



**REQUEST FOR QUOTATION
DEMANDE DE SOUMISSION**

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

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

Conseil national de recherches Canada
Services d'approvisionnement
1200, chemin de Montréal, Édifice M-22
Ottawa (Ontario)
K1A 0R6
Offre Télécopieur: (613) 991-3297

Instructions: See Herein

Proposal To:

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux:

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).



Title/Sujet Cleaning Services & Snow Clearing/Removal Services St. John's, Newfoundland	
Solicitation No./N. de l'invitation 17-22119	Date January 5, 2018
Solicitation Closes/L'invitation prend fin at/à 14:00 on/le February 14, 2018	Time Zone/Fuseau Horaire EST
Address Enquiries To/Adresser demandes de renseignements à : Melody Ellis Telephone No./N. de téléphone : (613) 993-4461 Facsimile No./N. de télécopieur : (613) 998-5701	

Instructions: Voir aux présentes

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

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

5.0 **PROPOSAL CLOSING DATE AND BID SUBMISSION INSTRUCTIONS**

- 5.1 Proposals must be delivered not later than **14:00 EST, February 14, 2018**, to the following Contracting Authority:

Melody Ellis
 Contracting Authority, Procurement Services
 National Research Council Canada
 1200 Montreal Road, Bldg. M-22
 Ottawa, Ontario K1A 0R6 Telephone: (613) 993-4461

Proposals must not be sent directly to the Project Authority

- 5.2 Proposals must be delivered in a sealed envelope and the Bidder's name and RFP No. 17-22052 should be clearly indicated on the Proposal Envelope. It is the vendor's responsibility to obtain date and time stamped receipt signed by the receptionist as proof that NRC has received their proposal within the prescribed time limit. All risks and consequences of incorrect delivery of bids are the responsibility of the Bidder.
- 5.3 Bid submissions must be in accordance with the Standard Instructions and Conditions (Applicable to Bid Solicitation) attached as **Appendix "I"**.
- 5.4 Due to the nature of this solicitation, NRC will not accept any proposal documents by facsimile.
- 5.5 NRC will not accept any proposal documents by electronic mail or on diskette.
- 5.6 Proposals received after the closing date will not be considered and will be returned to the sender. The sender has the sole responsibility for the timely dispatch and delivery of a proposal and cannot transfer such responsibility to the NRC. No supplementary information will be accepted after the closing deadline unless NRC requests a clarification.
- 5.7 All submitted proposals become the property NRC and will not be returned to the originator.

6.0 **COST PROPOSAL**

- 7.1 The cost proposal must be submitted using the pricing table in **Appendix "F"**.
- 7.2 GOODS AND SERVICES TAX (GST) and HARMONIZED SALES TAX (HST): The GST and HST, whichever is applicable, shall be considered an applicable tax for the purposes of this RFQ and extra to the price herein. The amount of GST or HST shall be disclosed and shown as a separate item.
- 7.3 Bids will be evaluated in Canadian currency, therefore, for evaluation purposes, the exchange rate quoted by the Bank of Canada as being in effect on date of bid closing, shall be applied as the conversion factor for foreign currency. Prices quoted shall not be subject to, or conditional upon, fluctuations in commercial or other interest rates during either the evaluation or contract period.

8.0 **MANDATORY BIDDERS MEETING**

- 8.1 MANDATORY information session and site visit is scheduled for **January 11, 2018 commencing at 10:00 AM**. Bidders will meet Mr. Walter Tilley at the National Research Council, 1 Arctic Avenue,

St. John's Newfoundland. Bidders who, for any reason, cannot attend the specified date and time will not be given an alternative appointment to view the Site and their bids therefore will be rejected as non-compliant. **NO EXCEPTIONS WILL BE MADE.**

Bidders should advise the Contracting Authority by email of their intention to attend in advance of this meeting and the number of attendees planned.

- 8.2 As proof of attendance, at the site visit, the Project Authority will have an attendance form which **MUST** be signed by the bidder's representative. It is the responsibility of all bidders to ensure they have signed the Mandatory Site Visit Attendance form prior to leaving the site. Proposals submitted by bidders who have not attended the site visit or failed to sign the Attendance Form will be rejected as non-compliant.

9.0 CONDITIONS OF SUBMISSION

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

10.0 OWNERSHIP OF INTELLECTUAL AND OTHER PROPERTY

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

11.0 CONFIDENTIALITY

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

12.0 CRIMINAL CODE OF CANADA

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

ADDITIONAL CONTRACT CLAUSES

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

13.0 T4-A SUPPLEMENTARY SLIPS

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

14.0 GOVERNMENT SMOKING POLICY

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

15.0 ACCESS TO GOVERNMENT FACILITIES / EQUIPMENT

- 15.1 Access to the facilities and equipment necessary to the performance of the work shall be provided through arrangements to be made by the Project Authority named herein. There will be however; no day-to-day supervision of the Contractor's activities nor control of the Contractor's hours of work by the Project Authority.
- 15.2 The Contractor undertakes and agrees to comply with all Standing Orders and Regulations in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fires.

16.0 GENERAL CONDITIONS

- 16.1 The General Conditions 2035 are attached as **Appendix "H"** form part of this Contract.

17.0 ADDITIONAL WORK

- 17.1 The successful bidder can at NRC's option, be asked to provide additional work related to this requirement. Payment will be limited to the firm per diems quoted in the Contractor's proposal.

18.0 STAFFING REQUIREMENTS

- 18.1 The Contractor shall ensure that the staffing requirements are met throughout the life of the contract.

19.0 NON-PERMANENT RESIDENT (CANADIAN COMPANY)

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

20.0 LUMP SUM PAYMENT - WORK FORCE REDUCTION PROGRAMS

20.1. It is a term of the contract that:

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

21.0 FORMER PUBLIC SERVANT

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

21.2 Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the Financial Administration Act R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made of former public servants; or
- d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the FPS . 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.

21.3 Former Public Servant in Receipt of a Pension

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

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

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

21.4 By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

21.5 Work Force Reduction Program

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **YES () NO ()**

If so, the Offeror 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.

21.6 For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

22.0 OFFICE OF THE PROCUREMENT OMBUDSMAN (OPO)

22.1 The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa-opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.

23.0 SECURITY LEVEL

- 23.1 Prior to the performance of the obligations under this contract, all personnel that will be involved with the project must be cleared to the security level of **Reliability Status** as defined in the security policy of Canada.
- 23.2 Any Contract resulting from this invitation will be subject to the Security Requirements Check List (SRCL), form TBS/SCT 350-103, attached at **Appendix "K"**.
- 23.3 The Contractor/Offeror must, at all times during the performance of the Contract, hold a valid security level clearance as identified in the Security Requirement Checklist (SRCL) Part A, Part B and Part C, as applicable, attached hereto at **Appendix "K"** and forming part of the contract.

24.0 LICENSING

- 24.1 The Contractor must obtain and maintain all permits, licences and certificates of approval required for the work to be performed under any applicable federal, provincial or municipal legislation. The Contractor shall be responsible for any charges imposed by such legislation or regulations. Upon request, the Contractor shall provide a copy of any such permit, licence or certificate to Canada.

25.0 SITE REGULATIONS

- 25.1 The Contractor undertakes and agrees to comply with all standing orders or other regulations, in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fire.

26.0 SAFETY REGULATIONS AND LABOUR CODES

- 26.1 The Contractor must adhere to all safety rules, regulations and labour codes in force in all jurisdictions where the work is to be performed.

27.0 WORKERS COMPENSATION

- 27.1 It is mandatory that all persons performing the work be covered under the applicable worker's compensation legislation provided for the benefits of injured employees.

28.0 COMMERCIAL GENERAL LIABILITY

- 28.1 Commercial General Liability insurance shall be effected by the Contractor and maintained in force throughout the duration of this /any resulting contract, in an amount usual for a contract of this nature but, in any case, for a limit of liability NOT LESS than \$ 2,000,000.00 per accident or occurrence. See **Appendix "J"**.

29.0 INTEGRITY PROVISIONS

- 29.1 By responding to this RFP, the Proponent is subject to the integrity provisions contained in the following documents:

- The Government of Canada's *Integrity Provision*
- *Ineligibility and Suspension Policy* (the "Policy") in effect on the date the bid solicitation is issued
- all related Directives related to the above policy in effect on that date

These documents are incorporated by reference and form a binding part of the bid solicitation. The Bidder must comply with the Policy and Directives at the following link: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/21>

30.0 GREEN CONSIDERATIONS

- 30.1 NRC encourages service providers to use equipment, consumables or other services that are environmentally preferable. Examples include:

- goods and/or services certified to a reputable eco-label;
- consumables that contain recycled content, are recyclable or are free of hazardous chemicals; and
- equipment that has high energy efficiency or produces low air emissions.

- 30.2 Services can be considered environmentally preferable based on the inherent nature of its service. For example, the service provider may offer:

- a recycling service, which is environmentally preferable to a landfill service;
- an environmental service such as nature and landscape protection service or a contaminated sites remediation service;
- a rental service of any equipment or facilities that are only required for a short period of time, which is environmentally preferable to ownership;
- a leasing service of any equipment (e.g. it may be environmentally preferable to lease a printer rather than own it outright because the supplier has greater incentive to ensure that the printer it provides is durable, well-maintained and efficiently deployed); and
- a clean technology service, such as those available through the environment priority area of the Build in Canada Innovation Program.

31.0 ATTACHMENTS

Appendix "A" – Statement of Requirement

Appendix "B" – Operations & Frequencies

Appendix "C" – Technical Cleaning Specifications: Supply of Cleaning Services

Appendix "D" – Technical Cleaning Specifications: Schedule of Cleaning Operations

Appendix "E" – Glossary of Terms

Appendix "F" – Pricing Matrix

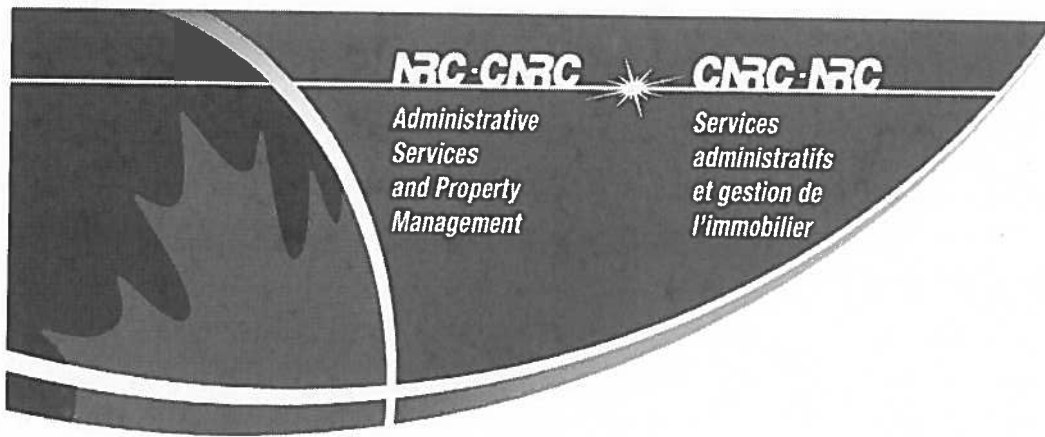
Appendix "G" – Site Floor Plans

Appendix "H" – NRC General Conditions 2035

Appendix "I" – Standard Instruction and Conditions (Applicable to Bid Solicitation)

Appendix "J" – Evidence of Insurance

Appendix "K" – SRCL Form



Request for Proposal to Provide

The Supply of Cleaning Services & Snow Clearing/Removal Services

To

NRC- Ocean, Coastal & River Engineering (OCRE)
#1 Arctic Ave., St. John's, NL
M.U.N Campus

RFP No. 17-22119

APPENDIX A

STATEMENT OF REQUIREMENT

THE SUPPLY OF CLEANING SERVICES

1. Overview of NRC's Building and Property Portfolio

1.1. Properties and Buildings

The Contractor will provide cleaning services to the Ocean, Coastal, River Engineering (OCRE) St. John's building which is a division of the National Research Council of Canada and it is located on an eight (8) hectare site on the Memorial University of Newfoundland's Campus in St. John's, NL at #1 Arctic Avenue. The facility has a staff of approximately one hundred (100) NRC personnel as well as approximately thirty (30) other clients and contractors. The facility conducts research and contract marine testing work for both national and international clients.

The facility has an area of approximately 22,000 m². This includes 5000 m² of office and meeting room space and 15,000 m² of laboratory and shop space; mechanical and electrical rooms, stores areas; storage areas and large water filled tanks.

The facility has nine (9) 3m x 3m overhead doors, five (5) staff entrances, twenty three (23) fire exits and approximately 300m of concrete sidewalks varying in width from 3 to 5 meters.

Drawings provided for the facility are:

- 300838A04 – IPF – Floor Plan – Level 1
- 300838A05 – IPF – Floor Plan – Level 2
- 300838A06 – IPF – Floor Plan – Level 3
- NRC St. John's Floor 1 Rev 1
- NRC St. John's Floor 2 Rev 1
- NRC St. John's Basement 1 Rev 1
- NRC St. John's Basement 2 Rev 1

1.2. Definition of Terms

Refer to Appendix "E" for a Glossary of Terms used.

1.3. Description of Services Required

1.3.1. Work Included in the Scope of Work

- To provide all labor, superintendence, tools, equipment, supplies and other accessories to perform:
 - Exterior & interior cleaning services
 - Snow clearing/removal services.

1.3.2. Pre-Tender Site Meeting

- A pre-tender site meeting will be held on location at #1 Arctic Avenue, St. John's, NL. The time and date will be indicated in the "Invitation to Tender" package. Attendance of the pre-tender meeting is mandatory. Tenders of bidders not attending the pre-tender site meeting will be rejected.
- Any clarifications or changes to the bid solicitation resulting from the pre-tender site meeting will be included as an amendment to the bid solicitation.

1.3.3. Acceptance of Site

- The Contractor must inspect the site, review and discuss any unexpected or unclear conditions with the ASPM Building Manager before submitting their bid.
- Submission of tender implies acceptance of existing conditions.

1.3.4. Materials and Workmanship

- All material to be new and of highest quality obtainable for the service.
- Only 1st class workmanship will be accepted, not only with regard to safety, efficiency and durability, but also with regard to neatness of detail and performance
- The Contractor shall comply with WHMIS regulations and provide MSDS sheets to the ASPM Building Manager for all chemicals used in the performance of the contract.
- The contractor shall be in good standing with WHSCC.

1.3.5. Conversion of Floor Covering

- 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.

1.3.6. Protection and Warning Notices

- Provide all materials and equipment required to protect existing equipment.
- Erect barriers to prevent dust, debris and chemical odours from spreading through the building.
- Erect personnel warning notices to warn of wet and/or slippery floors, carpet cleaning, ice walkways or other hazards as deemed necessary by the Contractor or ASPM Building Manager.
- Repair or replace any and all damage to the Owner's property caused during the performance of the Contract, at no cost to the Owner and to the satisfaction of the ASPM Building Manager.

1.4. Qualifications

1.4.1. Contractor

The Contractor must have a commitment to this field of work and demonstrate experience on contracts of a similar scope by listing at least three previous similar contracts/assignments undertaken within the last five years that are relevant to this requirement.

Must demonstrate in having a minimum of three (3) years recent experience in providing janitorial services to large institutional and/or commercial sites with numerous, multi-purpose facilities and laboratories of various size.

1.4.2. Contractor's Staff

- The Contractor shall include the supply of all-necessary staff, sub-contractors and vendors applicable to the work required, for the full term of this contract.
- The Contractor shall provide for all necessary supervision, administration, support, assistance and control for his staff, sub-contractors and vendors.

- The Contractor's Supervisor shall be responsible for organizing and scheduling work, making the necessary scheduled inspections, generally supervising the work on a day-to-day basis.

1.4.3. Sub-Contracting

- The Contractor shall describe those services, which shall be sub-contracted to other organizations. Any trades not so described shall be assumed to be provided by the contractor's own staff. The contractor shall obtain prior, written authorization from the NRC Contract Administrator.
- The Contractor is responsible for the supervision of any sub-contractors used in the performance of the work.

1.5. Reporting method of payment

- 1.5.1. Upon submission of monthly invoice and approval of payment.

1.6. Fire, General Safety and Protection

- 1.6.1 The Contractor will comply with all ordinances, rules and regulations relating to the transportation and disposal of the hazardous waste and to the preservation of the public health.
- 1.6.2 The Contractor shall follow all safety signage and notices posted throughout the NRC St. John's building. For example, safety footwear must be worn in all shops and tank areas as posted.
- 1.6.3 The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
- 1.6.3 Continuously protect NRC property from damage, injury or loss arising in connection with this Contract. The Contractor shall make good, at its own expense, any damage, injury or loss to the property. Provided that the Contractor has taken reasonable precautions, the Contractor shall not be responsible for any such damage, injury or loss which NRC has agreed to insure or which may be directly caused by NRC, its agents or employees.
- 1.6.4 In the event that any system or equipment appears to be unsafe, take interim remedial action and immediately notify the ASPM Building Manager and remain at the site until steps have been

taken to protect the public and occupants from the hazard or condition.

- 1.6.5 The Contractor shall ensure that all tools/equipment used to perform the work is in a state of good repair. The ASPM Building Manager 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.
- 1.6.6 Hitching, lifting or securing devices mounted on containers shall be inspected regularly and maintained to prevent safety hazards.
- 1.6.7 Protection Equipment; appropriate personal protective equipment must be provided by the Contractor and used while executing the required work. Such equipment shall conform to the latest industry standards and be in good repair. Any personal protective equipment not in good repair must be replaced immediately. Safety cones or safety barriers must be used as required to identify obstructions or other unsafe conditions at the work site. The Contractor is responsible for the supply and installation of all signage, protection and barriers required to execute their work in a safe and secure manner.
- 1.6.8 Accident Reporting; All accidents or injuries occurring on the NRC work site must be reported and documented to the ASPM Building Manager.
- 1.6.9 Other Safety Issues; the Contractor is requested to immediately report to the ASPM Building Manager any safety issue that may affect his staff in the performance of their work. The Contractor will be responsible for the health and safety of his workers, sub-contractors and vendors as regulated by Federal, Provincial and Municipal Act and Regulations.

1.7. Taxes and Licenses

- 1.7.1 The successful Contractor will assume the sole responsibility for the payment of insurance premiums, licenses, taxes, and all other charges imposed by the federal, provincial, or municipal authorities.

1.8. Insurance

- 1.8.1 The successful Contractor shall provide and maintain during the term of the Contract Comprehensive General Liability insurance in an amount of \$2,000,000.
- 1.8.2 All Environmental Insurance shall be included in the price structure.
- 1.8.3 The Contractor must carry insurance to cover re-keying costs in the event that locks must be re-keyed due to contractor staff losing NRC keys.

1.9. Resolutions of Conflicts

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

1.10. Regulatory Standards

- 1.10.1 The Contractor shall adhere to all applicable codes and regulations including but not limited to: Environmental Regulations and Occupational Health and Safety Regulations. NRC, being a Federal Government Agency, can abide by Federal Codes and Regulations and is not compelled to abide by Provincial Building Codes and Regulations. However, in most circumstances and issues, NRC abides by the more stringent of either Provincial or Federal Codes and Regulations.

1.11. Changes to Scope

- 1.11.1 NRC requires the flexibility to respond to changes in its operation. During the term of the contract, the ASPM Building Manager may adjust the scope of the contract. Such adjustments will be mutually agreed upon with the contractor that there will be a change to the contract.
- 1.11.2 Should the Contractor not wish to undertake any additional work resulting from a change in scope, NRC reserves the right to tender this portion of the new work, as well as other work being done by the Contractor and deemed appropriate to combine with the additional work.

- 1.11.3 Should the price of the work so removed from the Contract be clearly delineated in the proposal, the Contract amount shall be adjusted accordingly; otherwise any changes in Contract price will be by mutual agreement.

APPENDIX B
OPERATIONS & FREQUENCIES
THE SUPPLY OF CLEANING SERVICES

1. Space

- 1.1. The Owner shall provide space to the Contractor for the storage of equipment and materials.
- 1.2. The Owner will not be responsible for damage or loss to the Contractor's supplies, materials or equipment in the building, nor for their employee's personal belongings brought into the building.

2. Work Hours, Security & Key Control

- 2.1. Normal working hours on the site are from 07:00 hrs. - 17:00 hrs. Monday to Friday inclusive except statutory holidays.
- 2.2. Written permission from the ASPM Building Manager is required for access to the building outside normal working hours.
- 2.3. The Contractor must co-operate with the building staff in order to keep disruption of normal work to an absolute minimum.
- 2.4. All Contractor personnel or sub-contractors that require access to the building will have to complete an "Access Authorization Form" and will be required to have a "Reliability Security Clearance" completed prior to the issue of access/identification cards.
- 2.5. During the period of the contract, the Contractor's personnel or sub-contractor shall be required to wear access/identification cards. These cards shall be visible at all times.
- 2.6. All keys entrusted to the Contractor during the duration of the contract must be fully protected at all times. Should the Contractor lose any keys or access cards, they shall immediately report that loss to the ASPM Building Manager.
- 2.7. The Contractor shall not duplicate keys supplied by NRC. If this occurs, the Contractor may be held responsible for costs to re-key locks.

3. Inspection of Work

- 3.1. The ASPM Building Manager will perform periodic inspection of the work in progress, to ensure the work performance stays at the same level and standard expected. Observed deficiencies for any part of a building may result in the application of corrective measures to be taken and such performance may be the object of action taken against the Contractor pursuant to the Contract.

- 3.2. The Contractor is required to notify the ASPM Building Manager when each major item of work identified on the schedule of operations is completed. The ASPM Building Manager will inspect the work and any deficiencies must be corrected immediately.
- 3.3. Any items or deficiencies noted in the "Schedule Progress Report" or "Inspection Reports" must be corrected within a minimum of 24 hours and to a maximum of 4 working days. Any work deemed to be urgent by the ASPM Building Manager shall be performed immediately.

4. Work Record

- 4.1. The Contractor shall maintain an up to date record of all work performed on the schedule of operations. This log shall be kept on site and available for review by the ASPM Building Manager.

5. Quality of Work

- 5.1. The quality standards shall be strictly enforced. Work inspections will be based on these quality standards.

6. Disposal of Waste

- 6.1. All collected refuse, empty containers, boxes and other items shall be disposed of daily utilizing the garbage container box provided on site.

7. Jurisdiction

- 7.1. This Contract is under the jurisdiction of the ASPM Building Manager.
- 7.2. Obtain clarification, field instructions and approval to work outside of normal hours only from the ASPM Building Manager.

8. Supplies

- 8.1. The Contractor is required to provide all cleaning materials and supplies necessary for the contract. This includes, but is not limited to:
 - Toilet tissue; Paper hand towels
 - Hand soap
 - Urinal Deodorizing Screens
 - Garbage bags of correct size
 - Petroleum products
 - Sealers; Degreasers
 - Salt; Ice Melter
 - Dust absorbent compounds

- Floor Stripper; Floor Wax
- 8.2. Toilet paper is to meet CAN/CGSB 9.13-92; Paper towels to meet CAN/CGSB 9.14-92; Garbage bags to meet CAN/CGSB 156.1-M87
- 8.3. Paper hand towels must fit in existing “touchless” paper towel dispensers; located in multiple building washrooms (the remaining washrooms use the dispensers with folded type paper hand towels). The new type is Kruger “TITAN² Touchless Mechanical Roll Towel Dispensers”.
- 8.4. All cleaners, compounds, degreasers and disinfectants used in the workplace must conform to the Canadian General Standards Board (CGSB) and the Workplace Hazardous Materials Information System (WHMIS).

9. Tools/Equipment

- 9.1. Cleaning tools and equipment must be CSA certified and in good operating condition at all times. All tools and equipment shall be subject to approval by the ASPM Building Manager or his designate for appearance, cleanliness and suitability for the job. Any tools or equipment deemed unsuitable shall be removed from the premises.
- 9.2. The Contractor shall supply all required tools and equipment in new or excellent condition which is necessary to perform the work, such as (but not limited to):
- Brooms; Mops; Dust Pans; Shovels; Ice Picks; etc
 - A motorized battery operated industrial ride-on floor sweeper
 - A motorized battery operated industrial ride-on scrubber equipped for wet and dry pick-up
 - Vacuum cleaner (s), in satisfactory working order, equipped with a power nozzle and air discharge filters so that dust and odors are not recycled back into the workspace
 - An industrial type wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc
 - A burnisher
 - Two (2) snow blowers with an effective width of at least 27 inches with an engine of at least 10hp
- 9.3. All Contractors’ equipment shall be labeled with the “Company Name”.
- 9.4. The Contractor shall include a detailed list of equipment to be used on this contract with his tender at time of submission. The data required would include Equipment Name; Model; Manufacturer; Approximate Age; and Average Lifecycle.

10. Uniforms

- 10.1. All cleaning staff must be uniformed with industrial type matching shirt and trousers or coveralls. The company name or logo must be affixed to the shirt or coveralls.
- 10.2. The uniforms must be in clean and good repair at all times.

11. Cleaning Operations

- 11.1. Non-scheduled cleaning will be performed between the hours of 07:00 to 17:00 hr. Monday to Friday (except where noted).
- 11.2. Scheduled operations will be performed Monday to Friday, 17:00 to 07:00 hr. or on weekends at times approved by the ASPM Building Manager.

12. Contractors Representative

- 12.1. The Contractor shall designate one of their daytime staff as their representative. They will have the authority to carry out instructions from the ASPM Building Manager.

13. Workforce

- 13.1. The Contractor is required to have sufficient qualified cleaning personnel on site during regular working hours to complete the work. The Contractor shall notify the ASPM Building Manager, in writing, of any changes in site personnel.
- 13.2. From November to March, the Contractor is expected to increase their staff to a minimum of one (1) person for the purpose of snow and ice control. The cost of this service should be included in the total price of the contract.

APPENDIX C

TECHNICAL CLEANING SPECIFICATIONS

THE SUPPLY OF CLEANING SERVICES

1. Exterior**1.1. Daily**

- 1.1.1. Remove ice and snow hanging from edge of the roof and canopies
- 1.1.2. Remove graffiti and posters from exterior walls, doors and windows at street level
- 1.1.3. Clean and polish aluminum fittings, signs, ornamental metal work, metal entrance doors and push bars
- 1.1.4. Clean glass and sashes on both sides in entrance doors
- 1.1.5. Clean up, sweep and keep clear of litter /debris, all entrance and loading areas

1.2. Weekly

- 1.2.1. Clean glass and sashes on both sides in entrance sidelights

1.3. Monthly

- 1.3.1. Clean air intake and exhaust grills
- 1.3.2. Remove dust, litter, and cobwebs from light wells, vent openings, and service passages

1.4. Semi-Annually

- 1.4.1. Wash exterior marble, granite, glazed walls and columns about entrance area

2. Interior Cleaning

- 2.1.1. The required times for scheduled work items specified in this section are specifically defined in "Appendix D".

3. Floors**3.1. General**

- 3.1.1. Chairs, wastepaper baskets and other items are not to be placed on desks, tables or benches during cleaning operations.

4. Resilient Floors/Ceramic Tile Floors

4.1. General

4.1.1. Remove all foreign matter and debris daily.

4.2. Office Areas including Conference Rooms

4.2.1. Sweep and damp mop all floors once per week (Tuesday after 17:00hrs).

4.2.2. Damp mop or wipe floors where necessary to remove spillage and salt daily from November to April inclusive.

4.2.3. Spray buff in front and behind counters, desk wells and traffic lanes every two (2) weeks.

4.2.4. Wet or dry scrub and refinish on a full floor basis every three (3) months.

4.2.5. Strip and refinish on a floor basis annually, or as needed.

4.3. Corridors and Elevator Lobbies

4.3.1. Sweep and damp mop twice (2) per week. (Tuesday and Friday after 17:00hrs)

4.3.2. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

4.3.3. Wet or dry scrub and refinish on a full floor basis every three (3) months.

4.3.4. Strip and refinish on a full floor basis every six (6) months.

4.4. Electro-Mech Shops (x2), Electronics Shop, Electronics Shop Tool Crib, Paint Shop, Machine Shop Tool Crib, Ice Tank Control Room, Warm-Up Room, Carriage Control Rooms (x2), OEB Control Room, OEB Test Lab and North Building Drawing Lab

4.4.1. Sweep and damp mop twice (2) per week. (Tuesday and Friday after 17:00hrs)

4.4.2. Spray buff traffic areas every two (2) weeks (Except Carriage and OEB Control Rooms)(After 17:00hrs)

4.4.3. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

4.4.4. Wet or dry scrub and refinish on a full floor basis every three (3) months. (Except Carriage and OEB Control Rooms)

4.4.5. Strip and refinish on a floor basis once (1) every two (2) years. (Except Carriage and OEB Control Rooms)

4.5. Maintenance Shop Offices and Lunchroom

4.5.1. Sweep and damp mop weekly. (Tuesday and Friday after 17:00hrs)

4.5.2. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

4.5.3. Matting in these areas to be washed and scrubbed monthly.

4.5.4. Wet or dry scrub and refinish on a full floor basis every three (3) months.

4.5.5. Strip and refinish on a full floor basis every six (6) months.

5. Bamboo/Cork Floors

5.1. Daily

5.1.1. Sweep all floors daily and remove all foreign matter and debris.

5.1.2. Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

Please refer to the manufacturers' specifications when dealing with these flooring types

6. Hardwood Floors

6.1. General

6.1.1. Use a minimum amount of water to remove spillage.

6.2. Machine Shop and Pattern Shop

6.2.1. Sweep all floors daily (After 17:00hrs)

6.2.2. Wipe up all spillage as necessary

6.2.3. Clean floors using a solvent wood cleaner, apply one coat of an approved non-slip wax and buff once per year (Machine and Pattern Shop Only)

6.3. Stores (2nd Floor), Cold Labs (x4), Cold Lab Control and Set-Up Rooms

6.3.1. Sweep all floors once (1) per week (Tuesday after 17:00hrs)

6.3.2. Clean up any spillage daily or as necessary

7. Concrete Floors**7.1. General**

7.1.1. The Contractor shall provide, at his expense, a motorized battery operated industrial floor sweeper and scrubber equipped for wet and dry pick-up. Data on the equipment shall be submitted to the ASPM Building Manager for his approval

7.2. Maintenance Shop, Model Prep Shop, Welding Shop, Stores (Ground Floor), OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores**7.2.1. Daily**

7.2.1.1. Sweep floors (After 17:00hrs) in the Maintenance Shop, Model Prep Shop, Welding Shop & Stores (Ground Floor)

7.2.1.2. Remove refuse and other foreign debris

7.2.1.3. Damp Mop to remove spillage

7.2.2. Weekly

7.2.2.1. Sweep the OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores floors (After 17:00hrs)

7.2.3. Monthly

7.2.3.1. Machine scrub all floors (Except Flammable Stores)

7.3. Machine Shop Mezzanines**7.3.1. Monthly**

7.3.1.1. Sweep all floors and pick up debris

7.3.2. Annually

7.3.2.1. Wash all floors

7.4. Towing Tank, OEB and Ice Tank Basements

7.4.1. Weekly

7.4.1.1. Remove refuse and other foreign residue

7.4.1.2. Damp mop to remove spillage

7.4.2. Semi-Annually

7.4.2.1. Sweep floors using an approved dust absorbent compound

8. Anti-Fatigue Matted Flooring

8.1. Machine Shop

8.1.1. Daily

8.1.1.1. Sweep floors (After 17:00hrs)

8.1.1.2. Remove refuse and other foreign debris

8.1.1.3. Damp Mop to remove spillage

8.1.2. Every Three (3) Months

8.1.2.1. Wash and Scrub floors

9. Carpet and Rugs

9.1. General

9.1.1. Remove spots and stains from carpeting and rugs

9.1.2. Report to the ASPM Building Manager any spots on carpeting or rugs that cannot be removed by normal means along with any other damage to the carpeting

9.1.3. Clip loose threads during vacuuming operations

- 9.1.4. The Contractor shall supply, at his expense, vacuum cleaners, in satisfactory working order, equipped with a power nozzle and air discharge filters so that dust and odors are not recycled back into the workspace. Data on the equipment will be submitted to the ASPM Building Manager for his approval

9.2. Offices

- 9.2.1. Vacuum once (1) per week (Tuesday), all carpeting and rugs on a full floor basis
- 9.2.2. Vacuum on a required basis, areas requiring more frequent cleaning, such as traffic lanes and desk wells in general work areas and private offices
- 9.2.3. Where t-mats are in use, remove, vacuum carpet, clean t-mat and replace
- 9.2.4. Steam clean all carpets annually

9.3. Ice Tank Lab (Ground Floor)

- 9.3.1. Vacuum every two (2) weeks (Tuesday after 17:00hrs)

10. Walk Away Mats

10.1. General

- 10.1.1. The Contractor shall use industrial type wet and dry vacuum cleaners, equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc. from the mats
- 10.1.2. Vacuum mats at 09:00 hrs. And again at 14:00 hrs. Daily. During inclement weather, vacuum mats more often, as necessary
- 10.1.3. Mats shall be in place from November 1st to April 30th inclusive. In case of unusual weather conditions, the ASPM Building Manager may shorten or extend the period
- 10.1.4. The Contractor shall supply and place multiple walk away mats, in the following locations. Note: Matt sizes and final location detail are to be determined in conjunction with the ASPM Building Manager. Sizes below are for reference only.
- At the Staff Entrance – 2 mats @ 6ft x 10ft
 - At the Staff Entrance – 1 mat @ 6ft x 28ft
 - At the IRAP Entrance – 1 mat @ 4ft x 4ft

- At the IRAP Entrance – 1 mat @ 5ft x 5ft
- At the Main Entrance – 2 mats @ 3ft x 12ft
- At the Main Entrance – 1 mat @ 4ft x 6ft
- At the Main Entrance – 2 mats @ 4ft x 30ft

10.1.5. Mats shall be replaced at the discretion of the ASPM Building Manager once they become worn and dirty.

10.1.6. The mats shall be fabricated of nylon fiber on a rubber backing, treated with non-toxic dirt absorbent and having water retention of approximately 3.41 liters per square meter. Some of the mats may have to be angle cut to fit applications

10.1.7. The mats are to be removed or rolled up to complete floor cleaning operations. Clean the underside of mats before replacing or storing

10.2. Weekly

10.2.1. Shampoo all large mats in place. Smaller mats are to be removed to a designated location for this operation

11. Miscellaneous

11.1. Daily

11.1.1. Damp wipe window stools and draft deflectors

11.1.2. Dust open radiators, remove litter from behind and underneath

11.1.3. Dust display cases and spot clean glass

11.2. Every Two (2) Weeks

11.2.1. Clean exterior sash of notice boards and wash glass

11.2.2. Wash display case glass

11.3. Monthly

11.3.1. Clean and polish all decorative metal fittings

11.4. Quarterly

11.4.1. Dust or vacuum ledges, top of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8m or more above floor level (Include ledges in Ice Tank, OEB and Tow Tank)

11.4.2. Clean all air intake grills, air diffusers and metal surrounds in washrooms and conference rooms using a detergent solution or solvent

11.4.3. Wash all open radiators

11.4.4. Clean exposed radiator and convactor covers

11.5. Semi-Annually

11.5.1. Wash exterior surfaces of exposed air ducts

12. Entrances, Lobby and Corridor Link

12.1. General

12.1.1. Keep free of litter

12.1.2. Clean furniture as per "Office Furniture"

12.1.3. Mats are to be removed or rolled-up to complete floor cleaning operations

12.2. Daily

12.2.1. Clean both sides of door glass

12.2.2. Clean surface and between bars of foot grills

12.3. Weekly

12.3.1. Machine scrub and spray buff floors (November to April inclusive)

12.3.2. Clean both sides of all glass windows and metal surrounds

12.3.3. Sweep and spray buff floors (May to October inclusive)

12.4. Monthly

12.4.1. Remove foot grills and clean out recessed pan and drain (November to April inclusive)

12.4.2. Machine scrub and spray buff floors (May to October inclusive)

12.5. Semi-Annually

12.5.1. Strip and refinish floor

13. Stairs and Landings

13.1. Daily (Office Building)

13.1.1. Sweep stairs and landings

13.1.2. Remove other foreign residue

13.1.3. Damp mop from basement to third level

13.1.4. Dust hand rails, vertical grills, baseboards, stringers and ledges

13.1.5. Vacuum carpeted stairs and landings

13.2. Weekly (South Building and North Building)

13.2.1. Perform items 1.11.1.1 to 1.11.1.5 listed above

13.3. Every Six (6) Months

13.3.1. Strip and refinish resilient surfaces

14. Elevators

14.1. Daily

14.1.1. Clean interior and exterior bright metalwork

14.1.2. Dust interior of cab and remove finger marks, smudges and stains on doors, door frames and walls, including control panels

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

14.1.4. Sweep and damp mop floors when mats not in use

14.1.5. Remove foreign residue from floors

14.2. Three (3) Times Per Year

14.2.1. Wet or dry scrub and refinish floors

14.3. Annually

14.3.1. Strip and refinish floors

15. Washrooms

15.1. General

15.1.1. Washrooms shall be patrol cleaned and soap containers, toilet paper and paper towel dispensers shall be replenished as necessary.

15.1.2. Blocked toilets, sinks, urinals and drains are to be cleared immediately with the use of a plunger. If plumbing work is necessary. Notify the ASPM Building Manager

15.2. Daily

15.2.1. Remove other foreign residue

15.2.2. Sweep and damp mop all floors with a germicidal solution

15.2.3. Clean and disinfect all toilet fixtures (inside and outside), including both sides of toilet seats, bowls, urinals, washbasins and the underside of washbasins, water taps, flush tanks, etc.

15.2.4. Clean and dust walls, partitions, doors, baseboards, shelving, exposed piping, dispensers, receptacles and mirrors

15.3. Weekly

15.3.1. Machine scrub floors and rinse with a germicidal solution

15.3.2. Wash on both sides partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent

15.3.3. Descale toilet bowls and urinals

15.3.4. Supply and place one (1) deodorant screen in each urinal

15.4. Monthly

15.4.1. Wash and disinfect wastepaper and refuse receptacles including metal containers

15.4.2. Wash all walls

15.5. Semi-Annually

15.5.1. Wash ceilings

15.6. Annually

15.6.1. Strip and refinish floors

16. Venetian Blinds

16.1. General

16.1.1. Dust all venetian blinds in the office area every two (2) months

16.1.2. Dust all venetian blinds in the pattern shop every four (4) months

17. Counters

17.1. Daily (Stores & Main Lobby)

17.1.1. Damp wipe and polish

17.2. Weekly

17.2.1. Clean counter facings, metal wickets, glass and wood partitions

18. Interior Glass

18.1. Daily

18.1.1. Spot clean glass doors, glass in fire doors, glass partitions, glass panels in partitions and glass block in corridors and stairwells

18.1.2. Remove all foreign substances such as tape, etc.

18.2. Weekly

18.2.1. Wash both sides of glass doors and glass in fire doors

18.3. Monthly

18.3.1. Wash both sides of glass partitions and/or glass panels in partitions, glass block in corridors and the inside of glass block in stairwells

18.3.2. Clean interior glass in the Ice Tank and Towing Tank carriage control rooms and in the computer and terminal rooms. Do not use water. Use an approved glass cleaner

19. Furniture and Fixtures

19.1. General

19.1.1. Papers and files left on furniture shall not be disturbed by the cleaning staff

19.2. Daily

19.2.1. Dust horizontal surfaces

19.2.2. Dust telephones and intercom instruments

19.2.3. Dust and remove finger marks and stains from vertical and horizontal surfaces of boardroom and executive office furniture

19.2.4. Spot clean finger marks and stains from glass topped furniture

19.2.5. Spot clean surface of lockers, storage and filing cabinets

19.2.6. Spot clean bookcase glass doors

19.2.7. Dust empty stacks and shelves

19.2.8. Dust pictures and wall hangings (including paintings and art objects)

19.3. Weekly

19.3.1. Dust and remove stains from vertical surfaces

19.3.2. Clean and polish boardroom and executive furniture

19.3.3. Dust tops of lockers and storage cabinets

19.3.4. Dust bases of free standing screens

19.3.5. Dust artificial plants, remove debris from containers and damp wipe exterior of containers

19.3.6. Clean interior of public clothes closets

19.3.7. Wash boot trays and/or boot shelves during inclement weather

19.4. Monthly

19.4.1. Vacuum upholstered furniture

19.4.2. Remove and clean on both sides all glass or plastic plates covering furniture and dust tops of furniture before replacing plates

19.5. Quarterly

19.5.1. Clean and polish both sides of bookcase glass doors

19.6. Semi-Annually

19.6.1. Clean, using an approved product, all leather, vinyl and leatherette upholstered furniture in executive offices, boardrooms and waiting areas

19.6.2. Vacuum upholstered free standing screens

19.6.3. Dust ledges inside desk wells

20. Ashtrays

20.1. Daily (Smoking Areas)

20.1.1. Empty contents into a separate metal container

20.1.2. Damp wipe, remove stains and build-up

20.1.3. Sweep up areas where smoking occurs (outside) and dispose of refuse

21. Waste Receptacles

21.1. General

21.1.1. Supply and install plastic bags of correct size in wastepaper baskets, garbage cans and waste receptacles. Replace plastic bags with the correct size when torn or dirty

21.2. Every Two (2) Days

21.2.1. Empty and damp wipe exterior of wastepaper baskets

21.2.2. Empty garbage cans and waste receptacles

21.3. Weekly

21.3.1. Empty all recyclable paper trays. Place in recyclable paper bins.

21.3.2. Wash and disinfect garbage cans and waste receptacles including the metal liner

21.4. Semi-Annually

21.4.1. Wash and disinfect wastepaper baskets

22. Doors and Doorframes

22.1. Daily

22.1.1. Clean finger marks from doors and doorframes

22.1.2. Dust door grilles

22.2. Monthly

22.2.1. Clean non-metallic kick and hand plates using a detergent solution

22.2.2. Clean metal push bars, kick plates and hand plates using the appropriate cleaner

22.2.3. Dust doors and door frames

22.3. Semi-Annually

22.3.1. Wash door grilles

23. Emergency Fire Equipment

23.1. Every Two (2) Months

23.1.1. Clean interior of hose cabinets

23.1.2. Clean and/or polish fire extinguishers

23.1.3. Clean both sides of cabinet door glass

23.1.4. Dust wall hung equipment

24. Walls, Partitions and Baseboards

24.1. Daily

24.1.1. Remove finger marks, smudges and stains from painted walls and partitions

24.1.2. Dust baseboards, ledges and moldings

24.1.3. Spot clean vinyl covered walls, doors and partitions

24.2. Weekly

24.2.1. Dust marble walls, columns and frames

24.2.2. Spot clean fabric and carpeted walls, columns, screens and partitions

24.3. Semi-Annually

24.3.1. Vacuum ledges of perimeter walls in the Ice Tank, Towing Tank and the Ocean Engineering Basin.

25. Contractor Space

25.1. General

25.1.1. To be kept free of litter

25.1.2. Mops to be washed clean before storing. All other equipment to be kept clean and materials neatly stored

25.2. Daily

25.2.1. Sweep and wash floors

25.2.2. Wash and disinfect sinks

25.3. Quarterly

25.3.1. Wash walls, shelves, etc.

26. Garbage Disposal**26.1. General**

26.1.1. Cardboard containers designated for disposal must be flattened or tied into bundles 1200 mm (length) by 600 mm (diameter) and not to exceed 20kg in weight before placing into the recycling bin

- The recycling bin is located in the Stores Yard.
- Cardboard is **not** to be disposed of in garbage containers.

26.1.2. Contents of ashtray must be stored in a spate metal container overnight before emptying into garbage

26.1.3. Garbage stored in plastic bags or garbage cans must be placed in the garbage container located in the shipping area yard

26.2. Daily

26.2.1. Empty all garbage cans and wastepaper baskets designated for disposal into bulk-lift units or plastic bags and dispose in the garbage container

26.2.2. Garbage placed in the Carpenter Shop bin is to be dumped daily using the NRC Forklift. The Contractor staff required to use the forklift must be trained in forklift operation prior to using the forklift. Training certificates are to be supplied to the ASPM Building Manager.

26.2.3. Sweep floor after removal of garbage and pick up any litter dropped between the garbage room/area and point of loading on truck

27. Light Fixtures**27.1. General**

27.1.1. Wash the interior and exterior of light fixtures including bulbs and tubes, once (1) per year

27.1.2. Wash all exterior building light fixtures once (1) per year

28. Kitchens**28.1. Daily**

28.1.1. Pick up refuse and other foreign residue

28.1.2. Patrol clean and clean up any spillage on an as required basis

28.1.3. Damp wipe and disinfect the counter top and cupboard doors and remove any stains

28.1.4. Clean and disinfect sinks

28.1.5. Spot clean appliances and walls

28.1.6. Sweep and damp mop floor

28.1.7. Wash and put away dishes, pots, pans and utensils

28.2. Weekly

28.2.1. Clean outside and inside of appliances

28.2.2. Sweep, wash and buff the floor

28.2.3. Remove remaining food from the refrigerator

28.3. Monthly

28.3.1. Wet or dry scrub and refinish on a full floor basis

28.4. Four (4) Times Per Year

28.4.1. Empty, clean and disinfect all cupboards

28.4.2. Strip and refinish on a full floor basis

29. Staff Lounge/Lunchroom

29.1. Daily

29.1.1. Patrol clean and clean up spillage on an as required basis

29.1.2. Wash all furniture, tables and chairs

29.1.3. Sweep and damp mop the floor

29.1.4. Vacuum the carpet

29.2. Weekly

29.2.1. Dust the vending machines

29.2.2. Sweep, wash and buff the floor

29.3. Monthly

29.3.1. Wet or dry scrub and refinish on a full floor basis

29.3.2. Vacuum the lounge furniture

29.4. Semi-Annually

29.4.1. Strip and refinish on a full floor basis

29.4.2. Steam clean the carpet

30. Whiteboards

30.1. General

30.1.1. Caution DO NOT CLEAN whiteboards containing written material

30.1.2. Only use approved whiteboard cleaners to clean whiteboards

30.2. Daily

30.2.1. Dry clean whiteboards

30.2.2. Clean pen troughs

30.2.3. Vacuum clean erasers

30.3. Semi-Annually

30.3.1. Wash whiteboards and pen troughs

31. Shipping/Receiving, Truck Dock and Wood Stores

31.1. General

31.1.1. Provide and apply an absorbent compound to oil and grease spills and remove as quickly as possible

31.1.2. Remove accumulated slush and water on floors in entrances and truck areas on a continuous basis during inclement weather

31.2. Daily

31.2.1. Sweep and/or scrape floors to remove foreign debris

31.2.2. Remove any spillage

31.3. Weekly

31.3.1. Sweep on a full floor basis

31.4. Monthly

31.4.1. Machine scrub all floors

31.4.2. Clean floor drains

32. Locker Rooms

32.1. Daily

32.1.1. Pick up refuse and empty waste receptacles

32.1.2. Sweep floors

32.1.3. Remove gum and other foreign residue

32.1.4. Wash all floors and benches using a germicidal detergent

32.1.5. Dust exposed surfaces of lockers including tops

32.2. Monthly

32.2.1. Wet/dry scrub and rinse all floors using a germicidal solution

32.3. Semi-Annually

32.3.1. Wash the exterior of lockers

32.3.2. Strip and refinish floors

33. Showers

33.1. Daily

33.1.1. Remove all pieces of soap and other foreign matter

33.1.2. Wipe down walls using a cleaner disinfectant and rinse with clear water

33.1.3. Scrub floors and duck boards using a cleaner disinfectant and rinse with clear water

33.1.4. Report any blockages or leaks

33.2. Weekly

33.2.1. Wash walls and shower curtains using a soap less detergent containing “sequestering agents” to remove soap scum and rinse with clear water

33.2.2. Scrub floors using a soap less detergent containing “sequestering agents” to remove soap scum and rinse with clear water

33.2.3. Polish handles, shower heads and other fixtures

34. Snow Removal

34.1. General

34.1.1. From November to March, the Contractor is expected to increase their staff to a minimum of one (1) person for the purpose of snow and ice control. The cost of this service should be included in the total price of the contract.

34.1.2. Where snow clearing/removal is not completed by 07:00 hours daily and a hazardous condition exists, the ASPM Building Manager reserves the right to have the snow cleared/removed by others and all costs involved will be deducted from the Contractor’s monthly payment

34.1.3. The Contractor shall maintain at site, in good working order:

34.1.3.1. Two (2) snow blowers with an effective width of at least 27 inches with an engine of at least 10hp

34.1.3.2. Shovels; salt spreaders; ice picks and any other tools necessary for snow/ice removal.

34.2. Seven (7) Days a Week

34.2.1. Clear snow, slush, ice and accumulated sand or gravel from entrances, overhead doors, fire exits, steps, sidewalks and laneways on an as required basis. Clear a path from the door to open space where adjacent sidewalks do not exist

- 34.2.2. Spread calcium chloride, "ice melter" or equivalent, which will not harm concrete or vegetation. Salt may only be used at the discretion of the ASPM Building Manager.

35. Grounds

35.1. Daily

- 35.1.1. Pick up all debris on facility grounds including lawns, flower beds, paved areas, unpaved areas, sidewalks, drains and ditches

36. Computer Rooms

36.1. General

- 36.1.1. This area includes the computer room, terminal room, print room (Rooms #123, #124 & #125) and the north building second floor control room
- 36.1.2. The floor tiles are not to be sealed, waxed or have a floor finish applied to it
- 36.1.3. The vacuum cleaner used will be a canister type equipped with a three prong grounded plug. All nozzle attachments will be non-metallic.
- 36.1.4. The floor areas are not to be swept. Clean only with a damp mop, never dry or wet. The mops are to be clean utilizing clean water during every operation

36.2. Daily

- 36.2.1. Remove refuse and wastepaper

36.3. Weekly

- 36.3.1. Vacuum rooms #123, #125 and the north building control room
- 36.3.2. Damp mop rooms #123, #125 and the north building control room

36.4. Monthly

- 36.4.1. Vacuum room #124
- 36.4.2. Damp mop room #124

36.4.3. Dust desks, tables, equipment, books and shelving in rooms #123, #124 & #125. All dust cloths to be of the lint free anti-static type

36.5. Semi-Annually

36.5.1. Lift the floor tiles and vacuum the sub-floor in rooms #123, #124 & #125

36.5.2. Wash interior and exterior of light fixtures

36.5.3. Clean room air diffusers

APPENDIX D

TECHNICAL CLEANING SPECIFICATIONS

SCHEDULE OF CLEANING OPERATIONS

CLEANING OPERATIONS SCHEDULE (Appendix D)		
Section	Description	Operation Schedule
1.4.1	Exterior Marble, Granite, etc	May & November
1.4.2	Roof Areas & Drains - Remove Litter	May & November
4.2.4	Floors - Office Areas - Wet/Dry Scrub & Refinish	September, December, March & June
4.2.5	Floors - Office Areas - Strip & Refinish	May
4.3.3	Floors - Corridors & Elevator Lobbies - Wet/Dry Scrub & Refinish	September, December, March & June
4.3.4	Floors - Corridors & Elevator Lobbies - Strip & Refinish	May & November
4.4.4	Floors - Laboratories (Resilient) - Wet/Dry Scrub & Refinish	September, December, March & June
4.4.5	Floors - Laboratories (Resilient) - Strip & Finish	May
4.5.4	Floors – Maintenance Shop Offices & Lunchroom (Resilient) - Wet/Dry Scrub & Refinish	September, December, March & June
4.5.5	Floors - Maintenance Shop Offices & Lunchroom (Resilient) - Strip & Finish	May
5.2.3	Floors - Hardwood - Clean & Wax	May
6.3.2	Floors - Concrete - Wash	May
6.4.2	Floors - Concrete - Sweep with Absorbent Compound	March & September
8.2.4	Floors - Carpet - Office Areas - Steam Clean	May
10.4.1	Ledges, Tops of Partitions, Pipes, etc - Dust or Vacuum	January, March, August & November
10.4.2	Air Intake Grills, Air Diffusers, etc - Clean	January, March, August & November
10.4.3	Open Radiators - Wash	January, March, August & November
10.4.4	Exposed Radiator & Convector Covers - Clean	January, March, August & November
10.5.1	Exposed Air Ducts - Wash	July & December
11.5.1	Entrances & Lobbies - Strip & Refinish Floors	March & October

CLEANING OPERATIONS SCHEDULE (Appendix D)		
Section	Description	Operation Schedule
12.3.1	Stairs & Landings - Strip & Refinish	March & October
13.2.1	Elevator Floors - Wet/Dry - Scrub & Refinish	December, February & May
13.3.1	Elevator Floors - Strip & Refinish	October
14.5.1	Washroom Ceilings - Wash	October
14.6.1	Washroom Floors - Strip & Refinish	April & October
15.1.1	Venetian Blinds (Office) - Dust	January, March, May, July, September & November
15.1.2	Venetian Blinds (Pattern Shop) - Dust	January, May & September
18.5.1	Bookcase glass - Clean/Polish	January, April, July & October
18.6.1 to .3	Furniture - Upholstered, Leather, Vinyl - Clean Vacuum Screens & Dust Ledges	January & July
20.4.1	Wastepaper Baskets - Wash & Disinfect	January & July
21.3.1	Door Grills - Wash	February & August
22.1.1 to .4	Emergency Fire Equipment	January, March, May, July, September & November
23.3.1	Perimeter Walls - Tanks - Vacuum	April & October
24.3.1	Contractor Room, Walls, etc - Wash	January, April, July & October
26.1.1 to .2	Lighting Fixtures - Wash	June
27.4.1 to .2	Kitchen - Strip & Refinish - Clean Cupboards	January, April, July & October
28.4.1 to .2	Lounge/Lunchroom - Strip & Refinish - Steam Clean	December & May
29.3.1	Whiteboards - Wash & Retreat	January & July
31.3.1	Exterior of Lockers - Wash	June & December
31.3.2	Locker Room Floors Resilient - Strip & Refinish	June & December
35.5.1	E.D.P Areas - Tiles & Underlay - Lift & Vacuum	March & December
35.5.2	E.D.P Areas - Light Fixtures - Wash	March & December
35.5.3	E.D.P Areas - Air Diffusers - Clean	March & December