



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

Bid Receiving/Réception des soumissions

ROYAL CANADIAN MOUNTED POLICE
E DIVISION HEADQUARTERS
Procurement and Contracting Unit
14200 Green Timbers Way,
Mailstop 909
Surrey, BC, V3T 6P3

**REQUEST FOR
PROPOSAL**

**DEMANDE DE
PROPOSITION**

Proposal to: Royal Canadian Mounted Police

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 : Gendarmerie royale du Canada

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 appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments: - Commentaries :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ

Title – Sujet Janitorial Services		Date February 23, 2017
Solicitation No. – N° de l’invitation M8026-6-0036		
Client Reference No. - No. De Référence du Client		
Solicitation Closes – L’invitation prend fin		
At / à :	2 :00 PM	PDT (Pacific Daylight Time) HAP (heure avancée du Pacifique)
On / le :	Tuesday , April 18, 2017	
Delivery - Livraison See herein — Voir aux présentes	Taxes - Taxes See herein — Voir aux présentes	Duty – Droits See herein — Voir aux présentes
Destination of Goods and Services – Destinations des biens et services See herein — Voir aux présentes		
Instructions See herein — Voir aux présentes		
Address Inquiries to – Adresser toute demande de renseignements à ROYAL CANADIAN MOUNTED POLICE Procurement and Contracting 14200 Green Timbers Way, Mailstop 909 Surrey, B.C. V3T 6P3 Attention: Irene Van Essen		
Telephone No. – No. de téléphone 778-290-2781	Facsimile No. – No. de télécopieur 778-299-6110	

Delivery Required – Livraison exigée See herein — Voir aux présentes	Delivery Offered – Livraison proposée
Vendor/Firm Name, Address and Representative – Raison sociale, adresse et représentant du fournisseur/de l’entrepreneur:	
Telephone No. – No. de téléphone	Facsimile No. – No. de télécopieur
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur/de l’entrepreneur (taper ou écrire en caractères d’imprimerie)	
Signature	Date



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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, Security Requirements, the Security Requirements Checklist, and the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements and the Task Authorization Form 57.

1.2 Summary

1.2.1 The RCMP "M" Division has a requirement for janitorial services for the M Division Headquarters Complex which includes the following buildings:

- A) HQ Building including Guard Room and Cell Block;
- B) Multipurpose Building;
- C) Transient Quarters;
- D) Federal Investigation Building;
- E) Ponderosa Building;
- F) Annex Building;
- G) Stores Building (Snow clearing only)

The following sites are included in the site visit but are not located on the Whitehorse Headquarters Complex:

- H) Emergency Response Centre/Operational Command Centre;
- I) M Division Hanger and Hanger Office Space;

The qualified contractor will provide all labour, materials, equipment, transportation and daily site supervision necessary to provide janitorial services in accordance with the Request for Proposal and Annex "A" – The Statement of Work for Janitorial Services, during the period of the contract.



- 1.2.2 "There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website".
- 1.2.3 "The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT)."
- 1.2.4 "There is a 'mandatory' site visit *associated* with this requirement', *Consult* Part 2 – Bidder Instructions."

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

1.4 Procurement Ombudsman

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](mailto: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.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Revision to Departmental Name: As this solicitation is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:



Delete: 60 days
Insert: 120 days

2.2 Submission of Bids

Bids must be submitted only to RCMP Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to RCMP will not be accepted.

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 15 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.4 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Yukon Territory.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

2.5 Promotion of Direct Deposit Initiative

The following information is not related to the solicitation process:

An initiative within the Government of Canada called the Cheque Standardization Project has been established whereby eventually for all payments, cheque stubs will no longer be printed and, with few exceptions, will be processed via direct deposit. This option is only available when payment is made in Canadian dollars for deposit into a Canadian bank account. In an attempt to be proactive, RCMP Corporate Accounting is promoting the registration of RCMP suppliers for the upcoming change in the payment process.

If you are the successful bidder on this or any other RCMP requirement, you are encouraged to register with the RCMP for direct deposit. Please contact RCMP Corporate Accounting by email to receive a form entitled *Recipient Electronic Payment Registration Request* along with instructions for completion of the form.

Should you have any questions regarding the Cheque Standardization Project or if you want to register, please contact the following email: corporate_accounting@rcmp-grc.gc.ca



2.6 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at 4100 4th Avenue, Whitehorse, YT, Y1A 6W1 on March 15, 2017. The site visit will begin at 8:30 AM , PDT (Pacific Daylight Time) , in the HQ Complex Lobby.

The sites included in the mandatory site visit are:

- A) HQ Building including Guard Room and Cell Block;
- B) Multipurpose Building;
- C) Transient Quarters;
- D) Federal Investigation Building;
- E) Ponderosa Building;
- F) Annex Building;
- G) Stores Building (Snow clearing only)

The following sites are included in the site visit but are not located on the Whitehorse Headquarters Complex:

- H) Emergency Response Centre/Operational Command Centre;
- I) M Divison Hanger and Hanger Office Space;

Bidders must communicate with the Contracting Authority no later than March 10, 2017 at 4 PM to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (3 hard copies)
- Section II: Financial Bid (1 hard copy)
- Section III: Certifications (1 hard copy)
- Section IV: Additional Information (1 hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](#)



(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fiber certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duo tangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B. The total amount of Applicable Taxes must be shown separately.

3.1.2 Exchange Rate Fluctuation

C3011T (2013-11-06) Exchange Rate Fluctuation

3.1.3 *SACC Manual* Clauses

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Annex K and L.



4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price

4.1.2.2 Point Rated Financial Criteria

The Financial evaluation criteria are included in Annex B.

4.2 Basis of Selection

4.2.1 Basis of Selection – Lowest Price per Point

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 120 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 200 points."
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.1.1 Integrity Provisions



In accordance with the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process:

- Declaration of Convicted Offences (as applicable)
- Required Documentation

5.1.2 Federal Contractors Program for Employment Equity – Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's website](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed) (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

5.1.3 Additional Certifications Precedent to Contract Award

5.1.3.1 Former Public Servants

Contracts awarded to 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 awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

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, in the context of the fee abatement formula, 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.

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above? Yes () No ()

If so, the Bidder must provide the following information:

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

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.

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 Applicable Taxes.

5.1.3.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with



similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation signed by the individual, of the permission given to the Bidder and of his/her availability.

5.1.3.3 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) The bidder must hold a valid organization security clearance as indicated in Part 7-Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) The Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Insurance Requirements

6.2.1 Insurance - Proof of Availability Prior to Contract Award

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex E.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.



PART 7 - RESULTING CONTRACT CLAUSES *(Delete this title and the following sentence at contract award)*

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

7.1.2 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

7.1.3 Task Authorization Process

1. The Project Authority will provide the Contractor with a description of the task using the Task Authorization form specified in Annex F.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within 3 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.1.4 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$10,000.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Project Authority and Contracting Authority before issuance.

7.1.5 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

7.1.6 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.



The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

7.1.7 Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TA's.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.



Revision to Departmental Name: As this contract is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

7.2.1 General Conditions

2035 (2016-04-04) General Conditions - Higher Complexity - Services apply to and form part of the Contract.

7.3 Security Requirements

7.3.1 The following security requirements (*SRCL and related clauses provided by ISP*) apply and form part of the Contract:

- a) All persons working on site must hold a valid "Reliability Status " Security Classification issued by the RCMP Departmental Security;
- b) All janitorial services staff must be escorted in any secure or high secure zone (records, cells, exhibits, IT rooms etc.);
- c) All janitorial services must be performed during core hours;
- d) If keys are necessary to access buildings, the janitorial staff must sign out all keys. All keys must be signed in at the end of each shift.

7.4 Term of Contract

7.4.1 Period of the Contract

The Work is to be performed during the period of _____ (*fill in start date of the work*) to _____ (*fill in end date of the work*). (*Three year period to be determined at the award of Contract*)

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 1 additional 2 year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:



Name: Irene Van Essen
Title: Senior Procurement Officer
Royal Canadian Mounted Police
Directorate: Contracts and Procurement
Address: 14200 Green Timber Way,
Mailstop 909, Surrey, BC., V3T 6P3

Telephone: 778-290-2781
Facsimile: 778-290-6110
E-mail address: irene.vanessen@rcmp-grc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

The Project Authority for the Contract is:

Name: David Yule
Title: NCO i/c Finance
Organization: Royal Canadian Mounted Police
Address: 4100 4th Avenue.,
Whitehorse, Yukon, Y1A 1H5

Telephone: 867-633-8615
Facsimile: 867-633-8615
E-mail address: david.w.yule@rcmp-grc.gc.ca

In its absence, the Project Authority is:

Name: Gordon Watson
Title: Sr. Business Analyst
Organization: Royal Canadian Mounted Police
Address: 4100 4th Avenue.,
Whitehorse, Yukon, Y1A 1H5
Telephone: 867-667-5537
Facsimile: 867-393-6793
E-mail address: Gordon.watson@rcmp-grc.gc.ca

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative *(to be determined at contract award)*

Name: _____



Title: _____
Company Name: _____
Address: _____

Telephone: _____ - _____ - _____
Facsimile: _____ - _____ - _____
E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment - Firm Rates

For the Work described in Annex A, excluding 5.2.I through 5.2.L "Additional Janitorial Services – Task Authorizations" of the Statement of Work in Annex A.

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work as determined in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of _____ *(to be inserted at contract award)*. Customs duties are included and Applicable Taxes are extra

7.7.2 Basis of Payment - Task Authorization

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized TA.

Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.3 Limitation of Expenditure - Regular Cleaning

Canada's total liability to the Contractor under the Contract must not exceed \$ _____, Customs Duties are included and Applicable Taxes are extra. *(to be determined at contract award)*

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or



- b. four (4) months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability

7.7.4 Limitation of Expenditure - Cumulative Total of all Task Authorizations- As and when requested Cleaning

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$_____. Customs duties are included and Applicable Taxes are extra. *(To be determined at contract award)*
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.7.5 Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada



7.8 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a) a copy of the Janitorial Staff Sign in Sheets, (Annex H) to support the time claimed for Task Authorizations.
 - b) Task Authorizations must be invoiced on a separate invoice and not included on the regular cleaning services monthly invoice.
 - c) A breakdown of Regular Janitorial Services provided in that month as per Annex B, Basis of Payment.
2. Invoices must be distributed as follows:
- a) The original and one (1) copy must be forwarded to the following address for certification and payment.

M Division Royal Canadian Mounted Police
4100 4th Avenue.
Whitehorse, Yukon, Y1A 1H5

Attention: David Yule, NCO i/c Finance
 - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.9 Certifications and Additional Information

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Yukon Territory.

7.11 Priority of Documents

If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;



- (b) the general conditions 2035 2016-04-04 Higher Complexity-Services, apply to and form part of the Contract;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements and Checklist;
- (f) Annex D, Insurance Requirements;
- (g) Annex E, Definition of Terms – Cleaning Specification/Standards of Acceptance;
- (h) Annex F, Janitorial Inspection Report;
- (i) Annex G, Project Cleaning Log;
- (j) Annex H, Janitorial Staff Sign in Sheet;
- (k) Annex I, Form PWGSC-TPSGC 572 Task Authorization;
- (l) Annex J, Task Authorization Usage Report;
- (m) Annex K, Bid Submission Requirement Form;
- (n) Annex L, Point Rated Evaluation Criteria;
- (o) the Contractor's bid dated _____, *(insert date of bid) (If the bid was clarified or amended, insert at the time of contract award:"*, as clarified on _____ " *or* ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

7.12. Procurement Ombudsman

7.12.1 Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term or condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute.

The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

7.12.2 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by [*the supplier or the contractor or the name of the entity awarded this contract*] respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute.

The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

7.13 Foreign Nationals (*Canadian Contractor or Foreign Contractor*)

SACC Manual clause A2000C 2007-11-30 Foreign Nationals (Canadian Contractor)

SACC Manual clause A2001C 2010-01-11 Foreign Nationals (Foreign Contractor)

7.14 Insurance



7.14.1 Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors; coverage must be placed with an Insurer with an A.M. Best rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.



ANNEX "A" STATEMENT OF WORK

1. TITLE

Janitorial Services – RCMP M Division, Whitehorse

2. ACRONYMS AND ABBREVIATIONS

RCMP: Royal Canadian Mounted Police
HQ: Headquarters
SOW: Statement of Work
MSDS: Material Safety Data Sheet
HEPA: High Efficiency Particulate Air
CSA: Canadian Standard Association
ERC/OCC: Emergency Response Centre/Operational Command Centre
WHIMIS: Workplace Hazardous Material Information System.
ORMS: Operational Records Management Systems

3. DESCRIPTION OF REQUIREMENT

The RCMP "M" Division has a requirement for janitorial services for the M Division Headquarters Complex which includes the following buildings:

- A) HQ Building including Guard Room and Cell Block;
- B) Multipurpose Building;
- C) Transient Quarters;
- D) Federal Investigation Building;
- E) Ponderosa Building;
- F) Annex Building;
- G) Stores Building (Snow clearing only)

The following sites are included in the site visit but are not located on the Whitehorse Headquarters Complex:

- H) Emergency Response Centre/Operational Command Centre;
- I) M Division Hanger and Hanger Office Space;

The qualified contractor will provide all labour, material, tools, equipment, transportation and supplies and daily site supervision necessary to provide janitorial services, during the period of the contract.

4. LANGUAGE REQUIREMENT

The Contractor's employees must have a working knowledge of the English language, both oral and written. This is essential as staff is required to fully comprehend WHMIS, Safety SOP's, fire orders, and interaction with RCMP staff. It is therefore of prime importance that the Contractor's staff is able to communicate fluently with RCMP and Security staff, so that related signage, instructions concerning daily operations and announcements in day-to-day and emergency situations will be immediately understood and appropriately responded to. The table below outlines the level of language required by the Contractors employees:



Oral	Comprehension	Written
A person speaking at this level can: - sustain a conversation on concrete topics; report on actions taken; - give straightforward instructions to employees; and - provide factual descriptions and explanations.	A person reading at this level can: - grasp the main idea of most work-related texts; - identify specific details; and distinguish main from subsidiary ideas.	A person writing at this level can: - deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary.

5. **SITE LOCATIONS**

5.1 **Assigned Space:**

NOTE: THERE ARE NO ELEVATORS IN ANY OF THE M DIVISION COMPLEX BUILDINGS

The RCMP M Division Headquarters Complex consists of the following Buildings which include sidewalks, driveways, entrances and stair wells:

- A) HQ Building including Guard Room and Cell Block;
- B) Multipurpose Building;
- C) Transient Quarters;
- D) Federal Investigation Building;
- E) Ponderosa Building;
- F) Annex Building;
- G) Stores Building (Snow clearing only)

The following sites are included in the requirement but are not located on the Whitehorse Headquarters Complex:

- G) Emergency Response Centre/Operational Command Centre;
- H) M Division Hanger and Hanger Office Space;

The Project Authority shall provide the Contractor with such space as is considered necessary for the performance of the Contractor's duties.

The Contractor must not list, publicize or use in any fashion, for business purposes, the address of a building leased or owned by the Government of Canada.

5.2 **Change of Occupancy**

The RCMP has the right to add or remove a building or an area from the list provided in Section 4.1, Assigned Space.

When a building or area has been removed from the list, permanently or temporarily, the monthly rate will be deducted from the monthly invoice. When a new building or area is added to the building list, the Project Authority or designated representative shall obtain an estimate from the contractor using the rates quoted in the contractor's bid package.



From time to time vacant areas of the building may be occupied or occupied areas may become vacant, the Project Authority or designated representative will notify the Contractor ten (10) days in advance of any major changes. Changes of less or more than 3% to the total area requiring regular cleaning, relative to the area to be cleaned at the start of the contract will not be eligible for payment adjustments.

Adjustments of monthly payments will be made in accordance to areas occupied and based on the terms of the Contract. No adjustments will be made for the addition or deletion of less than room sized area. Unoccupied rooms shall be cleaned at least once semi-annually in accordance with the requirements of this specification without any adjustment of the Contract price. Adjustments will only be made for areas being added or deleted to or from the routine daily and weekly cleaning operations.

6. SCHEDULE OF OPERATIONS

The work shall be performed from Monday to Friday inclusive between the hours of 08:30 to 16:30 hrs. No Janitorial Services are required for Statutory Holidays. Additional work or emergency call-out work may be requested at any time by the Project Authority or designate. All call out or emergency work must be entered into the headquarters log book. Statutory holidays are defined as:

- New Year's Day - January 1
- Good Friday - Friday preceding Easter
- Easter Monday – Monday following Easter
- Victoria Day - Monday preceding May 24
- Canada Day - July 1
- Discovery Day – August 17
- Labour Day - First Monday in September
- Thanksgiving - second Monday in October
- Remembrance Day - November 11
- Christmas Day - December 25
- Boxing Day - December 26

6.1 Regular Janitorial Services

- a) Deviations from routine cleaning operations are subject to approval of RCMP's Project Authority or designate;
- b) All regular janitorial services performed during the core hours of (8:30 AM to 16:30 PM) Monday to Friday must not interfere with RCMP staff operations.

6.2 Schedules of Cleaning Operations

Description/Location of Space/Area	Instructions	
A. Main Headquarters Building includes Guard Room and Cells 3072.30 Square Meters Address: 4100 4th Avenue City: Whitehorse, YT. Postal Code: Y1A 1H5	-Access between 08:30 AM to 16:30 PM Note:No Janitorial Services are required for the Mechanical Rooms in the basement.	
	No of Days	Days per Week
Basement: Meeting Room, 4 ERC/OCC Back up Workstations, two (2) Wasrooms	3 days	Mon, Wed, Fri



Basement: Janitorial Double Storage Utility Closet used for storing supplies	1 day	Fri
Basement: Whitehorse Detachment Records Room - 4.360M x 2.892M	Annually	As and when requested
Basement: Informatics Records Room – 3.84M x 3.674M	Annually	As and when requested
Basement: ORMS Main Records Room – 10.355M x 3.314M	Annually	As and when requested
Main Floor: Office Space, Special Purpose Space, 1 Conference Room, Radio Telecom Work Shop, Informatics Workshop, Installation Bay, Three (3) Stair Wells, three (3) Washrooms, Small Kitchen Area with a sink.	5 days	Mon, Tues, Wed, Thurs, Fri.
Entry Level Janitorial Storage Room :	1 day	Fri
Second Floor: Office Space, One (1) Conference Room, two (2) washrooms, Mail Room	5 days	Mon, Tues, Wed, Thurs, Fri.
Headquarters Entry Janitorial Storage Room :	1 day	Fri
Description/Location of Space/Area	Instructions	
Guard Room and Cells: Square Meters: Included in the HQ Building HQ Building Address: 4100 4th Avenue City: Whitehorse, YT. Postal Code: Y1A 1H5 Guard Room and Cells	NOTE: See Section 8 for additional Schedule and Cleaning Instruction for Cells and Exercisie Hallway.	
	No of Days	Days per Week
Booking Station :	2 days	Mon & Thurs
2 Interview Rooms :	2 days	Mon & Thurs
Interview Room Corridor:	2 Days	Mon & Thurs
1 Monitor Room:	2 days	Mon & Thurs
1 Staff Washroom:	2 days	Mon & Thurs
1 client Washroom :	2 days	Mon & Thurs
4 Cells including toilets in each cell :		As and when requested
Exercise Hallway:		As and when requested
Janitorial Storage Room:	1 day	Thurs
NOTE: See Section 8 for additional Schedule and Cleaning Instruction for Cells and Exercisie Hallway.		
Description of Space/Area		
B. Multipurpose Building Square Meters: 731.00 Address: 4100 4 th Avenue City: Whitehorse, YT Postal Code: Y1A 1H5	-Access between 08:00 AM to 16:30 PM	
	No of days	Days per Week
Basement: No	N/A	N/A
Main Floor: Gym, Two (2) Changing rooms, Two (2) Washrooms and 4 Showers	5 days	Mon, Tues, Wed, Thurs, Fri.
Second Floor: No	N/A	N/A
Janitorial Storage Room :	1 day	Fri
Description of Space/Area		
C-1 Transient Quarter Unit 8 Square Meters: 201.60 Address: 4100 4th Avenue City: Whitehorse, YT.	- Access between 11:00 AM and 13:00 PM - No cleaning is in basement except for sweeping laundry area.	



Postal Code: Y1A 1H5	NOTE: See Section 7.1 for additional Schedule and Cleaning instruction for Transient Quarters	
	No of days	Days per Week
Basement: Includes laundry area only	2 days	Tues and Fri
Janitorial Storage Area: Common shared space	1 day	Fri
Main Floor: Entrance Area, Kitchen, Livingroom and Dining Area	2 days	Tues and Fri
Second Floor: Three (3) Bedrooms and one (1) Bathroom	2 days	Tues and Fri
C-2 Transient Quarter Unit 9 Square Meters: 201.60 Address: 4100 4th Avenue City: Whitehorse, YT. Postal Code: Y1A 1H5	- Access between 11:00 AM and 13:00 PM - No cleaning is in basement except for sweeping laundry area. NOTE: See Section 7.1 for additional Schedule and Cleaning instruction for Transient Quarters	
	No of days	Days per Week
Basement: Includes laundry area only	2 days	Tues and Fri
Janitorial Storage Area: Common shared space	1 day	Fri
Main Floor: Entrance Area, Kitchen, Livingroom and Dining Area	2 days	Tues and Fri
Second Floor: Three (3) Bedrooms and one (1) Bathroom	2 days	Tues and Fri
Description of Space/Area		
D. Federal Investigation Building Square Meters: 151.00 Address: 4100 4th Avenue City: Whitehorse, YT., Postal Code: Y1A 1H5	Instructions -Access between 08:30 AM to 13:00 PM	
	No of days	Days per Week
Basement: Two (2) Washrooms, Two (2) Showers	2 days	Tues and Thurs
Basement: Janitorial Storage Area	1 day	Thurs
Main Floor: One (1) single Washroom, Office Space, One (1) Boardroom, Small Kitchen Area.	2 days	Tues and Thurs
Second Floor: Office Space	2 days	Tues and Thurs
Description of Space/Area		
E. Ponderosa Building Square Meters: 271.80 Address: 4100 4th Avenue, Unit 6 & 7 City: Whitehorse, YT., Postal Code: Y1A 1H5	Instructions - Access between 13:00 PM to 16:00 PM - No access to Basement	
	No of days	Days per Week
Basement: Janitorial Storage Area	1 day	Thurs
Main Floor: Office Space and Kitchen Area	2 days	Tues and Thurs
Second Floor: Office Space, Two (2) Washrooms with Bathtubs	2 days	Tues and Thurs
Description of Space/Area		
F. Annex Building Square Meters: 627.29 4103 – 4 th Avenue City: Whitehorse, Y.T. Y1A 1H6	Instructions - Access between 08:30 AM and 16:00 PM - No access to second Floor or basement.	
	No of days	Days per Week
Basement: N/A	N/A	N/A
Main Floor: Office Space, Three (3) Washrooms, One (1) Boardroom, 1 Small kitchen area	3 days	Mon, Wed, Fri



Second Floor: N/A	N/A	N/A
Janitorial Storage Room	1 day	Fri
Description of Space/Area		
Instructions		
G. Emergency Response Centre/Operational Command Centre Mile 917.088 Alaska Highway City: Whitehorse, YT. Postal Code: Y1A 5X7	Square Meters: 159.00	- Access between 08:30 AM and 16:00 PM NOTE: See Section 7.2 for additional Schedule and Cleaning Instruction for the ERC/OCC
	No of days	Days per Week
Basement: N/A	N/A	N/A
Second Floor: one (1) single washroom, small kitchen,	1 day	Wed
Janitorial Storage Room:	1 day	Wed
Description of Space/Area		
Instructions		
H. RCMP Whitehorse, Hanger 125 Condor Road City: Whitehorse, YT., Postal Code: Y1A 6E6	Square Meters: 888.00	- No janitorial services are to be performed when aircraft is in the Hanger. - Access between 08:30 AM and 16:00 PM NOTE: See Section 7.3 for additional Schedule and Cleaning Instruction for the RCMP Hanger
	No of days	Days per Week
Basement: N/A	N/A	N/A
Main Floor: Hanger Office Space and Hanger Area, Two (2) washrooms	1 day	Tues
Second Floor: N/A	N/A	N/A
Janitorial Storage: Cupboard	1 day	Tues
Additional Janitorial Services –TASK AUTHORIZATIONS		
I. Emergency - On Request * All Buildings	24 hrs./7 days per week, Response in 1 hour	As and when requested
J. Unforeseen Meetings/Enquiries* All Buildings	24 hrs. /7 days per week, Response in 1 hour	As and when requested
K. Additional Janitorial Services		As and when requested
L. Snow Clearing including the following sites: A. Main Headquarters Building; B. Guard Room and Cell Block; C. Multipurpose Building; D. Transient Quarters; E. Federal Investigation Building; F. Ponderosa Building; G. Annex Building; H. Stores Building		All snow clearing is when needed. - See Section 6.4 for the instruction and frequency for snow removal.

6.3 Task Authorization Response Time

- a) It is a requirement of this contract that a Company Authorized Representative be personally available to attend meetings requested by the Project Authority or designated representative within 24 hours' notice;



- b) The contractor will provide Emergency response and on-site service within one hour of receiving a call, 24 hours a day, 7 days a week.

6.4 Communication

- a) The Contractor shall maintain a telephone which will be staffed continuously from 0600 to 2200 hours Monday to Friday. The Contractor shall also provide an emergency telephone number (or numbers). Use of paging device is acceptable; however, if undue delays develop in response time to calls the use of paging devices will be discontinued. Telephone answering machines are not an acceptable substitute for a paging or manned telephone service.

6.5 Scheduled Operations

- a) Within two weeks of award of contract, the Contractor must submit to the Project Authority or designated representative a Schedule of Operation for approval. The Schedule must clearly indicate all special and periodic cleaning operations, i.e. those with a frequency of one month or more (i.e. monthly, quarterly semiannually, annually);
- b) Scheduled work is to be arranged with the Project Authority or designated representative one month prior to scheduled work. Prior to award of contract, the Contractor will, on request, submit in writing, his/her plan of operation to conform to the routine cleaning, scheduled operations, and special cleaning conditions;
- c) Upon approval of the scheduled work, subject to changes requested by the Project Authority or designated representative to meet the RCMP's operational requirements, the Contractor shall abide by this schedule, using it as a check list and entering the date when each periodic operation has been completed. A copy of the updated schedule shall be submitted to the Project Authority or designated representative at the end of each month.

7. CLEANING INSTRUCTIONS AND FREQUENCY

7.1 General

The Definition of Terms and Cleaning Specification/Standards of Acceptance for Janitorial Services are outlined in Annex "E".

All chairs, wastepaper baskets, etc., must not be placed on desks, tables, or work benches during cleaning operations. Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets, or partitions.

7.2 Weather

Inclement weather conditions and other circumstances will at times necessitate additional cleaning of entry ways and high traffic areas inside and/or outside of all buildings. The Contractor must comply without additional cost, when performance is required during normal working hours.

7.3 Salt Stains



- a) All salt stains must be removed from carpets and mats by first vacuuming the stained area, flooding the salt stained area with warm water and allow standing for 10 minutes. Vacuum up water with wet vac and repeat this operation until the salt stain has been removed.
- b) There shall be no salt stain visible and no discoloration of the carpet or mat after the salt stain removal procedure has been completed. The floor area under the carpet or mat shall be free of dust and dirt and present a clean appearance.

7.4 Cleaning Instruction/Frequency

This section is intended to provide the cleaning instructions and frequencies for regular , monthly, semi annual and annual cleaning and janitorial services.

Emergency Fire Equipment:				
	Daily	Weekly	Monthly	Semi/Annually
Dust all wall mounted equipment including Notice Boards		X		
Dust and clean Fire Hoses Cabinets, including the interior and exterior of glass;		X		
Clean and Polish all fire extinguishers;				Jan and June
Waste Receptacles:				
Plastic bags must be the correct size to fit in wastepaper baskets, garbage cans and waste receptacles; Plastic bags must be replaced if the bag is torn or dirty;				
	Daily	Weekly	Monthly	Semi/Annually
Empty all waste paper baskets, garbage cans and waste receptacles including shredder bins;		X		
Wash and disinfect all garbage cans and waste receptacles;		X		
Damp wipe the exterior of wastepaper baskets;		X		
Wash and disinfect all wastepaper baskets ;				May and June
Wastepaper:				
All wastepaper and cardboard cartons, unless marked otherwise, remain the property of the Crown and will not be disposed of as recyclable waste by the Contractor.				
Waste Paper Receptacles:				
Plastic bags must be the correct size to fit in wastepaper baskets, garbage cans and waste receptacles; Plastic bags must be replaced if the bag is torn or dirty;				
	Daily	Weekly	Monthly	Semi/Annually
Damp wipe the exterior of wastepaper baskets;		X		
Empty all waste paper baskets, garbage cans and waste receptacles including shredder bins;		X		
Wash and disinfect all garbage cans and waste receptacles;		X		
Wash and disinfect all wastepaper baskets ;				May and June
Recycle:				
All cardboard boxes in hallways or near waste Receptacles will be broken down and placed in the recycling bin outside the back entrance; The Contractor must notify the Project Authority or designated representative when the recycle bins are full and need to be emptied.				
	Daily	Weekly	Monthly	Semi/Annually



The Contractor must take all compostable materials to the city dump for disposal on the Friday..		Friday		
Garbage Removal Exclusions: Construction material and debris (unless minor in quantity); Furniture and equipment crating (unless very small or cardboard); Obsolete furniture and equipment; Chemical and hazardous substances and their containers.				
Drinking Water Fountains/Water Dispensers : All porcelain, metal, or enamel surfaces shall be clean and free of stains; The odor of disinfectant must NOT be objectionable.				
	Daily	Weekly	Monthly	Semi/Annually
Wash and disinfect all drinking water fountains;	X			
Exterior Cigarette Urns: Empty contents of cigarette urns into a separate metal container; Spot clean exterior surfaces as and when required				
	Daily	Weekly	Monthly	Semi/Annually
Remove debris during mid-afternoons;	X			
Remove debris from the interior of urn, damp wipe interior, clean and polish chrome parts;		X		
Light Fixtures: Light bulbs are to be changed as and when required.				
For Fluorescent Fixtures, remove shield, wash exposed pan, wash acrylic shield using antistatic procedure	Daily	Weekly	Monthly	Semi/Annually
			X	
For Incandescent Recessed fixtures, remove glass cover, wash cover, glass and replace			X	
Dust hanging Light fixtures and conduit 1.8 meters or more above floor level;		X		
WINDOWS				
Glass Cleaning: No abrasives are to be used when cleaning windows or glass to which a reflecting film has been attached. Window spot cleaning is required as and when needed.				
	Daily	Weekly	Monthly	Annually
Wipe window frames and sills.		X		
Clean Interior window glass thoroughly;			X	
Clean Exterior window glass thoroughly;				X
Venetian Blinds:				
	Daily	Weekly	Monthly	Semi/Annually
Dust all blinds;			X	
Remove all blinds and wash;				August
FURNITURE				
Desk Top/Counters: Papers and files left on furniture must not be disturbed or removed by cleaning staff. All wood surfaces must be cleaned by damp wiping, washing with a detergent and subsequent rinses allowed if necessary. All wood surfaces must be dry and free of streak marks. All defects on wood surfaces must be reported to the Project Authority; Soiled marks and stains shall be removed from vinyl and leatherette upholstery using an approved cleaner. Spot clean upholstered furniture using an approved cleaner as and when required;				



Spot clean cabinets Do NOT clean paintings or Art Objects.				
	Daily	Weekly	Monthly	Semi/Annual
Damp wipe desk tops and polish counters;	X			
Spot clean counter facings;	X			
Clean outside surfaces of lockers, storage and filing cabinets;		X		
Remove and clean on sides, all glass or plastic plates covering furniture and dust tops of furniture before replacing plates;		X		
Dust and remove stains from vertical surfaces;	X			
Dust empty stacks and shelves;		X		
Dust pictures and wall hangings		X		
Dust and remove stains from vertical surfaces;	X			
Clean and polish boardroom and executive furniture;		X		
Vacuum upholstered furniture, including removal and vacuuming of all sides of cushions and cushion bed;			X	
Clean bookcase glass doors;		X		
Clean counter facings, wickets, wood partitions and glass;	X			
Metal Fixtures: All metal fixtures must be cleaned with a detergent or approved metal cleaner and must be rinsed thoroughly; No abrasive cleaners to be used on metal fixtures; All defects in the metal or coatings must be reported to the Project Authority				
	Daily	Weekly	Monthly	Semi/Annually
All metal handrails, doorknobs and other metal surfaces shall be polished using an approved metal polish;			X	
Miscellaneous:				
	Daily	Weekly	Monthly	Semi/Annually
Clean telephones and intercom instruments;	X			
Dust and remove finger marks and stains from vertical and horizontal surfaces of fixtures;	X			
Dust all open radiators and convention covers, remove debris from behind and underneath;		X		
Dust all display cases, directory board frames and spot clean glass.		X		
Dust or vacuum ledges, tops of partitions, pipes and other high areas.		X		
Clean all , air intake grilles, air diffusers, and metal surrounds, using a detergent solution or solvent;			X	
Writing Boards: NOTE - Do not clean writing boards containing written information. Do not use oiled or dust treated cloths to clean chalkboards; Vacuum erasers to remove dust; Clean white boards with an approved cleaner.				
	Daily	Weekly	Monthly	Semi/Annually
Dry clean writing boards				
Clean troughs on cleaning board;	As and when needed			
Vacuum erasers to remove dust;	As and when needed			
Doors, Door Frames etc...				
	Daily	Weekly	Monthly	Semi/Annually
Remove finger marks, smudges and stains from doors and door frames				



on a weekly basis;				
Dust all door grilles;		X		
Dust all doors and door frames;		X		
Clean all non-metallic kick and hand plates using a detergent solution;		X		
Clean all metal push bars, kick and hand plates ;		X		
Wash and dry all door grilles.				Apr and Oct
Walls' Partitions, Baseboards and Ceilings:				
	Daily	Weekly	Monthly	Semi/Annually
Remove all fingermarks, smudges and stains on painted walls, partitions and columns;		X		
Dust all baseboards, ledges and moldings;		X		
Spot clean vinyl covered walls, doors and partitions;		X		
Spot clean and spot dust ceilings;		X		
Vacuum all fabric and carpeted walls, columns and partitions				May and Nov
All painted walls and columns must be dusted semiannually.				May and Nov
Corridors:				
	Daily	Weekly	Monthly	Semi/Annually
Sweep all floors daily or vacuum carpets;	X			
Damp mop corridor floors;	X			
Scrub and refinish corridor floors;			X	
Strip and refinish corridor floors;				May
Stairs and Landings:				
	Daily	Weekly	Monthly	Semi/Annually
Sweep and wash stairs and landings;	X			
Vacuum carpeted landings and stairs;	X			
Remove all foreign residue;	X			
Dust hand rails, vertical grilles, baseboards, stringers and ledges.	X			
Wash all hand rails, baseboards, risers, steps, landings, stringers and ledges;			X	
Strip, wash and refinish stairs and landings;				Jan and July
FLOORS: There will be no adjustment to the contract amount where the existing floor covering is converted to another type during the term of the contract. All floors washed with detergents must be rinsed with clean hot water.				
Lino:	Daily	Weekly	Monthly	Semi/Annually
Remove foreign residue		X		
Office floors:				
Sweep and damp mop all floor areas;		X		
Spray buff all floors;		X		
Scrub and wash floor areas;		X		
Strip and refinish all floor areas;				Apr
Concrete Floors:				
Sweep concrete floors;	X			
Remove foreign residue;	X			
Damp mop to remove spillage;	X			
Wash all floors;			X	



Gym Floors: (High Impact Mats)				
Sweep prior to damp mopping	X			
Damp mop only with clean DAMP mop used only on gym mats.	X			
Carpeting and Rugs: All spills on carpet must be cleaned as soon as possible after observation or notification. The Contractor must report to the Project Authority or designated representative any spots on carpeting or rugs that cannot be removed by normal means and any damage to lifting of carpet.				
	Daily	Weekly	Monthly	Semi/Annually
Vacuum all carpets and rugs, loose threads must be clipped ;		X		
Shampoo all carpets and rugs;				Jul
Remove all spots and stains from carpeting and rugs, using methods and solutions that are approved by carpet manufacturers;		X		
Remove all debris/litter;		X		
Lift all T-mats , clean and replace to original area;			X	
Vacuum all carpet under T-mats ;			X	
Janitorial Storage Room Floors: All areas are to be kept free of debris; Mops must be washed before storing; All other equipment and supplies must be kept clean and neatly stored;				
	Daily	Weekly	Monthly	Semi/Annually
Sweep and wash floors;		X		
Wash all walls, shelves and other surfaces;				Apr and Oct
Wash and disinfect all sinks;		X		
Strip and refinish all floors;				Apr
WASHROOMS -Public and Private All blocked toilets, sinks, urinals and drains must be cleared immediately and if any plumbing repairs are necessary the contractor must notify the Project Authority or designated representative. All surfaces of wash basins, taps, exposed piping, flush tanks, toilet bowls, and urinals must be cleaned with a germicidal detergent and plumbing fixtures must be free of stains, soap build –up, dust and mold.				
	Daily	Weekly	Monthly	Semi/Annually
Remove all foreign residue/litter from floors;	X			
Sweep and wash all floors with a germicidal soap;	X			
Remove all trash from strainers in base of urinals;	X			
Descale toilet bowls and urinals;	X			
Clean and disinfect all toilet seats (both sides), bowls, urinals and washbasins (including undersides) using a germicidal detergent;	X			
Clean flush tanks, flush valves, shelves and high ledges;	X			
Clean and disinfect all water taps, dispensers, door plates, and the exterior of wastepaper and refuse receptacles;	X			
Disinfect the inside and outside of wastepaper and refuse receptacles including metal containers;			X	
Empty sani-cans, wash disinfect and replace bag;	X			
Spot clean walls, partitions and doors to remove finger marks, graffiti and other marks;	X			
Replenish soap containers, toilet paper, lines and paper towel dispensers;	X			
Wash both sides of partitions and partition doors and the ceramic walls	X			



enclosed by the partitions using a germicidal detergent;				
Wash and disinfect all washroom walls and non-tiled ceilings;		X		Aug
Pour a pail of clean water into floor drains.	X			
All high surfaces, light fixtures, doors, door frames, walls etc., to be washed with a germicidal, fungicidal detergent solution.				
Exterior surfaces of toilets and urinals must be washed with a germicidal detergent solution. Sinks, bathtubs, and shower areas to be cleaned with a non-acid cleaner.	X			
To remove build-up of stains, iron deposits or hard-water salts, clean all interior surfaces with an acid based cleaner. Ensure proper ventilation while using acid based products.			X	
All glass and mirror surfaces to be cleaned utilizing the appropriate prepared solution of glass cleaner dispensed from a spray bottle, then dried and polished.	X			
Shower Stalls: To minimize damage or corrosion to surface & fixture finishes, the following maintenance methods are given for finishes in shower rooms:				
	Daily	Weekly	Monthly	Semi/Annually
Clean floors, walls and shower partitions with a germicidal detergent to remove soap and scum buildup;	X			
Spray shower curtains with a germicidal detergent and rinsed as and when required.	X			
Remove and wash shower curtains.			X	
SNOW CLEARING- includes clearing snow from entrance areas, walkways, front stairs etc. and clearing snow periodically during the day as needed. Parking lot snow clearing and removal is not included in this contract. NOTE: Although there is no cleaning requirement for the Stores building the RCMP requires snow clearing from the entrance of the Stores Building as and when requested.				
	Daily	Weekly	Monthly	Semi/Annually
All Main Front Entrances	X			
All Exterior Stairs	X			
All Walkways	X			

8.0 SPECIAL PURPOSE SPACE

8.1 Schedule and Cleaning Instruction for TRANSIENT QUARTERS

This section is intended to provide additional cleaning instructions and cleaning schedules for the Transient Quarters.

Transient Quarters:				
All Standards, Cleaning Description and Instructions set out herein; apply to the RCMP Transient Quarters. Further cleaning requirements and are outlined in the table below. The Transient Quarters will be cleaned on Tuesdays and Friday of each week. Between 11:00 AM to 16:00 PM.				
Laundry: All soiled laundry will be put in the basement laundry area by the occupant of each Transient Quarter. The contractor is responsible for washing, drying and folding bedsheets, towels, etc. All clean laundry is to be left folded in the laundry room. The occupant is responsible for picking up cleaned laundry from the laundry tables located in the basement of the building.	Daily	Weekly	Monthly	Semi/Annually
	Tuesday and Friday			
Laundry Area:	Tuesday			



Remove lint from dryers after each use. The Laundry Room floor must be sweep on a weekly basis.	and Friday			
Sweep laundry room floor. No further cleaning is required in the basement area.	Tuesday and Friday			
Residence:				
The following cleaning must take place when the Transient Quarters are not occupied.				
	Daily	Weekly	Monthly	Semi/Annually
Sweep and wash all laminate floors;		X		
Dust all furniture surfaces;		X		
Vacuum couches and chairs;		X		
Remove, wash and replace all light fixtures;			X	
Remove food contents and wipe the inside and outside of all fridges;		X		
Wipe the top of stoves and cleaning burner plate;		X		
Clean ovens with oven cleaner;				Jan
Remove food contents and wipe inside of food cupboards.		X		
Check to ensure all garbage is removed from the premises. If garbage has not been removed janitorial staff is required to advise the Project Authority or the designated responsibility.				

8.2 Schedule and Cleaning Instruction for the Emergency Response Centre/Operational Command Centre

This section is intended to provide additional cleaning descriptions and cleaning schedule for the Emergency Response Centre/operational Command Centre.

Emergency Response Centre/Operational Command Centre:				
All Standards, Cleaning Description and Instructions set out herein; apply to the ERC/OCC. Further cleaning requirements and are outlined in the table below.				
	Daily	Weekly	Monthly	Quarterly
Interior Windows				Mar, June,
Exterior Windows				Sept, Dec

8.3 Schedule and Cleaning Instruction for the RCMP HANGER SITE

This section is intended to provide additional cleaning descriptions and cleaning schedules for the RCMP Hanger Office and Hanger area.

RCMP M Divison Hanger Area:				
All Standards, Cleaning Description and Instructions set out herein; apply to the RCMP Hanger Building and Hanger Area. Further cleaning requirements and are outlined in the table below. The Hanger Office will be cleaned on Tuesdays and Friday of each week. Note: The Hanger washroom contains a wash basin for filling buckets and rinsing mops.				
	Daily	Weekly	Monthly	Semi/Annually
Sweep and wash Hanger floor area;		X		
Power Wash (Machine Wash) Hanger floor area			X	

9. SCHEDULE, CLEANING AND INSTRUCTION FOR GUARD ROOM AND CELL BLOCKS



- 9.1 This section is intended to provide additional descriptions and procedures for cleaning Guard Rooms and Cell Blocks to ensure a safe environment for all staff and inmates;
- a) The Guard Room and Cell Blocks are located in the main Headquarters Building of the M Division, HQ Complex;
 - b) The Project Authority or designated representative shall provide the Contractor with such space as it is considered necessary for the performance of the Contractor's duties;
 - c) The Contractor must not list, publicize or use in any fashion, for business purposes, the address of a building leased or owned by the Government of Canada;
 - d) The Project Authority or designated representative may be required to modify procedures to meet the level of cleaning services deemed necessary for their unit.

Note: Individuals engaged in cleaning of cellblocks and detention areas should be aware of the potential for contact with infectious diseases and follow safe cleaning procedures as required.

9.2 **Scheduled Cleaning Operations**

Deviations from scheduled cleaning operations are subject to approval of the RCMP's Project Authority or designated representative.

The Schedule of Operations for the Janitorial Services for the Guard Room and Cell Blocks is outlined in the table below:

Guard Room and Cell Blocks				
All Standards, Cleaning Description and Instructions set out herein; apply to the RCMP Guardroom/Office Area including Breathalyzer Room, Washrooms, Storage Areas, Telephone Room, Rooms, and walkways.				
Cell Blocks: including exercise hallway.				
There are Four (4) Cells in "M" Division Cell Block and a corresponding walkway. Cleaning Schedule: Monday and Friday including the corresponding walkway. Cleaning requirements and are outlined in the table below.				
Contractors are not to move or touch any papers that may be on counters or desks unless instructed to by employee; All employees are responsible for removing the papers etc. from their desktop in order for the contractor to access surface for cleaning.				
Guard Room including Exercise Hallway:	Daily	Weekly	Monthly	Semi/Annually
Clean Guard Rooms including Breathalyzer Room, Washrooms, Storage Areas, Telephone Room and one (1) single Interview Room.		X		
Secure Bay Area: Hose down secure bay leading into the cell block area.		X		
Cell Blocks: Cell block cleaning is to be completed as soon as possible after the cell block is vacant of prisoners. Contractor and/or contractor personnel shall not clean cells unless vacated by RCMP.				
	Daily	Weekly	As and When Required	



Cells are to be scrubbed thoroughly with a germicidal soap, walls, floors, ceiling, doors and floors.			X
All cells and part of exercise hallway.		X	
All cells and the exercise hallways.		X	
All cell blocks and exercise hallway areas must be vacuumed thoroughly;		X	
Cell Block Janitorial Storage Room Floors: Note: There is no mop sink in the Cell Block area. The HQ entry level janitorial sink must be used to fill, empty and clean mops and buckets. All areas are to be kept free of debris; Mops must be washed before storing; All other equipment and supplies must be kept clean and neatly stored;		X X X	

9.3 **Cell Cleaning Instruction**

Latex gloves to be used and then discarded in the appropriate location. Care must be taken so as not to damage cameras mounted in cells;

- a) All cell surfaces (walls, ceilings, floors,) must be cleaned with 1:09 bleach and water solution using a scrub brush with an extension in order to reach all areas of the cell, including the ceiling and rough surface of the concrete;
- b) The inside and outside of cell doors must be cleaned with the bleach and water solution (1:09);
- c) Cell and exercise hallways must be cleaned and rinsed using a neutral detergent - no ammonia compounds;
- d) All brushes and mops used to clean shall be soaked in one part bleach to nine parts water for thirty (30) minutes after use;
- e) All plexiglass to be cleaned with approved cleaner. No window cleaner to be used on plexiglass products.

NOTE: DO NOT USE STRAIGHT BLEACH- NEVER MIX BLEACH WITH AMMONIA COMPOUND

9.4 **Cell Toilets and Sinks**

- a) Blocked toilets, sinks, urinal and drains to be cleared immediately by use of a plunger. If plumbing work necessary the Contractor will notify the Project Authority;
- b) All toilet seats (both sides), bowls, urinals and washbasins (including undersides) must be washed using a germicidal detergent;
- c) All water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles must be cleaned and disinfected.

9.5 **Personnel Protective Equipment**

The Contractor is responsible for providing safety glasses, disposable protective gloves, masks, gowns and coveralls.

9.6 **Suit up and Removal of Protective Equipment**

- 1.) **Gowns:** Long sleeved garments are preferred to minimize contamination of skin or clothes.
To put on the gown:



- a) unfold the gown and hold the gown so that the opening faces you;
- b) put on the gown, one arm at a time;
- c) pull the gown over the shoulders; and tie strings in the back so that the gown overlaps.

To remove of gown:

- a) untie the strings in the back of the gown;
- b) remove the gown without touching the outside of the gown;
- c) place the gown in the garbage; and wash hands.

2.) **Masks:** To apply the mask:

- a) position the mask over the nose and mouth;
- b) Bend the nose bar if applicable, over the bridge of the nose; and depending on the type of mask, either tie the strings over the back of the head and behind the neck or place loops behind the ears.

To remove the mask:

- a) Untie the mask strings or release the elastics;
- b) Remove the mask from face without touching the outside surface with bare hands; and drop the mask into the garbage.

3) **Gloves:**

Gloves must be worn at any time contact with blood; body fluids, mucous membranes or non-intact skin is expected or can be reasonably anticipated. Gloves used are not sterile.

To apply gloves:

- a) Remove gloves from the box by grasping them near the wrist and pull glove over the hand;
- b) Change and discard gloves at the first sign of cracking, peeling and if torn or punctured.

To remove gloves:

- a) Pinch first glove below the wrist;
- b) Pull the glove so that it turns inside as you remove it;
- c) Slide an ungloved finger inside the cuff of the remaining glove;
- d) Pull downward toward the finger tips, off of the hand and over top of the first glove;
- e) Drop the gloves into the garbage without touching the soiled outer surface of the used gloves with your bare hands; and wash hands immediately.

NOTE: Gloves must be the last to be removed.

10. **PROTOCOL FOR CELL BLOCKS**

HEALTH AND SAFETY the Guardroom and Cellblock area should be considered as a high risk area that may be contaminated with bio-hazardous waste and bodily fluids. It is the responsibility of ALL Cleaning Staff to take appropriate measures to ensure no contamination results from accidental or intentional contact with bio-hazardous waste and bodily fluids (including but not limited to blood, urine, feces, saliva, vomit, sperm and phlegm).

On occasion, the contractors will be asked by the RCMP guards, to leave the area. For safety reasons, it is of the utmost importance that contractor and all contractor personnel follow such instructions given by the guard(s) in charge at once.

10.1 Awareness



Persons working in cellblocks or detention areas should be aware that appropriate immunization for vaccine-preventable disease to reduce the risk of exposure to communicable diseases is available and should be obtained. For more information on immunization, consult the 'Canadian Immunization Guide'.

10.2 General safeguards for cleaning cell blocks and detention areas

- a) Wear personal protective equipment and clothing as directed by your employer;
- b) Know the potential hazards and safe handling practices for all cleaning and disinfecting products and equipment you use;
- c) Follow procedures and safe work practices as directed by your employer;
- d) Use cleaning products according to the supplier's recommendation to ensure proper and safe application
- e) Consider all biological waste as infectious.

10.3 Routine Cleaning

The Project Authority or the designated representative will determine the frequency and methods of cleaning and disinfecting according to the type of surfaces or areas to be cleaned, the amount of soiling, the number of people and degree of activity in the area, and risk to employees, visitors, custodial staff and persons in custody.

- a) Keep all cells, secure interview rooms, prisoner/visitor rooms, patrol corridor, breath test analysis and telephone access rooms, washrooms and other holding areas and guardroom counter free of garbage and debris;
- b) Check and dispose of feminine napkins in biohazard containers mounted in the cellblock daily or as necessary;
- c) Remove, as per schedule, visible dust and dirt from cells, secure interview rooms, prisoner/visitor rooms, breath test analysis and telephone access rooms, washrooms, patrol corridor, other holding areas and guardroom counter using appropriate equipment and detergent and use a brush, sponge or mop to remove stains;
- d) Routinely sanitize all areas using appropriate disinfectant and dedicated cleaning equipment;
- e) Clean and sanitize bunks and mattresses as required (and after each use when practicable) with appropriate products and recommended procedures;
- f) Clean floor drain grills and vent grills to keep them clear;
- g) Clean/wipe all camera covers (plexiglass), where they exist;
- h) Report all spills, accidents, incidents, etc. to your onsite supervisor or the Unit Commander, as applicable.

10.4 Cleaning of Feces and Bodily Fluids

Note: All individuals who may come in contact with feces and bodily fluids must be properly trained to ensure they understand potential hazards, take necessary precautions, and use proper chemicals for clean-up.

- a) Restrict access to area;
- b) Wear appropriate personal protective equipment for the situation, such as gloves, face shield, safety boots or protective shoe covers, and gown or apron;
- c) Collect clothes, linen and material soiled with feces and bodily fluids with minimum agitation and put in appropriate sealed, labeled bio-hazard, leak proof container;
- d) Wash thoroughly and then sanitize area, including bunks with appropriate equipment and solution and allow to dry;



- e) Dispose of all contaminated articles as per municipal or territorial disposal regulation /protocols and use disposal equipment or if reusable, decontaminate equipment used for clean-up, such as buckets and mops;
- f) Remove protective equipment before leaving the location of the spill and wash hands thoroughly with warm water and soap, after removing gloves;
- g) Shower and change as soon as possible if clothing was contaminated and dispose of clothes accordingly.

11. SUMMARY OF UNIVERSAL PRECAUTIONS

HANDLE blood and body fluids as if infectious; WASH hands/skin surface after any contact with blood or other body fluids; WEAR disposable heavy duty rubber protective gloves when in contact with blood or other body fluids.

11.1 It is MANDATORY that the Contractor and contractors' personnel complete and have certification (as applicable) in Blood Borne Pathogen Training to ensure that basic safety and handling of bio-hazardous products is addressed;

It is recommended (not mandatory) that at least one (1) person complete and be certified (as applicable) in Bio-Technician Training.

- a) Cells are to be scrubbed thoroughly with a bleach solution 1:09, walls, floors, ceiling, doors;
- b) On occasion, the janitors will be asked by the RCMP guards, to leave the area. For safety reasons, it is of the utmost importance that contractor and all contractor personnel follow such instructions given by the guard(s) in charge at once;
- c) Contractor and contractor personnel shall take appropriate measures to ensure no contamination results from accidental or intentional contact with bio-hazardous waste and bodily fluids;
- d) It is strongly recommended that Contractor and contractor personnel obtain and maintain their hepatitis B vaccinations. These are available from Health Centers and provide protection from all bodily fluids that may be infectious. Vaccinations are 3 shots and the cost shall be borne by the contractor;
- e) In all areas where bodily fluids are apparent or suspected, contractor and contractor personnel will utilize eye protection and thick, heavy-duty rubber protective gloves in the clean-up;
- f) If fluid(s) are dried when contractor and contractor personnel commence clean-up, the area shall be sprayed down first in order to avoid inhaling any contaminated dust that may occur;
- g) Clean up spills, surfaces and items contaminated with blood or other bodily fluids using detergent and water. Disinfect with a solution of one part bleach to nine parts water (or appropriate chemical germicide);
- h) All items which come into contact with suspected fluids shall be disposed of in the appropriate marked containers. This includes disposable gloves if used in the clean-up. Heavier, non-disposable gloves are to be washed in a bleach solution;
- i) All items soiled with blood or other bodily fluids are to be placed in impervious bags and all bags shall be labelled before sending for disposal;



- j) The Contractor and contractor personnel are responsible to clean or handle mattresses;

11.2 Bio Hazardous Waste

Contractor and contractor personnel must be knowledgeable and understand the possible contamination they are dealing with and use the correct procedures for prevention and clean up the areas and shall follow the outline of the following Procedures:

- a) Use container labelled as "Bio-Hazardous Waste" only for potentially contaminated garbage i.e. Gloves, paper towels. Containers shall be provided on-site by the RCMP;
- b) Container shall be double lined with clear shredder bags;
- c) When emptying the container, each bag shall be securely tied, (first bag tied and then second bag);
- d) For disposal, the bag will be taken by the RCMP to the "Material Management Section" at the Whitehorse General Hospital to be disposed of in the incinerator.

12. INSPECTION

- a) The Contractor must notify the Project Authority or designated representative, when each monthly, semiannual or annual leaning project outlined in Section 6.4, "Cleaning Description and Frequency" is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable.
- b) Project Cleaning Log shall be maintained in the building by the Contractor in which he/she shall record on a monthly basis, all of the work performed other than the normal day to day cleaning. The log shall be made available for inspection by the Project Authority or designated representative as required.
- c) The contractor will supervise the performance of their staff in accordance with the instructions, specifications and standards outlined in the Statement of Work. The contractor will perform regular inspections, frequency to be determined (based on performance) by the Project Authority or designated representative, a minimum 2 times/month and record the results on the form provided. Completed forms to be submitted to the Project Authority or designated representative upon completion for comparison to periodic inspections completed by the RCMP.
- d) All work shall be continually inspected by the Contractor's supervisory staff. The Project Authority or designated representative will perform periodic checks and inspections to ensure that all general work and major operations are performed to the satisfaction of the Project Authority or designated representative. This inspection will include the use of a Project Cleaning Log to be completed and recorded for both the contractor and the Project Authorities or designated representative's records.
- e) If the work does not meet the requirements of the contract, the Contractor's supervisor on site will be informed by the Project Authority or designated representative and the Contractor shall respond to any deficiencies Immediately and rectify within a maximum 3 days.

13. QUALITY CONTROL



- a) All work shall be carried out as outlined in the Statement of Work.
- b) At the commencement of the contract both parties will conduct a pre inspection of all premises to identify any existing damage or repairs. Any existing repairs or damage will be the responsibility of the RCMP.
- c) Inspections made by the Project Authority or designated representative will be based on the specifications herein.
- d) The Contractor or his/her representative shall be available for discussion regarding any deficiencies in workmanship or materials.

14. REPAIRS AND MAINTAINANCE

- a) It is the Contractor's responsibility to examine the surfaces which are to be maintained, ascertain their condition and bring, to the Project Authority's or designates attention any defective surfaces or areas requiring repair. Notice must be provided in writing and within ten (10) days of award of contract.
- b) The Contractor must report in writing, all maintenance issues and repairs of the building, heating system, plumbing, electrical or water systems to the Project Authority or designate.
- c) The Contractor must report in writing all emergency repairs immediately to the Project Authority or designate.

15. HEALTH AND SAFETY

- a) The Contractor must comply with all safety measures and regulations respecting personnel and hazards as stipulated by RCMP, National and Provincial laws and codes, and prescribed by the Authorities having jurisdiction concerning the equipment, work habits and procedures, including safety training of Contractor's staff. Contractor must provide proof of staff WHMIS training in their tender submission.
- b) The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable, or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.
- c) All materials must be stored and handled in such a manner as to not present a danger to building occupants or members of the public.
- d) There must be a minimum of one, on-site employee on each site that has had First Aid Training and/or Certification available at all times.
- e) It shall be the Contractor's responsibility to forward all health and safety information on to the contractor's replacement staff.

16. FIRE SAFETY



- a) All litter waste papers and sweepings must be picked up in an approved container. All litter waste papers and sweepings so collected shall be removed from the work site and placed in the appropriate waste disposal bin;
- b) Janitorial rooms and storage closets must be kept clean, neat and tidy at all times. Mop and dusters that have been treated with furniture polish, wax or oil shall be kept in closed metal containers to prevent spontaneous combustion;
- c) All mops must be stored in a suspended position to allow free circulation of air around the mop heads. Hot plates must not be used on base, electric appliances must not be used in rooms in which cleaning material or equipment is kept;
- d) Care must be taken when collecting combustible or flammable material, i.e. contents of cigarette stands, sand pails, etc. Combustible or flammable material shall be collected in appropriate metal containers;
- e) All buildings are designated as NO SMOKING AREAS. Smoking is prohibited in all buildings and is only allowed in certain designated areas. No smoking signs are to be strictly adhered to;
- f) Employees must be familiar with the locations of exit routes, fire alarm pull stations, fire extinguishers and the nearest muster station to their work area. Staff members should establish, for themselves, a primary and alternate route leading to ground levels, and also assist others who may not be familiar with the site.

16.1 Fire Procedures

- a) If a fire is discovered, activate alarm by pulling fire alarm box;
- b) When the fire alarm sounds, close doors and windows behind you and evacuate the building immediately;
- c) Leave by the nearest safe exit and proceed to your designated muster station. Report your presence to the fire warden;
- d) Remain at the muster station until all alarms are silenced and you are instructed to return to work. Muster stations are located as per the building Fire Plan.

16.2 Fire Prevention Guidelines

The Contractor must be responsible to provide the following Fire Prevention information to all janitorial staff working in all RCMP buildings.

- a) Know the locations of alarms, exits, and extinguishers;
- b) Have identified two exit routes;
- c) Be prepared to assist in an emergency by co-operating with others, and ensuring that visitors and others know how to protect themselves;
- d) Report blocked exits, inoperative fire doors, missing extinguishers, dangerous or defective equipment to the Safety Officer or Fire Warden;
- e) If you smell smoke or gas, pull the closest alarm and proceed to nearest exit.

17. BUILDING SECURITY

- a) Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of the work. No other persons accompanying employees will be allowed on site;



- b) The Contractor must fully comply with security requirements which are in effect in the building. This includes the wearing of picture security ID cards at all times, the protection of keys and access cards/codes issued to the cleaning staff;
- c) The RCMP reserves the right to questioning and search of Contractor's personnel, cleaning material and equipment in relation to security matters.

17.1 Authorized Access to Building

- a) All Contractor's staff shall enter and exit building via main entrances only;
- b) All cleaning staff employed by the Contractor, regardless of hours or work, must sign IN and OUT and enter the times of arrival and departure in registers or on sheets provided at the security guard's control desk or other designated area. The Register will be regarded as evidence of hours of work. Failure to sign "out" will render the entry invalid;
- c) The Contractor must provide a list of names of individuals working on this contract. This list must be updated any time changes are made to staff;
- d) The Contractor is responsible for the maintenance of security in the building to the extent of closing and locking interior doors which the Contractor is unlocking or opening with keys and access cards provided to him by RCMP for the purpose of performing the work;
- e) Each area must be locked again immediately after cleaning operation has been completed and secured doors must be closed and locked immediately after entering or exiting. Office doors must be left in the same security condition they were found. (i.e. closed and locked, closed and unlocked, open.);
- f) The Contractor and his staff must not provide access through normally secured doors to any other persons;
- g) Fire doors and normally locked doors must be kept closed at all times. The contractor must not prop doors open.

17.2 Security- Keys

- a) The RCMP will maintain a key Log and if keys are necessary to access RCMP buildings, the key holder (RCMP) will sign out the key for all janitorial staff. All keys must be returned and signed in at the end of the janitors scheduled shift. Keys are not to leave any RCMP premises;
- b) All internal keys entrusted to the Contractor on a daily basis must be fully protected at all times;
- c) The contractor must carry insurance to cover re- keying costs in the event that locks must be re- keyed due to contractor staff losing RCMP keys;
- d) The Contractor and his staff must not make copies of keys.

18. JANITORIAL



18.1 Assigned Janitorial Storage Space

- a) The Project Authority or designated representative will provide the Contractor's janitorial staff with space to store janitorial supplies and equipment considered necessary for the performance of janitorial services;
- b) Janitorial Storage Areas will be assigned by the Project Authority or designated representative.
- c) Dusters and mops, both wet and dry must be thoroughly cleaned and hung to dry after each use to avoid odors and hygiene problems.
- d) All wet cleaning cloths must be rinsed and hung to dry on towel bars to avoid odors, mold and mildew.
- e) All supplies, products and small cleaning equipment must be stored on shelves.
- f) All cleaning storage rooms and cupboards must be kept neat and organized at all times.
- g) All storage floor areas must be kept clear of supplies and equipment. (Large equipment must be stored against walls or in corners of the storage area).

19. JANITORIAL STAFF

19.1 Identification

Contractor's employees must wear their picture security ID cards at all times in a visible manner.

19.2 Uniforms

- f) The Contractor must make suitable uniforms available to all staff in sufficient quantities to permit a change at least twice a week. Personnel employed as Cleaners must be suitably uniformed as follows:
- g) A clean industrial type shirt with company name or crest affixed to the shirt.

19.3 Cleanliness and Hygiene

All cleaning staff must ensure that their personal hygiene and/or perfumes are of a level as not to offend building occupants.

19.4 Staffing Requirements

- a) To address staffing shortfalls due to illness, leave, absenteeism, etc. the Contractor must have fully trained /certified backup personnel available to fill the obligations of the contract;
- b) The Contractor must ensure that the staffing requirements are met throughout the term of the contract.

20. CERTIFICATION/TRAINING

- a) All Cleaning Service providers and their personnel must be trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures.



- b) Unless otherwise stated, the Contractor must ensure that all staff must OR will have the following training and/or certification (as applicable) prior to commencement and for the duration of the contract. Copies of all certification/training documents must be available within 24 hours upon request.
1. Blood Bourne Pathogen Training (Mandatory);
 2. WHIMIS Certified;
 3. MSDS Trained;
 4. First Aid (one staff member trained per site);
 5. Bio-Technician Training (recommended but not mandatory);
 6. Other Janitorial related training/certificates;

21. MATERIALS AND SUPPLIES

21.1 Supplies

The RCMP will be responsible for providing the following Supplies required to carry out the work as outlined herein:

- a) Light Bulbs;
- b) Paper Towel Rolls;
- c) Facial Tissue;
- d) Liquid Dish Soap;
- e) Toilet Paper, Garbage Bags 20"X 22";
- f) Garbage Bags 35"X50";
- g) Compostable Bio Degradable Bags;
- h) Sani-bags;
- i) Liquid Hand Soap;
- j) Large Vacuum Bags;
- k) Laundry Detergent;
- l) Fabric Softener;
- m) Cleaner Degreaser;
- n) Rubber matting;
- o) Sand/ice melt.

The RCMP supplied items are currently delivered to the main building located at: the Headquarters Complex located at 4100 4th Avenue, Whitehorse, YT. , the RCMP has the right to change the storage building to another area within the area.

It is the responsibility of the contractor to transport the supplies from the storage area to the required buildings, stock the shelves, report and maintain levels of product at each location.

21.2 Cleaning Materials

- a) The Contractor must be responsible for supplying all cleaning materials, detergents, disinfectants, and related products required to carry out the work as outlined herein;
- b) All cleaning products must be approved by the Project Authority or designated representative and the use of environmental friendly cleaning products is Mandatory in all RCMP buildings;



- c) All Cleaning Service providers and their personnel must be trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures;
- d) Only those cleaning supplies intended for use on the surface to be cleaned are to be used;
- e) The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him for use in the work and he may be required to provide samples of materials from his stock for testing purposes.

22. ENVIRONMENTAL

22.1 Environmental Cleaning Materials

All materials such as soaps, detergent, cleaning materials, waxes, sealers, must be biodegradable, phosphate-free, odorless, low-odor, low volatile organic compounds (VOC) products for all general purpose cleaning and comply with the latest issue of the Canadian General Standards Board specifications or meet the intent of the current specification. Cleaning agents and materials must be of the best industrial quality and meet the Environmental Choice Program Certification ("Eco-Logo") criteria or equivalent. These products must be supplied at no extra cost.

22.2 Environmental Considerations

- a) The use of strong detergents or abrasive cleaners is not acceptable and any such agents found on site will be confiscated and there will be no compensation. It is the responsibility of the Contractor to ensure that cleaning products will not cause damage to the surface being cleaned or to the environment in and/or around the sites herein;
- b) All cleaning materials and the methods used must be suitable to the application intended and follow the manufacturer's recommendations. Use of products other than those approved by the Project Authority or his designated representative will be subject to random sampling and laboratory testing at the Contractor's expense. A MSDS and sufficient product information to permit an assessment must accompany all requests for approval. An up to date MSDS file must be maintained for all controlled products used by the contractor. This file shall be kept on site and shall be easily accessible to contractor's employees and the Project Authority or his designate;
- c) The Contractor must provide notification to Project Authority or the designated representative of any cleaning products used in the building. This must include a list of all chemicals that may be used. It must also include the name, address, and phone number of the contact person in the building; a statement that the contact person maintains the product labels and MSDS of each product used in the building; and information that the label or MSDSs are available for review upon request. The contact person must be available for information and comment.

23. CONTRACTOR OWNED EQUIPMENT

- a) The Contractor must supply all tools, and equipment necessary to satisfactorily execute the work, including all necessary machines, vacuums, brushes, mops, pails, ladders and including an Industrial type Multi Filter (including a HEPA Filter), wet/dry vacuum cleaner, equipped with the proper tools and



of sufficient suction, to remove wet or dry sand, water, etc., for the mat;

- b) It is a mandatory requirement that Contractors use vacuum equipment which supports Green Cleaning processes. In particular, RCMP requires vacuums that have at a minimum, a HEPA filter, for dust containment;
- c) The Contractor must supply all specialized equipment such as extraction vacuums, buffers etc. All equipment must be in new or excellent condition, certified for use in the application intended and CSA/ULC approved. Equipment is subject to inspection by the Site Authority or the designated representative at any time. If equipment is found to be defective, it will be removed from the work site and replaced/repared within twenty-four (24) hours;
- d) Routinely utilized equipment is to be held on site during the term of the contract. Specialized equipment, used periodically by the Contractor must not be stored in any of the RCMP buildings without prior approval of the Site Authority;
- e) The contractor must be responsible for all their own equipment maintenance and repair expenses.

24. RCMP OWNED EQUIPMENT

- a) The RCMP has provided a Floor Cleaning machine which must be utilized to clean the Hanger Floor area. The contractor must use due care and attention when using the RCMP owned Hanger floor cleaning machine.
- b) The contractor must notify the Project Authority or designated representative if the of the Hanger Cleaning machine is not working and requires repair.
- c) After each use of the RCMP Hanger Floor Cleaning machine the contractor must clean and store the machine in the RCMP Hanger Janitorial Storage Room.

25. LIGHT, HEAT, POWER AND WATER

- a) The RCMP will supply all heat, light, power, and hot and cold water reasonably required for janitorial services.
- b) The contractor must ensure all connections to power sources shall be in accordance with the Canadian Electrical Code.
- c) The Contractors staff shall turn off all lights upon completion of work of any area. Only 24 hours safety lighting shall remain on.
- d) If, in the operation of cleaning the building a circuit breaker is tripped it is imperative that RCMP Site Infrastructure or the Corps of Commissionaires is notified, so that the breaker may be reset and no damage occurs to other equipment.

26. REFERENCES

Janitorial Contract (SERVICE CONTRACT/SPECIFICATION - CUSTODIAL MAINTENANCE) Treasury Board of Canada Secretariat
Procedures for Liaison with Private Contractors - Jurisdiction



<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12563§ion=text>

Yukon Territory Occupational Health and Safety Act
Part 10 - Self Employed Person's Duties
http://www.gov.yk.ca/legislation/acts/ochesa_c.pdf

Canadian Centre for Occupational Health and Safety (CCOHS)
Canada's National Occupational Health & Safety Resource -Sanitation and Infection Control for Cleaning staff
http://www.ccohs.ca/oshanswers/hsprograms/cleaning_staff.html

Public Health Agency of Canada
Infection Control Guidelines - Hand Washing, Cleaning, Disinfection and Sterilization in Health Care <http://www.phac-aspc.gc.ca/publicat/ccdr-rmtc/98pdf/cdr24s8e>

**ANNEX B
BASIS OF PAYMENT**

All prices are in Canadian dollars, FOB Destination, Freight included, Customs duties and exercise taxes included if applicable, GST/HST are extra if applicable.

M.2.1.1 Original Contract –MONTHLY PAYMENTS

1.1 Regular Janitorial Services in Contract Term	Square Meters	Firm Monthly Rate
A) HQ Building;	3072.30	\$
B) Guard Room (Included in HQ Building) ;		\$
C) Multipurpose Building;	731.00	\$
D) Transient Quarters;	201.60	\$



E) Federal Investigation Building;	151.00	\$
F) Ponderosa Building;	271.80	\$
G) Annex Building;	627.29	\$
H) Emergency Response Centre/Operational Command Centre;	159.00	\$
I) M Divison Hanger and Hanger Office Space.	888.00	\$
Sub Total		

M.2.1.2 Original Contract – “As and When Required” TASK AUTHORIZATION

1.2 Additional Janitorial Services - Hourly Rates		Firm Hourly Rate
A) HQ Building;		\$
B) Cell Blocks;		\$
C) Multipurpose Building;		\$
D) Transient Quarters;		\$
E) Federal Investigation Building;		\$
F) Ponderosa Building;		\$
G) Annex Building;		\$
H) Emergency Response Centre/Operational Command Centre;		\$
I) M Divison Hanger and Hanger Office Space.		\$
J) Emergency Janitorial Services		\$
K) Event Cleaning Services		\$
L) Additional Janitorial Services		\$

M.2.1.3 Option to Renew- MONTHLY PAYMENTS

2.1 Regular Janitorial Services Options	Square Meters	Firm Monthly Rate
A) HQ Building;	3072.30	\$
B) Guard Room (Included in HQ Building);		\$
C) Multipurpose Building;	731.00	\$
D) Transient Quarters;	201.60	\$
E) Federal Investigation Building;	151.00	\$
F) Ponderosa Building;	271.80	\$
G) Annex Building;	627.29	\$
H) Emergency Response Centre/Operational Command Centre;	159.00	\$
I) M Divison Hanger and Hanger Office Space.	888.00	\$
Sub Total		



M.2.1.4 Option to Renew "As and When Requested" TASK AUTHORIZATION

2.2 Additional Janitorial Services – Hourly Rates.	
	Firm Hourly Rate
A) HQ Building;	\$
B) Cell Blocks;	\$
C) Multipurpose Building;	\$
D) Transient Quarters;	\$
E) Federal Investigation Building;	\$
F) Ponderosa Building;	
G) Annex Building;	\$
H) Emergency Response Centre/Operational Command Centre;	\$
I) Divison Hanger and Hanger Office Space.	\$
J) Emergency Janitorial Services	\$
K) Event Cleaning Services	\$
L) Additional Janitorial Services	\$

ANNEX C
SECURITY REQUIREMENTS CHECK LIST



N 2016 1111 1102



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat LOG# M8026-6-0036
Security Classification / Classification de sécurité

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine RCMP Police		2. Branch or Directorate / Direction générale ou Direction Corporate Management & Comptrollership Branch
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Janitorial Work in RCMP Buildings (BU/M5, BU/M7, BU/M113, BU/M82, BU/M118, BU/M6, BU/M3) as well as the new OCC which is located off site in the Emergency response Center. There is no building number for the new OCC location.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? No Yes
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? Non Oui
 If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets? No Yes
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
 Document Number / Numéro du document :

PART B - PERSONNEL / SUPPLIERS / PARTIE B - PERSONNEL / FOURNISSEUR

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET – SIGINT TRÈS SECRET – SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments: Commentaires spéciaux : RCMP Reliability Status

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
 REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work? No Yes
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? Non Oui
 If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes
 Non Oui

PART C - SAFEGUARDS / SUPPLIERS / PARTIE C - MESURES DE PROTECTION / FOURNISSEUR

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? No Yes
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets? No Yes
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? No Yes
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? No Yes
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? No Yes
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? Non Oui



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PARTIE C - Continued / PARTIE C - Continué

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTRICTÉE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET COMSEC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



GOVERNMENT
of Canada

GOUVERNEMENT
du Canada

LOG # M8026-7-0036
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) David Yule		Title - Titre NCO lic "M" Division Finance	Signature
Telephone No. - N° de téléphone 867-633-8615	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel david.w.yule@rcmp-grc.gc.ca	Date 2016-04-20
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature Wong, Tynan ,000206089 <small>Digitally signed by Wong, Tynan, DN: cn=Wong, Tynan, o=RCMP, ou=RCMP, email=Wong, Tynan@rcmp-grc.gc.ca, c=CA, date=2016.04.19.12:14:07Z</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? / Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			
			<input type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agente d'approvisionnement			
Name (print) - Nom (en lettres moulées) IRENE VAN ESSEN		Title - Titre PROCUREMENT OFFICER	Signature
Telephone No. - N° de téléphone 778-290-2781	Facsimile No. - N° de télécopieur 778-290-6119	E-mail address - Adresse courriel irene.vanessen@rcmp-grc.gc.ca	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

SECURITY REQUIREMENTS

- RCMP Reliability Clearance required
- Janitor must be escorted in any secure or high secure zone (records, cells, exhibits, IT rooms etc.)
- Janitorial staff must perform work during core business hours so that they can be periodically monitored.
- Janitorial staff should not be provided with keys or alarm codes to RCMP buildings. If keys are necessary to access detached buildings, the key holder (RCMP) will sign out the key for the janitor. The key must be returned a signed back in at end of their shift. The key holder (RCMP) is responsible to maintain a key log.

Approved By:

I. Burrows
Departmental Security Section

2016-05-31



ANNEX D INSURANCE REQUIREMENTS

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.



- n. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- o. Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

*Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.



ANNEX E
DEFINITION OF TERMS – CLEANING SPECIFICATIONS/STANDARDS OF ACCEPTANCE

DEFINITION OF TERMS

The definition of terms and quality standards described in this document for janitorial services core tasks and optional tasks must be strictly adhered to. All inspections made by the Project Authority or designate will be rated according to these quality standards.

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

Scheduled Operations means cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually.

Project Cleaning means cleaning operations which are specified to be performed only when ordered by the Project Authority or designate.

Flight of Stairs includes steps and risers situated between two floor levels including landing(s).

Materials include, but are not limited to, toilet tissue, paper hand towels, hand soap, deodorant blocks, hand sanitizer, plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building(s).

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

High Traffic Areas includes entrance lobbies, elevator lobbies, corridors and traffic aisles in open office space.

CLEANING SPECIFICATION/STANDARD OF CLEANING		
TERM	DESCRIPTION OF OPERATION	QUALITY STANDARD
Area Policing	Consists of patrolling sidewalks, driveways, lawn areas, loading docks, entrance, and other areas and picking up paper and all other debris.	Designated areas must be free of paper and all other debris after policing.
Sweeping Exterior	Consists of removing loose, dry surface soil.	Sidewalks, loading docks, entrances, and other designated areas must be clean after sweeping.
Hosing Sidewalks	Consists of washing sidewalks by spraying with water under pressure from a garden hose. All areas must be clean of dirt, mud and debris with no water ponding as a result of the cleaning with a hose.	Sidewalks and other designated areas must be clean after hosing. Equipment must be removed and stored immediately after use.
Sweeping Interior	Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvent, 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.	There must be no dirt, trash or other matter left in corners, behind or under free standing radiators, under furniture or behind doors. Floors must be free of dust film, there should be no dirt left where sweepings were picked up and furniture and equipment should be relocated to where it was prior to the sweeping operation.
Damp and Wet Mopping	Consists of applying neutral detergent solution to the floor, agitating it with a mop removing the solution, rinsing the floor and wiping up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution.	The mopped area 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. Water or other cleaning solutions must not be allowed to collect under furniture legs and cabinets.
Wash Floor	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the	There must be no surface dirt or stains visible following the floor washing operation. Walls, baseboards and



	solution, rinsing the floor and picking up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution.	other surfaces must be free of watermarks, splashing and scars from equipment. The floor must be free of streaks, loose mop strands and water or other cleaning solutions must not be allowed to collect under furniture legs and cabinets.
Machine Scrubbing and Spray Buffing Floors	Consists of applying a neutral detergent solution to the floor, and scrubbing with a machine, removing the solution, rinsing the floor and picking up the rinse with a mop. Spills, scuffs and stains must be removed prior to spray buffing. One coat of finish, compatible with existing finish must be applied apply one coat of finish compatible with existing finish	The floor area must have a bright shine and be free of dirt, stains, scuff marks, splashing, cleaning chemical and water accumulations. Corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually.
Strip and Refinish Floors	Consists of removing all residual chemical strippers. The new finish must be applied to all portions of the floors. Refinish must include 2 coats of finishing material (wax, etc.)	All areas must be clean and clear of all stains, blemishes and dirt, and have a consistent shine free of scrapes and marks once the "Strip and Refinish" is complete.
Vacuuming and/or Carpet Sweeping	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.	Carpet and rugs must be clean and free from dust, dirt and other debris. Nap on rugs must be laid in one direction. T mats must be clean and carpet or rug area around and under T mats must be free of dust and dirt. Floor area under immediate edge of rugs must be free of dirt and dust. Bare floors around rugs must be clean. No dirt must be left in corners, under furniture, behind doors or radiators. Upholstered furniture must be free from dust, dirt and other debris. All furniture and equipment moved during the cleaning operation must be returned to its original location.
Vacuuming Walk Away Mats	Consists of removing sand, slush or water, using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.	Walk-away-mats must be clean and free of dust, dirt, sand, slush, salt and water after vacuuming. Floor area under the mat must be free of dust and dirt and present a clean appearance.
Salt/Stain Removal Walk Away Mats	Consists of vacuuming, flooding salt stain with water and allowing the water to stand for ten minutes, vacuuming up water and repeating operation as many times necessary until stain is removed.	There must be no salt stain visible and no discoloration of the walk away-mat after salt stain removal operation. Floor area under the mat must be free of dust and dirt and present a clean appearance.
Hot Water Extraction	All carpets and walk-away mats must be clean and free of accumulated dust and dirt and stain as a result of Hot Water Extraction.	Areas must be cleaned to walls and corners.
Cleaning Notice Boards and Fire Hose Cabinets	Consists of dusting display cases and notice boards, spot cleaning or washing sash and glass; dusting and washing interior of fire hose cabinets and washing both sides of cabinet door glass.	Notice boards and fire hose cabinets, including glass, must be clean.
Glass Cleaning	Consists of washing glass surfaces with a detergent solution and wiping dry with a clean cloth.	Glass must be clean on both sides and free of streaks and smears. Sash, sill, stools and floors must be clean and free of watermarks. Items moved during the cleaning operation must be replaced to original location.
Cleaning Stairways And Landing	Consists of sweeping, dusting, mopping and stripping; spot cleaning walls and polishing handrails, doorknobs and other metal surfaces where applicable.	Stair landings, treads and corners of stair treads must be free of dirt, dust streaks and debris. Stair railings, ledges, door mouldings, radiators, window stools and grilles must be free of dust. Stair landings, treads, risers, walls and baseboards must be clean and free of water marks and splashing from cleaning and finishing solutions. Hand railings, doorknobs and other metal



		surf aces must be clean and polished.
Cleaning Walk Away Mats.	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacture and in accordance with the instructions.	There should be no stains visible and no discoloration of the walk away-mat. The floor area under the mat must be free of dust, dirt and present a clean appearance after cleaning operations.
Dusting	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments	There must not be any dust or dust streaks on desks or other furniture. Glass tops on desks and tables must be clean and free of finger marks and stains. All pictures, plaques, etc., must be free of dust. Corners and crevices must be free of dust. Radiators, window stools, door ledges, frames, louvres, baseboards and partition ledges must be free of dust.
Metal Cleaning	Consists of polishing with an approved metal polish doorknobs, push bars, kick plates, railings and other metal surfaces to remove stains and restore the shine.	Door knobs, push bars, kick plates, railing, doors and other surfaces must be clean and polished.
Clean/Service Sanitary Receptacle	Consists of removing used sanitary bag and replacing with a new bag. The receptacle is to be washed with a germicidal detergent to remove spots, stains, finger marks and odour.	All sanitary receptacles should be empty and a disposal bag replaced if required. All sanitary receptacles must be free of odour, spots, stains and finger marks.
Cleaning Washroom Fixtures	Consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls and urinals to disinfect and remove dust, dirt, spots and stains.	All surfaces of wash basins, taps, and all exposed piping must be free of dust, dirt, spots and stains. All surfaces of flush tank toilet seats, bowls and urinals must be disinfected. Plumbing fixtures must be free of stains, soap build up, dust and mould.
Patrol Cleaning	Consists of picking up litter, wiping up spillage; cleaning tables, counter tops, all washroom fixtures; polishing mirrors, emptying and cleaning ashtrays, emptying waste receptacles in designated areas and replenishing empty dispensers. This work is in addition to the regular routine cleaning.	Floors must be free of litter and there must be no surface dirt or stains visible. Tables counter tops and all washroom fixtures must be free of dust, dirt and stains. Ashtrays and waste receptacles must be empty and clean. Washroom supplies must be replaced as applicable.
Spot Clean Dispensers, Walls, Stall Partitions, Doors Shelves, Mirrors & Ledges	Consists of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.	All dispensers, shelves, shelf brackets and ledges must be free of finger marks, dust and stains. All mirrors should be clean. Walls stall partitions and doors must be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings must be free of mould. Walls, up to a standing height, must be free of all marks.
Empty Waste Receptacles	Consists of emptying waste receptacles and replacing dirty plastic bags; ashtrays are to be emptied into a separate metal container and wiped clean. All refuse is to be placed in a designated fireproof space.	All paper and garbage receptacles must be emptied, plastic bags must be replaced, if required, and the exterior surface wiped clean. All ashtrays must be empty, clean and in place.
Recycling Bins (Green Boxes or equivalent if applicable)	Empty green boxes once a week into separate container and take over to recycling tent & sort.	
Cleaning Drinking Fountains /Water Dispensers	Consists of washing and disinfecting all surfaces. The odour of the disinfectant must not be objectionable.	The porcelain, metal and/or enamel surfaces must be clean and free of stains. All other surfaces must be free of spots, stains and streaks. All fountains must be disinfected.
Dusting/Vacuuuming Blinds	Consists of dusting or vacuuming both sides of the slats and adjoining window frame area;	Both sides of slats must be clean and free of dust. Window frames and adjoining area must be free of dust;



Vacuuming Air Grilles Air Diffusers.	Consists of removing dust, dirt and cobwebs using a vacuum cleaner, equipped with a wand and brush attachment, or, wipe with a damp sponge and dry with a clean cloth;	Air -Grilles and air diffusers must be free of dust, loose dirt and cobwebs after vacuuming operation.
Contractors Space and Janitors Closet	Consists of sweeping, washing, scrubbing and refinishing the floor. Washing walls and shelves and disinfecting sinks. The area is to be kept free of debris; mops are to be washed clean before storing and all other equipment is to be kept clean. Cleaning supplies are to be neatly stored;	All floors should be clean. All fixtures and walls must be free of dust and stains. Mop pails/trucks must be empty and free of odours. There must be no waste paper, garbage or empty containers in the Janitor Closets.
Cleaning Vinyl & Leatherette Upholstery	Consists of removing soil marks and stains using an approved cleaner;	There must be no dirt, soil marks, or stains visible following the scheduled cleaning.
Whiteboards	Clean whiteboards ONLY UPON REQUEST using approved whiteboard cleaner;	Boards must be clean and streak free.
Cleaning Sand Urns:	Consists of removing debris from the sand and placing in a separate metal container, removing debris from the base of the urn, damp wiping the interior, and cleaning and polishing metal parts, including the base, cleaned and polished;	

WASHROOM MAINTENANCE PROCEDURES		
AREA	DESCRIPTION OF OPERATION	QUALITY/STANDARD
ENTIRE	Entire washroom including partitions, walls and other areas are to be thoroughly spot cleaned, using germicidal, fungicidal detergent on all surfaces;	There must be no surface streaks or smears on partitions, walls or any other surfaces. All surfaces must be wiped dry;
	All high surfaces, light fixtures, doors, door frames, walls etc., to be washed with a germicidal, fungicidal detergent solution.	All surfaces, light fixtures, doors, door frames, walls etc., must be free of stains and mildew;
CLEANING FIXTURES	The interior surfaces of all toilets and urinals must be cleaned, utilizing a non-acid bowl cleaner; Exterior surfaces of toilets and urinals must be washed with a germicidal detergent solution. Sinks, bathtubs, and shower areas to be cleaned with a non-acid bowl cleaner;	All surfaces of toilets, urinals, bathtubs and showers must be free of stains and mildew;
	To remove build-up of stains, iron deposits or hard-water salts, clean all interior surfaces with an acid based cleaner. Ensure proper ventilation while using acid based products.	All interior surfaces must be free of stains and mildew;
DISPENSERS	Each dispenser for towels, toilet tissue, sanitary napkins, soap, etc. will be inspected and washed with the appropriate solution of germicidal detergent, dried and then refilled with the appropriate supplies.	Each dispenser for towels, toilet tissue, sanitary napkins, soap, etc. will be dry and free of streaks. All dispensers must be replenished daily;
WASTE RECEPTICLES	All waste receptacles will be emptied. The obvious contact surfaces to be washed daily with a germicidal, fungicidal detergent and at least once per week, the interior and exterior surfaces of the waste receptacles to be washed with a germicidal, fungicidal detergent. The appropriate sanitary liner to be placed in each waste receptacle;	The exterior of waste receptacles must be free of streaks and water marks. Waste receptacles must always be lined with a sanitary liner;



GLASS	All glass and mirror surfaces to be cleaned utilizing the appropriate prepared solution of glass cleaner dispensed from a spray bottle, then dried and polished;	Glass and mirror surfaces must be free of streaks and lint;
FLOOR	Maintenance of washroom floors to follow the parameters previously established in the floor maintenance section. It is recommended that washroom floor be sealed and maintained with an interlocked acrylic floor finish. After picking up all large refuse from the floor area, the floor must be wet cleaned utilizing a germicidal solution and rinsed with clean hot water;	All floors must be free of debris/litter and all excess water is to be removed after washing. "WET FLOOR" safety signs must be displayed on recent washed floors;
SHOWER ROOMS MAINTENANCE PROCEDURES		
The use of strong detergents or abrasives is not permitted as results will not be effective and may cause damage to finishes.		
AREA	DESCRIPTION OF OPERATION	SERVICE
ENTIRE	To minimize damage or corrosion to surface & fixture finishes, the following maintenance methods are given for finishes in shower rooms;	
Ceramic Tiles (Floors and Walls)	Regular cleaning using warm water and a mild germicidal, fungicidal detergent; light scrubbing only recommended.	All surfaces must be free of streaks, stains and mildew;
Shower Partitions	General cleaning using "Formica" cleaner or similar; cleaning of stains using household bleach applied to the surface for a maximum of five (5) minutes and thorough rinsing; and Column showers: Cleaning of stainless steel with an approved stainless steel cleaner.	All surfaces must be free of streaks, stains and mildew.



**ANNEX F
JANITORIAL INSPECTION REPORT**

Project Authority or Designate: _____
 Company Name: _____
 Contractor: _____

Inspection Date: _____
 Building /Location: _____

Legend: **S** – Satisfactory **X**– Unsatisfactory **N/A** – Not Applicable **M** – Work which requires monthly verification by building occupants.

Instructions:

Work may be added if they are included in the contract but not located on the checklist.. Some work may not be applicable every month and are outlined in Section 3..

SECTION 1 – JANITORIAL SERVICES INSPECTION

Description of Work	Result	Recommended Corrective Actions/Comments
General		
All Repairs and Maintenance have been reported to the Project Authority or designate.		
All Emergency Repairs have been reported to the Project Authority or designate.		
Health and Safety		
All materials are stored in such a manner as to not present a danger to building occupants or members of the public.		
The contractor's equipment is in a good state of repair.		
All janitorial rooms and storage closets are clean, and organized and free of odors.		
Fire Safety		
All litter, waste papers and sweepings from the worksite have been removed and disposed into the appropriate waste disposal bins.		
All mops and dusters that have been treated with furniture polish, wax or oil are stored in closed metal containers to prevent spontaneous combustion.		
Combustible or flammable material that has been collected has been stored in the appropriate in appropriate metal containers.		
Building Security		
Picture ID Cards are worn in a visible manner by all janitorial staff, at all times while working on all sites.		
All janitorial staff have been responsible to signed IN and OUT and enter the times of arrival and departure in registers or on sheets provided at the security guard's control desk or other designated area.		
All secured or locked doors have been locked again immediately after cleaning operations.		



Self-Performance		
The contractor has supervised the performance of janitorial staff in accordance with the specifications and standards outlined in the contract. Completed performance forms have been submitted to the Project Authority or designate upon completion for comparison to periodic inspections completed by the RCMP.		
Cleaning Log		
The Contractors Cleaning Log has been completed on a daily basis and a copy has been provided to the Project Authority or designate as required.		
Janitorial Staff		
The Contractor has supplied all janitorial staff with clean industrial type shirts with company name or crest affixed to the shirt and which are visible at all times.		
The Contractor has addressed all staffing shortfalls due to illness, leave, absenteeism, etc. and has provided fully trained/certified backup personnel available to fill the obligations of the contract. Contractor's employees must wear their picture security ID cards at all times in a visible manner		
Janitorial Staff have worn their picture security ID cards at all times in a visible manner.		
Janitorial Storage/Rooms		
All cleaning storage rooms and cupboards have been kept neat and organized at all times.		
All storage floor areas have been kept clear of supplies and equipment. (Large equipment has been stored against walls or in corners of the storage area).		
All supplies, products and small cleaning equipment have been stored on shelves.		
All wet cleaning cloths have been rinsed and hung to dry on towel bars to avoid odors, mold and mildew.		
All dusters and mops, both wet and dry have been thoroughly cleaned and hung to dry after each use to avoid odors and hygiene problems.		
Certification/Training		
All current janitorial staff has been trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures.		
The Contractor has ensured that all janitorial staff have the applicable training and/or certification (as applicable)		
Security- Keys		
Janitorial Staff have signed out ALL keys and have returned them at the end of each shift.		
Materials/Supplies		
The Contractor has supplied all detergents, cleaning materials, disinfectants and related products to carry out the work outlined in the contract.		
The RCMP has supplied the following items in order for the Contractor to complete the required janitorial services: Light Bulbs, Paper Towel Rolls, Facial Tissue, Liquid Dish Soap, Toilet Paper, Garbage Bags 20"X 22", Garbage Bags 35"X50", Compostable Bio Degradable Bags, Sani-bags, Liquid Hand Soap, Large Vacuum Bags, Laundry		



Detergent, Fabric Softener, Cleaner Degreaser, Rubber matting and sand/ice melt.		
Environmental Cleaning Materials		
All materials used on the premises by the janitorial staff, such as soaps, detergent, cleaning materials, waxes, sealers, are biodegradable, phosphate-free, odorless, low-odor, low volatile organic compounds (VOC) products for all general purpose cleaning and comply with the latest issue of the Canadian General Standards Board specifications and meet the intent of the current specification.		
Cleaning agents and materials being used are of the best industrial quality and meet the Environmental Choice Program Certification ("Eco-Logo") criteria or equivalent.		
Equipment		
The Contractor has supplied all the tools, and equipment necessary to satisfactorily and execute the work, including all necessary machines, vacuums, brushes, mops, pails etc. Including an Industrial type Multi Filter (including a HEPA Filter), wet/dry vacuum cleaner, equipped with the proper tools and of sufficient suction, to remove wet or dry sand, water, etc., for the mat.		
All the contractors cleaning equipment is CSA certified and are in good operating condition at all times.		
Recycle		
All cardboard boxes in hallways or near waste receptacles has been broken down and placed in the recycling bin outside the back entrance.		
The Contractor has notified the Project Authority or designate when the recycle bins are full and need to be emptied.		
The Contractor has taken all compostable materials to the city dump for disposal every Friday.		
Drinking Fountains /Water Dispensers		
All drinking water fountains and water dispensers are washed and disinfected on a daily basis and the odor of the disinfectant is not present.		
All porcelain, metal, or enamel surfaces are clean and free of stains.		
Designated Smoking Areas		
The smoking debris from urns is removed in the mid-morning and mid-afternoons on a daily basis.		
Waste Receptacles		
All waste paper baskets, garbage cans and waste receptacles including shredder bins have been emptied on a weekly basis.		
All garbage cans and waste receptacles have been washed and disinfected on a weekly basis.		
Exterior Cigarette Urns		
Cigarette urns have been emptied on a daily basis and chrome parts have been polished.;		
Windows		
Interior window glass has been cleaned on a monthly basis.		
Exterior window glass must be cleaned thoroughly on an annual basis.		



Window Blinds/Drapes		
All blinds have been dusted on a weekly basis.		
All drapes have been vacuumed on a monthly basis.		
All blinds have been removed from the windows and washed on an annual basis in the summer months.		
Furniture and Fixtures		
All furniture and fixtures have been cleaned as outlined in the Statement of Work.		
Stairs and Landings		
All stairs and landings have been cleaned on a daily basis.		
All hand rails, baseboards, risers, steps, landings, stringers and ledges have been washed on a monthly basis.		
Stairs and landings have been stripped, washed and refinished in the months of July & January		
Floors		
All floor have been swept and damp mopped and spray buffed on a weekly basis;		
All floor areas have been scrubbed and refinished on a monthly basis;		
All floor areas have been stripped and refinished on an annual basis;		
Gym floor has been damped mopped daily;		
Carpeting and Rugs		
All carpets and rugs have been vacuumed on a weekly basis;		
All carpets and rugs have been shampooed thoroughly on an annual basis;		
All spots and stains have been removed from carpeting and rugs;		
All spills on carpet have been cleaned as possible after observation or notification;		
Salt Stains		
No salt stains are visible and there is no discoloration of the carpet or mat after the salt stain removal procedure has been completed.		
The floor area under carpets and mats is free of dust and dirt and present a clean appearance.		
Floor areas under the carpet or mats are free of dust and dirt and present a clean appearance.		
Washrooms		
All blocked toilets, sinks, urinals and drains have been cleared immediately and if any plumbing repairs are necessary the contractor has notified the Project Authority or designate;		
All surfaces of wash basins, taps, exposed piping, flush tanks, toilet bowls, and urinals have been cleaned with a germicidal detergent and plumbing fixtures are free of stains, soap build-up, dust and mold.		
All washroom walls and non-tiled ceilings have been washed with a disinfect detergent, annually.		



All dispensers have been replenished on a regular basis;		
All glass and mirror surfaces to be cleaned utilizing the appropriate prepared solution of glass cleaner dispensed from a spray bottle, then dried and polished;		
Floor drains are free of debris and odor;		
All interior surfaces have been cleaned with an acid based cleaner to remove build-up of stains, iron deposits or hard-water salt;		
All foreign residue/litter has been removed from floors;		
Sani-cans, have been washed, disinfected and replaced with a clean bag;		
Walls, partitions and doors have been cleaned to remove finger marks, graffiti and other marks;		
All trash from strainers in base of urinals have been removed;		
Shower stalls and shower curtains have been cleaned with a germicidal soap;		
Doors, Door Frames etc...		
All Doors, door frames, hand plates, and push bars have been cleaned on a weekly basis.		
Walls' Partitions, Baseboards and Ceilings:		
All fingermarks, smudges and stains on painted walls, partitions and columns have been removed;		
All baseboards, ledges and moldings and ceilings are free of dust;		
Vinyl covered walls, doors and partitions have been spot cleaned;		
All fabric and carpeted walls, columns and partitions have been vacuumed;		
All painted walls and columns have been dusted semiannually.		
Corridors:		
All floors have been swept, vacuumed and damp mopped;		
All floors have been Stripped and refinish.		
Stairs and Landings:		
All stairs and landings have been swept, vacuumed and washed;		
Hand rails, vertical grilles, baseboards, risers, steps, landings, stringers and ledges have been cleaned;		
Stairs and landings have been stripped, washed and refinished;		



SECTION 2 - SPECIAL PURPOSE SPACE JANITORIAL SERVICES INSPECTION

Description of Work	Result	Recommended Corrective Actions/Comments
Transient Quarters		
Laundry:		
All soiled laundry has been washed, dried and folded and placed on the laundry table ready for pick up.		
Laundry Area:		
Lint has been removed from the dryer; The laundry room floor has been swept each week;		
Residence:		
All laminate floors have been swept and washed;		
All furniture surfaces have been dusted		
All couches and fabric chairs have been vacuumed;		
Light fixtures have been removed , washed and replaced;		
All food contents have been removed from the fridges and fridges have been wiped inside and outside;		
The top of stoves and cleaning burner plates have been cleaned;		
Ovens have been cleaned;		
Food contents of cupboards have been removed and inside and outside of cupboards have been cleaned;		
All garbage has been removed from the premises by the occupant;		
The Janitorial Staff have notified the Project Authority that the garbage has not been removed by the occupant;		
RCMP M Divison Hanger		
The Hanger floor area has been swept and washed weekly;		
The Hanger floor area has been power washed monthly;		
The RCMP Power Wash Machine has been cleaned and well stored		
Guard Room and Cell Blocks		
Guard Room including Breathalyzer Room and Exercise Hallway have been cleaned daily;		
Telephone Room and Interview Rooms have been cleaned daily;		
Secure Bay Area		
The Secure Bay area has been hosed down weekly;.		
Cell Blocks		
Cell walls, floors, ceilings doors and floors have been scrubbed thoroughly with a germicidal soap;		
Bunks and mattresses have been cleaned and sanitized as required (and after each use when practicable) with appropriate products and recommended procedures;		



All camera covers (plexiglass) have been cleaned;						
Washrooms:						
All feminine napkins have been disposed in biohazard containers from the mounted dispensers;						
All washroom sinks, toilets and urinals have been sanitized using appropriate disinfectant and dedicated cleaning equipment;						
All floor drain grills and vent grilles have been cleaned;						
All spills, accidents and incidents have been reported;						
Emergency Response Centre/Operational Command Centre						
	Mar	Jun	Sept	Dec		
Interior windows have been cleaned:						
Exterior windows have been cleaned;						

SECTION 3- MONTHLY, SEMI ANNUAL, AND ANNUAL JANITORIAL SERVICES INSPECTION:

Description of Work	Month	Result	Recommended Corrective Actions/Comments
Waste receptacles have been washed and disinfected on the interior and exterior;	Jan		
	Jun		
Wastepaper baskets have been washed and disinfected on the interior and exterior ;	May		
	Jun		
Fire extinguishers have been cleaned and polished;	Jan		
	Jun		
All door grilles have been washed and dried;	Apr		
	Oct		
All fabric and carpeted walls, columns and partitions have been vacuumed ;	May		
	Nov		
All painted walls and columns must be dusted;	May		
	Nov		
All blinds have been removed and cleaned;	Aug		
All corridor floors have been stripped and refinished;	May		
All Stairs and landings have been stripped and refinished;	Jan		
	Jul		



All office floors have been stripped and refinished;;	Apr		
All carpets and rugs have been shampooed;	Jul		
All janitorial room shelves, walls and other surfaces have been washed;	Apr		
	Oct		
All janitorial room floors have been stripped and washed;	Apr		
Wash and disinfect all washroom walls and non-tiled ceilings;	Aug		

SECTION 4- TASK AUTHORIZATION INSPECTIONS:

Description of Task	Date of Task Request	Date Task Completed	Results	Recommended Corrective Actions/Comments
Snow Clearing: snow has been removed from all entrance areas, walkways, and front stairs.				
Emergency Cleaning Services:				
Unforeseen Meetings/Enquires:				
Additional Janitorial Services:				



**ANNEX G
PROJECT CLEANING LOG**

DATE: _____

MONTHLY CLEANING WORK		
	INITIALS	DATE COMPLETED
Light Fixtures: Fluorescent Fixtures, remove shield, wash exposed pan, wash acrylic shield using antistatic procedure Incandescent Recessed fixtures, remove glass cover, wash;		
Windows: Clean Interior window glass thoroughly; Dust all window blinds;		
Furniture: Vacuum upholstered furniture, including removal and vacuuming of all sides of cushions and cushion bed;		
Metal Fixtures: All metal handrails, doorknobs and other metal surfaces shall be polished using an approved metal polish;		
Misc.: Clean all , air intake grilles, air diffusers, and metal surrounds, using a detergent solution or solvent; Disinfect the inside and outside of wastepaper and refuse receptacles including metal containers; Remove and wash all shower curtains;		
Toilets and Urinals: Remove build-up of stains, iron deposits or hard-water salts, clean all interior surfaces with an acid based cleaner. Ensure proper ventilation while using acid based products.		
Corridors: Scrub and refinish all corridor floors;		
Stairs and Landings: Wash all hand rails, baseboards, risers, steps, landings, stringers and ledges;		
Carpeting and Rugs: Lift all T-mats , clean and replace to original area, clean carpet under T mats		
Floors: Power Was Hanger Floor Wash all Floors		



SEMI ANNUAL CLEANING WORK			
DESCRIPTION	MONTHS	INITIALS	DATE COMPLETED
Clean and Polish all Fire extinguishers ;	January		
	June		
Wash and disinfect all garbage cans and waste receptacles;	May		
	November		
Wash and dry all door grilles;	April		
	October		
Vacuum all fabric and carpeted walls, columns and partitions;	May		
	November		
Dust all painted walls and columns;	May		
	November		
Strip and refinish all corridor floors;	May		
	November		
Strip and refinish stairs and landings;	May		
	November		
Strip and refinish all floor areas;	April		
	October		
Wash all walls , shelves and other surfaces;	April		
	October		
Clean Transient Quarters ovens ;	January		
	June		

ANNUAL CLEANING WORK			
DESCRIPTION	MONTH	INITIALS	DATE COMPLETED
Shampoo all carpets and mats	July		
Wash and disinfect all washroom walls and non-tiled ceilings;	August		



ANNEX H
RCMP – M Division Headquarters and Complex Buildings
Janitorial Staff Sign In Sheet

Month and Year:									
	ID Badge Number	Name - <i>Nom</i>	DAY	Time - <i>Heure</i>		Initials <i>Initiales</i>	Access Device		Device Returned
				In <i>Arrivée</i>	Out <i>Depart</i>		Key	FOB	
1		Name (Print) – Nom (en lettres moulée)							
		Signature							
2		Name (Print) – Nom (e lettres moulée)							
		Signature							
3		Name (Print) – Nom (en lettres moulée)							
		Signature							
4		Name (Print) – Nom (en lettres moulée)							
		Signature							
5		Name (Print) – Nom (en lettres moulée)							
		Signature							
6		Name (Print) – Nom (en lettres moulée)							
		Signature							



ANNEX I

**Task Authorization
Autorisation de tâche**

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$
Security Requirements: This task includes security requirements Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité <input type="checkbox"/> No - Non <input type="checkbox"/> Yes - Oui If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat	

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
--	--	---

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

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Annex _____
Annexe _____

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature Date



**ANNEX J
TASK AUTHORIZATION USAGE REPORT**

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

QUARTERLY TASK AUTHORIZATION USAGE REPORT								
1st Quarter: April 1 to June 30:								Total Limitation
Task Number	Task Revision Number	Description of Authorized Task	Estimated Cost of each Task	Total Amount Expended to Task	Task Start Date	Task End Date	Active Task Status	\$ _____
							Total Expenditure	

QUARTERLY TASK AUTHORIZATION USAGE REPORT								
2nd Quarter: July 1 to September 30:								Total Limitation
Task Number	Task Revision Number	Description of Authorized Task	Estimated Cost of each Task	Total Amount Expended to Task	Task Start Date	Task End Date	Active Task Status	\$ _____
							Total Expenditure	



QUARTERLY TASK AUTHORIZATION USAGE REPORT								Total Limitation
3 rd Quarter: October 1 to December 31:								
Task Number	Task Revision Number	Description of Authorized Task	Estimated Cost of each Task	Total Amount Expended to Task	Task Start Date	Task End Date	Active Task Status	\$ _____
Total Expenditure								

QUARTERLY TASK AUTHORIZATION USAGE REPORT								Total Limitation
4 th Quarter: January 1 to March 31:								
Task Number	Task Revision Number	Description of Authorized Task	Estimated Cost of each Task	Total Amount Expended to Task	Task Start Date	Task End Date	Active Task Status	\$ _____
Total Expenditure								



**ANNEX K
BID SUBMISSION REQUIREMENT FORM (A)**

Please submit the following Mandatory information with your RFP: **FAILURE TO MEET THE MANDATORY REQUIREMENTS WILL RESULT IN YOUR BID BEING DEEMED NON-RESPONSIVE AND NO FURTHER EVALUATION WILL OCCUR**

Part 1: Bidders Information *(Please complete the following fields)*

Legal Business Name: _____

Address: _____

City/Province: _____ Postal Code _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

GST Number: _____ or Business Number: _____

Please Note: If you do not have a GST or Business Number your SIN Number is required below.

SIN Number: _____

Part 2: Submission Requirements

	Submission Requirements	Compliant	
		Yes	No
1.	The bidder has a minimum of two (2) years of experience in the last five (5) years in Janitorial Services on contracts of similar size and scope to the requirement identified in the solicitation. <i>(Similar in size and scope is defined as: A space that is a minimum of 50% of the size (m2) and A space of similar use or type (e.g. Guard room and cells, meeting rooms, office space etc.</i>		
2.	Two Written references from clients that clearly state the bidder has experience and a good reputation for providing janitorial services of a similar scope. (For each reference the bidder must provide the name of the client and contact information.) <i>(References will be verified)</i>		
	A Certificate for each employee who has completed the Bloodborne Pathogen Training.		
3.	A Transition Plan that outlines the transitioning time line from the current service provider to the new contractor which includes an orientation of staff and coordination with the existing provider for the removal of their cleaning products and equipment etc.		
4.	The completed Green Products Matrix. (Part 3)		
5.	The completed Power Equipment List. (Part 4)		



Part 3- Environmental Green Products

1. BACKGROUND

For purposes of this RFP, the minimum standards established for the performance of these products must be in accordance with The Environmental Choice M Program (ECP), Environment Canada's Eco Logo program, or the Green Seal as used in the United States of America, or other internationally recognized certification.

Green Seal Standard for Industrial and Institutional Cleaners (GS-37), www.greenseal.org/standards/g37.pdf, and the Green Seal Standard for Industrial and Institutional Floor-Care Products (GS40), www.greenseal.org/standards/g40.pdf. A list of certified cleaners meeting these standards is available at www.greenseal.org/certproducts.htm#cleaners

Canada's Environmental Choice Program certifies products based on strict environmental standards, as per the PRC-097 standard (see below). A list of janitorial cleaners qualified under these standards can be found at the following website: <http://www.environmentalchoice.com>:

Under PRC-097, certified cleaners must:

- Meet or exceed government and industry safety and performance standards;
- Meet the requirements of all applicable government acts, bylaws and regulations including the Fisheries Act and the Canadian Environmental Protection Act;
- Clean common hard surfaces effectively;
- Not require poison labeling under the Hazardous Products Act;
- Be accompanied by detailed instructions for proper use to maximize product performance and minimize;
- Be labeled for use with tepid water when diluted;
- Not be formulated with phosphates, NTA, EDTA, APEOs, organic ingredients which are bio accumulating or potentially bio accumulating;
- Not contain chemicals which are proven or probable carcinogens;
- Not contain halogenated organic solvents or butoxy-ethanol;
- Not use ethylene oxide in the manufacture of the whole formula or any component of it;
- Not contain volatile organic compounds (VOCs) exceeding 0.05% by weight;
- Be readily biodegradable under both aerobic and anaerobic conditions;
- Be nontoxic to aquatic life by whole formulation short-term sensitive toxicity tests;
- Have a calculated oral rat toxicity of LD50 > 5000 mg/kg by whole formulation test;
- Demonstrate minimum potential for introduction of endocrine disrupting by-products into the receiving environment, through complete absence of detectable recalcitrant metabolites formed during biodegradation tests;
- Demonstrate low potential for skin irritancy; and
- Be listed with a recognized environmental health organization as a product not harmful to people suffering from environmental illness, including, inter alia, the Envirodesic™ Certification Program, the Canadian Lung Association, the Asthma Society of Canada, and the Environmental Illness Society of Canada.

2. BIDDER SUPPLIED - CLEANING PRODUCTS MATRIX INSTRUCTIONS

A minimum of 80% of the total products identified by the Bidder must be in accordance with the specifications of the Product Standards Certification, described in the above section. Bidders must complete the matrix and list all the chemicals and cleaning products that will be used in the performance of the contract.



Bidders must be able to provide products that meet Canada's Environmental Choice Program, or Green Seal's standards for Industrial and Institutional Cleaners (GS-37) or Industrial and Institutional Floor-Care Products (GS-40), or recognized International equivalent. Examples of these categories include, but are not limited to the following:

General Purpose Cleaners Bathroom Cleaners Glass Cleaners Cleaners/Degreasers
Carpet Shampoos Floor Cleaners Floor Care: Finishes and Strippers

3. CLEANING PRODUCTS MATRIX

Bidders must identify all janitorial products intended to be used in providing janitorial services to the Base, by: product name, manufacturer name, part # and purpose/use. Bidders must state if the product meets or does not meet Canadian Environmental Certification requirements. Note: the USA Green Seal is also acceptable.

CLEANING PRODUCTS MATRIX EXAMPLE							
	ITEM Description Including Manufactures Name	MSDS Incl.		Enviro Choice CAN		Green Seal (Optional) USA	
Column A	Column B.	Column C	Column D	Column E	Column F	Column G	Column H
#	EXAMPLE	YES	NO	YES	NO	YES	NO
1	DUSTBANE, ORBIT part # 69280 PURPOSE: Floor finish						
2	BIOBAG, 33 GALLON Bio-degradable trash bag. Part# 187626, 32 x43 NOTE: GARBAGE BAGS must meet Bio-Degradable standards (ASTM - American Society for Testing and Materials) or Canadian Equivalent.	Yes		Yes			

CLEANING PRODUCTS MATRIX							
	Item Description Including Manufactures Name	MSDS Incl.		Enviro Choice CAN		Green Seal (Optional) USA	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

If more lines/information is being provided please attach a separate sheet in the same format.



CALCULATIONS
Step 1 From Column C or E or G add the Total number of environmentally approved products supplied by the contractor: =
Step 2 From Column B, add the Total number of all cleaning products supplied by the contractor =
Step 3 % of Environmentally approved products Step 1 ÷ Step 2 = ____% *
* MUST BE EQUAL TO OR GREATER THAN 80% OVERALL OR YOUR BID WILL BE DEEMED NON-RESPONSIVE AND NO FURTHER EVALUATION WILL OCCUR

Part 4 – Power Equipment List

	Description	Age (years)	Quantity	Manufacturer	Model
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
<i>If more lines/information is being provided please attach a separate sheet in the same format.</i>					



**ANNEX L
POINT RATED EVALUATION CRITERIA (B)**

Point Rated Evaluation Criteria R.00		Maximum Points	
		Max	obtained
Organization			
R.01	The Bidder has provided an organization chart which identifies the number of individual positions assigned to the potential contract, including the titles of each position and the responsibility or function of each position.	10	
R.02	The Bidder has provided a Business Plan which identifies an efficient methodology and approach that the bidder will use to meet the scope of the requirement.	10	
R.03	The bidder has included the Roles and Responsibilities of the Manager and On site Supervisor in the Business Plan. .	10	
R.04	The bidder has provided a comprehensive strategy for managing staff for multiple locations.	10	
R.05	The Bidder has submitted a comprehensive strategy to address absenteeism of staff.	10	
Education/Training/Certifications: Manager and On Site Supervisor			
R.06	<p>The Bidder has provided resumes for each individual Manager and On Site Supervisors which includes all related education, training and certification and specifically for;</p> <ul style="list-style-type: none"> a) Janitorial Services from a recognized institution ; b) WHIMS; c) Health and Safety; d) Quality Assurance; e) and /or other related education, training and certification and experience related to janitorial services <p><i>(0 to 02 points per each to a maximum of 10 points)</i> NOTE: Points will be awarded for Bidder's in house training programs which address the above education and training. Bidders must be able to provide copies of their in house course programs, outlines or list of training materials (i.e. books, videos) as supporting documentation.</p>	10 10 10 10 10	
R.07	<p>The Bidder has indicated the number of years of:</p> <ul style="list-style-type: none"> a) Over all janitorial experience. <i>(5 point per year to a maximum of 20 points.)</i> b) On Site janitorial supervisory experience. <i>(5 points per year to a maximum of 20 points.)</i> 	20 20	
Experience/Education /Training/Certifications : Janitorial Staff			
R.08	<p>The Bidder has identified the minimum requirements that on-site janitorial staff must meet prior to working on this contract including all related education, training certifications and years of experience specifically for;</p> <ul style="list-style-type: none"> a) Janitorial Services from a recognized institution; b) WHIMIS; c) Health and Safety; d) First Aid; e) Quality Assurance; f) and/or other related education, training, certification and experience related to janitorial services. <p><i>(0 to 2 points per each to a maximum of 10 points)</i> NOTE: Points will be awarded for Bidder's in house training programs which address the above education and training. Bidders must be able to provide copies of their in house course programs, outlines or list of training materials (i.e. books, videos) as supporting documentation.</p>	10 10 10 10 10 10	
Maximum points Available		200	
Overall Points required to pass		120	
*Must be equal to or greater than 60 % overall or your bid will be deemed Non-Responsive and no further evaluation will occur.			