

# ANNEX “A” - STATEMENTS OF WORK

## Statement of Work #1 - Working Accommodations

### SW1.1 Title

Janitorial Services - Working Accommodations

### SW2.1 Scope of Work

The Contractor is to provide janitorial services to Natural Resources Canada (NRCan) Polar Continental Shelf Program (PCSP) facilities in Resolute Bay, Nunavut.

### SW3.1 Objective

The Contractor will be responsible to provide janitorial services for the following areas:

- 3.1 XR-04 **Laboratory Building C:** is a one level scientific research center with an environmental level 2 capacity. The facility is composed of two (2) mudrooms with built-in storage shelving, two (2) wet lab work station, one (1) barrier free area with three (3) dry lab work stations, four (4) laboratory style sinks, and one (1) unisex washroom for a total area of 110m<sup>2</sup>. They are all hard surfaces.
- 3.2 XR-03 **Working Accommodation Building B:** is a two level hangar storage style. First level total floor space is 1,419m<sup>2</sup> and is composed of two (2) secure supply rooms, open space storage shelving, small engine workshop, two (2) small office spaces, a combination of engine repair shop/vehicle maintenance bay, and two (2) vehicle garages. The second floor is a total of 168 m<sup>2</sup> and is used as an operation centre for seven (7) office spaces, two (2) washrooms, one (1) small kitchen / café room area; all hard surfaces
- 3.3 XR-14 **New Working Accommodation Building F:** is a two level hangar storage style. First level total floor space is 1,405 m<sup>2</sup> open space storage shelving, small engine workshop, two (2) small office spaces, two (2) workshops used as a combination of engine repair shop / vehicle maintenance bay, a two (2) vehicle garage. The second floor is a total of 175 m<sup>2</sup> and is used as an operation center with five percent (%) office space, two (2) washrooms, secure store and café room area. They are all hard surfaces.

### SW4.1 General Requirements

The following is a breakdown of the general work requirements for the objective. The requirements are:

- 4.1.1 Natural Resources Canada (NRCan) shall provide all equipment, tools, materials, and other items and services necessary to perform the janitorial (housekeeping) services as described in the specifications detailed herein. The required result is to maintain the facility (ies) in such a manner as to provide a clean, healthy and safe work environment for occupants of NRCan building(s).
- 4.1.2 Thoroughly vacuum all carpeted areas. Move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction

vacuuming is not acceptable. Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.

- 4.1.3 Thoroughly dust mop all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. A dust control product is provided and will be used at all times when sweeping in the work accommodations building and in all entrances' dusty areas. Place dust and dirt into plastic trash bag, tie off and remove to dumpster.
- 4.1.4 Dust mopping must be performed with a dust mop. At the stated frequencies, floors must be damp mopped. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area in the open space and workshop areas will then be damp mopped. After sweeping and damp mopping operation, all floors must be clean and free from strings, bristles and dirt streaks. Leave no dirt in corners, behind radiators, under furniture, behind doors, on stairs or landings, under desks, tables and chairs.
- 4.1.5 Thoroughly damp mop all non-carpeted areas. Move and damp mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items after floor has dried completely. Use a clean cotton mop head that is in good condition. Use clean water at all times (change water often). Mop head must be only damp. No excess water can be left behind. Proper chemicals at proper dilution must be used at all times; chemicals will be provided by NRCan. Finished floor must be clean and streak free.
- 4.1.6 The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.
- 4.1.7 Carpet runners must be removed from floor to allow for proper cleaning, as needed. Be sure to remove excess water from runner with provided wet pick up vacuum before carpet runners are removed.
- 4.1.8 After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.
- 4.1.9 At the stated frequencies, office spaces and operation room floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machined buffed to a polished appearance with a high speed buffer.
- 4.1.10 This tasks consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must be the cleaning agent provided by NRCan. When damp wiping in toilet areas, use a multi-purpose disinfectant / deodorizer.

- 4.1.11 Completely remove all dirt, wax and other foreign substances in returning the floor to its original surface.
- 4.1.12 Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a maximum of 25% solids.
- 4.1.13 Apply wax in a thin, even coat and machine buff with a high speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of a stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original position upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.
- 4.1.14 Empty all containers that are provided for the disposal of waste i.e. waste baskets, torpedo type plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal; when in doubt if to be removed, as an NRCan employee for direction. Liners must be used in all waste receptacles and must be changed as needed and no less than once per month. Waste containers in restrooms, break rooms, lunchrooms and conference rooms must be inspected daily and changed as needed.
- 4.1.15 Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved "disinfectant" solution and allow to air dry.
- 4.1.16 Dispensers of all types must be checked daily and filled when necessary (soap, toilet tissue, paper towels, sanitary napkin, etc.)
- 4.1.17 Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. A dust cloth or dusting tool, treated with water based dust control chemical, must be used. Areas not cleared by office occupant are not to be dusted.
- 4.1.18 Thoroughly clean all sinks, including bottom, faucets and spigots, with the provided cleanser. Rinse thoroughly as all cleanser residues must be removed. Then wipe each item with disinfectant solution and allow to air dry.
- 4.1.19 Thoroughly clean all glass and mirrors using a provided alcohol based glass cleaner. Use a soft, clean cloth. Dry completely. Surfaces should be streak, smear and smudge free. Make sure attached frames, edges and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used, as needed.
- 4.1.20 Thoroughly clean toilets, toilet seats and urinals with provided acid free bowl cleaner, rinse thoroughly. Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff dry to a streak, smear and smudge free "shine". Leave seats in a raised position.
- 4.1.21 Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with provided chemicals and proper approved

dilution. Rinse thoroughly as needed, then wipe all areas with provided disinfectant solution and allow to air dry.

- 4.1.22 All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odours coming from the floor drains.
- 4.1.23 Thoroughly clean all stainless steel (brass) not previously mentioned with provided cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.
- 4.1.24 The Project Authority shall assign, as needed, cleanup duties to the Contractor when construction or remodelling has been completed or when an emergency occurs. Cleaning tasks would include: dusting, vacuuming, mopping, carpets extraction, window washing, etc.

## **SW5.1 Scheduled Services**

Each building shall have a schedule of periodic cleaning approved by the Site Manager. Both Site Manager and Contractor supervisor will use this schedule. This schedule shall include the following:

- Building name;
- Service to be provided;
- Month in which periodic is to be completed;
- Date when service was completed

## **SW6.1 Cleaning Tasks Frequency**

As per attached schedule interpreted and governed with the following conditions:

### **6.1.1 Daily Service**

- Touch up heavy traffic areas (including: floors, carpeted and non-carpeted);
- Clean areas as needed throughout the offices, guest rooms and restrooms;
- Tidy common areas such as restrooms, aisle-ways, common rooms and dining room

### **6.1.2 Weekly Service**

- Dust high and low, including clocks, all surfaces on which dust gathers;
- Clean all cleared desk and counter top areas with provided desk/counter cleaner;
- Clean baseboards;
- Clean, spray wax and buff all vinyl composite floors
- Thoroughly clean and scrub by agitation (with hand brush or mechanical machine) all ceramic tile surface floors;
- Clean by most appropriate means all lobby furniture;
- Clean bathroom partition walls and doors with germicidal solution, making sure to thoroughly rinse;
- Clean and buff bathroom vinyl composite floors, with special attention to grouting, corners of floors, baseboards and stalls;

- Thoroughly clean, scrub by agitation (with hand brush or mechanical machine) and disinfect all ceramic tile surface floors, with special attention to grouting, corners of floor, baseboards and stalls;
- Spot clean walls around sinks, waste receptacles, behind urinals and toilets and dust radiators, grills, ledges, etc.

### **6.1.3 Monthly Service**

- Dust/vacuum window hangings;
- Clean all carpeted areas of heavy traffic showing noticeably greater soil than general area;
- Spot clean walls, doors, etc. removing all cobwebs, fingerprints, smears and stains;
- Clean partition glass and vacuum exposed air bars and heating outlets;
- Wash with germicidal solution bathroom entrance doorways, ledges, etc.;
- Wash all exterior windows inside and outside (weather permitting). **NOTE:** Window cleaning which required the erection of scaffolding must be contracted separately and is not made part of this specification; however, windows reachable by stepladder are included.

### **6.1.4 Supplementary Tasks**

- Move waste paper from centralized locations throughout the office to designated areas once a week or as needed.

## **SW7.1 Health, Safety and Environmental Protection**

### **7.1.1 Damage Reports**

In all instances where NRCan property or equipment is damaged, the Contractor shall submit to the Site Manager a full report of the facts and extent of such damage - verbally within the hour, and in writing within 24 hours of the occurrence.

### **7.1.2 Accident Reports**

The Contractor shall comply with Federal and Territorial, Occupational Health and Safety and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The Contractor shall provide a verbal report to the Site Manager within the hour of occurrence and a written follow-up report to the Site Manager within 24 hours of the occurrence.

### **7.1.3 Chemical Spills**

All chemical spills are to be reported to the Site Manager immediately.

## **SW8.1 Work Conditions**

- 8.1.1 Materials, tools, etc. shall be confined so as not to unduly encumber the premises.
- 8.1.2 The Contractor shall comply with all security regulations and special working conditions as required by NRCan. Access to and egress from the buildings and agency grounds shall be via routes specifically designated by the Site Manager.

## **SW9.1 Employee Conduct**

- 9.1.1 all contractual employees may be required to carry an agency provided page of “Notice of Work Required” forms and to use them daily or report potentially hazardous conditions and items in need of repair including office lighting, emergency and exit lights, plumbing and water cooler problems, etc. to the Site Manager.
- 9.1.2 All lost and found articles recovered by contractual employees must be immediately turned in to the Site Manager.
- 9.1.3 Contractual employees will be required to wear clean and neat clothing at all times while on the job.
- 9.1.4 Must turn off lights, if applicable, after cleaning is completed in an assigned area.
- 9.1.5 Transportation for contractual employees under this Contract will not be provided by NRCan.

### **SW10.1 Quality Control**

Inspection by the Site Manager will be conducted on a daily basis for all specifications outlined in this contract. Performance evaluations noting deficiencies in the contract specification will be provided to the Contractor on a regular basis. Upon receiving deficiency notes, the Contractor will:

- 10.1.1 Correct within 24 hours any deficiencies pertaining to daily, weekly or monthly tasks;
- 10.1.2 The Site Manager or his/her appointed representative shall make the final decision as to whether or not any cleaning task has been satisfactorily performed; and
- 10.1.3 If it is determined that the task has not been properly performed as intended, the Contractor must make the necessary changes.

### **SW11.1 Record Keeping**

The Contractor must complete a monthly time sheet (provided by NRCan) to the Site Manager showing the names, dates, areas and hours actually worked including starting and quitting times, for all employees used at this facility. This is to be completed by the Contractor’s staff on a daily basis. The Site Manager will sign off on these hours and forward by fax to the Contractor and NRCan finance, on a weekly basis, as supporting documentation for actual hours being invoiced by the Contractor.

### **SW12.1 Hours of Work/Holidays**

The facility is open and available for work to be performed between the hours of 07:00 am to 20:00 pm, seven (7) days a week during the operational field season, mid-January to mid-September (dates to be confirmed at the beginning of each field season).

### **SW13.1 PCSP Furnished Support**

The Site Manager details will be provided at time of contract award.

## **Statement of Work #2 - Living Accommodations**

### **SW1.2 Title**

**Janitorial Services for Living Accommodations**

## SW2.2 Scope of Work

Provide janitorial services to Natural Resources Canada (NRCan) Polar Continental Shelf Program (PCSP) facilities in Resolute Bay, Nunavut.

## SW3.2 Objective

The Contractor will be responsible to provide janitorial services for the following areas:

- 3.2.1 XR-02 Old Accommodation Building A: is a two (2) level residential facility with a floor space area of 875 m<sup>2</sup> on the main floor, 2 public bathrooms, 1 for female with 2 shower stalls, 2 toilets and 3 sinks and 1 for male with 3 shower stalls, 3 toilets, 3 sinks and 3 urinals. The area consists of 18 bedroom spaces with double occupancy, 1 recreational area, 1 exercise room, 3 office spaces with two small conference rooms. The second floor is 300m with 12 single occupancy rooms, 1 bathroom shares between 2 bedrooms and a kitchen style lounge area. First floor soft surface and hard surface and second floor all are all soft surfaces.
- 3.2.2 XR-12 New Accommodation Building D: is a 2 level residential facility and a 1 level recreational area. The residential part of the facility has a total floor area of 456 m<sup>2</sup> per floor with 17 bedrooms / individual bathrooms and 1 laundry room on each floor, a main access mud room and a staff room on the second floor. The recreation area is 748 m<sup>2</sup> with 1 dining facility (200 m<sup>2</sup>), recreation area (100 m<sup>2</sup>), 1 TV room, 1 conference room, 1 office space and 2 mud rooms. There are soft surfaces and hard surfaces and the Recreation area are all hard surfaces.
- 3.2.3 XR-15 The Arctic Training Centre (ATC) Accommodation Building E: is a 2 level residential facility with a total floor space of 600 m<sup>2</sup> per floor with 17 bedrooms double occupancy and individual bathrooms, laundry room and lounge at each level, and mud room at the main entry. First floor is both soft and hard surfaces and the second floor is both soft and hard surfaces.

## SW4.2 General Requirements

The following is a breakdown of the general work requirements for the objective. The requirements are:

- 4.2.1 Natural Resources Canada (NRCan) shall provide all equipment, tools, materials, and other items and services necessary to perform the janitorial (housekeeping) services as described in the specifications detailed herein. The required result is to maintain the facility (ies) in such a manner as to provide a clean, healthy and safe work environment for occupants of NRCan building (s).
- 4.2.2 Thoroughly vacuum all carpeted areas. Move and vacuum under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. After vacuuming, leave all rugs clean, free from dust balls, dirt and other debris. Prior to vacuuming, broom all edges not reached by vacuum. Straight suction vacuuming is not acceptable. Empty dust and dirt from vacuum cleaner into a plastic trash bag, tie off and remove to a dumpster. As part of the vacuuming process, carpet spot cleaning is required on an ongoing basis.
- 4.2.3 Thoroughly dust mop all non-carpeted areas. Move and dust mop under all easily movable objects (chairs, waste receptacles, tables on wheels, typing stands, boxes, etc.). Be sure to replace all items moved. A dust control product is provided and will be used at all times when sweeping in the work accommodations building and in all entrances' dusty areas. Place dust and dirt into plastic trash bag, tie off and remove to dumpster.

4.2.4 At the stated frequencies, floors must be damp mopped. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area in the open space and workshop areas will then be damp mopped

4.2.5 The floors must be properly prepared, thoroughly swept to remove visible dirt and debris, wads of gum, tar and foreign substances from the floor surfaces. Upon completion of the wet mopping or scrubbing, the floor must be clean and free of dirt, water streaks, mop marks, strings; properly rinsed and dry mopped to present an overall appearance of cleanliness. All surfaces must be dry and corners and cracks clean after the wet mopping or scrubbing. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original positions upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.

4.2.6 All carpeting, including carpet runners, must be thoroughly cleaned as follows:

- All movable items must be removed from area(s) to be cleaned (i.e. chairs, waste receptacles, all free standing tables, typing stands, boxes, plants, all temporary floor coverings, etc.) and area thoroughly vacuumed.
- Thoroughly spray next area to be cleaned with approved pre-treats or carpets lane cleaner used at approved dilution. Spray must be applied so those fibres remain damp until cleaned. Chemical should be left to work for 10 - 15 minutes.
- Thoroughly extract all properly pre-treated carpeted areas; agitation is necessary, using an approved motor driven brush. A minimum of three (3) cleaning passes and two (2) vacuuming only must be used. Provided equipment and chemicals, must be used.
- All stains must be removed during the extraction process, using provided chemicals. Great care must be taken to completely remove stain removal chemicals from carpet fibre.
- Thoroughly spray all thoroughly cleaned carpet with approved carpet fibre protector at specified dilution (as indicated on label). Application must be made with provided sprayer. Carpet track off mats and runners such as those found in building lobby areas, are exempt for this process.
- Replace all items removed for cleaning. All items moved back into place that have metal of any type that come in contact with carpeting must be wood blocked or tabbed to keep the metal off the carpet fibre until thoroughly dry. All blocks or tabs should be removed during the next scheduled regular area cleaning, provided the carpet is thoroughly dry. This could take more than one (1) day.

4.2.7 Carpet runners must be removed from floor to allow for proper cleaning, as needed. Be sure to remove excess water from runner with provided wet pick up vacuum before carpet runners are removed.

4.2.8 After floor has been properly cleaned and is completely dry, replace carpet runners in their original locations.



- 4.2.9 At the stated frequencies, office spaces and operation room floors must be damp mopped and buffed between regular waxing operations. Prepare the floor by sweeping to remove all visible dirt and debris. The floor area will then be damp mopped and machined buffed to a polished appearance with a high speed buffer.
- 4.2.10 Completely remove all dirt, wax and other foreign substances in returning the floor to its original surface.
- 4.2.11 Apply a thin coat of sealer with caution to prevent streaking or bleaching of floor surface. This application in preparation for waxing must be according to manufacturer's recommendations. The stripper, sealer and wax products used must be compatible for this activity, and wax must be a maximum of 25% solids.
- 4.2.12 Apply wax in a thin, even coat and machine buff with a high speed buffer immediately after drying. The number of coats applied will depend on the type and condition of the floor. All waxed surfaces must be maintained so as to provide safe ANTI-SLIP walking conditions. Chairs, wastebaskets and other similar items must not be stacked on desks, tables or window sills, nor used in place of a stepladder. All furniture readily movable by one person and intended to be moved frequently must be moved during all floor cleaning operations and replaced in original position upon completion. Baseboards, walls, furniture and equipment must in no way be splashed, disfigured or damaged during these operations, but rather left in a clean condition.
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- 4.2.13 Empty all containers that are provided for the disposal of waste i.e. waste baskets, torpedo type plastic bags, tie off and remove to dumpster. Dispose of items in waste containers only unless clearly marked for disposal; when in doubt if to be removed, as an NRCan employee for direction. Liners must be used in all waste receptacles and must be changed as needed and no less than once per month. Waste containers in restrooms, break rooms, lunchrooms and conference rooms must be inspected daily and changed as needed.
- 4.2.14 Clean and disinfect waste receptacles and dispensers inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe item with approved "disinfectant" solution and allow to air dry.
- 4.2.15 Dispensers of all types must be checked daily and filled when necessary (soap, toilet tissue, paper towels, sanitary napkin, etc.).
- 4.2.16 Completely dust all fixtures, ledges, edges, shelves, exposed pipes, partitions, door frames, tops of file cabinets, etc. Pay particular attention to the tops of these items. A dust cloth or dusting tool, treated with water based dust control chemical, must be used. Areas not cleared by office occupant are not to be dusted.
- 4.2.17 Thoroughly clean all sinks, including bottom, faucets and spigots, with the provided cleanser. Rinse thoroughly as all cleanser residues must be removed. Then wipe each item with disinfectant solution and allow to air dry.
- 4.2.18 Thoroughly clean all glass and mirrors using a provided alcohol based glass cleaner. Use a soft, clean cloth. Dry completely. Surfaces should be streak, smear and smudge free. Make sure attached frames, edges and shelves are also cleaned and dried as well as the glass surface. Squeegee may be used, as needed.

- 4.2.19 This task consists of using a clean damp cloth or sponge to remove all dirt spots, streaks, from walls, glass and other specified surfaces and then drying to provide a polished appearance. The wetting solution must be the cleaning agent provided by NRCan. When damp wiping in toilet areas, use a multi-purpose disinfectant / deodorizer.
- 4.2.20 Thoroughly clean toilets, toilet seats and urinals with provided acid free bowl cleaner, rinse thoroughly. Wipe each toilet, toilet seat and urinal completely with approved disinfectant solution. Buff dry to a streak, smear and smudge free "shine". Leave seats in a raised position.
- 4.2.21 Thoroughly clean all walls (including switch and plug covers), doors (including entrance doors inside and outside), partitions and handrails with provided chemicals and proper approved dilution. Rinse thoroughly as needed, then wipe all areas with provided disinfectant solution and allow to air dry.
- 4.2.22 All disinfectant solutions must be changed after each restroom cleaning. The disinfectant solution used for the damp mopping process is to be emptied down the floor drain in each restroom. This practice will help reduce unpleasant odours coming from the floor drains.
- 4.2.23 Thoroughly clean all stainless steel (brass) not previously mentioned with provided cleaner and a clean soft cloth. Great care must be taken to follow the grain of the stainless steel at all times when cleaning.
- 4.2.24 Fill out and post a log of the time of cleaning and name of personnel performing the cleaning upon finishing public bathroom cleanings.
- 4.2.25 The Project Authority shall assign, as needed, cleanup duties to the Contractor when construction or remodelling has been completed or when an emergency occurs. Cleaning tasks would include: dusting, vacuuming, mopping, carpets extraction, window washing, etc.

## **SW5.2 Scheduled Services**

Each building shall have a schedule of periodic cleaning approved by the Site Manager. Both Site Manager and Contractor supervisor will use this schedule. This schedule shall include the following:

- Building name;
- Service to be provided;
- Month in which periodic is to be completed;
- Date when service was completed

## **SW6.2 Cleaning Tasks Frequency**

As per attached schedule interpreted and governed with the following conditions:

### **6.2.1 Daily Service**

- Touch up heavy traffic areas (including: floors, carpeted and non-carpeted);
- Clean areas as needed throughout the offices, guest rooms and restrooms;
- Tidy common areas such as restrooms, aisle-ways, common rooms and dining room

### **6.2.2 Weekly Service**

- Dust high and low, including clocks, all surfaces on which dust gathers;
- Clean all cleared desk and counter top areas with provided desk/counter cleaner;
- Clean baseboards;
- Clean, spray wax and buff all vinyl composite floors
- Thoroughly clean and scrub by agitation (with hand brush or mechanical machine) all ceramic tile surface floors;
- Clean by most appropriate means all lobby furniture;
- Clean bathroom partition walls and doors with germicidal solution, making sure to thoroughly rinse;
- Clean and buff bathroom vinyl composite floors, with special attention to grouting, corners of floors, baseboards and stalls;
- Thoroughly clean, scrub by agitation (with hand brush or mechanical machine) and disinfect all ceramic tile surface floors, with special attention to grouting, corners of floor, baseboards and stalls;
- Spot clean walls around sinks, waste receptacles, behind urinals and toilets and dust radiators, grills, ledges, etc.

### **6.2.3 Monthly Service**

- Dust/vacuum window hangings;
- Clean all carpeted areas of heavy traffic showing noticeably greater soil than general area;
- Spot clean walls, doors, etc. removing all cobwebs, fingerprints, smears and stains;
- Clean partition glass and vacuum exposed air bars and heating outlets;
- Wash with germicidal solution bathroom entrance doorways, ledges, etc.;
- Wash all exterior windows inside and outside (weather permitting). **NOTE:** Window cleaning which required the erection of scaffolding must be contracted separately and is not made part of this specification; however, windows reachable by stepladder are included.

### **6.2.4 Supplementary Tasks**

- Replace light bulbs, as needed
- Move waste paper from centralized locations throughout the office to designated areas once a week or as needed.

## **SW7.2 Health, Safety and Environmental Protection**

### **7.2.1 Damage Reports**

In all instances where NRCan property or equipment is damaged, the Contractor shall submit to the Site Manager a full report of the facts and extent of such damage - verbally within the hour, and in writing within 24 hours of the occurrence.

### **7.2.2 Accident Reports**

The Contractor shall comply with Federal and Territorial, Occupational Health and Safety and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The Contractor shall provide a verbal report to the Site Manager within the hour of occurrence and a written follow-up report to the Site Manager within 24 hours of the occurrence.

### **7.2.3 Chemical Spills**

All chemical spills are to be reported to the Site Manager immediately.

## **SW8.2 Work Conditions**

- 8.2.1 Materials, tools, etc. shall be confined so as not to unduly encumber the premises.
- 8.2.2 The Contractor shall comply with all security regulations and special working conditions as required by NRCan. Access to and egress from the buildings and agency grounds shall be via routes specifically designated by the Site Manager.

## **SW9.2 Employee Conduct**

- 9.2.1 all contractual employees may be required to carry an agency provided page of "Notice of Work Required" forms and to use them daily or report potentially hazardous conditions and items in need of repair including office lighting, emergency and exit lights, plumbing and water cooler problems, etc. to the Site Manager.
- 9.2.2 All lost and found articles recovered by contractual employees must be immediately turned in to the Site Manager.
- 9.2.3 Contractual employees will be required to wear clean and neat clothing at all times while on the job.
- 9.2.4 Must turn off lights, if applicable, after cleaning is completed in an assigned area.
- 9.1.5 Transportation for contractual employees under this Contract will not be provided by NRCan.

## **SW10.2 Quality Control**

Inspection by the Site Manager will be conducted on a daily basis for all specifications outlined in this contract. Performance evaluations noting deficiencies in the contract specification will be provided to the Contractor on a regular basis. Upon receiving deficiency notes, the Contractor will:

- 10.2.1 Correct within 24 hours any deficiencies pertaining to daily, weekly or monthly tasks;
- 10.2.2 The Site Manager or his/her appointed representative shall make the final decision as to whether or not any cleaning task has been satisfactorily performed; and
- 10.2.3 If it is determined that the task has not been properly performed as intended, the Contractor must make the necessary changes.

## **SW11.2 Record Keeping**

The Contractor must complete a monthly time sheet (provided by NRCan) to the Site Manager showing the names, dates, areas and hours actually worked including starting and quitting times, for all employees used at this facility. This is to be completed by the Contractor's staff on a daily basis. The Site Manager will sign off on these hours and forward by fax to the Contractor and NRCan finance, on a weekly basis, as supporting documentation for actual hours being invoiced by the Contractor.

## **SW12.2 Hours of Work/Holidays**

The facility is open and available for work to be performed between the hours of 07:00 am to 20:00 pm, seven (7) days a week during the operational field season, mid-January to mid-September (dates to be confirmed at the beginning of each field season).

## SW13.2 PCSP Furnished Support

The Site Manager details will be provided at time of contract award.