and wall hangings, excluding paintings and art objects.   | M |
| h. | Dust tops of lockers, file and storage cabinets   | M |



|    |   |           |
|----|---|-----------|
| i. | Dust and remove stains from vertical surfaces.  | M         |
| j. | Dust artificial plants, remove debris from containers and damp wipe exterior of containers                                      | E3M or AR |
| k. | Clean interior of public clothes closet.  | M         |
| l. | Wash boot tray and/or boot shelves during inclement weather.  | W         |
| m. | Vacuum upholstered furniture.   | W         |
| n. | Remove and clean on both sides, all glass or plastic plates on furniture and dust tops of furniture before replacing plates.    | M         |
| o. | Clean, using an approved cleaner, all leatherette and upholstered furniture in executive offices, boardrooms and waiting areas. | M         |
| p. | Vacuum upholstered free standing screens.   | E6M       |
| q. | Clean lunch room tables by damp wiping clean after each coffee break and after lunch.   | 3D        |
| r. | Clean tables used at meetings, seminars, etc., within the building, after each coffee break and lunch break.                    | AR        |
| s. | Clean dust and finger prints from glass display cases   | W         |

## 7. Stairs and Landings

|    |   |                  |
|----|---|------------------|
| a. | Sweep stairs and landings.  | D                |
| b. | Remove gum and other foreign residue.                               | D                |
| c. | Dust hand rails, vertical grills, baseboards, stringers and ledges. | 15 <sup>th</sup> |
| d. | Vacuum stairs and landings.   | W                |
| e. | Damp mop stairs and landings.                                       | W or AR          |
| f. | Strip and refinish terrazzo, marble or resilient surfaces.          | E6M              |
| g. | Clean glass under hand rails.                                       | M or AR          |

## 8. Entrances and Lobbies

|    |  |         |
|----|--|---------|
| a. | Clean both sides of glass in doors.  | W       |
| b. | Clean surface and between bars of foot grill.  | W       |
| c. | Remove gum and other foreign residue.  | D       |
| d. | Sweep, wash and buff floors. Provide additional mopping of floors during inclement weather.                    | W or AR |
| e. | Sweep, spray buff, and re-sweep floors.  | W       |
| f. | Clean both sides of glass windows and metal surrounds.   | W       |
| g. | Remove foot grills and clean out recessed pan and drain.   | W       |
| h. | Strip and refinish floors.   | E6M     |
| i. | Damp mop or wipe all floors to remove spillage. Provide additional mopping of floors during inclement weather. | D       |
| j. | Shake out entrance carpets   | AR      |

**Note:** Contractor is to shake the dust out of carpets outside only, as our fire detectors are sensitive to the dust.

## 9. Elevators

|    |   |   |
|----|---|---|
| a. | Clean interior bright metal work.   | W |
| b. | Dust interior of cab and remove finger marks, smudges and stains on doors, door frames and walls, including control panel | W |
| c. | Scrape and vacuum clean doorsill/track grooves in both the cab and on each landing  | W |
| d. | Sweep and damp mop floor when mats are not in use.  | W |
| e. | Remove gum and other foreign residue.   | D |
| f. | Wet or dry scrub and refinish floors.   | W |
| g. | Damp mop or wipe all floors to remove spillage.   | D |

## 10. Waterfall

|    |   |           |
|----|---|-----------|
| a. | Clean all tile around and inside and out of waterfall area retaining wall of all dirt and foreign substances. | M         |
| b. | Clean tile of "waterfall feature" of all water marks, dirt and deposits.                                      | M         |
| c. | Clean all dirt and foreign substances from tile and inside waterfall itself.                                  | E3M or AR |

## 11. Venetian Blinds and Louver Drapes

|    |   |    |
|----|---|----|
| a. | Damp wipe.  | M  |
| b. | Vacuum all tracks to remove dust and foreign objects. | A  |
| c. | Spot clean and dust.                                  | AR |

## 12. Interior Glass

|    |   |     |
|----|---|-----|
| a. | Spot clean all glass in fire doors, glass partitions and/or glass panels in partitions. | M   |
| b. | Wash both sides of glass doors and glass in fire doors.                                 | E3M |
| c. | Wash both sides of glass partitions and/or glass panels in partitions.                  | E6M |

## 13. Door Handles/Pulls

|    |   |          |
|----|---|----------|
| a. | Clean/sanitize bathroom door pulls          | 5D       |
| b. | Clean/sanitize all common room door handles | 2D or AR |
| c. | Clean/sanitize office/lab room door handles | D        |

## 14. Counters

|    |  |   |
|----|--|---|
| a. | Damp wipe and polish.  | W |
| b. | Clean counter facings, metal wickets, glass and wood partitions. | W |

## 15. Lab Counters

|    |  |    |
|----|--|----|
| a. | Damp wipe and polish, including sinks, faucets, Occupant counter tops. | AR |
| b. | Clean counter facings, metal wickets, glass and wood partitions.       | AR |

**NOTE:** Care must be taken not to disturb or otherwise move any objects on counter tops to facilitate cleaning. Coordinate all cleaning with occupant. Request that occupant be present during cleaning of lab counter areas.

## 16. Doors, Door Frames, etc.

|    |  |    |
|----|--|----|
| a. | Clean all interior and exterior doors and door windows on both sides       | M  |
| b. | Clean finger marks from doors and door frames.                             | W  |
| c. | Dust door grills.  | W  |
| d. | Clean non metallic kick and hand plates using a detergent solution.        | D  |
| e. | Clean metal push bars, kick and hand plates using the appropriate cleaner. | D  |
| f. | Wash door grills.  | AR |

## 17. Windows

|    |   |   |
|----|---|---|
| a. | Wash inside of periphery windows and skylights. (Spring) (date to be coordinated with Site Authority) | A |
| b. | Wash inside building room windows.  | A |
| c. | Spot Clean inside building room windows.  | M |

**NOTE:** No window washing operations shall be commenced without prior approval of Site Authority. The Contractor shall investigate and be responsible for the Safety Procedures and staging requirements. The Contractor's workers shall not deviate from the OHS procedures put in place by the Contractors Safety person or other Safety personnel to avoid possible injury to workers or bystanders. Exterior windows will be cleaned under separate contract.

## 18. Showers

|    |  |         |
|----|--|---------|
| a. | Clean and polish mirrors.  | D       |
| b. | Damp wipe sitting bench.   | D       |
| c. | Wash and disinfect inside shower walls, floor and door.  | D       |
| d. | Clean room air diffusers.  | M       |
| e. | Wash doors and frames.   | W       |
| f. | Damp mop the entire floor area.  | D       |
| g. | Clean and polish all chrome, stainless steel, shelves and soap holders.  | D       |
| h. | Empty and damp wipe exterior of waste receptacles.   | D       |
| i. | Wash with warm water and mild soap or detergent, using clean cloth or soft brushes, inside and change area of showers. | W       |
| j. | Remove gum and other foreign residue.  | AR      |
| k. | Pour a pail of clean water into shower drains.   | W       |
| l. | Wash all ceilings with warm water and mild soap or detergent, using clean cloth or soft brushes.                       | M       |
| m. | Wash and buff all floors in shower area.   | W or AR |

|    |  |   |
|----|--|---|
| n. | Lift and clean all mats.   | D |
| o. | Remove soap buildup or soap film/slime from inside shower walls, door and floor. | W |

#### 19. Stainless Steel

|    |  |         |
|----|--|---------|
| a. | Clean all stainless steel, including outside of elevators, cold rooms, environmental chambers, hand rails, etc., of finger prints and grime. | W or AR |
|----|--|---------|

**NOTE:** Wash with warm water and mild soap or detergent, using clean cloth or soft brushes.

#### 20. Waste Receptacles

|    |   |         |
|----|---|---------|
| a. | Empty and damp wipe exterior of wastepaper baskets. (office)  | D or AR |
| b. | Empty garbage cans and waste receptacles. (labs)  | D       |
| c. | Wash and disinfect garbage cans and waste receptacles, including metal liner. (labs)  | W or AR |
| d. | Wash and disinfect wastepaper baskets. (office)   | M or AR |
| e. | Supply and replace, when dirty or torn, plastic bags of correct size in wastepaper baskets, garbage cans and waste receptacles. | W or AR |
| f. | Empty recycling paper bins from offices, labs, etc., and deposit in central recycling paper container.                          | W or AR |

**NOTE:** Confirm with the occupant before removing any materials that are not completely inside the garbage cans unless specifically labeled as garbage.

#### 21. Emergency Fire Equipment

|    |   |     |
|----|---|-----|
| a. | Spot clean cabinet door glass.          | M   |
| b. | Dust wall hung equipment.               | M   |
| c. | Clean interior of hose cabinet.         | E6M |
| d. | Clean and/or polish fire extinguisher.  | A   |
| e. | Clean both sides of cabinet door glass. | E6M |

#### 22. Kitchen Area, Stove, Fridge and other Equipment

|    |   |    |
|----|---|----|
| a. | Clean finger marks, spills, etc.                | D  |
| b. | Damp wipe and polish stainless steel equipment. | D  |
| c. | Clean and disinfect outside appliances.         | W  |
| d. | Clean inside cupboards, stove and fridge.       | AR |
| e. | Microwave – clean outside.                      | D  |
| f. | Damp wipe range.                                | D  |
| g. | Damp wipe dishwasher.                           | D  |
| h. | Damp wipe and clean all counter tops.           | D  |

**NOTE:** Rags used in the kitchen/lunch area MUST be colour coded (i.e. blue) and no other colour shall be used in this area and this colour must not be used in any other area of the building.

**23. Board/Meeting/Seminar Room Dishes**

|    |  |    |
|----|--|----|
| a. | Return cups, saucers and water glasses to Cafeteria at the end of each meeting, and also between morning and afternoon sessions of the meetings. | AR |
| b. | Rearrange chairs, tables, etc., after each meeting.  | AR |

**24. Water Fountains**

|    |   |         |
|----|---|---------|
| a. | Wash and disinfect bowl. Odor of disinfectant must not be objectionable or toxic/poisonous. | D       |
| b. | Clean all stainless steel of finger prints, dirt and grime.                                 | W or AR |
| c. | Clean drinking fountain "spout".  | D       |

**25. Light Fixtures**

|    |  |         |
|----|--|---------|
| a. | Wash interior of light fixtures, including bulbs and tubes.  | A       |
| b. | Remove accumulated dust and insects as they are noted, found or requested.   | AR      |
| c. | Check each light fixture for insects and burned out bulbs/tubes when in room/area and clean as required. Contact Building Property Management for tube replacement | D or AR |

**26. Miscellaneous**

|    |   |     |
|----|---|-----|
| a. | Damp wipe window stool and draft deflectors.  | W   |
| b. | Dust open radiators, remove debris from behind and underneath.  | M   |
| c. | Dust display cases and spot clean glass.  | W   |
| d. | Clean exterior sash of notice boards and wash glass.  | M   |
| e. | Clean exposed radiator and convactor covers   | M   |
| f. | Clean and polish all chrome and stainless steel fittings.   | W   |
| g. | Vacuum all air intake/exhaust grills and air diffusers.   | M   |
| h. | Clean and polish SS eye-wash stations   | W   |
| i. | Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 meters or more above floor level | E6M |

**NOTE:** The frequency of high dusting may be modified depending on the requirements of the building.

**27. Janitor Closets/Rooms**

|    |   |           |
|----|---|-----------|
| a. | Clean, wash and disinfect sinks.                                | W or AR   |
| b. | Sweep floor.  | W or AR   |
| c. | Wash floor.   | E2W pr AR |
| d. | Turn off lights when not occupied                               | D         |
| e. | Keep clear of litter.   | D         |
| f. | Wash mops before storing.                                       | AR        |
| g. | Keep all other equipment and materials clean and neatly stored. | AR        |
| h. | Do not block any doorways.                                      | D         |

## 28. Inclement Weather Cleaning

|    |  |    |
|----|--|----|
| a. | During inclement weather, high traffic areas such as entrance ways, main foyer, stair(s), hallways, corridors and stairwells and any other areas as deemed by Site Authority, may require accelerated cleaning to neutralize the effects of tracking dirt, snow, grit, sand, mud etc. into the building. | AR |
|----|--|----|

## 29. Recycling

|    |   |           |
|----|---|-----------|
| a. | Empty building area recycling bins/containers and deposit in designated holding area/bins.  | W or AR   |
| b. | Dispose of recycling materials from designated area/bins by taking recyclables to the appropriate recyclable depots as requested by Site Authority. | E2W or AR |

## 30. REPORTING OF ANY PROBLEMS OR CONCERNS IN THE BUILDING

Report any and all maintenance repairs that you may notice in relation to the building heating system, plumbing, electrical or water systems to Building Property Management as they are found or noticed, or if an emergency to Security.

## E. ELECTRONIC DATA PROCESSING AREAS

### 1. General

This area includes areas like, tape library, computer room, equipment room, computer repair room, etc.

Flooring: Raised computer laminated tiles. This flooring contains "anti static" properties and is not to be sealed, waxed or have a floor finish applied to it.

**NOTE:** If any janitorial equipment malfunctions remove immediately from the area and replace so that the extremely sensitive nature of the computer equipment is not affected.

### 2. Damp Mopping:

Use a mop, well wrung out, in clear water so there will be no seepage under the equipment or between the tiles. Change the water frequently during each operation and ensure the mops are washed and well rinsed upon completion of the work.

DO NOT DO ANY WORK IN COMPUTER EQUIPMENT OR SCIENTIFIC TYPE EQUIPMENT AREA(S) OR ROOMS WHICH WILL CREATE DUST OR IN ANY WAY CREATE POSSIBLE EQUIPMENT DAMAGE WITHOUT PRIOR APPROVAL.

### 3. Miscellaneous

|    |   |    |
|----|---|----|
| a. | Vacuum entire floor area, paying particular attention to the area around the base of equipment, baseboards and corners. | W  |
| b. | Damp mop the entire floor area.   | W  |
| c. | Vacuum and damp mop ramps.  | W  |
| d. | Remove dust from furniture and shelving.  | W  |
| e. | Remove refuse and wastepaper.   | W  |
| f. | Dust interior of fixtures and wipe off tubes.   | AR |
| g. | Wash and disinfect refuse and wastepaper containers.  | W  |

|    |  |    |
|----|--|----|
| h. | Wash doors and frames.   | M  |
| i. | Lift and vacuum all elevated floor tiles, vacuum, and dust the secondary underlay and supporting railings. | AR |
| j. | Clean room air diffusers.  | W  |

## F. SNOW REMOVAL

Contractor will remove snow within 10 feet of buildings, and will keep steps, sidewalks and all entrances leading to the building and outbuildings, clear of snow, slush and ice, and accumulated sand and/or salt, to ensure the safety of the general public and the staff entering the building. Sand or gravel must be spread over dangerous surfaces. Entire walk areas shall be kept safe and clean. This includes cleaning/clearing road machine grading "snow/ice piles" on sidewalks and in front of walkways to access the roadway. Snow removal shall start at 7:00 a.m. each applicable morning, or earlier, and completed no later than 7:30 am to ensure safe entry to the building, starting at the back door, then the front door entrances/walks, fire exits, other exits, etc. and compound areas last. Where required make one pass to allow a "safe path" to the building first and then continue complete cleaning requirements. Snow from entrances and sidewalks, where applicable, is to be deposited so that it can be picked up by street cleaning machines.

All emergency exits will have a path (minimum of 36 inches wide OR WIDTH OF DOOR) kept clean of snow so as not to create a hardship or hazard (slip & fall) in walking or running if exiting building.

The cleaning staff shall check all entrances and exits each morning, at morning coffee break, noon, at afternoon coffee break and before leaving at the end of their shift during the winter. At the beginning and end of each evening shift they are to ensure entrances are clear and no hazardous condition exists. In the event of a snow storm that is in progress during the normal work hours a path of at least 48 inches shall be kept open at all times for normal exiting of the building to all required areas. At the end of the cleaning day or night shift(s) the complete areas shall be cleaned whether snowstorm is still in progress or not to avoid excess build up.

1. Check for snow, slush, ice, accumulated sand, gravel and dangerous surfaces at entrance/exits, sidewalks, emergency exits, etc. at the following times daily and as conditions warrant.

|                    |                       |
|--------------------|-----------------------|
| <b>Day Shift</b>   | 7:00                  |
|                    | 9:30                  |
|                    | 11:00                 |
|                    | 13:00                 |
|                    | 15:30                 |
| <b>Night Shift</b> | At the start of shift |
|                    | At the end of shift   |

## 2. Additional Snow removal Schedule

|    |   |    |
|----|---|----|
| a. | Clear snow, ice, slush, accumulated sand, gravel.         | AR |
| b. | Sand and/or de-ice dangerous surfaces (supply materials). | AR |

## EXTERIOR

Due to the "No Smoking in Federal Government Buildings" policy, the only approved areas are outside. Ashtray/containers have been placed outside at designated areas. The Contractor is required to empty all ashtray/containers. Sweep all smoker's materials/cigarette butts and dispose of this material in a safe approved manner.

### 1. Cigarette Ashtrays/Containers

|    |  |           |
|----|--|-----------|
| a. | Remove debris, clean ashtray/container.  | W         |
| b. | Remove debris/butts from interior silica sand with sieve/strainer.                         | W         |
| c. | Remove debris/smoker's materials from around ashtrays and/or sidewalks.                    | W         |
| d. | Change silica sand every three months or as condition of sand dictates (supply materials). | E3M or AR |

### 2. Garbage Cans

|    |                     |         |
|----|---------------------|---------|
| a. | Empty garbage cans. | W or AR |
|----|---------------------|---------|

### 3. Picnic Tables

|    |   |         |
|----|---|---------|
| a. | Damp wipe top and seats of picnic tables. | W or AR |
|----|---|---------|

### 4. Sidewalks

|    |  |         |
|----|--|---------|
| a. | Sweep all sidewalks (other than winter). | M or AR |
|----|--|---------|

**NOTE:** No debris is to be swept onto grass or flower beds. All debris shall be swept up and disposed of in proper manner.

#### **Other NOTES:**

- The Tenant Areas will be vacuumed during occupied times or as arranged with occupants.
- Vacuuming of all other areas will be done during the night shift so working staff are not disturbed.
- All laboratory flooring will be "swept, damp mopped and washed" only. Any other work as detailed in the specification under "Flooring - Resilient" (strip and waxing) will be on an as and when requested in writing basis only.

#### **Site Specific Conditions**

1. The premises will be occupied during the performance of the Contract, and the Contractor shall cooperate and coordinate any interruption of the existing service with the PM Site Authority.
2. Building Property Management must be advised before 12:00 noon, one (1) week in advance for any work that is to be performed the following week so staff can be advised and adjust their work schedule. In the event that an experiment is underway that cannot be interrupted, a new work schedule will be established.



3. No interruption or stoppage of work will be allowed after the start of the job. The Contractor must arrange his labour force in such a manner that the complete schedule can be carried out. On a pre-scheduled maintenance shutdown of equipment or on a corrective work order/project, the Contractor shall have all necessary tools, equipment, and material on site before disassembly or start of job. This is to avoid needless delays and/or down time due to lack of materials and/or equipment.
4. In general, the work is to be performed during the hours of 7:30 a.m. to 4:00 p.m., Monday to Friday, unless otherwise approved by the Site Authority. If it is an "operational requirement" as determined by the Site Authority, or an emergency trouble call, work may have to be performed after regular hours or on weekends. Contractors entering or leaving the building outside normal working hours must do so by the front door only. If for any reason other doors are used, Contractors must be accompanied by a Security Officer from the front desk, and will notify them accordingly.
5. The Contractor and/or his employees shall have a 2 way radio, issued to them by security at the front desk, while in the building. This is to communicate with them as necessary as well as for their protection, to be in contact with Security at the front desk in the event of an emergency.
6. All staff employed by the Contractor, regardless of hours of work, must sign in and out of the building, and enter the times of arrival and departure in registers or on sheets provided at the Security Guard's control desk.

*ALL PERSONS SHALL WEAR NHRC ID TAGS WHICH SHALL BE VISIBLE AT ALL TIMES.*

7. The Contractor shall ensure all workers are qualified and trained to perform their jobs without risk of injury to themselves or others in accordance with applicable situation.
8. The Contractor's employees shall be required to report and fill out site report(s) and/or accident forms on any and all incidents and forward a copy to Site Authority, for site review and corrective action taken to prevent such recurrences. These forms are in addition to those required by other Governing Bodies. Forward copies or attach "other Governing Bodies" reports for our reference and/or investigative requirements.
9. All staff employed by the Contractor are required to fill out "Contractor Employee" forms before being allowed to work on the property. These forms will be provided by the Site Authority
10. All work is to be performed in a neat and tradesmen-like manner, and the Contractor is responsible for cleaning up, to the original state, after the job is finished, and/or at the end of each work day.
11. Prevent debris or any material from blocking surface drainage systems, mechanical systems, electrical equipment/panels/systems, and safety equipment (fire extinguishers, safety showers, eye wash's, etc.).
12. Keep noise, dust, and inconvenience to occupants to a minimum.
13. All work and materials will conform to the original building specifications and any deviation must be approved the Manager, Building Property Management in writing, and, unless otherwise specified, comply with manufacturer's latest printed instructions for materials and installation methods (per original equipment Manufacturer's recommendations). *See Building Property Management for original building specifications.*
14. The Contractor shall perform and complete with care, skill, diligence, and efficiency, the work that is described in the Scope of Work, Specifications, and/or detailed on the Work Orders.

15. Contractor must advise and obtain approval in advance from Site Authority to bring onto NHRC property any substance/material, chemical, etc., that falls under Workplace Hazardous Materials Information System. The Contractor shall supply Material Safety Data Sheet (MSDS) for each hazardous material brought onto the property.  
*Materials Information System.* The Contractor shall supply Material Safety Data Sheet (MSDS) for each hazardous material brought onto the property
16. The Contractor will ensure that all equipment used to perform the work is in a state of good repair. The Site Authority reserves the right to have equipment which is judged to be unsafe, unsuitable, or defective, taken out of service and/or removed from the job site to protect the health and safety of all persons on site. The Contractor is responsible for supplying suitable replacement equipment for the defective items removed at his cost.
17. The Contractor or their employees shall immediately report any and all hazards to the Manager BPM, Site Authority, BPM representative or any member of the Health and Safety Committee and his immediate supervisor as they are identified for the safety of the worker and/or building occupants.
18. To safeguard our environment and the occupational health of our employees/staff, in compliance with the Canadian Labour Code Part III, NHRC is banning the use or possession, in or on, any of our Properties of the substance, 1,1,1, trichloroethane, also known as methyl chloroform. It is the Contractor's responsibility to ensure that all products used, or that are in their possession, do not contain this product. If any products with the prohibited chemicals are found being used by or in the possession of the Contractor, the Contractor shall immediately remove them from the site. If he fails to comply, or is found to repeat a violation, it shall be deemed grounds for cancellation of the contract with cause.
19. Do not employ power guns using explosives unless written approval has been received in advance from the Site Authority.
20. The Contractor shall, at the Contractor's expense, do whatever is necessary to ensure that pedestrian and other traffic in or on NHRC property is not unduly impeded, interrupted or endangered by the performance or existence of the work.
21. The Contractor shall at the Contractor's expense, do whatever is necessary to ensure that the health and safety of all persons employed in the performance of the work or any persons who may be within the work area, is not endangered by the method and means of it's performance.
22. The Contractor shall provide and maintain adequate and suitable means to save the building and its contents from injury, dust, and defacement during the process of the work, providing and using approved protections wherever necessary and/or as directed.
23. The National Hydrology Research Centre has limited contractor parking on site. NHRC reserves the right to limit contractor parking to assigned areas of the compound and they will require an approved contractor parking permit.
24. All reports are required to be sent directly to the Attention of the Property Services Officer, Property Management and are NOT TO BE ATTACHED TO INVOICES as invoices are sent to accounts payable in Ontario and not to Property Management. Failure to follow this instruction shall require a second report, at no extra cost, be sent to Property Management BEFORE
25. The Contractor must supply a list of persons who will be working on this site, along with their Security Clearance status, and Security Clearance form as issued by the Government of Canada, etc.

26. Any acknowledgement of supplies and/or delivery of Contractor's materials by NHRC staff or its representative(s) is simply "acknowledging delivered goods and/or services only" and is not in any way assuming any responsibility for payment, condition and/or correctness of shipment it is the sole responsibility of the Contractor, to verify the shipment(s).

## ANNEX "B"

### BASIS OF PAYMENT

1. Prices provided are firm for the periods indicated;
2. GST is not included in the prices, but will be added as a separate line item to the invoice issued against the contract;

- 1. Period One:** from date of issuance for two (2) years (24 months), (dates to be determined at contract award)

#### Fixed Portion

| Item | Description  | Quantity  | Price     |
|------|--|-----------|-----------|
| a    | Cleaning as per Annex A; Monthly Cleaning, Firm all inclusive monthly rate | 24 months | \$ /month |

#### Non-Fixed Portion

|   |   |         |        |
|---|---|---------|--------|
| b | Hourly rate for additional work as and when requested by NHRC | Unknown | \$ /hr |
|---|---|---------|--------|

- 2. Option Year One:** (dates to be determined at contract award)

#### Fixed Portion

| Item | Description  | Quantity  | Price     |
|------|--|-----------|-----------|
| a    | Cleaning as per Annex A; Monthly Cleaning, Firm all inclusive monthly rate | 24 months | \$ /month |

#### Non-Fixed Portion

|   |   |         |        |
|---|---|---------|--------|
| b | Hourly rate for additional work as and when requested by NHRC | Unknown | \$ /hr |
|---|---|---------|--------|

**3. Option Year Two:** (dates to be determined at contract award)

**Fixed Portion**

| Item | Description  | Quantity  | Price     |
|------|--|-----------|-----------|
| a    | Cleaning as per Annex A; Monthly Cleaning, Firm all inclusive monthly rate | 24 months | \$ /month |

**Non-Fixed Portion**

|   |   |         |        |
|---|---|---------|--------|
| b | Hourly rate for additional work as and when requested by NHRC | Unknown | \$ /hr |
|---|---|---------|--------|

**4. Option Year Three:** (dates to be determined at contract award)

**Fixed Portion**

| Item | Description  | Quantity  | Price     |
|------|--|-----------|-----------|
| a    | Cleaning as per Annex A; Monthly Cleaning, Firm all inclusive monthly rate | 24 months | \$ /month |

**Non-Fixed Portion**

|   |   |         |        |
|---|---|---------|--------|
| b | Hourly rate for additional work as and when requested by NHRC | Unknown | \$ /hr |
|---|---|---------|--------|

Solicitation No. - N° de l'invitation  
KW405-141347/A  
Client Ref. No. - N° de réf. du client  
KW405-141347

Amd. No. - N° de la modif.  
File No. - N° du dossier  
STN-5-38015

Buyer ID - Id de l'acheteur  
stn201  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "C"**

### **SECURITY REQUIREMENTS CHECK LIST**

(Attached as PDF – 3 pages)





Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

KW405-14-1347

Security Classification / Classification de sécurité  
Unclassified

**SECURITY REQUIREMENTS CHECK LIST (SRCL)**  
**LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

| PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE  |   |  |  |
|---|---|--|--|
| 1. Originating Government Department or Organization /<br>Ministère ou organisme gouvernemental d'origine   |   | 2. Branch or Directorate / Direction générale ou Direction                                     |  |
| Environment Canada  |   | ARPSD  |  |
| 3. a) Subcontract Number / Numéro du contrat de sous-traitance  |   | 3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant                      |  |
| 4. Brief Description of Work / Brève description du travail<br>Janitorial Cleaning Services   |   |  |  |
| 5. a) Will the supplier require access to Controlled Goods?<br>Le fournisseur aura-t-il accès à des marchandises contrôlées?  |   | <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Yes                         |  |
| 5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations?<br>Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?  |   | <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Yes                         |  |
| 6. Indicate the type of access required / Indiquer le type d'accès requis   |   |  |  |
| 6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets?<br>Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?<br>(Specify the level of access using the chart in Question 7. c)<br>(Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)                                |   | <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Yes                         |  |
| 6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted.<br>Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. |   | <input type="checkbox"/> No<br><input checked="" type="checkbox"/> Yes                         |  |
| 6. c) Is this a commercial courier or delivery requirement with no overnight storage?<br>S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?   |   | <input checked="" type="checkbox"/> No<br><input type="checkbox"/> Yes                         |  |
| 7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès  |   |  |  |
| Canada <input type="checkbox"/>   |   | NATO / OTAN <input type="checkbox"/>   |  |
| Foreign / Étranger <input type="checkbox"/>   |   |  |  |
| 7. b) Release restrictions / Restrictions relatives à la diffusion  |   |  |  |
| No release restrictions<br>Aucune restriction relative à la diffusion <input type="checkbox"/>  |   | All NATO countries<br>Tous les pays de l'OTAN <input type="checkbox"/>                         |  |
| Not releasable<br>À ne pas diffuser <input type="checkbox"/>  |   | No release restrictions<br>Aucune restriction relative à la diffusion <input type="checkbox"/> |  |
| Restricted to: / Limité à: <input type="checkbox"/>   |   | Restricted to: / Limité à: <input type="checkbox"/>  |  |
| Specify country(ies): / Préciser le(s) pays:  |   | Specify country(ies): / Préciser le(s) pays:   |  |
| 7. c) Level of information / Niveau d'information   |   |  |  |
| PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>   | NATO UNCLASSIFIED<br>NATO NON CLASSIFIÉ <input type="checkbox"/>      | PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>  |  |
| PROTECTED B<br>PROTÉGÉ B <input type="checkbox"/>   | NATO RESTRICTED<br>NATO DIFFUSION RESTREINTE <input type="checkbox"/> | PROTECTED B<br>PROTÉGÉ B <input type="checkbox"/>  |  |
| PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>   | NATO CONFIDENTIAL<br>NATO CONFIDENTIEL <input type="checkbox"/>       | PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>  |  |
| CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>   | NATO SECRET<br>NATO SECRET <input type="checkbox"/>                   | CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>  |  |
| SECRET<br>SECRET <input type="checkbox"/>   | COSMIC TOP SECRET<br>COSMIC TRÈS SECRET <input type="checkbox"/>      | SECRET<br>SECRET <input type="checkbox"/>  |  |
| TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>  |   | TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>   |  |
| TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/>  |   | TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/>                           |  |





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KW405-14-1347

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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET - SIGINT<br>TRÈS SECRET - SIGINT        | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET      | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |   |  |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☐ No ☒ Yes  
Non Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No ☒ Yes  
Non Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes  
Non Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes  
Non Oui





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KW405-14-1347

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**PART C - (continued) / PARTIE C - (suite)**

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

| Category<br>Catégorie  | PROTECTED<br>PROTÉGÉ |   |   | CLASSIFIED<br>CLASSIFIÉ          |        |                               | NATO  |  |             |   | COMSEC               |   |   |              |        |                               |
|--|----------------------|---|---|----------------------------------|--------|-------------------------------|---|--|-------------|---|----------------------|---|---|--------------|--------|-------------------------------|
|  | A                    | B | C | CONFIDENTIAL<br><br>CONFIDENTIEL | SECRET | TOP SECRET<br><br>TRÈS SECRET | NATO RESTRICTED<br><br>NATO DIFFUSION<br>RESTREINTE | NATO CONFIDENTIAL<br><br>NATO CONFIDENTIEL | NATO SECRET | COSMIC TOP SECRET<br>COSMIC TRÈS SECRET | PROTECTED<br>PROTÉGÉ |   |   | CONFIDENTIAL | SECRET | TOP SECRET<br><br>TRÈS SECRET |
|  |                      |   |   |                                  |        |                               |   |  |             |   | A                    | B | C |              |        |                               |
| Information / Assets<br>Renseignements / Biens<br>Production |                      |   |   |                                  |        |                               |   |  |             |   |                      |   |   |              |        |                               |
| IT Media /<br>Support TI                                     |                      |   |   |                                  |        |                               |   |  |             |   |                      |   |   |              |        |                               |
| IT Link /<br>Lien électronique                               |                      |   |   |                                  |        |                               |   |  |             |   |                      |   |   |              |        |                               |

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée  
« Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée  
« Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

## **ANNEX "D"**

### **INSURANCE REQUIREMENTS**

#### **1. 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.

- I. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- n. Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

**For the province of Quebec, send to:**

*Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8*

**For other provinces and territories, send to:**

*Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

**2. Automobile Liability Insurance**

- 1. The Contractor must obtain Automobile 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.
- 2. The policy must include the following:
  - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
  - b. Accident Benefits - all jurisdictional statutes
  - c. Uninsured Motorist Protection

Solicitation No. - N° de l'invitation  
KW405-141347/A  
Client Ref. No. - N° de réf. du client  
KW405-141347

Amd. No. - N° de la modif.  
File No. - N° du dossier  
STN-5-38015

Buyer ID - Id de l'acheteur  
stn201  
CCC No./N° CCC - FMS No./N° VME

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- d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

## ANNEX "E"

### Minimum Cleaning Standards for Janitorial Services Requirements

#### DEFINITION OF TERMS

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

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

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

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

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

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

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

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

#### QUALITY STANDARDS

The Supplier must meet the following standards:

##### 1. Cleaning: General

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

##### 2. Spot Cleaning

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

##### 3. Sweeping

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



#### **4. Cleaning with a Hose**

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

#### **5. Dust Mopping**

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

#### **6. Damp Mopping**

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

#### **7. Wash Floors**

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

#### **8. Machine Scrubbing**

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

#### **9. Spray Buffing**

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

#### **10. Scrub and Refinish**

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

#### **11. Strip and Refinish**

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

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

## **12. Vacuuming**

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

## **13. Stain Removal**

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

## **14. Hot Water Extraction**

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

## **15. Damp Wiping**

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

## **16. Glass and Mirror Cleaning**

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

## **17. High dusting**

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

## **18. Clean and Disinfect**

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

Solicitation No. - N° de l'invitation  
KW405-141347/A  
Client Ref. No. - N° de réf. du client  
KW405-141347

Amd. No. - N° de la modif.  
File No. - N° du dossier  
STN-5-38015

Buyer ID - Id de l'acheteur  
stn201  
CCC No./N° CCC - FMS No./N° VME

## ANNEX "F"

### TASK AUTHORIZATION USAGE REPORT FORM

#### Return to:

Public Works and Government Services Canada  
Acquisition Branch  
Facsimile: (306) 975-5397  
Email: wst-pa-sk@pwgsc-tpsgc.gc.ca

#### Quarterly Usage Report Schedule:

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

#### SUPPLIER:

CONTRACT NUMBER: **KW405-141347/001/STN – Janitorial Services**  
DEPT OR AGENCY: Environment Canada, Saskatoon, SK

| Item No.  | Task Number<br>Description | Value of the Task<br>(GST/HST excluded) |
|---|----------------------------|---|
|   |                            |   |
|   |                            |   |
|   |                            |   |
|   |                            |   |
|   |                            |   |
|   |                            |   |
|   |                            |   |
|   |                            |   |
| (A) Total Dollar Value of Tasks for this reporting period |                            |   |
| (B) Accumulated Tasks totals to date:                     |                            |   |
| (A+B) Total Accumulated Tasks                             |                            |   |

**NIL REPORT:** We have not done any business with the federal government for this period [    ]

**Prepared by:** \_\_\_\_\_

**SIGNATURE:**

**DATE:**