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**11 Laurier St./ 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**SOLICITATION AMENDMENT**

**MODIFICATION DE L'INVITATION**

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

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

**Comments - Commentaires**

"THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT."

"CE DOCUMENT CONTIENT UNE CONDITION  
DE SÉCURITÉ."

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

**Maintenance & Professional Consulting Services  
Division (FK)**

**11 Laurier St./ 11, rue Laurier**

**3C2, Place du Portage, Phase III**

**Gatineau**

**Québec**

**K1A 0S5**

<b>Title - Sujet</b> JANITORIAL SERVICES-SHIRLEY'S BAY	
<b>Solicitation No. - N° de l'invitation</b> EP117-162755/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20162755	<b>Date</b> 2016-12-02
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$FK-292-71984	
<b>File No. - N° de dossier</b> fk292.EP117-162755	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-01-12</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Mirza, Bushra	<b>Buyer Id - Id de l'acheteur</b> fk292
<b>Telephone No. - N° de téléphone</b> (873) 469-3186 ( )	<b>FAX No. - N° de FAX</b> (819) 956-3600
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

This amendment 001 is raised to modify the English version of the APPENDIX “B”- Statement of Work of the Solicitation as follows:

1) Modify the English APPENDIX “B” – Statement of Work

DELETE: Page 25 of APPENDIX “B” in its entirety.

INSERT: The following Revised APPENDIX “B”- Statement of Work.

OTHER TERMS AND CONDITIONS REMAIN THE SAME.

**NOVEMBER 2016**

**PUBLIC WORKS AND  
GOVERNMENT SERVICES  
CANADA**

**STATEMENT OF WORK  
FOR  
JANITORIAL INTERIOR CLEANING SERVICES  
CLEANABLE AREA: 37,348.4 M2**

**AT**

**COMMUNICATION RESEARCH CENTER (CRC)  
SHIRLEY'S BAY  
3701 CARLING AVENUE, OTTAWA, ONTARIO**

**FILE: EP117-162755**

**Public Works and Government Services Canada  
Janitorial Services  
Cleaning Specifications**

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**SECTION 3 APPENDIX "A" - SCHEDULED CLEANING OPERATIONS**

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1. Definition of terms
2. Quality standards



**1. DEFINITION OF TERMS AND QUALITY STANDARDS**

1. Any quality assurance inspection report, which does not meet the departmental requirements of the janitorial services specification, for any part of the building may result in the application of corrective measures

**2. BUILDING CLEANING OPERATIONS**

**1. General**

1. The services will be inspected by the Technical Authority periodically to decide whether or not it is acceptable. The contractor may be invited to attend these inspections by giving a short notice to its representative on site.
2. Attendance at inspections by the contractor's representative is recommended but not mandatory.

**2. Routine cleaning operations**

1. Routine cleaning must be performed:

**Weekdays:**

**Between 0600 and 1900 hours, Monday through Friday.**

**Holidays:**

When a holiday falls on a weekday, the contractor must perform the operations the first working day thereafter.

**3. Scheduled cleaning operations**

1. Appendix A to Section 2 establishes the schedule of work for the entire duration of the contract and must be completed by the contractor in the months specified.

**Weekdays:**

**Monday through Friday between 0600 and 1900 hours.**

**Weekends:**

**Saturdays and Sundays between 0700 and 1700 hours.**

2. Prior to commencing the scheduled work, the contractor must submit a work schedule to the Technical Authority for approval. The contractor must also notify the Technical Authority immediately when the work is completed.

#### 4. Additional and emergency cleaning services

1. The cost of additional cleaning and emergency cleaning operations must be negotiated on a case by case basis.
2. Emergency (on call) cleaning means:

**The contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on site within 1 hour of notification.**

#### 5. Conversion of flooring

1. There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

#### 3. STAFFING

1. The contractor must provide all the staff necessary to perform all services as specified in Section 2 for these specifications.
2. The **non-working on-site supervisor** must be on site during working hours and must be in full charge of the operations of the contractor in the performance of the services. The on-site supervisor must be authorized to receive and respond to any service calls placed by the client or technical Authority. The on-site supervisor must also be able to accept any notice, consent, order, direction, decision or other communication on behalf of the contractor that may be given under the contract. The supervisor must liaise with the Technical Authority and must be capable of communicating in both official languages.
3. If the non-working on-site supervisor is absent from the site during working hours, the contractor must designate a replacement to represent the contractor. This representative should already have site access.
4. The non-working on-site supervisor must be equipped with a cellular phone and an email account to receive notices and service calls. All expenses including installation, air time, activating fees and the phones themselves, must be at the expense of the contractor. An uninterrupted communication service is mandatory.
5. The contractor must provide a job description for the non-working on-site supervisor and/or working on-site supervisor, if requested by the Technical Authority.

#### 4. HEALTH AND SAFETY

1. **Perform the work in accordance with Part II of the Canada Labour Code, the Canadian health and safety at work regulations, the guidance at National Fire Code, laws and provincial/territorial regulations applicable and all municipal applicable laws. The more stringent requirements must prevail.**
2. The contractor must adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by national and provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures. In addition, adequate training of personnel assigned to perform operations such as use of chemicals etc., is also required.



3. The contractor must ensure that all equipment used to perform the services is in a state of good repair. The Technical Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The contractor must be responsible to supply suitable replacement equipment within one working day.

#### 5. SECURITY

1. Only those employees whose names appear on the contractor's payroll and meet the conditions specified in this contract will be allowed access to the work site. No other persons accompanying employees should be allowed on-site.
2. All personnel employed in the performance of the services must comply with security requirements for the facility. They will be provided with an identification access pass which must be worn and visible at all times.
3. All access cards entrusted to the contractor for the fulfillment of its contract must be fully protected at all times and must be returned to security when no longer required.
4. Audio/visual equipment or cameras are strictly forbidden on the work site. All cell phones are to remain in the designated contractor's office. Only authorized personnel will be permitted to carry a cell phone.
5. Items are not to be removed from the campus by cleaning contract staff. This includes items that have been properly disposed of.
6. The contractor's cleaning staff may be subject to questioning in relation to security matters.

#### 6. BUILDING MAINTENANCE

1. The contractor's staff must report deficiencies other than janitorial observed during the performance of the services to the on-site supervisor. The on-site supervisor will relay the information to **the clients at 613-998-2333 or ic.campusoperations-operationsdecampus.ic@canada.ca.**

#### 7. CLEANING PRODUCTS & EQUIPMENT

##### 1. General

1. The contractor must supply all cleaning products and equipment required to carry out the services as mentioned in Section 2 and **must use only products that are environmentally friendly.**

##### 2. Supplies

##### 1. Toilet paper and paper hand towels

1. The contractor must supply 2 ply toilet paper of good quality in all washrooms.
2. The contractor must supply the correct size of paper hand towels to all dispensers.

##### 2. Walk-away mats

1. Mats must be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Technical Authority may shorten or extend the period.

2. Canada will supply walk-away mats and the contractor will install, maintain, remove, clean both sides of mats and store in a designated area when not in use.
3. Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.
4. Prior to storing, each walk away mat must be cleaned using **the shampoo and hot water extraction method** and must be dried.

### 3. Alcohol free wipes

1. Alcohol-Free Wipes to be supplied by client for the use of disinfecting the water dispensers from refrigerators.

## 3. Cleaning Products

1. All cleaning products must be suitable for the surfaces intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original unopened container. The Technical Authority may instruct the contractor to discontinue the use of any product judged not suitable and to substitute another mutually satisfactory product.
2. The contractor must ensure that all cleaning products used in the workplace are classified and labeled according to the workplace hazardous materials information systems (WHMIS).
3. A binder with the copies of the material safety data sheets (MSDS) must be kept on the premises and updated when new cleaning products are purchased. This binder must be made available to the Technical Authority upon request.

## 4. Equipment

### 1. Vacuum cleaner

The contractor must use **industrial strength vacuum cleaners** with the following features:

1. Maximum noise levels 59db
2. Maximum 0.3 micron particulate filter (HEPA type)
3. Minimum 90.2 inches of water lift
4. Power head
5. Accessories for floors and furniture

### 2. Polisher

The contractor must use **industrial single speed polisher with a solution tank**, with the following feature:

1. Maximum speed of 175 rotations per minute

### 3. Hot water extractor

The contractor must use **industrial single speed polisher with a solution tank**, with the following feature:

1. Minimum 100 psi -solution pump
2. Minimum of 155 inches of water lift
3. Minimum of 10 gallon solution tank
4. Minimum of 10 gallon recovery tank



**4. Wet/dry vacuum**

The contractor must use an industrial type vacuum equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, salt, etc., from the walk-off mats.

**5. Auto scrubber**

The contractor shall use and have on site a walk behind auto scrubber to be used in the tunnels and adjacent area with the following features:

1. 28 inches scrubbing path
2. 12 gallon solution tank
3. 2 brushes
4. Battery operated

**5. Transportation**

1. The contractor shall have on site a vehicle available from **0600 to 1900 hrs. Monday to Friday** to provide transport of cleaning materials, equipment and personnel.
2. Parking area will be provided by CRC.
3. Make, model and license plate must be provided to Client.

**6. Signage (floor types)**

1. Supply and visibly locate bilingual danger signs when performing wet floor cleaning operations.

**8. UNIFORMS**

1. All cleaning personnel under this contract must be uniformed as follows:
  1. Industrial quality uniforms with the company name or crest clearly visible.
  2. Clean uniforms must be properly worn at all times.
  3. Failure to provide the required uniforms may result in a reduction of the contractor's monthly payments. Employees not properly uniformed may be deemed unsuitable and excluded from the premises.

**9. SPACE ASSIGNED**

1. The Client must provide the contractor with the required space.
2. The contractor must not list, publicize or use in any fashion, for business purposes, the address of a building leased or owned by Canada. The client is prepared to supply a telephone with message taking at the client's expense. The phone number must not under any circumstances appear in telephone directory or be advertised as a business telephone. The number is to be used for day to day operations and emergencies only.
3. Canada will not be responsible for damage to the contractor's cleaning products and equipment or damage in the building nor to the contractor's employees' personal belongings.

**10. LOG BOOK**

1. A log book must be maintained in the building by the Contractor to record all monthly and scheduled cleaning performed. The log book must be located on-site and must be made available for inspection.

**11. EXCLUDED ROOMS AND EQUIPMENT**

1. Mechanical, electrical, LAN rooms, laboratory's benches, including sinks, stationary or movable equipment, electronics and shop equipment.

**12. LIGHT, HEAT, POWER AND WATER**

1. Canada will supply all light, heat, power and hot/cold water reasonably required for the performance of the work.

**13. ELEVATOR**

1. Where applicable, the contractor must be permitted the use of elevators and must be responsible for their safe operation.



Public Works and Government Services Canada  
Cleaning Specifications for Janitorial Services  
Operations and Frequencies

Section 2

**1. EXTERIOR**

**1. Daily**

1. Clean all entrance doors and push bars.
2. Clean glass and sashes on both sides in entrance and exit doors, entrance sidelights and transoms.
3. Sweep and keep clear of litter at all entrances, ramps for the handicapped, loading docks, podiums and stairs.

**2. FLOORS (all types)**

**Note:** Furniture and wastepaper receptacles **are not to be** placed on desks, tables or work benches during cleaning operations.

**1. Daily (Carpets and rugs)**

1. Clip loose threads during vacuuming operation.
2. Remove stains and foreign objects from carpeting and rugs using methods and solutions approved by carpet manufacturers. Report to the Technical Authority stains on carpeting and rugs that cannot be removed by normal means and any damage to the carpeting and rugs.
3. Sweep or vacuum exposed flooring during vacuuming operations.

**3. ENTRANCES, EXITS, LOBBIES AND ADJACENT CORRIDORS**

**1. Daily**

1. Clean both sides of interior and exterior door glass.
2. Clean surface and between bars of foot grills.
3. Remove all foreign residues.
4. Sweep and mop. Provide additional damp mopping of floors during inclement weather.
5. Vacuum on a full floor basis.
6. Dust and remove stains from all surfaces.
7. Clean furniture as per clause 7 (Section 2).
8. Vacuum walk-off mats (During inclement weather, vacuum mats more frequently).

**2. Weekly**

1. Clean both sides of all glass windows and wood and metal surrounds.
2. Clean all walk-off mats every Friday using **the shampoo and hot water extraction method**.
3. Spray buff floors.

**3. Scheduled Cleaning Operations (APPENDIX A)**

1. Wet scrub and refinish all floors.
2. Strip and refinish all floors.
3. Remove foot grills and clean out recessed pan and drain.



<b>4. ELEVATORS</b>	
<b>1. Daily</b>	
	<ol style="list-style-type: none"> <li>1. Clean interior and exterior of cabs, doors, door frames and walls including the surface of the control panels.</li> <li>2. Scrape and vacuum door sill/track grooves in the cabs and landings.</li> <li>3. Sweep and damp mop floors when elevator mats are not in use.</li> <li>4. Vacuum floors.</li> </ol>
<b>2. Monthly (first week of each month)</b>	
	<ol style="list-style-type: none"> <li>1. Clean carpets using the shampoo and hot water extraction method.</li> </ol>
<b>3. Scheduled cleaning operations (APPENDIX A)</b>	
	<ol style="list-style-type: none"> <li>1. Wet scrub and refinish all floors</li> <li>2. Strip and refinish all floors</li> </ol>
<b>5. CORRIDORS</b>	
<b>1. Daily</b>	
	<ol style="list-style-type: none"> <li>1. Remove stains from carpeting.</li> <li>2. Vacuum carpeting.</li> <li>3. Sweep and damp mop all hard surface floors.</li> <li>4. Pick up litter.</li> <li>5. Spot clean all walls, doors, door frames and door glass and fire hose cabinets and glass.</li> <li>6. Clean and disinfect all potable water fountains.</li> </ol>
<b>2. Weekly</b>	
	<ol style="list-style-type: none"> <li>1. Dust baseboards, ledges and mouldings.</li> </ol>
<b>3. Monthly (third week of each month)</b>	
	<ol style="list-style-type: none"> <li>1. Damp wipe doors, door frames and door grills.</li> </ol>
<b>4. Scheduled cleaning operations (APPENDIX A)</b>	
	<ol style="list-style-type: none"> <li>1. Clean all carpeting using the shampoo and hot water extraction method</li> <li>2. Wet scrub and refinish all floors</li> <li>3. Strip and refinish all floors</li> </ol>
<b>6. OFFICES AND OFFICE AREAS</b>	
<b>1. General</b>	
	<ol style="list-style-type: none"> <li>1. Personal items, papers, files and others left on furniture must not be disturbed by the cleaning staff.</li> </ol>
<b>2. Daily</b>	
	<ol style="list-style-type: none"> <li>1. Remove stains from carpeting.</li> <li>2. Sweep and damp mop all floors.</li> <li>3. Pick up litter.</li> </ol>

	<ol style="list-style-type: none"> <li>4. Damp wipe counters and spot clean facings.</li> <li>5. Clean white boards. (Cleaning staff must not clean boards containing information).</li> <li>6. Empty and damp wipe exterior of waste receptacles.</li> <li>7. Collect recyclable paper and place in designated area.</li> <li>8. Spot clean walls, doors, frames, glass doors and handles.</li> </ol>
<b>3.</b>	<b>Weekly</b>
	<ol style="list-style-type: none"> <li>1. Vacuum all carpeting and rugs on a full floor basis.</li> <li>2. Install new plastic bags in desk side receptacles.</li> <li>3. Dust and remove stains from all exposed and empty surfaces including window ledge.</li> <li>4. Wash tee matts.</li> </ol>
<b>4.</b>	<b>Monthly (third week of each month)</b>
	<ol style="list-style-type: none"> <li>1. Wash and disinfect interior and exterior of waste receptacles and blue recycling containers.</li> <li>2. Clean wooden panels.</li> <li>3. Clean exterior of glass panels.</li> </ol>
<b>5.</b>	<b>Scheduled Cleaning Operations (APPENDIX A)</b>
	<ol style="list-style-type: none"> <li>1. Clean all carpets and rugs using <b>the shampoo and hot water extraction method.</b></li> <li>2. Clean all leather, vinyl and leatherette furniture in offices, office areas and waiting areas.</li> <li>3. Dust, vacuum or damp wipe window coverings.</li> <li>4. Wet scrub and refinish all floors.</li> <li>5. Strip and refinish all floors.</li> <li>6. Clean both sides of partition glass.</li> <li>7. Clean and polish wood panelled walls.</li> <li>8. Wash boot trays and boot shelves.</li> <li>9. Vacuum upholstered furniture.</li> </ol>
<b>7.</b>	<b>BOARDROOMS</b>
<b>1.</b>	<b>Daily (Early Morning)</b>
	<ol style="list-style-type: none"> <li>1. Vacuum and/or sweep and mop boardrooms on a full floor basis.</li> <li>2. Dust and spot clean boardroom furniture.</li> <li>3. Spot clean door glass, grab handles and frame.</li> <li>4. Spot clean early afternoon.</li> </ol>
<b>2.</b>	<b>Monthly (third week of each month)</b>
	<ol style="list-style-type: none"> <li>1. Clean and polish boardroom and executive furniture.</li> <li>2. Clean wooden panels.</li> <li>3. Clean exterior of glass panels.</li> </ol>
<b>3.</b>	<b>Scheduled Cleaning Operations (APPENDIX A)</b>
	<ol style="list-style-type: none"> <li>1. Clean all carpets and rugs using <b>the shampoo and hot water extraction method.</b></li> <li>2. Clean all leather, vinyl and leatherette furniture in offices, office areas and waiting areas.</li> <li>3. Dust, vacuum or damp wipe window coverings.</li> </ol>



<ol style="list-style-type: none"> <li>4. Wet scrub and refinish all floors.</li> <li>5. Strip and refinish all floors.</li> <li>6. Clean both sides of partition glass.</li> <li>7. Clean and polish wood panelled walls.</li> <li>8. Wash boot trays and boot shelves.</li> <li>9. Vacuum upholstered furniture.</li> </ol>	
<b>8. STAIRS AND LANDINGS</b>	
<b>1.</b>	<b>Daily</b>
<ol style="list-style-type: none"> <li>1. Sweep and damp mop stairs and landings.</li> <li>2. Clean or dust all exposed surfaces.</li> <li>3. Vacuum carpeted stairs and landings.</li> </ol>	
<b>2.</b>	<b>Scheduled Cleaning Operations (APPENDIX A)</b>
<ol style="list-style-type: none"> <li>1. Strip and refinish all floors.</li> <li>2. Clean all carpeted stairs and landings <b>the shampoo and hot water extraction method.</b></li> </ol>	
<b>9. WASHROOMS (INCLUDING THOSE IN LOCKER ROOMS)</b>	
<b>1.</b>	<b>General</b>
<ol style="list-style-type: none"> <li>1. All washrooms are to be cleaned daily.</li> <li>2. Patrol clean must be performed at least once per day in buildings within <b>Area 1.</b></li> </ol>	
<b>2.</b>	<b>Daily</b>
<ol style="list-style-type: none"> <li>1. Sweep and damp mop floors.</li> <li>2. Dust top of partitions.</li> <li>3. Remove all trash from strainers in base of urinals.</li> <li>4. Clean both sides of toilet seats, interior and exterior of bowls, urinals and wash basins.</li> <li>5. Clean all water taps, dispensers, door plates and flush valves.</li> <li>6. Clean flush tanks, shelves, high ledges, mirrors, window ledges and exposed piping.</li> <li>7. Spot clean all walls, partitions and doors.</li> <li>8. Empty sani-cans, wash, disinfect, supply and insert new waxed bags of correct size.</li> <li>9. Empty, damp wipe and disinfect interior and exterior of all waste receptacles, supply and insert new plastic bags of correct size.</li> <li>10. Supply and Replenish soap, toilet paper, toilet seat covers and paper towel, for all dispensers.</li> </ol>	
<b>3.</b>	<b>Weekly (Monday)</b>
<ol style="list-style-type: none"> <li>1. Descale toilet bowls and urinals.</li> <li>2. Spray buff resilient, terrazzo and marble floors.</li> </ol>	
<b>4.</b>	<b>Monthly (last week of each month)</b>
<ol style="list-style-type: none"> <li>1. Pour a pail of clean water into floor drains.</li> <li>2. Machine scrub all floors.</li> <li>3. Wash both sides of partitions and doors.</li> <li>4. Clean air grills.</li> </ol>	



<b>5. Scheduled cleaning operations (APPENDIX A)</b>
<ol style="list-style-type: none"> <li>1. Wet scrub and refinish all floors.</li> <li>2. Strip and refinish all floors.</li> <li>3. Wash walls.</li> </ol>
<b>10. LOCKER ROOMS</b>
<b>1. Daily</b>
<ol style="list-style-type: none"> <li>1. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.</li> <li>2. Sweep and damp mop floors.</li> <li>3. Spot clean walls, doors, door frames and lockers.</li> </ol>
<b>2. Weekly (Monday)</b>
<ol style="list-style-type: none"> <li>1. Spray buff resilient, terrazzo and marble floors.</li> <li>2. Dust exposed surfaces of lockers including tops and window ledges.</li> <li>3. Remove marks and stains from fronts and sides.</li> </ol>
<b>3. Monthly (last week of each month)</b>
<ol style="list-style-type: none"> <li>1. Machine scrub and disinfect all floors.</li> <li>2. Wash base of windows and window ledges.</li> </ol>
<b>4. Scheduled cleaning operations (APPENDIX A)</b>
<ol style="list-style-type: none"> <li>1. Wash the exterior of lockers and interior of vacant lockers.</li> <li>2. Wet scrub and refinish all floors.</li> <li>3. Strip and refinish all floors.</li> </ol>
<b>11. SHOWERS</b>
<b>1. Daily</b>
<ol style="list-style-type: none"> <li>1. Remove all waste.</li> <li>2. Wipe down walls, partitions and doors.</li> <li>3. Wash and disinfect floor and floor mats.</li> <li>4. Polish taps and shower heads.</li> </ol>
<b>2. Weekly (Monday)</b>
<ol style="list-style-type: none"> <li>1. Wash walls, shower curtains and shower doors to remove soap residue.</li> <li>2. Scrub floors to remove soap residue.</li> </ol>
<b>3. Monthly (Every 3 months)</b>
<ol style="list-style-type: none"> <li>1. Replace shower curtains in all showers. (The quality will be determined by the Technical Authority).</li> </ol>

12. CAFETERIA	
1.	<b>General</b>
	<ol style="list-style-type: none"> <li>1. This refers only to the dining area in front of the counter and does not include furniture and vending machines.</li> </ol>
2.	<b>Daily (1400 hours)</b>
	<ol style="list-style-type: none"> <li>1. Spray buff resilient, terrazzo and marble floors.</li> <li>2. Dust all exposed surfaces including tops and window ledges.</li> <li>3. Remove marks and stains from fronts and sides.</li> <li>4. <u>Patrol clean twice daily at 11:00 and 14:00 hours.</u></li> </ol>
3.	<b>Weekly</b>
	<ol style="list-style-type: none"> <li>1. Spray buff floors.</li> </ol>
4.	<b>Scheduled cleaning operations (APPENDIX A)</b>
	<ol style="list-style-type: none"> <li>1. Wet scrub and refinish all floors.</li> <li>2. Strip and refinish all floors.</li> <li>3. Wash walls and scrub floor in kitchen preparation area.</li> <li>4. Clean interior premier windows.</li> </ol>
13. KITCHENS, KITCHENETTES, LUNCHROOMS AND REST AREAS	
1.	<b>Daily</b>
	<ol style="list-style-type: none"> <li>1. Dust all surfaces.</li> <li>2. Clean all furniture, tables, chairs, sinks, etc.</li> <li>3. Sweep and damp mop floors.</li> <li>4. Vacuum and remove stains from carpeting.</li> <li>5. Supply and replenish all soap and paper towel in dispensers.</li> <li>6. Empty, wash, disinfect waste receptacles and replace plastic bags.</li> <li>7. Spot clean all walls, doors and exterior of cupboards.</li> <li>8. Spot clean exterior of all appliances.</li> <li>9. Spot clean inside of microwave.</li> <li>10. Disinfect refrigerator water dispenser spout where applicable.</li> <li>11. <u>Patrol clean once daily.</u></li> </ol>
2.	<b>Monthly</b>
	<ol style="list-style-type: none"> <li>1. Clean and disinfect inside of fridges.</li> </ol>



<b>3. Scheduled cleaning operations (APPENDIX A)</b>	
	<ol style="list-style-type: none"> <li>1. Wet scrub and refinish all floors as per manufactures specifications.</li> <li>2. Strip and refinish all floors as per manufactures specifications.</li> <li>3. Wash down walls.</li> <li>4. Clean all carpets and rugs using <b>the shampoo and hot water extraction method.</b></li> </ol>
<b>14. SERVER ROOMS (UPON REQUEST ONLY)</b>	
<b>1. General</b>	<ol style="list-style-type: none"> <li>1. Vacuum and damp mop entire floor area.</li> <li>2. Vacuum and damp mop ramps.</li> <li>3. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.</li> <li>4. Clean washrooms as per Clause 9.</li> <li>5. Wash and disinfect waste receptacles.</li> <li>6. Clean doors and door frames.</li> <li>7. Dust furniture and shelving.</li> <li>8. Clean all air intake grills and air diffusers.</li> </ol>
<b>15. CONTRACTOR'S SPACE</b>	
<b>1. General</b>	<ol style="list-style-type: none"> <li>1. Maintain as per corresponding clauses in specification.</li> <li>2. Keep all products and equipment clean and neatly stored.</li> <li>3. Maintain floors and fixtures as per clause 9 (Washrooms)</li> </ol>
<b>2. Monthly (last week of each month)</b>	<ol style="list-style-type: none"> <li>1. Wash walls and shelves.</li> </ol>
<b>16. FREIGHT RECEIVING/LOADING DOCK/GARAGES</b>	
<b>1. Daily</b>	<ol style="list-style-type: none"> <li>1. Sweep and damp mop floor.</li> </ol>
<b>2. Weekly (Monday)</b>	<ol style="list-style-type: none"> <li>1. Clean doors and door frames.</li> <li>2. Dust both sides of garage door.</li> <li>3. Damp wipe counter and facing.</li> </ol>
<b>3. Monthly (Every 3 months)</b>	<ol style="list-style-type: none"> <li>1. Dust walls and doors.</li> </ol>
<b>17. GARBAGE AND RECYCLING ROOMS</b>	
<b>1. General</b>	<ol style="list-style-type: none"> <li>1. Garbage stored in plastic bags or waste receptacles must be placed at pickup point prior to scheduled garbage collection.</li> <li>2. Keep interior and exterior of recycling auto carts clean and disinfected at all times.</li> </ol>



<b>2. Daily</b>
<ol style="list-style-type: none"> <li>1. Empty all garbage into bulk-lift units, garbage compactors, plastic bags or waste receptacles, depending on the system in use.</li> <li>2. Sweep and damp mop floor after pickup.</li> </ol>
<b>3. Weekly (after garbage/ recycling pickup)</b>
<ol style="list-style-type: none"> <li>1. Wash and disinfect walls and floors.</li> </ol>
<b>18. PAPER RECYCLING CONTAINERS AND MULTI-USE INSTALLATIONS</b>
<b>1. General</b>
<ol style="list-style-type: none"> <li>1. All paper and cardboard must be collected and placed in recyclable containers in the designated area.</li> <li>2. No recyclable materials should be disposed of as garbage.</li> <li>3. Outdated phone books must be collected and placed in designated containers.</li> <li>4. Keep the interior and exterior of multi-use recycling stations clean and disinfected at all times.</li> </ol>
<b>2. Daily</b>
<ol style="list-style-type: none"> <li>1. Remove garbage from recycling containers.</li> <li>2. Collect recyclable paper/cardboard in high generation areas.</li> </ol>
<b>3. Weekly (Wednesday)</b>
<ol style="list-style-type: none"> <li>1. Collect paper from recycling containers at desks.</li> <li>2. Clean interior and exterior of the recycling containers and multi-use recycling installations.</li> <li>3. Collect recyclable materials from recycling containers and multi-use recycling installations and store in designated area.</li> </ol>
<b>4. Monthly (last week of each month)</b>
<ol style="list-style-type: none"> <li>1. Wash and disinfect the interior and exterior of the central paper collection containers and multi-material recycling stations.</li> </ol>
<b>19. MISCELLANEOUS</b>
<b>1. Daily</b>
<ol style="list-style-type: none"> <li>1. Clean and disinfect access telephones.</li> <li>2. Clean display cases, notice boards, directory boards and glass.</li> </ol>
<b>2. Monthly</b>
<ol style="list-style-type: none"> <li>1. Clean and polish all decorative metal surfaces.</li> <li>2. Damp wipe window ledges, radiator and convector covers.</li> <li>3. Clean all fire extinguishers, fire hose cabinets and glass.</li> </ol>

<b>3. Scheduled cleaning operations (APPENDIX A)</b>	
	<ol style="list-style-type: none"> <li>1. Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8 metres or higher.</li> <li>2. Clean all air intake grills and air diffusers. (All air intake grills and air diffusers must not be removed during cleaning operations.)</li> </ol>
<b>20. WINDOW CLEANING (Building 1, 1A Guard House, corridors and all tunnels in complex. See Appendix "E" showing areas).</b>	
<b>1. Daily</b>	
	<ol style="list-style-type: none"> <li>1. Remove cob webs</li> </ol>
<b>2. Monthly</b>	
	<ol style="list-style-type: none"> <li>1. <u>From April 1 to November 30th:</u> Clean both sides of the perimeter glass, window frame and sills.</li> <li>2. <u>From December 1st to March 31th:</u> Clean inside of the perimeter glass, framing and sills, only.</li> </ol>



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**APPENDIX "A" - SCHEDULED CLEANING OPERATIONS**

Section 3

CLAUSE In Section 2	OPERATION	J A N	F E B	M A R	A P R	M A Y	J U N	J U L	A U G	S E P	O C T	N O V	D E C
	<b>Entrances, Exits, Lobbies and Adj. Corridors</b>												
3.3.1	Wet scrub and refinish all floors				X								
3.3.2	Strip and refinish all floors										X		
3.3.3	Remove foot grill and clean out recessed pan				X						X		
	<b>Elevators</b>												
4.3.1	Wet scrub and refinish all floors				X								
4.3.2	Strip and refinish all floors										X		
	<b>Corridors</b>												
5.4.1	Clean all carpeting "The shampoo and hot water extraction method"					X						X	
5.4.2	Wet scrub and refinish all floors				X								
5.4.3	Strip and refinish all floors										X		
	<b>Offices and Office Areas</b>												
6.5.1	Clean all carpet and rugs "shampoo/hot water extraction method"					X						X	
6.5.2	Clean all leather, vinyl and leatherette furniture						X						
6.5.3	Dust, vacuum or damp wipe window coverings						X						X
6.5.4	Wet scrub and refinish all floors				X								
6.5.5	Strip and refinish all floors										X		
6.5.6	Clean both sides of partition glass.			X						X			
6.5.7	Clean and polish wood panelled walls			X						X			
6.5.8	Wash boot trays and shelves				X								
6.5.9	Vacuum upholstered furniture						X						
	<b>Boardrooms/Meeting Rooms</b>												
7.3.1	Clean all carpet and rugs "shampoo & hot water extraction method"					X						X	
7.3.2	Clean all leather, vinyl and leatherette furniture						X					X	
7.3.3	Dust, vacuum or damp wipe window coverings						X						
7.3.4	Wet scrub and refinish all floors				X								
7.3.5	Strip and refinish all floors										X		



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**Section 3**

CLAUSE In Section 2	OPERATION	J A N	F E B	M A R	A P R	M A Y	J U N	J U L	A U G	S E P	O C T	N O V	D E C
	<b>Boardrooms/Meeting Rooms cont'd</b>												
7.3.6	Clean Both sides of glass partitions			X						X			
7.3.7	Clean both sides of wooden panels			X						X			
7.3.8	Wash boot trays and shelves				X								
7.3.9	Vacuum upholstered furniture						X						
	<b>Stairs and Landings</b>												
8.2.1	Strip and refinish all floors										X		
8.2.2	Clean all carpeted stairs and landing "the shampoo and hot water extraction method"					X						X	
	<b>Washrooms (Including those in Locker rooms)</b>												
9.5.1	Wet scrub and refinish all floors				X								
9.5.2	Strip and refinish all floors										X		
9.5.3	Wash walls		X				X						
	<b>Locker rooms</b>												
10.4.1	Wash the exterior of lockers and the interior of vacant lockers		X				X				X		
10.4.2	Wet scrub and refinish all floors										X		
10.4.3	Strip and refinish all floors										X		
	<b>Cafeteria</b>												
12.4.1	Wet scrub and refinish all floors				X								
12.4.2	Strip and refinish all floors									X			
12.4.3	Wash walls and scrub floor in food prep area	X				X				X			
12.4.4	Clean Interior windows					X						X	
	<b>Kitchens, kitchenettes, lunchrooms and rest areas</b>												
13.3.1	Wet scrub and refinish all floors				X								
13.3.2	Strip and refinish all floors										X		
13.3.3	Wash walls								X				
13.3.4	Clean all carpet and rugs "shampoo/hot water extraction method"					X						X	

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Section 3													
CLAUSE In Section 2	OPERATION	J A N	F E B	M A R	A P R	M A Y	J U N	J U L	A U G	S E P	O C T	N O V	D E C
	<b>Miscellaneous</b>												
<b>19.3.1</b>	Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8m or higher.								X				
<b>19.3.2</b>	Clean all air intake grills and air diffusers					X						X	



The definition of terms and quality standards described in this section must be strictly adhered to. All inspections made by the Technical Authority must be rated according to these quality standards.

## 1. DEFINITION OF TERMS

### 1. Routine cleaning operations

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

### 2. Patrol cleaning

All obvious trash and spillage must be removed and dispensers replenished, so that the area presents a neat appearance.

### 3. Scheduled cleaning operations

Cleaning operations whose frequency is to be performed as per stated in Appendix "A" of this contract less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually as stated in Appendix "A".

### 4. Floors (all types)

Floors all types could be carpet, resilient, terrazzo, marble, vitreous, quarry tile, linoleum, laminate flooring, ceramic and concrete.

### 5. Flight of stairs

Includes steps and risers situated between two floor levels including landing(s).

### 6. Products

Products and necessary accessories consist of items such as toilet paper, paper hand towels, hand soap, plastic bags, sani-bags, and toilet seat covers but not limited to, for the performance of the work.

### 7. Trash

Includes the content in all interior waste receptacles, paperclips, mopping strands, staples, sani-cans and all office discarded items on the floor or furniture.

### 8. High traffic areas (includes)

Entrance lobbies, elevator lobbies, corridors and traffic aisles in open office areas.

### 9. Recycling containers and multi-use recycling installations

These containers and installations are used to collect recyclable materials such as metal, glass, plastics, paper, polystyrene, cardboard, composting, etc.

## 2. QUALITY STANDARDS

### 1. Sweeping

All floors must be free of trash and soil.

### 2. Dust mopping

All floors must be free of dust film.

### 3. Damp mopping

All floors must be clean and free of surface stains, mop streaks and loose mop strands. Walls, baseboards and other surfaces must be free of watermarks and splashing.

### 4. Wash floors

All floors must be free of dirt, stains, mop strands, splashing and cleaning solution.

### 5. Machine scrub

All floors must be free of dirt, stains, splashing and cleaning solutions.

### 6. Spray buffing

All floors must present an overall appearance of cleanliness, have a bright, resilient shine and be dust free.

### 7. Wet scrub (recoat)

All floors must have an overall appearance of cleanliness and an even shine and be free of minor scrapes and marks.

### 8. Strip and refinish

All floors must present an overall appearance of cleanliness; a deep clean look and a crisp even shine and are free of scrapes and marks.

### 9. Vacuuming

#### 1. Carpet

All carpet surfaces must present an overall appearance of cleanliness and must be free of dust, dirt and soil.

#### 2. Walk-away mats

Walk-away mats must be clean and free of dust, dirt and salt stains.

#### 3. Upholstered furniture

Upholstered furniture must be free of dust, dirt and other debris.



**10. Stain removal**

All carpets, walk-away mats and upholstered furniture must have no visible stains and no discoloration after stain removal operation.

**11. Hot water extraction**

All carpets, all walk-away mats and upholstered furniture must be clean and free of dust, dirt, sand, slush, salt and water.

**12. Shampoo and hot water extraction method**

All carpeting must be clean and stain free.

**13. Floor grills**

All floor grills and recess pans must present a clean appearance and be free of dirt, soil and trash.

**14. Notice boards and fire hose cabinets**

All notice boards and fire hose cabinets, including glass, must be free of dust and stains.

**15. Glass**

All glass must be clean on both sides and free of streaks and finger marks.

**16. Stairs and landings**

All surfaces must present an overall appearance of cleanliness and be free of dirt, dust, streaks and trash.

**17. Elevators**

All elevator cab surfaces must be free of dust, marks and soil. Walls, ceilings, floors, handrails and doors must be free of soil film and must present a clean appearance.

**18. Dusting**

**1. Furniture, fixtures and equipment**

All surfaces must be free of dust, streaks and finger marks.

**2. High dusting**

All surfaces must be free of dust.

**3. Blinds and drapes**

Blinds and drapes must be free of dust, cobwebs water marks, and soil film.

**19. Metal surfaces**

All metal surfaces must be free from marks, stains and have a clean shine.

**20. Washrooms**

1. All washrooms must have a clean scent and no odour. All surfaces must be free of stains, water marks, and scale and must be clean and bright.
2. All waste and sanitary receptacles must be empty, clean and all dispensers replenished.

**21. Waste receptacles**

All waste receptacles must be empty and the exterior and interior surface wiped clean.

**22. Whiteboards**

All surfaces must be wiped clean and chalk tray must be clean and free of dust.

**23. Potable drinking fountains**

All surfaces must be free of spots, stains and streaks.

**24. Air grills and air diffusers**

All air grills and air diffusers must present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.

**25. Light fixtures**

All light fixtures must be free of dust, dirt, stains and streaks.

**26. Garbage/recycling rooms**

Garbage/recycling rooms must be clean and free of odours.

**27. Contractor's space**

All surfaces must be free of paper waste, waste, dust, stains and free of odours.

**28. Window Cleaning**

Clean both sides of the perimeter glass, window frame and sills. All glass, frames and sills shall be free of streaks, stains and adherent matter. No abrasives materials are to be used when cleaning windows.