



**REQUEST FOR PROPOSALS
DEMANDE DE PROPOSITIONS**

**RETURN BIDS TO :
RETOURNER LES
SOUMISSIONS A:**

National Research Council Canada (NRC)
Procurement Services
1200 Montreal Road, Building M-22
Ottawa, Ontario
K1A 0R6
Bid Fax: (613) 991-3297

Title/Sujet Janitorial Services – National Research Council Canada – Montreal – Royalmount Site	
Solicitation No./N. de l'invitation 16-22066	Date August 9, 2016
Solicitation Closes/L'invitation prend fin at/à 14 :00 on/le September 19, 2016	Time Zone/Fuseau Horaire EST
Address Enquiries To/Adresser demandes de renseignements à : Normand Lanthier Telephone No./N. de téléphone : 613-993-2306 Email /Courriel : Normand.Lanthier@nrc-cnrc.gc.ca	

Instructions: See Herein

Instructions: Voir aux présentes

Proposal To:

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:

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).



Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No./N. de telephone Facsimile No./N. de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisé à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Janitorial Services – National Research Council Canada – Montreal – Royalmount Site**1.0 PRESENTATION OF PROPOSALS**

1.1 See Appendix A, Section 4

2.0 SCOPE OF WORK

2.1 To provide janitorial services at the National Research Council Canada in accordance with the detailed Statement of Work attached as Appendix "A".

3.0 PERIOD OF CONTRACT

See Appendix A, section 5

4.0 ENQUIRIES

4.1 If you require clarification regarding any aspect of this RFP, address all queries to the Contracting Authority, identified below, at least 5 (Five) working days before the closing date. All queries must be in writing and queries received less than 5 (Five) working days prior to the closing date cannot be guaranteed a response. Information received verbally will not be binding upon the NRC.

Normand Lanthier

Senior Contracting Authority, Procurement Services
National Research Council Canada
1200 Montreal Road, Bldg. M-22
Ottawa, Ontario K1A 0R6 Telephone: 613-993-2306

4.2 To ensure the equality of information among Bidders, responses to general enquiries will be made available to all bidders unless such publications would reveal proprietary information. The bidder who initiates the question will not be identified. Technical questions that are considered proprietary by the bidder must be clearly identified. NRC will respond individually to the bidder if it considers the questions proprietary. If NRC does not consider the question proprietary, the bidder submitting it will be allowed to withdraw the question, or have the question and answer made available through the Open Bidding System (OBS) to all bidders.

4.3 Vendors who attempt to obtain information regarding any aspect of this RFP during the solicitation period through any NRC contacts other than the Contracting Authority identified herein, may be disqualified (for that reason alone).

4.4 It is the responsibility of the Bidder to obtain clarification of the requirement contained herein, if necessary, prior to submitting its proposal. The Bidder must have written confirmation from the Contracting Authority for any changes, alterations, etc., concerning this RFP.

5.0 PROPOSAL CLOSING DATE AND BID SUBMISSION INSTRUCTIONS

5.1 Proposals must be received no later than **2:00 PM EST on September 19, 2016**, to the following **Contracting Authority**:

Normand Lanthier

Senior Contracting Authority, Procurement Services
National Research Council Canada

1200 Montreal Road, Bldg. M-22
Ottawa, Ontario K1A 0R6 Telephone: 613-993-2306
Email: Normand.Lanthier@nrc-cnrc.gc.ca

Proposals must not be sent directly to the Project Authority

- 5.2 Proposals must be delivered in a sealed envelope and the Bidder's name and the RFP No. should be clearly indicated on the Proposal Envelope. It is the vendor's responsibility to obtain date and time stamped receipt signed by the receptionist as proof that NRC has received their proposal within the prescribed time limit. All risks and consequences of incorrect delivery of bids are the responsibility of the Bidder.
- 5.3 Bid submissions must be in accordance with the Standard Instructions and Conditions attached as Appendix "D".
- 5.4 Due to the nature of this solicitation, NRC will not accept any proposal documents by facsimile.
- 5.6 Proposals received after the closing date and time will not be considered. The sender has the sole responsibility for the timely delivery of a proposal and cannot transfer such responsibility to the NRC. No supplementary information will be accepted after the closing deadline unless NRC requests a clarification.
- 5.7 All submitted proposals become the property NRC and will not be returned to the originator.

6.0 **EVALUATION PROCESS**

See Appendix A, Section 4, page 3

7.0 **MANDATORY AND RATED CRITERIA**

See Appendix A, Section 4, pages 14 to 21

7.0 **COST PROPOSAL**

- 7.1 The cost proposal must be an hourly rate proposal, **FOB Destination, excluding GST/HST**. The price must include all services required to fulfil all aspects of the Statement of Work. Proposals must be in Canadian dollars.
- 7.2 The cost proposal must have sufficient structure to show how the total proposed cost was calculated. It should contain the following elements:
- a) The number, classification and per diem and/or hourly rate for all assigned personnel. For each classification, the number of workdays should be defined.
 - b) The amount and explanation for other miscellaneous expenses that could be incurred.
 - c) Contractors should use the table in Appendix A, Section 5 to summarize fixed and hourly costs.
- 7.3 **GOODS AND SERVICES TAX (GST) and HARMONIZED SALES TAX (HST):** The GST and HST, whichever is applicable, shall be considered an applicable tax for the purposes of this RFP and extra to the price herein. The amount of GST or HST shall be disclosed and shown as a separate item.

- 7.4 Bids will be evaluated in Canadian currency, therefore, for evaluation purposes, the exchange rate quoted by the Bank of Canada as being in effect on date of bid closing, shall be applied as the conversion factor for foreign currency. Prices quoted shall not be subject to, or conditional upon, fluctuations in commercial or other interest rates during either the evaluation or contract period.

9.0 CONDITIONS OF SUBMISSION

- 9.1 There shall be no payment by the National Research Council for costs incurred in the preparation and submission of proposals in response to this request. No payment shall be made for costs incurred for clarification(s) and/or demonstration(s) that may be required by NRC. The National Research Council reserves the right to reject any or all proposals submitted, or to accept any proposal in whole or in part without negotiation. A contract will not necessarily be issued as a result of this competition. NRC reserves the right to amend, cancel or reissue this requirement at any time.
- 9.2 Lowest bidder meeting all requirements will be awarded the Contract, which will be evaluated on a combination of the total hourly rate and the mark-up percentage on materials.
- 9.3 Proposals submitted must be valid for not less than sixty (60) calendar days from the closing date of the RFP.
- 9.4 Your proposal should contain the following statement:
- "We hereby certify that the price quote is not in excess of the lowest price charged anyone else, including our most favoured customer, for like services".
- 9.5 Any contract resulting from this invitation will be subject to the General Conditions - Services 2035, copy attached as Appendix "B" and any other special conditions that may apply.

10.0 OWNERSHIP OF INTELLECTUAL AND OTHER PROPERTY

- 10.1 All confidential information gathered or viewed or any product developed as a result of this RFP must be treated as confidential and as NRC property.

11.0 CONFIDENTIALITY

- 11.0 This document is UNCLASSIFIED, however; the contractor shall treat as confidential, during as well as after the services contracted for, any information of the affairs of NRC of a confidential nature to which its servants or agents become privy.

12.0 CRIMINAL CODE OF CANADA

- 12.1 Canada may reject an offer where the Bidder, or any employee or subcontractor included as part of the offer, has been convicted under section 121 ("Frauds on the government" & Contractor subscribing to election fund"), 124 ("Selling or purchasing office"), or 418 ("Selling defective stores to Her Majesty") of the Criminal Code.

13.0 DEBRIEFINGS

- 13.1 After contract award, bidders may request a debriefing on the results of the bid solicitation. Bidders should make the request to the Contracting Authority within 15 working days of receipt of notification that their bid was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

ADDITIONAL CONTRACT CLAUSES

Bidder compliance with all of the following clauses, terms and conditions of the resulting contract is mandatory.

13.0 T4-A SUPPLEMENTARY SLIPS

13.1 Pursuant to paragraph 221(1)(d) of the Income Tax Act, payments made by departments and agencies to contractors under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4A Supplementary slip. To enable client departments and agencies to comply with this requirement, contractors are required to provide information as to their legal name and status, business number, and/or Social Insurance Number or other identifying supplier information as applicable, along with a certification as to the completeness and accuracy of the information.

14.0 GOVERNMENT SMOKING POLICY

14.1 Where the performance of the work requires the presence of the Contractor's personnel on government premises, the Contractor shall ensure that its personnel shall comply with the policy of the Government of Canada, which prohibits smoking on any government premises.

15.0 ACCESS TO GOVERNMENT FACILITIES / EQUIPMENT

15.1 Access to the facilities and equipment necessary to the performance of the work shall be provided through arrangements to be made by the Project Authority named herein. There will be however; no day-to-day supervision of the Contractor's activities nor control of the Contractor's hours of work by the Project Authority.

15.2 The Contractor undertakes and agrees to comply with all Standing Orders and Regulations in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fires.

16.0 GENERAL CONDITIONS

16.1 The General Conditions 2035 entitled General Conditions Services and attached as Appendix "C" form part of this Contract.

17.0 PROGRESS REPORT

17.1 Not Applicable

18.0 ADDITIONAL WORK

18.1 Not Applicable

19.0 NON-PERMANENT RESIDENT (FOREIGN COMPANY)

19.1 The Contractor shall ensure that non-permanent residents intending to work in Canada on a temporary basis in fulfilment of the Contract, who are neither Canadian citizens nor United States nationals, receive all appropriate documents and instructions relating to Canadian immigration requirements and secure all required employment authorizations prior to their arrival at the Canadian port of entry. The Contractor shall ensure that United States nationals having such intentions receive all appropriate documents and instructions in that regard prior to their arrival at the Canadian port of entry. Such documents may be

obtained at the appropriate Canadian Embassy/Consulate in the Contractor's country. The Contractor shall be responsible for all costs incurred as a result of non-compliance with immigration requirements.

20.0 NON-PERMANENT RESIDENT (CANADIAN COMPANY)

20.1 The Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfillment of the Contract. In some instances, the employment authorization necessary to enter Canada cannot be issued without prior approval of Human Resources Centre Canada (HRCC). HRCC should always be contacted as soon as the decision to bring in a non-permanent resident is made. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

21.0 LUMP SUM PAYMENT - WORK FORCE REDUCTION PROGRAMS

21.1 It is a term of the contract that:

- a. the Contractor has declared to the Departmental Representative whether the Contractor has received a lump sum payment made pursuant to any work force reduction program, including but not limited to the Work Force Adjustment Directive, the Early Departure Incentive Program, the Early Retirement Incentive Program or the Executive Employment Transition Program, which has been implemented to reduce the public service;
- b. the Contractor has informed the Departmental Representative of the terms and conditions of that work force reduction program, pursuant to which the Contractor was made a lump sum payment, including the termination date, the amount of the lump sum payment and the rate of pay on which the lump sum payment was based; and
- c. the Contractor had informed the Departmental Representative of any exemption in respect of the abatement of a contract fee received by the Contractor under the Early Departure Incentive Program Order or paragraph 4 of Policy Notice 1995-8, of July 28, 1995.

22.0 FORMER PUBLIC SERVANT

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

22.2 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.

22.3 Former Public Servant in Receipt of a Pension

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

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

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

22.4 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.

22.5 Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **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 reduction program.

22.6 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 the Goods and Services Tax or Harmonized Sales Tax.

23.0 OFFICE OF THE PROCUREMENT OMBUDSMAN (OPO)

23.1 The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have

the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa-opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.

24.0 **SECURITY LEVEL**

- 24.1 Prior to the performance of the obligations under this contract, all personnel that will be involved with the project must be cleared to the security level of **RELIABILITY** as defined in the security policy of Canada.

Any Contract resulting from this invitation will be subject to the Security Requirements Check List (SRCL), form TBS/SCT 350-103, attached at Appendix "E".

25.0 **BIDDERS' CONFERENCE**

- 25.1 All vendors must attend a compulsory Bidders' Conference at one (1) of the designated dates and time detailed below. Failure to do so will render a bid invalid. Bidders who cannot attend, for any reason, on the specified date and time will not be given an alternative appointment and their proposals will be considered non-responsive. **NO EXCEPTIONS WILL BE MADE.**

August 17, 2016 @ 10:00 AM

Location: National Research Council Canada, 6100 Avenue Royalmount, Montreal, PQ

Or

August 18, 2016 @ 10:00 AM

Location: National Research Council Canada, 6100 Avenue Royalmount, Montreal, PQ

As proof of attendance, the Contracting Authority will have an Attendance Form that Bidders **MUST** sign. It is the responsibility of all Bidders to ensure they have signed the mandatory Bidders Conference Attendance form prior to leaving the Bidders' Conference. Proposals submitted by Bidders who have not attended the Bidders Conference and failed to sign the Attendance Form will be deemed non-responsive.

26.0 **ATTACHMENTS**

Appendix "A" - Detailed Statement of Work

Appendix "B" – General Conditions 2035

Appendix "C" – Site Visit Form

Appendix "D" - Standard Instructions and Conditions dated 2007/06/01

Appendix "E" –Security Requirements Check List (SRCL), form TBS/SCT 350-103

Appendix A

Request for Proposals for Janitorial Services

National Research Council Canada

Montreal Royalmount site

Administrative Services and
Property Management Branch

August 2016

RFP 16-22066

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Introduction

Section 1 General Requirements

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INTRODUCTION

1. Introduction .1

Through its Administrative Services and Property Management (ASPM) Branch, National Research Council Canada (NRC) is submitting this Request for Proposals (RFP) for the delivery of building maintenance and cleaning services and other miscellaneous work for the building at its Royalmount, Montréal site. The intent of the RFP is to invite private-sector organizations wishing to provide the services described herein (including building cleaning services, miscellaneous work, coordination of the existing waste management and recycling program) to submit proposals.

2. Background .1

First and foremost a research organization, NRC plans its future on the basis of a renewed commitment to research excellence and relevance, and intends to remain a world leader in fields of research essential to a Canadian knowledge-based economy.

2. .2

As Canada's foremost R&D agency, NRC is a leader in the development of an innovative, knowledge-based economy through science and engineering. This vision is realized by being dedicated to excellence in advancing the frontiers of scientific and technological knowledge in areas relevant to Canada;

- carrying out focused research, in collaboration with industrial, university and government partners to develop and exploit key technologies;
- providing strategic advice and national leadership to integrate key players in Canada's system of innovation; and
- taking a more aggressive entrepreneurial approach to ensure the transfer of our knowledge and technological achievements

to Canadian-based firms.

.3 The Administrative Services and Property Management (ASPM) branch of NRC provides non-research services to Research Institutes and Senior Administrative departments. These services include:

- engineering and maintenance
- utilities
- property management
- construction
- transportation
- procurement services
- material management
- conference services
- mail
- reprographics

3. Scope of Work

Location of Work

.1 The work to be done by the Contractor under the resulting Contract will be at the Montréal-Royalmount, 6100 avenue Royalmount, Montréal, Québec, H4P 2R2. See Building Key Plans for details and cleanable areas for each building as identified in the Scope of Work. Unless otherwise stated, all structures and buildings at this site are included in the Scope of Work.

Work included in the Scope of Work

-
- .2 Provide complete building cleaning services in the most efficient and environmentally friendly manner to maintain cleanliness and hygiene at each building.
- .3 Clean and maintain all areas within each building except those areas specifically excluded in accordance with the building design, interior building decorations and furnishings, established building operations and schedules, procedures for safety as prescribed by all applicable codes, regulations and NRC/ASPM standards.
- .4 Inspect all areas for the cleaning requirements, respond to all service calls and complaints, investigate the unsatisfactory conditions and take appropriate action.
- .5 Supply all materials, supplies and products required to carry out the building cleaning services. Sufficient stock of materials and supplies must be maintained to satisfy the cleaning requirements.
- .6 Supply all equipment, power and hand tools, machines, carts and scaffolding as necessary to perform the services.
- .7 Employ such methods as necessary to avoid defacement or damage to the buildings and ensure all materials and methods used are compatible with the surfaces on which they are used.
- .8 Collect waste and the various commodities recycled from each building and transport them to their designated containers or to a central collection location (freight receiving area and garbage room).
- .9 Cleaning of exterior perimeter windows.
- .10 Maintenance of exterior furnishings.

- .11 Works excluded from the Scope of Work
- Collection of hazardous and chemical waste.
 - Disposal of waste and recycled materials.
 - Removal of snow from sidewalks, traffic areas and parking lots.

Properties and Buildings

4. Overview
of NRC
Buildings

The Contractor shall provide services at the Montreal-Royalmount site, which houses 3 portfolio: Human Health Therapeutics (HHT), Energy, Mining and Environment (EME) and Aquatic and Crop Resource Development (ACRD), as well as administrative offices of common services.

5. Interpretation

.1 "ASPM Project Authority" means the ASPM Manager and includes a person designated by him /her to perform on his/her behalf any function under the Contract.

.2 "Superintendent" means the employee of the Contractor who is designated by the Contractor as being in full charge of the work carried out on site by the Contractor under the Contract.

.3 "Work" includes the whole of the works, materials, matters and things required to be done, furnished and performed by the Contractor under the Contract.

.4 "Herein", "hereby", "hereof" and similar expressions refer to the Contract as a whole and not to any particular subdivision or part thereof.

- .5 NRC: National Research Council
Canada
- .6 ASPM: NRC's Administrative Services
and Property Management Branch
- .7 MTL-R- Montréal Royalmount, Quebec

"Operating hours" refers to NRC's regular business hours, i.e. Monday to Friday from 7:00 a.m. to 5:00 p.m., excluding statutory holidays (New Year day, Good Friday, Easter Monday, Victoria Day, Saint Jean-Baptiste day, Canada day, Labour day, Thanksgiving, Remembrance Day, Christmas day and the day after Christmas) where NRC shuts down.

6. Conflict Resolution .1
In the spirit of this partnership arrangement, conflicts will initially be resolved through the process of negotiation at the working level, then at the management level. Failure to reach a mutually agreeable resolution will result in the initiation of a mediation or binding arbitration process arranged to the satisfaction of both parties.

7. Applicable Regulations, Codes and Standards .1
The Contractor shall comply with all relevant codes and regulations including, but not limited to: fire codes; electrical codes; plumbing codes; environmental regulations; and workplace health and safety regulations. As a Federal Government Agency, NRC can abide by Federal Codes and Regulations and is not compelled to abide by Provincial Building Codes and Regulations. However, in most circumstances and issues, NRC abides by the more stringent of either Provincial or Federal Codes and Regulations.

8. Amendments to Scope of Work .1
ASPM requires some flexibility to respond to changes in its operation. During the term of the Contract, ASPM may adjust the scope of the work under the Contract. Should such

amendments be necessary, they will be subject to mutual agreement by the Contractor and ASPM.

2. Should the Contractor not wish to undertake any additional work resulting from a change in scope, ASPM reserves the right to tender this well as other work being done by the Contractor and deemed appropriate to combine with the additional work.

3. Any additions or deletions of buildings from the scope of the Contract will be negotiated such that any price revision fairly reflects synergies contributed or lost because of the change.

9. Director's Rights and Obligations

1. The ASPM Project Authority shall decide whether the work has been performed in accordance with the Contract and whether the labour, materials, tools and equipment used in the execution of the work are adequate for the performance of the work.

2. The ASPM Project Authority shall decide whether anything done or not done as a result of directions given under this subsection has increased or decreased the cost of the work to the Contractor and the contract amount shall be increased or decreased accordingly.

GENERAL REQUIREMENTS

SECTION 1

1. Building cleaning operations

1. Unless otherwise specified, the Contractor shall provide all labour, materials and equipment necessary for the complete and satisfactory delivery of janitorial cleaning services to all of the buildings identified, to complete the services and frequencies indicated within this RFP, to include Routine Cleaning, Project Cleaning and On-Demand Cleaning.

2. Routine /Scheduled Cleaning Operations

- a) Routine Cleaning is cleaning performed on a regular basis, which forms the bulk of the cleaning and shall be performed between the hours of 7:00 a.m. and 5 p.m., Monday through Friday. Building passes are required after regular working hours, as well as Saturdays, Sundays and statutory holidays.

- b) Scheduled cleaning, such as floor stripping, must be performed after normal working hours if it interferes with NRC staff or is deemed by the ASPM Project Authority to be unsafe to be performed during normal working hours. The cost of performing the scheduled cleaning after normal working hours will be borne by the Contractor.

- c) Cleaning shall be carried out in such a manner that no more than 25 percent of the building will be illuminated while cleaning operations are under way during unoccupied hours, i.e. work shall be completed section by section on each floor, and the lights switched on before beginning the work and switched off after finishing the work, section by section. Where individual offices are equipped with light switches, lights are to be turned on when entering to clean the office, and switched off immediately on leaving the office before proceeding to the next.

- d) Within 45 days of contract award, the Contractor shall submit a written final operating plan for meeting routine cleaning needs (detailed schedules of daily, weekly and monthly work to be carried out in each building). A preliminary plan of routine cleaning operations shall be approved by the ASPM Project Authority for implementation.

3. Project or On-Demand Cleaning

a) Project or on-demand cleaning shall be performed only when ordered in writing by the ASPM Project Authority. Such work normally applies to areas of the building that do not require routine cleaning. The Contractor will be given at least 48 hours' advance notification prior to performing such cleaning operations.

b) The Contractor must not re-assign staff from Routine/Scheduled Cleaning Operations in order to perform Project, On-Demand or Post-Construction cleaning. Additional staff must be available to handle project, on-demand or post-construction cleaning requests.

c) Charges for these services rendered will be based on the established fixed-rate cost or the hourly charge-out rate per cleaner for the term of the resulting Contract.

4. Emergency Clean-Up – Regular Working Hours

In the event of an emergency, such as a water leak or flood, the Contractor's Supervisor shall direct regular staff to the affected areas for clean up. Following the clean up, every attempt will be made by the cleaning staff to complete their regular duties.

There will be no additional charges during regular working hours.

5. After-Hours Emergencies

a) Should an emergency arise after regular working hours, including weekends and statutory holidays and should cleaning staff be called-in to the affected area for clean-up, charges for these services rendered will be based on an established hourly charge-out rate per cleaning for the term of the resulting Contract.

b) The contact person assigned by the Contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on site within two hours of notification.

6. Special Events Clean-Up

When requested in writing by the ASPM Project Authority, the Contractor will provide additional cleaning staff trained to handle special projects. For special event set-up and extra cleaning requirements, additional costs for cleaning prior to, during and following the special event will be rendered

for extra cleaning only, based on an established hourly charge-out rate, other than regular cleaning scheduled for the area.

7. Post-Construction Clean-up

a) When requested in writing by the ASPM Project Authority, the Contractor shall provide additional cleaners for construction clean-up other than regular cleaning staff, based on an established hourly charge-out rate. If regular cleaning is not required in a designated area during construction, a credit for the cleaning will be given to NRC based on a cost per square meter as per established rates.

b) For any newly installed resilient floor finish, the Contractor shall bear the cost of sealing and waxing the entire floor surface.

2. Other activities

1. Unless otherwise specified, the Contractor shall provide all labour, materials and equipment necessary for the complete and satisfactory delivery of the work to all of the building identified in accordance with the nature and frequency of the work specified herein, whether routine, project or on demand.

2. Miscellaneous Work

a. Miscellaneous work means tasks other than cleaning, which are done on a daily basis and are not normally a part of a cleaning service contract, but which are necessary for the proper functioning of a building. This work is done between 7:00 a.m. and 5:00 p.m. from Monday to Friday. Access cards shall be required for entry into buildings outside of regular working hours, on weekends and on statutory holidays.

b. Within forty-five (45) days of contract award, the Contractor shall submit in writing its final plan of operations to conform with the various cleaning needs (detailed schedules of daily, weekly and monthly duties to be performed in each building). A preliminary plan of routine cleaning operations shall be approved by the ASPM Project Authority for prior to implementation.

3. Inspection

Upon completion of each cleaning operation, the Contractor shall notify the ASPM Project Authority, who shall have the work inspected to determine whether it is acceptable.

4. Personnel requirements

The following outlines the requirements for personnel to be applied to the resulting Contract.

1. Staffing

The Contractor must submit a complete staffing plan for each building to conform with the cleaning requirements. The plan is to be approved by the ASPM Project Authority prior to implementation.

2. Key Personnel

The Contractor will be responsible for identifying and assigning sufficient personnel as necessary to accomplish timely completion of all requirements as specified in the resulting Contract. Qualified replacement personnel must be used to cover any absences (i.e. sick or annual leave, jury duty etc.) for personnel normally responsible for performing services. These personnel shall already have the uniforms, background checks, training, etc., required to perform the required services. All temporary and replacement personnel shall have qualifications that are equal to or higher than the qualifications of the person being replaced.

3. Contractor shall provide services in official languages to all personnel assigned. Personnel assigned to a specific area shall be used exclusively in that area/building and will not perform other additional duties unless approved by the ASPM Project Authority.

4. As part of the work required for Routine Cleaning Operations, the Contractor shall provide the personnel required to perform all cleaning operations detailed in this RFP.

5. All staff must have and receive, at regular intervals, training in the following:

- a) WHMIS
- b) Industrial Safety

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- c) Introduction to Assignments to General Procedures
 - d) Chemical Safety
 - e) Tools and Equipment
 - f) Floor Care
 - g) Washroom Cleaning and Disinfection
 - h) Green Cleaning Techniques
6. The Contractor's staff must be comfortable working in an environment that includes offices, laboratories, clean rooms and noisy or dusty environments. Aversion to providing cleaning services will not be an acceptable excuse for failure to perform the janitorial duties under the resulting Contract.
7. Substitution
- Except for emergency situations, all proposed key personnel substitutions shall be submitted in writing to the ASPM Project Authority at least two weeks in advance of substitution. Such requests shall provide a detailed explanation of the reason for the substitution, the complete résumé(s) of the proposed substitution(s), and any other information required by the ASPM Project Authority to approve or reject the proposed substitution(s). All proposed substitutes must have qualifications that are equal to or higher than those of the person they are replacing.
8. Additional Key Personnel
- In the event that the Contractor decides to designate additional key personnel to better meet requirements, the Contractor shall submit to the ASPM Project Authority the information required for the latter's approval.
9. On-Site Program Manager
- a) The On-Site Project Manager must have excellent communication skills in official languages and must have a minimum of five (5) years' experience in janitorial staff management and related duties at facilities with numerous rooms of varying sizes and uses. The Program Manager must be capable of communicating with the ASPM Project Authority by e-mail. The Program Manager must have certification in the Workplace Hazardous Materials Information System (WHMIS) and must be certified in accident prevention.

The Contractor must submit with its proposal a résumé and reference for the On-Site Program Manager to verify his/her experience, as well as a copy of the certificates that were issued upon completion of the above training.

- b) Program management is considered critical to the performance of this Contract. The Program Manager must be available as needed to act for the Contractor to oversee and coordinate all services described herein. The Program Manager must ensure that all indirect elements required to deliver the services in accordance with the requirements specified herein—whether related to labour, supervision, tools, supplies, material, equipment or management—are provided for and available.
- c) The On-Site Program Manager must have full authority to reassign personnel, receive requests and notices from the ASPM Project Authority and have the independent authority necessary to take action to resolve situations requiring immediate attention.
- d) The On-Site Program Manager must be available to deal with the day-to-day implementation of the Contract and must maintain frequent and daily liaison with the Facility Supervisor and the ASPM Project Authority to provide information on the Contractor's management and program activities and ensure all potential issues are quickly identified and resolved.
- e) The On-Site Program Manager shall attend the monthly ASPM/Contractor operations meeting and other meetings as required.

10. Site Supervisor

The Site Supervisor must have a minimum of three (3) years' experience in janitorial supervision. The Site Supervisor must also have completed the WHMIS certification program.

The Contractor must submit with its proposal a résumé and a reference for the Site Supervisor, as well as a copy of the certificate that was issued upon completion of the WHSIM training.

- a) The Contractor must provide a qualified Site Supervisor to supervise the site in accordance with the requirements herein. The Site Supervisor must have sufficient experience in the services described herein. The Contractor shall task the Site Supervisor with

- supervising on-going work, planning work and ordering materials. The Site Supervisor or delegate must be on site at all times.
- b) Supervision is critical to the performance of the resulting Contract. The Site Supervisor must have excellent communication skills in official languages, have unquestionable integrity, display a mature attitude and good judgment at all times and have the authority necessary to take action to resolve problem situations.
 - c) The Site Supervisor shall be the Contractor's on-site representative and be wholly responsible for the satisfactory performance of all of the Contractor's employees and subcontractors. The Site Supervisor shall have full authority to address and resolve situations requiring immediate attention.
 - d) The Site Supervisor shall provide a written daily work report describing what services are to be performed each day. If no services were performed, the report shall state that no services were performed. Reports shall be submitted to the ASPM Project Authority upon request. Reports will also state how many employees were working on site, the area in which they worked and any deficiencies noted.
 - e) The Site Supervisor must maintain frequent liaison with the On-Site Program Manager and the ASPM Project Authority to provide information and ensure that all potential issues are quickly identified and resolved. Once paged or called, the Site Supervisor shall respond within fifteen (15) minutes and be on site within the two (2) hours following, whether during business hours, after hours, on weekends or statutory holidays.
 - f) The Contractor shall provide a sufficiently skilled Site Supervisor alternate for any given period of time the primary Site Supervisor is unavailable. Whenever possible, the Contractor shall inform the ASPM Project Authority in writing of who will be replacing the Site Supervisor in the latter's absence.
 - g) The Site Supervisor shall notify the Contractor's employees and subcontractors of the existence of any actual or potential risk to health and safety of which the Site Supervisor is aware. The Site Supervisor shall take all reasonable precautions to protect workers and subcontractors.
 - h) The Contractor's Site Supervisor shall ensure that all employees working on site have the photo ID cards and building access cards

required to access the buildings. Any cards lost must immediately be reported to the ASPM Project Authority.

- i) Upon termination, resignation, or any other event leading to an employee leaving duty under the resulting Contract, the Contractor is responsible for returning all photo ID cards, building access cards and keys issued to that employee for the various buildings.

11. Training Management

The Contractor shall provide at its expense all training required to all employees assigned to the resulting Contract.

The Contractor shall maintain a training record for each employee. The training records shall show the employee's name and the type and date of each training class attended.

12. Subcontractor Support

The Contractor shall describe the services to be sub-contracted to other organizations. The Contractor shall obtain prior written authorization from the ASPM Project Authority for any sub-contractor not identified in its proposal.

The Contractor is responsible for the supervision of any sub-contractors used in the performance of the work.

Subcontractors' employees are subject to the same requirements as those to which the Contractor's employees are subject.

5. Contractor operations review and reporting requirements

- a) The Contractor shall be responsible for providing a monthly Operations Report consisting of a review of the Contractor's progress to date. The Report shall include work done in the past month and the work or level of effort anticipated for the future, focusing on the upcoming eight-week period.
- b) The Contractor shall provide a schedule of Operational Reviews on an annual basis via e-mail. Operational reviews are to be held on or around the 10th day of every month. The first Report is due fifteen (15) days after Contract start date with subsequent schedules provided by January 15th annually. The final Report is to be coordinated with the ASPM Project Authority.

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- c) The Contractor and the ASPM Project Authority will hold monthly Operational Review meetings. The purpose of the Operational Review meetings is to:
- i. Allow the Contractor to present a summary of the previous month's activities to identify any issues/concerns and provide service call status.
 - ii. Ensure maintenance of an effective contract administration program that also ensures a successful business relationship between the Contractor and NRC.
 - iii. Ensure coordination and active co-operation on a continuous basis between the Contractor and NRC.
 - iv. Provide an initial step in avoiding disputes and claims and to settle any misunderstandings at the lowest possible level and provide a forum for resolution.
- d) The Monthly Operational Review must at minimum cover the following:
- i. Achievement and initiative
 - ii. Quality system
 - iii. Customer interaction
 - iv. Environmental health and safety
 - v. Employee/Customer satisfaction
 - vi. Issues/Exposure and mitigation plan

6. Contractor deliverables

- a) All reports, plans, appendices and other submittals provided by the Contractor are subject to the approval of the ASPM Project Authority.
- b) NRC considers the timely submittal of deliverables to be crucial to the proper execution of cleaning operations in the facilities identified in this RFP.
- c) The Contractor shall be required to submit deliverables and reports at specified times throughout the term of this Contract. These are considered

critical to the successful completion of all contractual requirements. The following deliverables shall be provided by the Contractor no later than the dates set forth below:

	Deliverable	Frequency / Due Date
1	Program Manager's Daily Report/Log Sheet	Upon request
2	Hazardous Material Inventory with corresponding MSDSs (material safety data sheets)	Fifteen (15) days after contract start date, and annually thereafter on November 1 (The Inventory is updated annually, but the MSDSs are updated weekly as specified further in the RFP.)
3	Operational Review meeting minutes and Action Item log	Upon request
4	Annual schedule of Operational Reviews	Forty-five (45) days after contract start date, and annually thereafter on January 15
5	Contractor's monthly Operations Report	The 10th day of every month
6	Accident/incident reports	Prepared jointly with the ASPM Project Authority, no later than the day following the accident/incident
7	List of proposed dedicated and non-dedicated tools that the contractor will supply under the resulting Contract	With proposal, to be approved before contract award, and updated as needed and annually on contract date.
8	List of proposed materials and supplies to be used throughout the Contract term	With proposal, to be approved before contract award, and updated as needed and annually on contract day.
9	Minutes of Contractor's Health and Safety meetings	The 10th day of every month
10	Emergency Clean-up Procedure	Contract start date
11	Worker's Safety Program	Contract start date
12	Program Manager and Supervisor	Draft version with proposal, and final version

	designated in writing	fifteen (15) days prior to contract start date
13	Complete Quality Control Plan (with Training Plan, Inspection System, etc.)	Ten (10) days following contract award, to be approved before Contract start date, and updated as needed and annually on January 15
14	Quality Inspection Reports	The 10th day of every month
15	Invoices	The 10th day of every month
16	Accrued assets	The 10th day of every month
17	Security clearances for all personnel	Ten (10) days following contract award Updated as needed

- d) All deliverables are to be provided in soft copy by e-mail to the ASPM Project Authority, with the exception of invoices and security clearance documents.

7. Health and safety

1. The Contractor and the Contractor's employees shall comply with all ordinances, rules and regulations relating to the janitorial services, as well with all related NRC policies and procedures.
2. The Contractor shall have an active WHMIS (Workplace Hazardous Material Information System) program and shall ensure that all products used in the workplace are classified and labeled per WHMIS. All of the Contractor's employees must attend a WHMIS training session and laboratory safety training prior to working on the NRC premises.
3. The contractor shall ensure that all equipment used to perform the work is in good operating condition. The ASPM Project Authority reserves the right to have any equipment deemed unsafe, unsuitable or defective taken out of service. The Contractor shall be responsible for supplying suitable replacement equipment.
4. Needles, syringes, glassware, chemicals, glues, fuel and oil shall not be handled or disposed of and shall not be mixed with garbage.

5. With respect to equipment, work methods and procedures, the Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by national and/or provincial codes and/or prescribed by the relevant authorities.
6. The Contractor shall ensure that all staff attend a WHMIS and a Green Cleaning Technique training session before performing work at the NRC sites.
7. Cancelled
8. All electrically operated equipment used shall be CSA and/or ULC approved and shall be of a size and type suitable for the work required.
9. Cleaning staff shall comply with NRC safety policies and procedures by wearing the following personal protective equipment:
 - a) CSA-approved safety foot wear
 - b) CSA-approved protective eyewear
 - c) CSA-approved hard hats (as required)
 - d) Hearing protection (as required)
10. Cleaning staff required to work at heights greater than eight (8) feet must be fall-arrest trained and certified.
11. Cleaning staff will not be expected to empty garbage cans weighing over 11.3 kilograms (25 pounds).
12. The Contractor shall post visible bilingual signage during floor cleaning operations. Bilingual "Danger Wet Floor" and "Do Not Enter" signs are mandatory, and a minimum fifteen (15) of each will be required per building.
13. Contractors shall submit with their proposals details of their safety program. This program should include the specific action they will take to train their employees in:
 - a) WHMIS
 - b) Safe use of cleaning agents
 - c) Safe use of cleaning equipment

- d) The use of equipment, signs, barriers or other devices to protect the building occupants and equipment
 - e) Recognizing other hazards or other materials prohibited under the resulting Contract.
14. The Contractor shall instruct personnel to unplug all cords to prevent damage to cords and to the outlets. Equipment shall not be plugged into orange receptacles. Electrical receptacles shall not be used for machinery in shops.
 15. The Contractor shall comply with NRC safety regulations. Some equipment and experiments may be potentially hazardous. Cleaners shall not touch laboratory equipment and shall familiarize themselves with the safety procedures to be followed when working in and around hazardous areas.
 16. Appropriate personal protective equipment shall be provided by the Contractor and used while executing the required work. Such equipment shall conform to the latest industry standards and be in good working order. Any personal protective equipment not in good working order must be replaced immediately. Safety cones or safety barriers must be used as required to identify obstructions or other unsafe conditions at the work site. The Contractor is responsible for supplying and installing all signage, protection and barriers required for work to be executed in a safe and secure manner.
 17. Any accidents or injuries that occur on the NRC work site must be immediately reported to the ASPM Project Authority and properly documented.
 18. The Contractor shall immediately report to the ASPM Project Authority any safety issue that may affect its staff in the performance of their work. The contractor will be responsible for the health and safety of its workers, sub-contractors and vendors as regulated by federal, provincial and municipal legislation.

8. Workplace hazardous materials information system (WHMIS)

The Contractor shall comply with federal and provincial legislation with respect to WHMIS. The Contractor's responsibilities include, but are not limited to, the following:

1. Ensuring that all controlled products brought on site by the Contractor or Subcontractor or their suppliers are properly labelled.
2. Keeping in the main janitor's room of each building a three (3)-ring binder containing the material safety data sheets (MSDS) for all cleaning materials being used in the cleaning operations, and providing a copy to the Director.
3. Providing the ASPM Project Authority with a copy of each MSDS, as well as daily updates of the quantities available in the building.
4. Informing other contractors, subcontractors, the ASPM Project Authority, authorized visitors and outside inspection agency personnel of the presence and use of such products on the work site.
5. The Foreman and the Site Supervisor must be able to demonstrate, to the satisfaction of the ASPM Project Authority, that they have had WHMIS training and are knowledgeable in its requirements. The ASPM Project Authority can require the replacement of persons who do not meet this condition or do not properly apply WHMIS.

9. Physical security

1. Security Screening

- a) The Contractor must provide a list of all persons and/or subcontractors to be employed to execute the work described in the resulting Service Contract, with their personal information for security screening purposes. Security screening will include finger printing, a criminal record check, a credit rating check and a security clearance check in order to obtain Reliability Status.
- b) Only employees who are security-cleared will be permitted to work on the NRC premises. They will be photographed and obtain an ID badge only when security clearance is received.

- c) On a quarterly basis, the Contractor must provide the ASPM Project Authority with accurate and updated lists of its employees requiring access to the work sites. Should the Contractor fail to comply with this requirement, the Project Authority may withhold payment due until there is such compliance.
- d) The ASPM Project Authority shall have the right to reassign any of the Contractor's employees to a site outside of NRC's facilities for security reasons, regardless of the employee's security screening result or status.

2. Security requirements

- a) Only those employees whose names appear on the Contractor's payroll and meet the conditions specified in the resulting Service Contract will be have access to NRC facilities. No other persons accompanying employees will be allowed into a building.
- b) The Contractor's staff must report any abnormalities to the ASPM Project Authority.
- c) All cleaning personnel will be photographed and issued an access card, which they must wear in a visible manner at all times.
- d) All ID or access cards entrusted to the Contractor must be fully protected and returned to the ASPM Project Authority upon completion or termination of the resulting Contract or upon termination of employment. Stolen, damaged or lost ID or access cards must immediately be reported to the ASPM Project Authority.
- e) If a Contractor's employee opens a window, he/she must ensure it is closed and locked before leaving the premises. All doors to rooms, private or general offices, etc., that need to be unlocked by cleaning personnel must be locked once the work is completed.
- f) As a general rule, if an office is unoccupied and an employee needs to enter it to clean, that employee needs prior authorization to enter, unless the door to the office has been left open.

3. Building keys

- a) Building keys will be issued to employees every morning by building security. A log will be maintained for signing keys in and out. Employees must return their keys at the end of their shift and any time they leave mid-shift (lunch, errands, etc.).

- b) The Project Manager shall ensure all keys issued are protected from loss and/or copying.
- c) The Contractor shall not duplicate keys supplied by NRC.
- d) The Contractor shall be charged \$30 for each lost mechanical key or access card.

10. Quality assurance program

1. The Contractor must put in place a Quality Assurance Program that shall cover the following (to be included in the submission):
 - a) Building inspections – identify the problem
 - b) Corrective action – propose a solution
 - c) Follow-up reports – ensure no re-occurrence
2. With the Site Supervisor, the Program Manager shall carry out a monthly inspection of sample spaces to ensure that performance is maintained at the quality level and standard expected by the ASPM Project Authority. Any Quality Assurance Inspection Report indicating performance inferior to 80% for any part of a building may result in the implementation of corrective measures and even action against the Contractor pursuant to the resulting Contract.
3. The Program Manager's monthly reports shall be reviewed, evaluated and approved by the ASPM Project Authority. These reports will provide an overview of the cleaning service and identify tasks to be undertaken in the months ahead.
4. Any items or deficiencies noted in an inspection report must be corrected within a maximum of 24 hours and at most four (4) working days. Any work deemed urgent by the ASPM Project Authority shall be undertaken immediately.

11. Uniforms

1. All cleaning personnel working under the resulting Service Contract on NRC premises shall be suitably uniformed.

2. All cleaning personnel shall wear a clean uniform consisting of
 - industrial type matching (same colour) shirt and trousers, coveralls or smocks. The company name or crest must be visible and affixed to the uniform.
3. It is mandatory that all on-site personnel be visibly identifiable at all times.
4. All cleaning personnel must wear their access card with photo in a visible manner.

12. Training

1. All of the Contractor's employees shall be trained in the safe and proper use of all equipment, chemicals, cleaning agents and supplies required for their work and in organizing their duties in an efficient manner.
2. Some employees will require special training, such as for cleaning laboratories and/or workshops.
3. All of the Contractor's employees' training records will be maintained on site by the Project Manager or the Training Facilitator.

13. Communication

1. The successful Contractor shall establish an open line of communication that is effective in keeping a good rapport with all involved in the resulting Contract.
2. The Program Manager, the Site Supervisor and a number of key personnel shall be equipped with either a pager or a cell phone (with voicemail) so they may be contacted immediately at anytime.
3. The Contractor shall provide the Site Supervisor with a computer so that the Site Supervisor, the ASPM Project Authority and the Program Manager can exchange email. The computer can be connected to the Internet via NRC's "external" wired or wireless network. Installation, repairs and maintenance shall be at the Contractor's expense. Data downloaded from the Internet or transmitted to other parties over the Internet may be monitored by NRC or by other government authorities without prior notice. Having or forwarding questionable, obscene, illegal, or hateful content, propaganda or any other content deemed inappropriate

by NRC may result in the removal of the computer, the immediate dismissal of the employees involved, and cancellation of the Contract.

4. The Program Manager shall record complaints and/or requests for cleaning in a log book and keep entries up to date as a means of communicating with the ASPM Project Authority.

Log book

- The Contractor is responsible for maintaining a log book.
 - All requests, complaints, tasks and comments shall be recorded in the log book.
 - The Contractor shall record in the log book all activities other than routine cleaning.
 - The ASPM Project Authority shall record in the log book each day any comments on issues to be rectified and compliments on work well done.
6. The Contractor must identify one or more contact persons who shall be available after normal working hours and shall be capable of responding quickly to urgent service calls.

14. Parking

1. Parking spaces shall be provided at NRC facilities according to availability. As applicable, the Contractor and its employees will be charged fair market value for the use of a parking space. Currently, there are no parking fees on NRC-Royalmount site.

15. Space reserved for the Contractor

1. Office space will be provided to the Site Supervisor. This office space will be provided free of charge to the Contractor, who shall ensure such areas are kept in a clean and safe condition.
2. The Contractor shall not use the address of a building managed or owned by NRC as its official address or for promotional or any other purposes. A telephone, fax line, data line and a computer with Internet connection may be installed at the Contractor's expense,

but their numbers must be unlisted and must not, under any circumstances, appear in telephone directories or advertised as business numbers.

3. NRC shall not be responsible for damage to the Contractor's supplies, material or equipment in the building, nor for personal effects that the Contractor's employees bring into the building.
4. The Contractor must have a local office, which must be located within a one-hour drive from the NRC office.

16. Storages space

1. NRC will designate and provide a space in each building for the Contractor to store supplies, equipment and materials. The space shall be of an adequate size for storing all materials and supplies needed for 20 days of operation and shall be kept in a clean and safe condition.
2. The Contractor shall not bring or store chemicals or hazardous substances on NRC premises. The Contractor will be held liable for all costs associated with any misuse, spill, disposal, etc., of any chemical or substance the Contractor brought to or stored in an NRC building.

17. Light, heat, power and water

NRC shall supply all of the heat, light, power, hot and cold water reasonably required to execute the work.

18. Elevator service

As applicable, the Contractor shall be permitted to use the elevators and shall be responsible for their safe operation.

19. Cooperation with other contractors

The Contractor shall cooperate fully with other contractors or workers assigned to the work site by the ASPM Project Authority.

20. Methodologies

CATEGORY AND TYPE	DETAILS
<u>General</u>	
1. Cleaner – Light Duty	Picks up litter; empties waste containers and recycling containers; removes foreign material from drinking fountains; does light emergency cleaning; spot-cleans; cleans furniture and fixtures and dusts all surfaces (not requiring climbing of any kind or the use of a ladder); damp-mops, dust-mops and vacuums; replenishes supplies in washrooms; and cleans and/or washes toilet facilities, wash basins, chrome fittings, mirrors and dispensers.
2. Cleaner – Heavy Duty	Empties, cleans and/or washes heavy waste/recycling receptacles; sweeps, damp-mops, washes and scrubs floors; removes and applies floor finishes; seals floors; washes or vacuums walls and ceilings; cleans light fixtures; operates powered cleaning and sanitation equipment; and performs other related heavy duties.
3. Antiseptic boxes	Replace hand sanitizer refill bags in located areas. The product will be provided by the client.
4. Routine Cleaning	Cleaning operations to be performed monthly, weekly or daily.
5. Scheduled Cleaning Operations	Cleaning operations to be performed monthly, every two months, every three months or once, twice or three times a year.

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| 6. | Project and/or On-Demand Cleaning Operations | Cleaning operations to be performed only upon written request by the ASPM Project Authority. |
| 7. | Flight of Stairs | The stairs between two floor levels, including any landings. |
| 8. | Materials | Items required to carry out the work, such as hand soap, deodorant cakes, plastic bags, string and sani-bags, and any other supplies or products necessary for general building cleaning. |
| 9. | Litter | <p>The contents of waste and recycling receptacles, sani-cans and any litter found in fire hose cabinets.</p> <p>Includes paper clips, paper, loose mop strands, pins, staples and any other items fallen on floor or carpeting.</p> |
| 10. | Common Areas | Includes entrances, corridors, hallways, photocopy rooms, lunchrooms, kitchenettes, washrooms, meeting rooms and conference rooms in all buildings. Cleaning operations in these areas consist in emptying waste and recycling receptacles and removing their contents from the premises. |
| 11. | Sweeping | Removing loose, dry surface soil. Where surface is not subject to damage by solvents, use a solvent-treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used, to ensure no streaks are left on the floor. |
| 12. | Spray Buffing (Spray Cleaning) | Spraying buff on a swept floor, approximately 45.72 centimeters ahead of the floor machine. |

Care must be taken to ensure that no solution splashes furniture, doors and baseboards.

While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working surface of the pad becomes saturated, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine is restored. Floors shall be swept after spray buffing has been completed.

13. Wet or Dry
Scrubbing

Consists in removing the top layer(s) of floor finish, using either the wet (minimal amount of water) or dry scrub method and applying two (2) coats of a self-polishing, non-slip floor finish to the dry, clean floor. Complete operation by cleaning splash marks from baseboards, doors, door frames, furniture, etc.

14. Washing

Applying a neutral detergent solution to the floor, spreading it with a mop, removing it, rinsing the floor and mopping up the rinse water.

Resilient flooring requiring waxing

15. Corridors

Strip and
Refinish

Apply four (4) coats of self-polishing, non-slip floor finish to the floor.

Polish or
Buff

Use a machine and brush or pad to restore surface shine to the entire floor area.

NOTES:

1. Floor sealer must be applied right up to baseboards.
2. Floor finishes must be applied up to 30.48 centimeters from baseboards, except for the last coat, which must be applied right up to

the baseboards.

3. Each layer of finish must be applied in the direction perpendicular to the previous application.
4. Baseboards must be cleaned after each scheduled operation to remove streaks and splashes.
5. When using the wet scrub or wet strip method, use a minimum amount of solution.
6. When using the wet scrub or wet strip method, wet-mop the floor twice before applying sealer or finish.
7. When using the wet scrub or wet strip method, wash the floor twice before applying sealer or finish.

Tile, terrazzo, stoneware, marble, epoxy resin no-wax

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|-----|------------------|-----------------|---|
| 16. | General | | Apply a neutral detergent solution to the floor, spread it with a mop, remove it, rinse the floor and mop up the rinse water. |
| 17. | Corridor | | Machine washing. |
| 18. | Washrooms floors | Washing | Consists in applying a neutral detergent solution to the floor, spreading it with a mop, removing the solution, rinsing the floor with a disinfectant solution and mopping up the rinse solution. |
| 19. | Washrooms walls | Patrol Cleaning | Consists in picking up litter, wiping hand basins, including all adjacent walls and shelves above them, cleaning mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition to routine cleaning. |

20. Washrooms

Picks up litter, clean the washbasins, including adjacent walls and shelves above, clean mirrors, clean up of spills and replenish supplies of empty dispensers. This work is added to the cleaning work routine.

Unpainted concrete

21. General

Apply a neutral detergent solution to the floor, spread it with a mop, remove it, rinse the floor and mop up the rinse water.

22. Shipping, Workshops,
Mechanical Rooms

Apply a degreasing detergent solution to the floor, spread it with a mop, remove it, rinse the floor and mop up the rinse water.

Carpets

23. Carpets

Basic Main-
tenance

Remove dust, dirt and litter using an upright- or canister-type vacuum cleaner that can be equipped with a crevice tool attachment to clean in corners and along baseboards.

Stain
Removal

Consists in identifying the type of stain by look, feel or odour and removing it using the appropriate commercially available spot remover in accordance the product's instructions.

24. Doormats

General

Consists in removing sand, slush or water using a wet and dry industrial-type vacuum cleaner, equipped with the appropriate floor tools.

Salt Stain
Removal

Vacuum the mats; saturate with water, allowing water to stand for ten (10) minutes; vacuum up the water; repeat as often as necessary to remove the stains.

Other

25. Dusting
Consists in removing loose dirt, dust and cobwebs, using an untreated dust mop or vacuum cleaner with appropriate attachments.
26. Stain Removal
Consists in removing marks, smudges, stains and graffiti using a moistened cloth, then wiping with a dry cloth.
27. Vacuuming
Consists in removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.

Includes using a vacuum cleaner, extension wand and drape attachment, and covering all surfaces on both sides.
28. Vinyl and Leatherette Upholstery
Consists in removing soil marks and stains using an approved cleaner and applying an approved finish.
29. Air Grilles / Air Diffusers
Consists in applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.
30. Lunch Room and Rest Room
Consists in cleaning up spillage; clearing off rubbish from all furniture, tables, chairs, sinks, etc.; wiping sinks, counters and fixtures with a damp cloth; picking up debris from floors; and emptying garbage cans and waste receptacles.
31. Shampooing and Hot Water Extraction Method
Remove desks filing cabinets and all other furniture and equipment within the space and replace them upon completion of the work. Dry vacuum the carpet with an industrial type vacuum cleaner with beater brush. Pick up all paper clips, pins and staples prior to wetting the carpet.

- Remove spots and stains using special cleaners.
- Regulate the flow of cleaning solution so as to moisten the fibers but not penetrate the backing when using the scrubber.
- Repeat the above with extraction equipment, and finish using clear water to extract the maximum amount of cleaning residue.
- Dry-wipe all furniture, walls and other surfaces moistened during the work to remove staining, streaking and spotting. Place protective material beneath the contact points of all furniture and equipment to prevent stains.
32. Waste and Recycling Management Program
- Daily management of a multi-material recycling program. Collecting and transporting the various commodities and depositing them in appropriate containers at a central area.

END OF SECTION 1

SECTION 2

OPERATIONS AND FREQUENCIES

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1. General
 - .1 See Section 1, "Glossary of Terms," for more detailed definitions of the work specified in this section.
 - .2 When days of the week specified in Section 2 fall on a holiday, the Contractor shall perform that day's operations the first working day thereafter.
 - .3 The ASPM Project Authority may adjust the operations prescribed to suit the client's operational needs.

 2. Outdoor Cleaning
 - .1 Miscellaneous
 - .1 Every morning, pick up cigarette butts, waste and paper around the main entrance and on the sidewalks leading to the parking lot.
 - .2 Every morning in the winter, inspect the sidewalks in front of all doors to make sure that emergency exits can open without impediment. Report any default under the snow clearing contract to the guard at reception and, as needed, clear the minimum of snow necessary to ensure the immediate safety of occupants.
 - .2 Daily
 - .1 Clean glass and sash on both sides in entrance and exit doors.
 - .2 Sweep and remove litter from all entrances, ramps for the handicapped and loading docks.
 - .3 Keep all entrances, smoking areas and grounds free of debris, such as cigarette butts, paper, cardboard, food scraps, cans, etc.

Note: All waste receptacles located outside of main entrances must be monitored and emptied regularly.
 - .4 Keep clean all outdoor covered areas (roof or awning) around entrances.

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- .5 Monitor all benches, picnic tables and waste receptacles located within a five-metre radius of an entrance and keep clean as indicated at item 2.3, or more often, as needed.
 - .6 Empty and clean all outdoor ashtrays.
 - .3 Monthly (last week of every month)
 - .1 Clean and polish aluminum fittings, brass signs, ornamental metal work, entrance doors, push bars and exterior stair railing, including railings in handicap ramps and ash trays.
 - 3. Floors – General .1 Preliminary Instructions
 - .1 Chairs, wastepaper baskets, etc. must not be placed on desks, tables or work benches during cleaning operations.
 - .2 Ensure that cleaning solutions do not seep under furniture legs, filing cabinets or partitions.
 - .3 The Contractor shall supply and visibly place international symbol signage or bilingual “Danger” signs when performing all floor cleaning operations.
 - 4. Floors – Resilient .1 General
 - .1 Remove gum residue and other foreign matter daily.
 - .2 Office Spaces
 - .1 Sweep and damp-mop all floors once a week.
 - .2 Spray-buff in front and behind counters, passageways between desks and spaces under desks every two (2) weeks.

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- .3 Corridors
 - .1 Sweep and wet mop, or clean with a wet cloth, all floors daily.
 - .2 Spray-buff every Friday.
 - .4 Laboratories
 - .1 Sweep and damp-mop floors once a week.
 - .5 Project Cleaning
 - .1 Strip and refinish floors upon request.
 - 5. Floors – Hardwood
 - .1 Preliminary Instructions
 - .1 Use minimal water to remove stains.
 - .2 General
 - .1 Sweep and damp-mop all floors weekly.
 - 6. Floors- painted concrete and in epoxy
 - .1 General
 - .1 Sweep every second day all floors, using a method that does not stir up dust.
 - .2 Remove gum residue and other foreign matter daily.
 - .3 Wash all floors every two (2) weeks.
 - .2 Laboratories, Workshops and Warehouse
 - .1 Sweep all floors every two (2) weeks, using a method that does not stir up dust.
 - .2 Wash all floors monthly.

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- .3 Heavy-Traffic Storage Areas
 - .1 Sweep and wash all floors monthly (third week of the month).
 - .4 Project Cleaning
 - .1 Machine-wash floors upon request.
 - .2 Machine-wash unpainted floors and apply sealant upon request.
 - 7. Carpets and Rugs
 - .1 General
 - .1 Use an industrial-type vacuum cleaner equipped with the proper accessories, a magnetic bar and a beater bar.
 - .2 Remove spot stains from carpeting and rugs daily, using methods and solutions approved by carpet manufacturers, and clean up spills as soon as possible after observation or notification. Report to the Director any spots that cannot be removed by normal means, any damage and any lifting carpeting.
 - .3 Clip loose threads during vacuuming operations.
 - .2 Offices
 - .1 Vacuum all carpeting and rugs on each floor every week.
 - .2 Where T mats are in use, remove, vacuum carpet, clean T mat and replace.
 - .3 Corridors, Elevator Lobbies and Lobbies
 - .1 Vacuum fully every second day.

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- .4 Project Cleaning
 - .1 Clean carpets using the shampoo and hot water cleaning/extraction method (upon request).

 - 8. Doormats
 - .1 General
 - .1 Use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc., from the mat.
 - .2 Vacuum mats daily, and more often during inclement weather, as necessary.
 - .3 Mats shall be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the ASPM Project Authority may shorten or extend this period.
 - .4 NRC shall provide the doormats, which the Contractor shall install, maintain, remove and store in a designated area when not in use.
 - .5 Mats are to be removed or rolled up to complete floor cleaning operations. Clean underside of mats before replacing.
 - .6 Mats are to be marked for identification and location prior to storing.
 - .2 Daily
 - .1 Vacuum and remove salt stains from all mats.
 - .3 Weekly
 - .1 Clean the electric brush, empty and wipe down the

basket under the mechanism and wash all visible surfaces.

.4 Monthly (November to April)

- .1 All doormats are to be completely machine scrubbed, shampooed and cleaned as scheduled by the ASPM Project Authority.

.5 Annually

- .1 Mats are to be completely machine-scrubbed, shampooed and dried prior to storing (in June).

9. Miscellaneous

.1 Weekly

- .1 Damp-wipe window sills and draft deflectors.
- .2 Dust convectors and remove litter from underneath.
- .3 Dust display cases.

.2 Twice a Month (first and third week of every month).

- .1 Clean exterior sash of notice boards.

.3 Monthly (first week of every month)

- .1 Clean and polish all decorative metal fittings using an approved product.

.4 Annual Project Cleaning (offices, laboratories, shelving, areas with high ceilings, workshops, corridors, stairways and storage rooms)

- .1 Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduits of a height of 1.8 to 4.0 metres.
- .2 Wash all air intake grilles, air diffusers, air ducts, metal surrounds and open radiators.

- 10. Entrances, Exits, Lobbies and Corridors
 - .1 General
 - .1 Keep free of litter.
 - .2 Clean furniture in the same manner as office furniture.
 - .3 Doormats are to be removed or rolled up to complete floor cleaning operations.
 - .2 Weekly
 - .1 Clean both sides of door windows.
 - .2 Remove gum and other foreign residue.
 - .3 Sweep, wash and spray-buff floors. Provide additional damp mopping of floors during inclement weather.
 - .4 Vacuum each floor completely.
 - .5 Clean directory board frames.
 - .3 Semi-Annually
 - .1 Wet or dry scrub and refinish.
 - .4 Project Cleaning
 - .1 Strip and refinish floors.
- 11. Stairs, Landings, Railings and Ramps
 - .1 Weekly (Wednesdays)
 - .1 Sweep and damp-mop.
 - .2 Remove gum, other foreign residue and litter.
 - .3 Dust and spot-clean handrails, vertical grilles, baseboards, stringers, ledges, balustrades,

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- balusters and panels.
- .2 Monthly
 - .1 Wash handrails in stairwells.
 - 12. Elevators
 - .1 Weekly
 - .1 Clean interior and exterior bright metal work and wood surfaces.
 - .2 Clean interior of cab to remove finger marks, smudges and stains on doors, ceilings, door frames and walls, including the control panel.
 - .3 Scrape and vacuum clean doorsill/track grooves in the cab and on each landing.
 - .4 Sweep and damp-mop floors.
 - .5 Remove gum and other foreign residue from floors.
 - .3 Annually
 - .1 Wash interior of elevator cabs.
 - 13. Public and Private Washrooms
 - .1 General
 - .1 Washrooms are to be patrolled and cleaned, and empty dispensers are to be replenished.
 - .2 Blocked toilets, sinks, urinals and drains to be cleared immediately using a plunger. If plumbing work is necessary, notify the ASPM Project Authority.
 - .3 When dirty or torn, replace plastic bags with others of the correct size in wastepaper and refuse receptacles.
 - .4 Supply and install sanitary napkin bags.

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- .5 Supply and install urinal screens and deodorant blocks as required in each urinal.
 - .6 Maintain and service all existing hands-free sanitation units (Technical Concept). Maintenance and servicing shall include, but not be limited to, supplying germicide liquid and batteries for urinals, WCs, faucets, etc.
- .2 Daily
- .1 Remove gum and other foreign residue.
 - .2 Sweep floors (twice a day).
 - .3 Damp-mop floors with a disinfectant solution (twice a day).
 - .4 Dust off tops of partitions.
 - .5 Remove all trash from strainers in base of urinals.
 - .6 Wash both sides of toilet seats, interior and exterior of bowls, urinals and washbasins using a disinfectant detergent (twice a day).
 - .7 Clean and disinfect all water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles (twice a day).
 - .8 Clean flush tanks, shelves, high ledges, mirrors, window stools and exposed piping.
 - .9 Spot-clean walls, partitions and doors to remove finger marks, graffiti and other marks (twice a day).
 - .10 Empty sani-cans, wash, disinfect, supply and insert new bags of correct size.
 - .11 Empty all wastepaper and/or recycling receptacles.
 - .12 Supply and replenish soap in containers, toilet

paper, paper towels and sanitary napkin bags in dispensers.

.3 Bi-Weekly

- .1 Wash both sides of partitions, partition doors and ceramic walls using a disinfectant detergent.
- .2 De-scale toilet bowls and urinals.
- .3 Pour a pail of clean water into each floor drain.
- .4 Spray-buff resilient, terrazzo and marble floors.

NOTE: Spray-buff terrazzo floors with a buffing agent.

.4 Monthly (second week of every month)

- .1 Wash and disinfect the interior and exterior of wastepaper and refuse receptacles including metal liners.

.5 Semi-Annually

- .1 Wash all walls, ceilings, light fixtures and partitions.

14. Interior Glass

.1 General

- .1 Spot-clean all glass doors, glass in fire doors, glass partitions and glass in partitions.
- .2 Spot-clean display case, directory board, notice board and telephone booth glass.
- .3 Remove all foreign substances such as tape, etc.

.1 Weekly

- .1 Wash both sides of all glass, including the exterior side of all main entrance doors, sidelights and all glass in lobbies.

15. Furniture and
Fixtures

- .1 Preliminary Instructions
 - .1 Papers and files left on furniture shall not be disturbed by the cleaning staff.
 - .2 Cleaning of laboratory benches, laboratory sinks, stationary and movable equipment is excluded.
- .2 Monthly (first week of every month)
 - .1 Dust and remove stains from vertical surfaces.
 - .2 Dust tops of lockers and storage cabinets.
 - .3 Clean bases and tops of freestanding screens.
 - .4 Dust artificial plants, remove debris from containers and damp wipe exterior of containers.
 - .5 Clean interior of public and private closets.
 - .6 Wash boot trays and/or shelves.
 - .7 Vacuum upholstered furniture.
 - .8 Clean and polish both sides of bookcase glass doors and remove tape and other foreign residue.
 - .9 Dust structures/surfaces underneath desks.
 - .10 Dust pictures and wall hangings (excluding paintings and art objects).
- .4 Semi-Annually
 - .1 Clean using an approved product all leather, vinyl and leatherette upholstered furniture in conference rooms and lobby areas.
- .5 Project Cleaning

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- .1 Shampoo upholstered furniture upon request.
 - .2 Vacuum upholstered freestanding acoustic panels.
16. Waste Receptacles
- .1 General (all common areas)
 - .1 Supply and install plastic bags of correct size in garbage cans and waste receptacles, and replace them when dirty or torn in all areas including excluded areas.
 - .2 Empty all waste and/or multi-recycling receptacles.
 - .2 Laboratory (household) waste
 - .1 Household laboratory waste will be placed in the hallway for collection by the cleaning staff Tuesdays between 10 a.m. and 2 p.m. At other times, laboratory staff will take their waste to the nearest recycling station.
 - .2 Laboratory cleaning shall be done according to the schedule and in the RFP.
 - .3 Large laboratory (household) waste
 - .1 The waste receptacles of the large laboratories are included under the resulting Contract, and are to be emptied once a week into the appropriate containers.
 - .4 Waste from large-scale laboratories and Mechanical Room S-101 (dumpster, scrap metal bin)
 - .1 Only authorized persons shall operate the forklift.
 - .5 Waste from mechanical rooms: B21, F30, F85, L173, L273, L373, L473, B52, B56, P501, L4-3000
- Waste receptacles in mechanical rooms are

included under the resulting Contract, and are to be emptied once a month.

- 17. Doors, Door Frames, etc.
 - .1 Monthly (second week of every month)
 - .1 Clean finger marks from doors and door frames.
 - .2 Clean metal push bars, kick and hand plates using an appropriate cleaner.
 - .3 Dust doors, door frames and grilles.
 - .2 Annually
 - .1 Wash doors door frames and grilles.
- 18. Emergency Fire Equipment
 - .1 Monthly (fourth week of every month)
 - .1 Clean interior of hose cabinets.
 - .2 Clean fire extinguishers.
 - .3 Clean both sides of fire hose cabinet door glass.
- 19. Walls, Partitions and Baseboards
 - .1 Monthly (second week of every month)
 - .1 Remove finger marks, smudges and stains from painted walls and partitions.
 - .2 Dust baseboards, ledges and moldings.
 - .3 Spot-clean vinyl covered walls, doors and partitions.
 - .4 Dust marble walls, columns and frames.
 - .5 Spot clean fabric and carpeted walls, columns,

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- screens and partitions.
- .6 Dust panels and decorative wood with a cloth and a product approved by the ASPM Project Authority.
20. Contractor's Spaces .1 General
- .1 Each building, except very small ones, has one or more janitor's closets and other areas for the storage of cleaning equipment and supplies.
- .2 Store materials and equipment only in the designated spaces.
- .3 All storage areas shall be locked only with locks keyed to the NRC master key systems.
- .4 Storage spaces are to be kept free of litter.
- .5 Mops are to be washed clean before storing. All other equipment to be kept clean and materials neatly stored.
- .6 Storage areas are to be kept at the same level of cleanliness as the rest of the facility.
22. Freight Receiving Area .1 Weekly
- .1 Sweep the dock leveler platform at the same time as the floor.
- .2 Monthly
- .1 Dust the storage shelves and counter and workbench tops.
- .2 Wash the loading barriers and dock equipment.
23. Garbage .1 General

Area/Room	.1	All cardboard containers near the garbage room must be disposed of as promptly as possible (at minimum once a day) in the cardboard disposal bin provided by the ASPM Project Authority.
	.2	Make sure all butts, ashes and matches are extinguished and cool before placing with other garbage.
	.3	At domestic waste collection time, open the door near the garbage room when the garbage collectors arrive, and ensure supervision throughout the collection process. Do not permit anyone to access any other part of the building. Make sure the door is properly closed once the garbage has been collected.
	.4	The Contractor shall not store materials/equipment in the garbage room.
	.2	Daily
	.1	Empty all garbage and wastepaper designated for disposal into bulk-lift containers, plastic bags or garbage cans, depending on the system in use.
	.2	Sweep floor after removal of garbage and pick up any litter dropped between the garbage room/area and point of loading on truck.
	.3	All garbage shall be placed in plastic bags and sealed before disposal into containers.
	.3	Weekly (Tuesday)
	.1	Wash and disinfect the floor.
24. Cardboard, Boxes, Packaging Materials, Books.	.1	General
	.1	Unless otherwise indicated, all paper waste and cardboard boxes shall remain the property of NRC.

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- .2 Collect cardboard boxes and other packaging materials placed on the floor near the recycling stations and place them in the appropriate containers.
25. Building Maintenance
- .1 Report any and all repairs required on the building's heating system, plumbing, electrical system or water system to the ASPM Project Authority.
26. Cafeteria and Rest Areas
- .1 General
 - .1 Patrol and clean twice a day or more often, as needed.

Wash all tables, counters and sinks twice a day.
 - .2 Weekly
 - .1 Dust all horizontal surfaces.
 - .2 Sweep and wash floors.
 - .3 Supply and replenish all soap and paper towels in dispensers.
 - .4 Empty, wash and disinfect garbage cans and recycling containers and replace plastic liners as required.
 - .5 Spot-clean all walls, doors, partitions and exterior of cupboards.
 - .6 Spot clean exterior of refrigerators, ranges and microwave ovens.
 - .7 Clean interior of microwave ovens.
 - .3 Monthly
 - Clean the inside of both refrigerators.

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| 28. Chalkboards and Whiteboards | .1 | General | |
| | | .1 | <i>IMPORTANT: DO NOT CLEAN</i> chalkboards or whiteboards containing written information. |
| | | .2 | Do not use oiled or dust-treated cloths to clean chalkboards/whiteboards. |
| 29. Locker Rooms | .1 | Weekly | |
| | | .1 | Dust and spot clean exposed surfaces of lockers including tops. |
| | | .2 | Remove gum and other foreign residue. |
| | | .3 | Sweep and damp-mop floors using a disinfectant detergent. |
| | .2 | Semi-Annually | |
| | | .1 | Wash the exterior of lockers. |
| 30. Showers | .1 | Weekly | |
| | | .1 | Polish handles, shower heads and other fixtures. |
| | | .2 | Remove all pieces of soap and other foreign matter. |
| | | .3 | Wash walls, shower curtains and glass doors using a disinfectant detergent containing "sequestering agents" to remove soap scum, rinsing with clear water. |
| | | .4 | Brush floors and walk-off mats/gratings using a disinfectant cleaner with containing "sequestering agents" to remove soap scum; rinse with clean water. |
| | | .5 | Blocked drains are to be cleared immediately using a plunger. If plumbing work is necessary, notify the |

ASPM Project Authority.

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| 31. Electrical Rooms and Tele-communications Closets | .1 | Project Cleaning: to be done twice (2) a year. Cleaning staff will have to be accompanied by a person in charge of the building (ASPM). |
| 32. Mechanical Rooms | .1 | Project Cleaning: to be done twice (2) a year. Cleaning staff will have to be accompanied by a person in charge of the building (ASPM). |
| 33. Conference Rooms, Meeting rooms and Auditoriums | | NOTE: These rooms are to be inspected by cleaning staff every morning. Any cleaning deficiencies are to be corrected by 8:00 a.m. These rooms are to be monitored daily and cleaned as required. |
| | .1 | General |
| | | .1 Vacuum all carpeting weekly. |
| | | .2 Spot-clean beverage and other stains. |
| | .2 | Daily |
| | | .1 Damp-wipe wooden conference tables and other tables. Clean glass-top tables with non-streaking product. Furniture polish may be used as required. |
| | | .2 Spot-clean walls and doors. |
| | | .3 Spot-clean glass surfaces. |
| | | .4 Empty and wipe down waste containers. |
| | | .5 Clean counters, sinks and cupboards in adjacent rooms and coffee area. |
| | | .6 Remove dishes remaining from a previous meeting and remove to a designated area. |
| | .2 | Project Cleaning |

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| | | .1 | Shampoo carpeting and furniture upon request. |
| | | .2 | Provide special cleaning of hardwood floors and carpets upon request. |
| 34 | General Workshop and Machine Shop | .1 | Bi-weekly |
| | | .1 | Use the vacuum cleaner to clean machine tools and the floor around them to pick up metal shavings. Use appropriate gloves to avoid cutting skin. Empty the vacuum cleaner into the appropriate bin. |
| | | | Empty the metal scrap bin into the appropriate container. |
| | | | Sweep the floor thoroughly |
| | | .2 | Monthly |
| | | .1 | Wash the floor with a heavy-duty industrial degreaser. |
| | | .2 | Wash soiled walls around machine-tools. |
| 35 | Waste Management and Recycling Program | .1 | General |
| | | .1 | All employees are responsible for emptying their black waste bin, their paper shredder and their blue recycling bin in one of the twenty five (25) recycling stations. |
| | | .2 | All employees must bring packing cardboard, plastic and other waste to one of the twenty five (25) recycling stations. |
| | | .3 | The black waste bins, shredders and blue recycling bins located in the conference rooms, corridors, public areas laboratories, workshops, washrooms, shower rooms and other technical or service areas are to be emptied by the Contractor. |

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- .4 The Contractor is responsible for the collection and transportation of all waste and recyclables and for bringing them to the location indicated by the ASPM Project Authority, in the waste enclosure and garbage room.
 - .5 The Contractor is responsible for providing employees with a spray bottle of household cleaner and a clean cloth at each recycling station for cleaning the waste and recycling bins. The use of garbage bags in offices is prohibited.
 - .6 The Contractor is responsible for supplying and installing the clear plastic bags in the individual glass/cans/plastic/paper/waste bins at the recycling stations. The Contractor is also responsible for supplying and installing the black plastic bags in the individual waste bins at the recycling stations.
 - .7 All recycling station bins are to be cleaned and disinfected weekly.
 - .8 The Contractor shall ensure that no contamination of the recycled material occurs. All recycle material must be visually checked and any contaminants removed prior to disposal in the appropriate containers.
 - .9 The Contractor shall notify the ASPM Project Authority when the containers require emptying. The Contractor shall notify NRC before 2:00 p.m. for the containers to be emptied the next day.
- .2 Recycling
- .1 The Contractor is responsible for managing the daily activities/operations of the multi-material recycling program. Recycling stations on each floor must be emptied daily and emptied into the appropriate containers.

- .2 At present, NRC source-separates and recycles five (5) commodities, namely:

.1 Paper

All grades of mixed and colored paper, including newspaper and fax paper, as well as the light cardboard backing paper pads.

.2 Cardboard

All box or other cardboard is to be collected, torn/flattened and deposited in the appropriate container in the outdoor waste enclosure.

.3 Glass and Plastic Items and Containers

Glass, plastic containers and other plastic items are to be collected and deposited in the appropriate container outdoor waste enclosure.

.4 Aluminum Cans and Plastic Bottles

Beverage and other liquid bottles and cans requiring recycling remain the property of NRC and are to be deposited properly in the appropriate location indicated by the ASPM Project Authority.

.5 Wooden pallets

As needed, the Contractor shall collect wooden pallets, bring them to the outdoor waste enclosure and pile them. The Contractor is responsible for their removal from the site for collection.

36. Special Cleaning
Requirements

.1 General

- .1 Repaired, new or replaced flooring shall be cleaned and sealed, then re-finished at no additional cost to NRC, before the area is once again occupied.

- .2 All loose boxes, wooden pallets and litter in hallways, loading docks and stairways shall be picked up and properly disposed of in the appropriate containers and/or transported to a central recycling area.
- .3 Water leaks and spills shall be cleaned up without delay.

END OF SECTION 2

SECTION 3

EQUIPMENT/MATERIALS/PRODUCTS

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1. Materials/ Equipment
- .1 The Contractor shall supply all equipment, materials or products required to carry out the work as described in the RFP unless otherwise specified.
 - .2 The Contractor shall not use the electric pallet truck, the lift truck or the overhead cranes except for the purpose of performing specific tasks included in the Contract.
 - .3 The equipment used shall be in good working condition, comply with the safety standards in effect, and function silently for the task being performed. The materials provided by the Contractor shall be new on the Contract start date, or shall have received the approval of the ASPM Project Authority.
 - .4 All equipment, materials and products shall be approved by the ASPM Project Authority. The ASPM Project Authority may require that equipment be inspected, repaired or replaced if it is deemed defective or dangerous.
 - .5 In addition to all other equipment required to perform the tasks set out in the RFP, the Contractor shall provide and keep on site, for its exclusive use, the following equipment:
 - One (1) mechanical floor scrubber
 - One (1) 20" high-speed polisher, battery powered
 - One (1) wet/dry vacuum cleaner with pump option and a P20 tank
 - One (1) PC50 vacuum cleaner, quiet type, equipped with a bag and HEPA filter
 - Two (2) upright vacuums, quiet type, equipped with a bag, a flexible hose and a HEPA filter
 - Four (4) utility carts
 - One (1) two (2) speed polisher
 - One (1) carpet extractor, 15 gallon capacity, 250 psi
 - One (1) carpet scrubber/buffer
 - Two (2) waste collection carts

One (1) Go-Vac portable backpack equipped with a bag and HEPA filter

One (1) air dryer/fan

2. Products and supplies
- .1 Each year, the Contractor shall provide a complete list of all materials, products, tools and equipment that is to be used for the purposes of execution of this service contract for review by the ASPM Project Authority. As well, from time to time the Contractor may be required to provide samples of materials or products from its stock for testing purposes.
- .2 Products
- a) Background
- NRC strives to use “green cleaning products,” i.e. products that are not harmful to the environment, whenever economically feasible. Work under this service contract comprises the supply and delivery of non WHMIS regulated, biodegradable and fragrance free cleaning and maintenance products.
 - NRC’s expectation for the proper cleaning of its facilities will be through the implementation of a “Green Cleaning Program” supported by standard operating procedures, storage procedures and staffing plans that address sustainable and effective cleaning. In its plan, the Contractor shall identify the products, equipment and procedures to be used to clean and maintain the building environment in a clean, safe and environmentally responsible manner so as to maintain a good image of NRC.

- Cleaning products acceptable to NRC must be recognized and certified by either Environmental Choice, Green Seal or Ecologo, demonstrating that the product has undergone and successfully passed the stringent requirements of the environmental certification program.
- b) Products: The general categories NRC wishes to consider are as follows:
- Category A: Environmentally responsible products including hand cleaner/soap, heavy-duty hand cleaner for shop applications, disinfectants, all-purpose cleaner, window cleaner, bowl cleaner, liquid air freshener, floor finish, floor stripper, furniture polish, floor cleaners, oil absorbents, waste and recycling can liners, etc.
- Category B: Environmentally responsible paper products.
- Category C: Sundry cleaning items such as brushes, brooms, mops, mop buckets and pails, dispensers, trash containers, dustpans, scouring pads, scrapers, cutting knives, etc.
- Category D: All miscellaneous and non-controllable items such as cutting knives/blades, recycling plastic bags, garbage bags, spill absorbents, deodorant blocks/pucks, etc.
- c) The Contractor shall provide the following information (as applicable) for evaluation purposes within a table referencing the following:
- Product name
 - Manufacturer
 - MSDS (material safety data sheet) available – yes/no

- Certification
 - Environmental Choice
 - Green Seal
 - Ecologo
 - Other
 - None
 - Product description/use
 - Unit price
- d) The Contractor shall provide a complete description illustrating the products to be used at the NRC facilities as part of any awarded contract. The following shall be included with the technical submission: Material Safety Data Sheets as well as product labels and information and specification sheets. Product information should include percentages of active ingredients and recommended dilution rates.
- e) The Contractor shall provide at time of tender submission a sample of the supplies and products complete with associated dispensers it proposes to use throughout the contract.
- f) Towel and tissue products may be derived from renewable resources or made from non-tree fiber and comply with the following:
- Guidelines for post-consumer recycle content
 - Green Seal
 - Ecologo

- g) Waste and recycling can liners, oxo-biodegradable liners that must contain a minimum of 60% post consumer recycled content.
- h) Color coded micro fiber clothes and mops for various cleaning tasks.
 - Blue: General cleaning, windows, furniture, walls, various objects.
 - Green: Kitchen, dining room surfaces, food preparation and storage, first aid facilities.
 - Yellow: Washrooms, sink vanity, washroom and shower accessories, washroom separators.
 - Red: Toilets and urinals.
- i) Vacuum cleaners and/or carpet extractors must be recognized and identified by the Carpet and Rug Institute "Green Label" testing and seal of approval, operating at less than 70 decibels.
- j) Electric and battery-powered floor buffers and burnishers must be equipped with HEPA filters for fine particulates and operate at less than 70 decibels.

3. Products and supplies

- .1 The following is a limited listing of products to be supplied and replenished by the Contractor.
- .2 Washroom accessories
 - a) A number of the washrooms within the NRC buildings are equipped with hands-free faucets and urinal auto flush valves.
 - b) The Contractor shall include in its proposal the cost to service and maintain this equipment, as well as to replace batteries in the hands-free

devices.

c) Liquid soap

- Anti-bacterial liquid lotion soap with 1,600-ml dispenser
- Acceptable products: SLOAN ESD-233 or equivalent

.3 Polyethylene garbage bags

- 28 in x 38 in clear - strong
- 22 in x 24 in clear - strong
- 35 in x 47 in clear - strong
- 35 in x 47 in green - strong
- 22 in x 24 in green - strong

.4 Hand towels

- High-quality Tork paper towel, 600-foot rolls, white, number RB-600, or equivalent previously approved by NRC.
- Towel dispenser provided by NRC.

.5 Washroom tissue

- 1000-foot rolls of washroom tissue, 3.3 ``2 ply and 2 ply mini max Cascades Envirologic 4097 or equivalent previously approved by NRC.

Note: Existing hand towel and tissue dispensers are presently the property of NRC. In the event that there is a change in the supplier of hand towels and tissue, the Contractor shall have the change approved by the ASPM Project Authority and shall bear all costs to repair and make good damaged

6. Recycling
material
handling

walls or surfaces.

All recycling bins, 90 litres blue and wheeled recycling carts and multi-material recycling stations will be supplied by NRC.

The Contractor is responsible for cleaning, maintaining, providing the polyethylene liners and doing the required sorting, collection and disposal of the material to the locations identified.

Blue recycling bins are primarily located in service nooks, meeting rooms, photocopy areas and other locations.

Multi-material recycling stations are located throughout the various buildings.

90 litres wheeled carts are primarily located in the shipping/receiving areas, high output printer areas, reprographics and may be located on each floor area within specific buildings.

5 litres recycling cans are primarily located in shop and maintenance areas.

END OF SECTION 3