

PART 1 - GENERAL

1.1 General

- .1 The operations specified in this section are defined in Terms and Quality of Standards.
- .2 When days of the week specified in this section, fall on a holiday the Cleaning Contractor will perform those operations the first working day thereafter.
- .3 All cleaning will be performed Monday through Friday as per the hours stipulated in this contract with the exception of occasional overtime. The working supervisor shall be responsible to ensure that all cleaning has been completed on any given day and recorded on tracking spreadsheets. These tracking sheets will be based on the schedule attached to this RFP. Original tracking sheets are to be provided once per month to the CSA-DFL designated representative or sooner if requested.

PART 2 - EXECUTION

2.1 Offices

- .1 Daily
 - .1 Rooms indicated on drawings must be cleaned as per the schedule attached to this RFP.

2.2 Exterior

- .1 Daily
 - .1 Sweep and keep clear of litter (cigarette butts, paper, leaves, etc.) all entrances, exits, podiums, stairs, loading platforms and sidewalks, to roadway.
 - .2 Empty and clean all ashtrays, picnic tables and ash urns.
 - .3 Empty garbage cans and replace plastic garbage bags.
 - .4 Empty and clean sand urns..
- .2 Weekly
 - .1 Clean glass and sashes on both sides in entrance, sidelights and exit doors.
 - .2 Clean and polish outside mail receivers, aluminum fittings, signs, ornamental metal work, and entrance doors and push bars.
 - .3 Polish all ashtrays on picnic tables and ash urns.
 - .4 Wash and disinfect garbage cans.

2.3 Floors

- .1 General Daily
 - .1 Preliminary Instructions
 - .1 Chairs, wastepaper baskets, etc., must not be placed on desks, tables or workbenches during cleaning operations.
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- .2 Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.
 - .3 Visibly put in place bilingual Cautionary & Warning signs when performing all floor cleaning operations
 - .4 As a safety precaution only, a minimum amount of cleaning solution or water shall be used during floor cleaning operations in stairwells and on granite floors.
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- .2 Resilient and Marathon
 - .1 General
 - .1 Remove gum and other foreign residue daily.
 - .2 Strip, seal and refinish on a full floor basis once a year to be scheduled by the CSA-DFL designated representative.
 - .2 Basement Areas
 - .1 Sweep floor area.
 - .2 Auto scrub daily
 - .3 Spray buff monthly
 - .3 Office Areas
 - .1 Sweep and damp mop or wipe all floors bi-weekly.
 - .2 Spray buff in front and behind counters, in desk wells and traffic lanes every Friday.
 - .4 Corridors and Elevator Lobbies
 - .1 Sweep and damp mop all floors daily.
 - .2 Damp mop every Monday and Wednesday.
 - .3 Spray buff every Friday.
 - .5 Laboratories outside Cleanroom areas
 - .1 Sweep and damp mop floors daily.
 - .2 Spray buff traffic areas monthly.
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- .3 Concrete
 - .1 All Areas
 - .1 Sweep all floors using a dust control method daily.
 - .2 Remove gum and other foreign residue daily.
 - .3 Damp mop to remove spillage daily.
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- .4 Carpeting and Rugs (completed before 8:00 am or started after 4:00 pm)
 - .1 Boardrooms and Conference Rooms
 - .1 Vacuum all areas as required with a minimum of twice weekly.
 - .2 Offices (completed before 8:00 am or started after 4:00 pm)
 - .1 Vacuum all office areas and corridors twice per week on a rotating schedule to be provided by the Cleaning Contractor prior to the start of the contract and to be approved by the CSA-DFL designated representative.
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.5 Walk-Away Mats (Seasonal)

.1 General (Daily Basis)

- .1 The Cleaning Contractor will 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 three times daily (early morning, noon time and late afternoon). During inclement weather, vacuum mats more often if necessary daily.
- .3 Mats shall be in place from October 15th to May 15th inclusive. In case of unusual weather conditions, the Building Operations may shorten or extend the period.
- .4 The CSA-DFL will provide Walk-Away mats and the Cleaning Contractor will install, maintain, remove, clean and store mats 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 or storing.

2.4 Entrances, Exits, Lobbies
and Adjacent Corridors

.1 General

- .1 Keep free of litter.
- .2 Mats are to be removed or rolled up to complete floor cleaning operations.
- .3 Vacuum main entrance grill to keep free from dirt accumulation and/or water/slush during inclement weather.

2.5 Stairs and Landings

.1 Daily

- .1 Sweep and damp mop stairs and landings.
- .2 Remove gum and other foreign residue before cleaning.

.2 Weekly

- .1 Dust vertical grills, baseboards, stringers and ledges.
- .2 Clean hand rails with approved antibacterial agent.

2.6 Elevators

NOTE: As a safety precaution only a minimum amount of cleaning solution shall be used during floor cleaning operations in elevator cab and entrance areas to elevator. Cautionary and warning signs are required to be posted. Ensure that Anti-slip products ONLY are used.

.1 Daily (completed before 8:00 am or started after 4:00 pm)

- .1 Clean all metal surfaces inside and outside of the elevators.
 - .2 Dust interior of cab and remove finger marks, smudges and stains on doors and doorframes.
 - .3 Sweep and damp mop floors when mats not in use.
 - .4 Remove gum and other foreign residue from floors.
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.2 Weekly

- .1 Scrape, vacuum and clean doorsill/track grooves in both the cab and on each landing.

2.7 Indoor Washrooms & Outdoor Washrooms (when applicable)

.1 General

- .1 Notify CSA-DFL Security designated contract representative immediately of blocked toilets, sinks, urinals and drains.

.2 Daily

- .1 Supply and replenish soap in containers, toilet paper, linen, tissue paper, paper towels and air fresheners in dispensers with quality approved supplies
- .2 Remove gum and other foreign residue. Remove all trash from strainers in base of urinals.
- .3 Wash both sides of toilet seats, interior and exterior of bowls, urinals and washbasins using a germicidal detergent then flush toilet.
- .4 Clean and disinfect all water taps, dispensers, doorplates, flush valves and the exterior of wastepaper and refuse receptacles.
- .5 Clean flush tanks, shelves, high ledges, mirrors, and exposed piping.
- .6 Spot clean walls, partitions and doors to remove finger marks, graffiti and other marks.
- .7 Empty sani-cans, wash, disinfect, supply and insert new bags of correct size.
- .8 Empty all wastepaper and refuse receptacles, supply and insert new plastic bags of correct size.
- .9 Sweep and damp mop with a germicidal solution all floors.

.3 Weekly

- .1 Pour a pail of clean hot water into floor drains.
- .2 Report to the CSA-DFL designated contract representative(s) all non-serviceable soap dispensers.
- .3 Wash on both sides partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent
- .4 Descale toilet bowls and urinals.
- .5 Place one deodorant block in each urinal.

2.8 Furniture and Fixtures (completed before 8:00 am or started after 4:00 pm)

.1 Daily

- .1 Dust and remove finger marks and stains from vertical and horizontal surfaces of conference rooms, boardrooms with the cleaning solution specified.
- .2 Clean surfaces of lockers, stainless steel doors and frames..

.2 Monthly

- .1 Dust horizontal surfaces.
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- .2 Dust telephones and intercom instruments.
- .3 Dust and remove finger marks and stains from vertical and horizontal surfaces of executive office furniture.
- .4 Spot clean finger marks and stains from glass topped furniture.
- .5 Spot clean surfaces of lockers, storage, bookcase glass doors and filing cabinets.
- .6 Dust empty stacks and shelves.
- .7 Dust pictures and wall hangings.
- .8 Clean mirrors, where applicable.
- .9 Remove finger marks and dirt from computer monitors
- .10 Dust artificial plants; remove debris from containers and damp wipe exterior of containers.
- .11 Clean all surfaces of public clothes closets.
- .12 Wash boot trays and/or boot shelves.
- .13 Vacuum office chairs four times per year.

2.9 Waste and Recycle Receptacles

- .1 General
 - .1 Empty and damp wipe exterior of waste paper baskets and recycle bins from all areas daily.
 - .2 Install plastic bags of correct size in wastepaper baskets garbage cans, waste receptacles and recycle bins. Replace plastic bags with correct size when dirty or torn.

2.10 Water Fountains

- .1 Daily
 - .1 Wash and disinfect. Odour of disinfectant must not be objectionable.

2.11 Janitor Rooms

- .1 General
 - .1 To be kept free of litter.
 - .2 Mops to be washed clean before storing. All other equipment to be kept clean and materials neatly stored in their designated area.
 - .3 Cleaning supplies or other items considered hazardous must be kept in a clearly identified locked cabinet with key locked up in Keywatcher cabinet at each end of the day.

2.12 Garbage and Recycling Area

- .1 Garbage Area
 - .1 General
 - .1 Cardboard containers- designated for disposal must be flattened before placing into bulk-lift units or tied into bundles 1200 mm (length) by 600 mm (diameter) and not to exceed 20 Kg in weight
 - .2 Garbage stored in plastic bags or garbage cans must be placed at pick-up point prior to scheduled garbage collection.
 - .3 The Contractor must not store equipment in the garbage area.
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- .4 The working supervisor is to provide and monitor disposals in the primary garbage bins and notify the CSA-DFL designated representative of any shortage of space or materials foreign to regular cleaning operations being disposed of in the bins (ie. construction waste).
- .2 Daily
 - .1 Sweep floor after removal of garbage and pick-up any litter dropped between the garbage area and point of loading on truck.
 - .2 All garbage shall be placed in plastic bags before disposal into bulk-lift or compactor units.
- .3 When removing garbage from Clean Room loading dock, the overhead door is not to be opened more than 2 metres. Garbage is to be placed outside and the door closed. Clean Room clothing is not to be worn outside. Door shall be open the shortest length of time possible.
- .4 Shredders are to be verified weekly for the shredded content and remove when the container is full. Shredded materials are to be disposed of in the recycle bin.
- .2 Recycle Area
 - .1 General
 - .1 All wastepaper and cardboard cartons, unless marked otherwise, remain the property of the Crown and shall not be disposed of as recyclable waste by the Contractor.
 - .2 Cardboard containers shall be flattened and shall be placed in the designated rollaway bin. (for scheduled pick up)
 - .3 All paper shall be collected and placed in rollaway bins in designated area. (for scheduled pick up)
 - .4 No recyclable wastepaper shall be disposed of as garbage.
 - .5 All cans and plastic shall be collected and placed in the rollaway bins in designated area. (for pick ups as per schedule).
 - .6 All recycling to be brought outside large loading dock for removal.
 - .2 Daily
 - .1 Collect paper from each blue paper save basket at each desk.
 - .2 Clean exterior of the recyclable paper baskets and receptacles.

2.13 Lunchrooms and Rest Areas

- .1 General
 - .1 Patrol clean daily.
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- .2 Daily
 - .1 Wash all furniture, tables, chairs, sinks, etc.
 - .2 Remove finger marks and dirt from the exterior of the vending machines and refrigerators.
 - .3 Sweep and damp mop floors.
 - .4 Supply and replenish all soap and paper towels in dispensers.
 - .5 Empty, wash and disinfect garbage cans and paper receptacles, replace plastic bags.
 - .6 Clean interior of microwave ovens.
- .3 Weekly
 - .1 Clean interior of refrigerators and stoves to remove spillage and food residue.
- .4 Monthly
 - Defrost and clean the interior and exterior of refrigerators every last Friday of the month. CSA will send a notice to all staff the day before as a reminder to remove food from the refrigerator prior to the cleaning.

2.14 Chalkboards and Whiteboards

- .1 General
 - .1 CAUTION! DO NOT CLEAN boards containing written information.
 - .2 Do not use oiled or dust treated cloths in cleaning boards.
- .2 Weekly (completed before 8:00 am or started after 4:00 pm)
 - .1 Clean troughs.
 - .2 Vacuum clean erasers.
 - .3 Clean whiteboards using an approved product.

2.15 Change Room Areas

- .1 Daily
 - .1 Empty waste receptacles.
 - .2 Dust exposed surfaces of lockers including tops.
 - .3 Sweep and damp mop floors using an antifungal germicidal detergent.
 - .4 Remove gum and other foreign residue.

2.16 Machine Shop.

- .1 Daily
 - .1 Remove metal shavings from around bases of machinery.
 - .2 Blow metal shavings from top of machines (when not in use) by using air stations located at each machine.
 - .3 Sweep and damp mop floor.
 - .2 Weekly
 - .1 Scrub floor using appropriate equipment
 - .2 Dust ledges and boxes
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.3 Monthly

- .1 Degrease entire floor area using swing machine and wet vac.

2.17 Electrical, telephone, Network and Audio Visual Rooms

.1 Semi annually

- .1 Clean grills, air intakes, etc.
- .2 Wipe down all equipment.
- .3 Sweep and damp mop floors

.2 Annually

- .1 Strip, seal and refinish floors

2.18 Mechanical Rooms

.1 Monthly

- .1 Clean grills, air intakes, etc.
- .2 Sweep and damp mop floors.
- .3 Wipe down all equipment.

.2 Annually

- .1 Scrub and degrease floor using appropriate equipment

2.19 Photocopier Room

.1 Daily

- .1 Clear and clean counter tops
- .2 Remove and clear debris off of equipment

2.20 Cleaning Equipment Use and Maintenance

- .1 Maintain all CSA-DFL supplied cleaning equipment in proper order.
- .2 Inspect the automatic floor scrubber prior to each use for any obstructions or debris in the fluid system.
- .3 Report any damages immediately to the CSA-DFL designated representative.

2.21 High Level Bay Cleaning

- .1 Sweep and clean top of all fixtures and horizontal surfaces above 8'.

2.22 Separate Prices

- .1 Provide hourly rates to perform additional duties on an as and when required basis, such as;
 - .1 Light Fixtures
 - .2 Carpet shampooing
 - Exterior window cleaning
 - .3 Bldg. 80, 87 and 89 cleaning (sweep and clean painted floor only) per square meter
 - .4 Contractors and Post-Construction Space

End of Section
