

***The definitions of Terms and Quality of Standards describe herein shall be strictly adhered to. All inspections made by CSA-DFL designated representative shall be rated according to these Quality Standards.***

## PART 1 - TERMS

### 1.1 Definitions

- .1 CSA-DFL means the Canadian Space Agency-David Florida Laboratory, the Government Agency.
  - .2 CSA-DFL designated representative means the authorized personnel working at the CSA-DFL working under the Building Operations Manager.
  - .3 Routine Cleaning
    - .1 Cleaning operations, which are specified to be performed monthly or more frequently such as, monthly, weekly or daily.
    - .2 Routine cleaning will be performed between the hours of 06:30 to 16:00, Monday through Friday.
  - .4 Patrol or Spot Cleaning
    - .1 All obvious trash and spillage shall be removed and dispensers replenished, so that the area presents a neat appearance.
  - .5 Emergency Cleaning
    - .1 The Cleaning Contractor must be prepared to respond to emergency calls for spills, floods, etc, 24 hours a day, 7 days a week and be on site within two hours of notification.
    - .2 This service, if needed, shall be provided at an extra cost to the contract as identified in the separate prices provided.
  - .6 Silent Hours
    - .1 The campus is considered to be in silent hour's operation before 6:00 after 1900 week day, all weekends, as well as all public holidays. Only Cleared personnel are allowed normal entry during Silent Hours. It is RESTRICTED to allow any non cleared personnel on site during those hours unless a Silent Hours Request Form was submitted accordingly.
  - .7 Flight Of Stairs
    - .1 Includes steps and risers situated between two floor levels including the landings.
  - .8 Material
    - .1 Materials consist of items such as, toilet tissue, paper hand towels, hand soap, deodorant cakes, plastic bags and sani-bags, as required for the performance of the work, in addition to the
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supplies necessary for the physical cleaning of the building(s).

.9 Debris/Trash

- .1 Consists of paperclips, paper, mop strings, pins, staples and other items discarded on floor or furniture. Also includes the contents of ashtrays, waste receptacles, sand urns and sani-cans.

.10 Dusting

- .1 Consists of removing loose dirt, dirt and cobwebs using as untreated feather duster or vacuum cleaner with appropriate attachments.

.11 High Level Cleaning

- .1 Any area over 8ft in height will be considered high level cleaning.
- .2 Will consist of removing loose dirt from tops of doors, walls, HVAC equipment and ducts, crane rails and roof joists at an extra cost to the contract. This work is to be performed, only when requested by CSA-DFL designated representative.

.12 High Traffic Areas

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

## PART 2 - QUALITY STANDARDS

### 2.1 All Floor Areas

.1 Sweeping

- .1 Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvents, use a solvent based, 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.
  - .2 There shall be no dirt, trash or other matter left in corners, behind or under freestanding radiators, under furniture or behind doors. Floors shall be free of dust film.
  - .3 Furniture and equipment shall be relocated to its original position.
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- .2 Damp and Wet Mopping
    - .1 Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water.
    - .2 All mopped areas shall be clean and free of surface stains, mop streaks and loose mop strands.
    - .3 Wall, baseboards and other surfaces shall be free of watermarks and splashing.
    - .4 Water or other cleaning solution shall not have been allowed to collect under furniture legs and cabinets. Furniture and equipment shall be relocated to its original position.
  
  - .3 Wet or dry Scrub (marble and granite flooring)
    - .1 Consists of removing the top layer or layers of floor finish, using either the wet (use minimum amount of water) or dry scrub method and the application of two (2) coats of a self-polishing, non-slip, metal interlocked floor finish to the dry, clean floor. Complete operation by cleaning baseboards.
    - .2 There shall be no surface dirt or stains visible following the scheduled scrubbing operation. There shall be no wax or finish build-up on the floor surface following the stripping operation.
    - .3 The furniture (excluding file cabinets) shall be moved for complete floor coverage. Walls, baseboards and other surfaces shall be free of watermarks, splashing and scarp from equipment.
  
  - .4 NOTE
    - .1 Floor sealers to be applied up to the baseboards.
    - .2 Floor finishes to be applied up to 30.48 centimeters from the baseboards except for the last coat, which will be applied right up to the baseboards.
    - .3 Each coat of finish to be laid in the opposite direction from the previous coat.
    - .4 Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.
    - .5 When using either the Wet scrub or Wet strip method, use a minimum amount of solution.
    - .6 When using the Dry scrub or Dry strip method, damp mop the floor twice before applying sealer or finish.
    - .7 When using the Wet scrub or Wet strip method, rinse the floor twice before applying sealer or finish.
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- .5 Rugs & Carpeting
  - .1 Vacuum
    - .1 Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.
  - .2 Shampooing
    - .1 Consists of vacuuming, stain removal and shampooing using jet extractor method, supplied by Client. This will be an extra cost to the contract, based on separate prices provided on the tender documents.
  - .3 Stain Removal
    - .1 Consists of identifying the type of stain by look, feel or odor and the removal using the appropriate remover in accordance with instructions, in commercially available spot remover kits.
- .6 Walk-Away Mats
  - .1 Vacuum
    - .1 Consists of removing sand, slush of water using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.
  - .2 Salt Stain Removal
    - .1 Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed.

**End of Section**

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