



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

Bid Receiving/Réception des soumissions

Procurement Hub | Centre d'approvisionnement  
Fisheries and Oceans Canada | Pêches et Océans Canada  
301 Bishop Drive | 301 promenade Bishop  
Fredericton, NB E3C 2M6

Email - courriel: [DFOtenders-soumissionsMPO@dfo-mpo.gc.ca](mailto:DFOtenders-soumissionsMPO@dfo-mpo.gc.ca)

**REQUEST FOR PROPOSAL**

**DEMANDE DE PROPOSITION**

Proposal to: Fisheries and Oceans Canada

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 and services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux : Pêches et Océans 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 et les services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments: - Commentaries :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

<b>Title – Sujet</b> Janitorial services for DFO Pacific Biological Station and South Coast Area Office in Nanaimo, BC.		<b>Date</b> July 15, 2020
<b>Solicitation No. – N° de l'invitation</b> F5211-200017		
<b>Client Reference No. - No. de référence du client</b> F1744-20101		
<b>Solicitation Closes – L'invitation prend fin</b> <b>At / à :</b> 14:00 ADT(Atlantic Daylight Time)		
<b>On / le :</b> August 25, 2020		
<b>F.O.B. – F.A.B</b> Destination	<b>GST – TPS</b> See herein — Voir ci-inclus	<b>Duty – Droits</b> See herein — Voir ci-inclus
<b>Destination of Goods and Services – Destinations des biens et services</b> See herein — Voir ci-inclus		
<b>Instructions</b> See herein — Voir ci-inclus		
<b>Address Inquiries to – Adresser toute demande de renseignements à</b> Kimberly Walker <b>Email – courriel:</b> <a href="mailto:DFOtenders-soumissionsMPO@dfo-mpo.gc.ca">DFOtenders-soumissionsMPO@dfo-mpo.gc.ca</a>		
<b>Delivery Required – Livraison exigée</b> See herein — Voir ci-inclus	<b>Delivery Offered – Livraison proposée</b>	
<b>Vendor Name, Address and Representative – Nom du vendeur, adresse et représentant du fournisseur/de l'entrepreneur:</b>		
<b>Telephone No. – No. de téléphone</b>	<b>Facsimile No. – No. de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur (taper ou écrire en caractères d'imprimerie)</b>		
<b>Signature</b>	<b>Date</b>	



TABLE OF CONTENT

PART 1 - GENERAL INFORMATION ..... 4

1.1 SECURITY REQUIREMENTS ..... 4

1.2 STATEMENT OF WORK ..... 4

1.3 MANDATORY SITE VISIT ..... 4

1.4 DEBRIEFINGS ..... 4

1.5 TRADE AGREEMENTS ..... 4

1.6 PROCUREMENT OMBUDSMAN ..... 4

PART 2 - BIDDER INSTRUCTIONS ..... 5

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS ..... 5

2.2 SUBMISSION OF BIDS ..... 5

2.3 ENQUIRIES - BID SOLICITATION ..... 5

2.4 APPLICABLE LAWS ..... 5

PART 3 - BID PREPARATION INSTRUCTIONS ..... 6

3.1 BID PREPARATION INSTRUCTIONS ..... 6

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION ..... 7

4.1 EVALUATION PROCEDURES ..... 7

4.2 BASIS OF SELECTION- HIGHEST COMBINED RATING OF TECHNICAL MERIT AND PRICE ..... 7

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION ..... 9

5.1 CERTIFICATIONS REQUIRED WITH THE BID ..... 9

PART 6 - RESULTING CONTRACT CLAUSES ..... 14

6.1 SECURITY REQUIREMENTS ..... 14

6.2 STATEMENT OF WORK ..... 14

6.3 STANDARD CLAUSES AND CONDITIONS ..... 14

6.4 TERM OF CONTRACT ..... 14

6.5 AUTHORITIES ..... 15

6.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS ..... 16

6.7 PAYMENT ..... 16

6.8 INVOICING INSTRUCTIONS ..... 16

6.9 CERTIFICATIONS AND ADDITIONAL INFORMATION ..... 17

6.10 APPLICABLE LAWS ..... 17

6.11 PRIORITY OF DOCUMENTS ..... 17

6.12 PROCUREMENT OMBUDSMAN ..... 17

6.13 INSURANCE – SPECIFIC REQUIREMENTS G1001C (2013-11-06) ..... 18

ANNEX "A" STATEMENT OF WORK ..... 19

ANNEX "A-1" – CLEANING AND DISINFECTING SURFACES 2X PER DAY ..... 29

ANNEX "B" BASIS OF PAYMENT ..... 30

ANNEX "C" INSURANCE CONDITIONS ..... 34

ANNEX "D" SECURITY REQUIREMENTS CHECK LIST ..... 36

ANNEX "E" CLEANING FIRM'S STATEMENT OF QUALIFICATIONS FOR THE CLEANING REQUIREMENTS ..... 39

ANNEX "F" CLEANING TASKS AND SCHEDULE ..... 46

ANNEX "G" CLEANING STANDARDS ..... 51



---

ANNEX "H" CLEANING EQUIPMENT .....	68
ANNEX "I" CLEANING CONTRACT QUOTATION SUPPLEMENT.....	83
ANNEX "J" LABORATORY – SPECIALIZED .....	85
ANNEX "K" EVALUATION CRITERIA .....	87
ANNEX "L" TO PART 5 OF THE BID SOLICITATION .....	90



---

## **PART 1 - GENERAL INFORMATION**

### **1.1 Security Requirements**

1. At the date of bid closing, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - 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. For additional information on security requirements, Bidders should refer to the [Contract Security Program of Public Works and Government Services Canada](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

### **1.2 Statement of Work**

The Work to be performed is detailed under Annex A of the resulting contract clauses.

### **1.3 Mandatory Site Visit**

Mandatory Site Visit will be held on **Wednesday, July 29, 2020 at 10:00am local time** at Fisheries and Oceans Canada Pacific Biological Station (PBS), 3190 Hammond Bay Road, Nanaimo, BC. It is a requirement for all persons wishing to tender on this project to attend this meeting at the site to familiarize themselves fully with the scope of work and the tendering requirements. The Bidder's representative must sign an attendance list and attend the entire site visit, to have their tender considered responsive.

**Please confirm your attendance by email to the Contracting Authority no later than Monday, July 27<sup>th</sup> 2020 at 11:00 local time.**

### **1.4 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.

### **1.5 Trade Agreements**

"The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA)."

### **1.6 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 [opo-boa@opo-boa.gc.ca](mailto:opo-boa@opo-boa.gc.ca). You can also obtain more information on the OPO services available to you at their website at [www.opo-boa.gc.ca](http://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 Fisheries and Oceans Canada (DFO), 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 DFO 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 \(2019-03-04\)](#) 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 Fisheries and Oceans Canada (DFO) 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 DFO will not be accepted.

### 2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 9 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 province or territory where the goods and/or services are to be rendered.**

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.



---

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

- Section I: Technical Bid** (one soft copy in PDF format)  
**Section II: Financial Bid** (one soft copy in PDF format)  
**Section III: Certifications** (one soft copy in PDF format)

**The maximum size per email (including attachments) is limited to 10MB. If the limit is exceeded, your email might not be received by DFO. It is suggested that you compress the email size or send multiple emails to ensure delivery. Bidders are responsible to send their proposal and to allow enough time for DFO to receive the proposal by the closing period indicated in the RFP.**

**For bids transmitted by email, DFO will not be responsible for any failure attributable to the transmission or receipt of the email bid. DFO will send a confirmation email to the Bidders when the submission is received.**

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft 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 hard copy 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](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre 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, duotangs or binders.

#### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment.

#### **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**

##### **4.1.1.1 Mandatory Technical Criteria**

Please see Annex K for details

##### **4.1.1.2 Point Rated Technical Criteria**

Please see Annex K for details

#### **4.1.2 Financial Evaluation**

SACC Manual Clause [A0220T \(2014-06-26\)](#), Evaluation of Price – Bid

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

### **4.2 Basis of Selection- Highest Combined Rating of Technical Merit and Price**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of 32 points overall for the technical evaluation criteria which are subject to point rating.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).



**Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)**

	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>	
<b>Overall Technical Score</b>	115/135	89/135	92/135	
<b>Bid Evaluated Price</b>	\$55,000.00	\$50,000.00	\$45,000.00	
<b>Calculations</b>	<b>Technical Merit Score</b>	115/135 x 70 = 59.63	89/135 x 70 = 46.15	92/135 x 70 = 47.70
	<b>Pricing Score</b>	45/55 x 30 = 24.55	45/50 x 30 = 27.00	45/45 x 30 = 30.00
<b>Combined Rating</b>	84.18	73.15	77.70	
<b>Overall Rating</b>	1st	3rd	2nd	





---

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional 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 Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, if **applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

#### **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 (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

#### **5.1.3 Former Public Servant**

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 FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 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**

As per the above definitions, is the Offeror a FPS in receipt of a pension?

YES ( ) NO ( )

If so, the Offeror 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.

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.

**Work Force Adjustment Directive**

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

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 adjustment 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.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name of Signatory



**5.1.4 Status and Availability of Resources**

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer 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 Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror 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 Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

**5.1.5 Experience and Education**

The Offeror certifies that all the information provided in the résumés and supporting material submitted with its offer, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Offeror to be true and accurate. Furthermore, the Offeror warrants that every individual offered by the Offeror for the requirement is capable of performing the Work resulting from a call-up against the Standing Offer.

**5.1.6 Workers Compensation Certification – Letter of Good Standing**

The Bidder must have an account in good standing with the applicable provincial or territorial Workers' Compensation Board.

The Bidder must provide, within 7 days following a request from the Contracting Authority, a certificate or letter from the applicable Workers' Compensation Board confirming the Bidder's good standing account. Failure to comply with the request may result in the bid being declared non-responsive.

**5.1.7 Contractor's Representative**

The Contractor's Representative for the Contract is:

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**5.1.8 Supplementary Contractor Information**

Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4-A supplementary slip.

To enable the Department of Fisheries and Oceans to comply with this requirement, the Contractor hereby agrees to provide the following information which it certifies to be correct, complete, and fully discloses the identification of this Contractor:



**a)** The legal name of the entity or individual, as applicable (the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code:

\_\_\_\_\_

**b)** The status of the contractor (individual, unincorporated business, corporation or partnership:

\_\_\_\_\_

**c)** For individuals and unincorporated businesses, the contractor's SIN and, if applicable, the BN, or if applicable, the Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number:

\_\_\_\_\_

**d)** For corporations, the BN, or if this is not available, the GST/HST number. If there is no BN or GST/HST number, the T2 Corporation Tax number must be shown:

\_\_\_\_\_

**The following certification signed by the contractor or an authorized officer:**

"I certify that I have examined the information provided above and that it is correct and complete"

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name of Signatory

**5.1.9 Electronic Payment Instruments**

The Bidder accepts any of the following Electronic Payment Instrument(s):

- ( ) VISA Acquisition Card;
- ( ) Direct Deposit (Domestic and International);



**5.1.10 Personnel Identification Form (PIF)**

<b>Contract / file number:</b>	<b>F5211-200017</b>
--------------------------------	---------------------

**PROJECT TITLE: Janitorial services for DFO Pacific Biological Station and South Coast Area Office in Nanaimo, BC.**

Company Name:	
Address:	
Telephone number:	
Fax number:	
<b>PWGSC file or Certificate #:</b>	

**Professional Services** (Add second page if more space needed, please print clearly)

Resource Person working on this project	Date of birth YYYY/MM/DD	PWGSC file or certificate #	Security Level	Meet	Does not Meet	Comments

**Contractor's Authorized Signatory (Bidder) :** \_\_\_\_\_

**Date:** \_\_\_\_\_

**(For Official Use)**

Company Clearance	Required	Security Level	Meet / Does not Meet / Comments (Official Use Only)
Designated Organization Screening			
Facility Security Clearance			
<b>Document Safeguarding Capability</b>			

**For Use at Fisheries and Oceans Canada  
Authorization of Contracting Security Authority**

- I approve  
 I do not approve based on:

\_\_\_\_\_

**Contracting Security Authority:** \_\_\_\_\_

**Date:** \_\_\_\_\_



---

## PART 6 - RESULTING CONTRACT CLAUSES

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

### 6.1 Security Requirements

#### 6.1.1 SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the DFO or the CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - a. Security Requirements Check List and security guide (if applicable), attached at Annex D;
  - b. Industrial Security Manual (Latest Edition).

6.1.2 To apply for the required level of security status (or if you are uncertain about having the status), you must contact the Regional Security Officer at the Department of Fisheries and Oceans at [Amrita.Grewal@dfo-mpo.gc.ca](mailto:Amrita.Grewal@dfo-mpo.gc.ca) or at 604-775-8889 phone.

6.1.3 In order for the Department to confirm that your company and all individuals proposed to perform work under this contract meet the required Security Status, you must complete the Personnel Identification Form (Confirmation of Security Status) attached to the original solicitation as Part 5 "5.1.10", providing the name of your company and the full names of individuals and dates of birth of all individuals who will be providing the services.

### 6.2 Statement of Work

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

### 6.3 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.

#### 6.3.1 General Conditions

[2010B \(2020-05-28\), General Conditions - Professional Services \(Medium Complexity\) apply to and form part of the Contract.](#)

### 6.4 Term of Contract

#### 6.4.1 Period of the Contract

The contract period is from September 1, 2020 to August 31, 2021 inclusive

#### 6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 additional 1 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 15 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.

Option periods if exercised will be September 1, 2021 through to August 31, 2022, September 1, 2022 through to August 31, 2023 and September 1, 2023 through to August 31, 2024

## 6.5 Authorities

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Kimberly Walker  
Title: Senior Contracting Officer  
Department: Fisheries and Oceans Canada  
Directorate: Materiel and Procurement Services  
Address: 301 Bishop Drive, Fredericton, NB E3C 2M6  
E-mail address: [DFOtenders-soumissionsMPO@dfo-mpo.gc.ca](mailto:DFOtenders-soumissionsMPO@dfo-mpo.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.

### 6.5.2 Project Authority

The Project Authority for the Contract is: **(name to be provided at contract award)**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

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.

### 6.5.3 Contractor's Representative (name to be provided at contract award)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone : \_\_\_\_-\_\_\_\_-\_\_\_\_\_



Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 6.6 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.

## 6.7 Payment

### 6.7.1 Basis of Payment

- 6.7.1.1 In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price of \$ \_\_\_\_\_ (*insert amount at contract award*) and Applicable Taxes are extra.
- 6.7.1.2 All prices and amounts of money in the Contract are exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST), whichever is applicable, unless otherwise indicated. GST or HST, to the extent applicable, will be incorporated into all invoices and progress claims for goods supplied or work performed and will be paid by Her Majesty. The Contractor agrees to remit to Canada Revenue Agency any GST or HST paid or due.
- 6.7.1.3 Any payment by Her Majesty under this contract is subject to there being an appropriation for the fiscal year in which the payment is to be made.

### 6.7.2 Limitation of Price

SACC Manual clause [C6000C \(2017-08-17\)](#) Limitation of Price

### 6.7.3 Monthly Payment

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:

- b. 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;
- c. all such documents have been verified by Canada;
- d. the Work performed has been accepted by Canada.

### 6.7.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. VISA Acquisition Card;
- b. Direct Deposit (Domestic and International);

## 6.8 Invoicing Instructions

**6.8.1.1** The invoice(s) must be emailed to DFO Accounts Payable, at the email address indicated below:





Email: [DFO.invoicing-facturation.MPO@canada.ca](mailto:DFO.invoicing-facturation.MPO@canada.ca)  
**AP Coder - (name to be provided at contract award)**

**6.8.1.2** 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.

## **6.9 Certifications and Additional Information**

### **6.9.1 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.

### **6.10 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **the province or territory where the goods and/or services are to be rendered.**

### **6.11 Priority of Documents**

If there is a discrepancy between the wording 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 **2010B** (2018-06-21), General Conditions - Professional Services (Medium Complexity);
- c) Annex A, Statement of Work;
- d) Annex B, Basis of Payment;
- e) Annex C, Insurance Conditions;
- f) Annex D, Security Requirements Check List;
- g) Annex E, Cleaning Firm's Statement of Qualifications For The Cleaning Requirements;
- h) Annex F, Cleaning Tasks and Schedule
- i) Annex G, Cleaning Standards;
- j) Annex H, Cleaning Equipment;
- k) Annex I, Cleaning contract Quotation Supplement;
- l) Annex J, Laboratory – Specialized; and
- m) 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)*)

### **6.12 Procurement Ombudsman**

**6.12.1** The Contractor confirms that it has read the Code of Conduct for Procurement and agrees to be bound by its terms.

**6.12.2** 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 \$25,000.00 for Goods and under \$100,000.00 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 [opo-boa@opo-boa.gc.ca](mailto:opo-boa@opo-boa.gc.ca). You can also obtain more information on OPO services available to you on their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

**6.12.3** For further information, the Contractor may refer to the following PWGSC site:



---

<http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html>

### **6.13 Insurance – Specific Requirements G1001C (2013-11-06)**

The Contractor must comply with the insurance requirements specified in Annex “C” . 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

**Objectives of the Requirement** Fisheries and Oceans Canada has a requirement for Janitorial services at our Fisheries and Oceans Canada facility, the Pacific Biological Station and South Coast Area Office in Nanaimo, BC. The intention of this RFP is to contract with a cleaning firm capable of providing Janitorial Services to meet requirements of this statement of work (SOW) and all attached documentation. The contractor's responsibility will include but is not limited to providing all necessary technical expertise, management, labour, supervision, the pre-approved and listed materials, tools, products and equipment (except as supplied by Real Property Safety and Security (RPSS) Site Representative) necessary to provide professional cleaning services to us such that all spaces assigned to be cleaned within this contract are maintained clean and hygienic.

The contractor shall ensure all tasks, activities, deliverable and milestones are carried out and completed as the requirements detailed in the attached documentation.

Note: The Contractor will be advised as to whom the DFO/RPSS Site Representative is upon contract award.

### **Exclusions from this service are:**

Carpet Maintenance Program requiring a professional firm that specializes in the work  
High level window cleaning requiring a professional firm that specializes in the work  
Grounds Maintenance- other than litter pick-up and cleaning of all patios, entrances and exits  
Offsite cleaning of Venetian blinds and fabric verticals  
Offsite cleaning of fabric draperies

### **Space Exclusions from the Cleaning Service**

Electrical rooms, mechanical rooms and secured storage, unless supervised cleaning is required.

### Building(s) Requiring Janitorial Services

Located on the shore of Departure Bay in the city of Nanaimo, BC, Fisheries and Oceans Canada has the oldest fisheries research facility on the Pacific Coast that requires janitorial services to be provided for the health and safety of approximately 420 employees of Fisheries and Oceans.

The Pacific Biological Station facility is comprised of thirty two special purpose Laboratory, Industrial, and Office buildings over approximately 14 acres, of which 12 require janitorial service:

Taylor Building, 1 Lab Wing and 1 Admin wing – multiple floors

Clemens Building – multiple floors

Annex Building – multiple floors

Brett Building

Whitmore Building – multiple floors

Brennan Building

Marine Mammals Building

Net Loft

2 Office Trailers

Lower Campus Warehouse

Note: Elevators - There is one elevator located in the Taylor Building

## **CONDITIONS**

### **ACCESS**

Access keys to all site areas to be cleaned will only be provided to authorized Contractor personnel. **Keys are picked up and surrendered to Site Security daily.** Any vehicles, bags (other than a small purse) or containers being brought **onto or leaving** the site must be made available for inspection by our security staff, DFO security staff or Commissionaires under direction from RPSS.



## **ADDITIONS TO THE SCOPE OF THE WORK**

Additions to the scope of the Contract may be added to the Contract at the discretion of the Buildings and Grounds Supervisor or his/her supervisor. The rate applied will be that of the 'charge out rate' as stipulated in the Bid and in keeping with the work required. Where additional work requires specialized equipment rental from third parties or for consumable items used in the execution of the work, the Contractor will be reimbursed at the direct third party invoice cost with a 10% mark up. There will be no rental charges paid for the use of Contractor's equipment on the site for execution of work in the Contract.

## **CHANGE MANAGEMENT PROCEDURES**

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 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.

## **CHARGE OUT RATE**

The 'charge out rate' as stipulated in the bid must include all benefits.

### **Charge Out Rate Tasks**

#### **Washing walls prior to painting**

#### **Construction Clean Up**

#### **Construction Planned and Its Clean-Up**

#### **Emergency clean up (floods, piping failures, etc.)**

#### **Stripping and refinishing of all floors in the areas designated for cleaning services.**

### **Construction Clean Up (Charge out rate)**

Reasonable construction clean up in any area is expected as part of the contract. Reasonable is defined by any residue which could be vacuumed up or wet cleaned using conventional methods and falls within the assigned contract and standards description. Areas within buildings which are seldom used must be maintained in a clean and usable condition (a minimum of monthly). The RPSS Site Representative will advise when areas seldom used are going to be used and it is a requirement that these spaces be clean and ready for occupancy, cleaned every day of use and detailed cleaned after the use ceases.

### **Planned Construction Clean Up (Charge out rate)**

Planned construction projects may require significant clean up under charge out rates and may include:

High cleaning of all ledges, light channels, lens covers and the fixtures themselves.

Removal of all labels, stains, spots, marks, dust and soil from all impacted surfaces.

Cleaning of any impacted exterior and interior glass, frames and flashing.

Cleaning of all mirrors, hardware, walls, stainless steel, chrome, porcelain, enamel, plastic laminate, and electrical fixtures.

The Scrub/strip, seal and finishing of the floor covering in accordance with our provided products, procedures and systems.

Prior to occupancy the contractor in cooperation with our RPSS Site Representative will verify that the entire work as it relates to the impacted space is cleaned to our Cleaning Standards.

### **Floor Work (Charge out rate)**

Floors will require stripping and refinishing every three years or upon request. The scheduling of the stripping and refinishing may require coordination with the RPSS Site Representative to avoid any space disruption and for most areas be scheduled on weekends. This work will be based on the Charge Out Rate. Once refinished you are required to maintain the floor surfaces to the cleaning standards. **The Cleaning Supervisor must maintain current, on site, records of all floor work. This includes the date, product name, number of coats of sealer, finish and scrub and re-coat records.**



## **CLEAN**

The term 'CLEAN' in most applications throughout these Fisheries and Oceans, Pacific Biological Station Cleaning Standards, means the use of separate microfiber cleaning cloths which have been soaked in the appropriate product. Upon saturation with the solution, wring, fold, use each side on one surface only and once all surfaces have been used, the cloth is to be set aside for laundering and under no circumstances is the cloth to be reused until it has been laundered and dried. In areas where a telephone is present it must be cleaned first. Cleaning for the most part is to be accomplished by the application of physical hands-on friction cleaning. No paper towels may be used in the cleaning operations. The use of Trigger Sprayers NOT is permitted for the regular cleaning duties however squirt bottles are. A pump-up tank sprayer may be used in the process of the carpet (traffic lane) spin-cleaning program, as may a trigger sprayer for removing carpet spots.

## **CLEANING CLOSETS**

There are presently **6** cleaning closets throughout the site. A central cleaning space will be designated. They must be maintained in a clean and orderly state at the end of every shift. No personal items or collections of any kind can be held or left in this site supplied space. There are cleaning closets in:

Taylor Building (Floors 1, 2 & 3)

Annex Building (Floors 1 & 2)

The boiler room for the Whitmore building.

A space for the washer and dryer is located in the Lower Campus warehouse. These must be able to be 'stacked' due to limited floor space.

## **CLEANING HOURS**

Other than the summer Project Workers who will be scheduled to work Monday to Friday 6 a.m. to 2 p.m. inclusive the cleaning hours are to be continuous and are restricted, other than in case of, pre-approval or in the case of an emergency, to start at 3:00 PM and end at 11:30 PM Monday to Friday (allowing for a ½ hour unpaid, meal break) with the exception of recognized Federal Government statutory holidays - where no work is performed. Any other access must be requested in writing and prior approval must be communicated in advance to Site Security by the Buildings and Grounds Supervisor. Unless otherwise stipulated, all staff must be assigned full time shifts and all shifts must be fully supervised.

## **CLEANING SCHEDULES**

Within 14 working days following the contract award the successful Bidder is required to provide 'for approval' to our 'Buildings and Grounds Supervisor', a detailed cleaning schedules encompassing all our cleaning requirements for each building separately. Once approved our Buildings and Grounds Supervisor must approve any future changes to the schedules prior to them being implemented. These schedules must accurately reflect the daily cleaning requirements and quad cleaning as outlined in quad cleaning schedules as well as our cleaning standards. These schedules must be POSTED in the applicable cleaning closets and be designed to allow the cleaning staff to check off the duties as completed. Copies of all schedules are to be provided to the RPSS Site Representative.

## **CLEANING STANDARDS, TERMS OF REFERENCE AND TASK SCHEDULES**

These documents outline the services and expectations of the work required for the site and form the major reference documents where any issues of non-compliance arise. The site supervisor and all employees must be issued by the owner their own copy of our current cleaning standards, Terms of Reference and the Task Schedules and to have been trained to perform to and agree to comply with them.

## **COMMUNICATION**

Throughout all of our documents any reference to our Site Authorities such as our 'Buildings and Grounds Supervisor' it is understood that this authority extends to persons who our 'Buildings and Grounds Supervisor' reports to or persons who report to our, 'Buildings and Grounds Supervisor'.

Any noticed repairs required to a building are to be recorded by the contractor supervisor in the communication book in the Main security office.

It is the responsibility of the Cleaning Supervisor to know the location of each employee (building/floor) at all times. Cleaning staff must communicate to their supervisor (and our Site Security, if required) when they arrive and leave any building.



When RPSS supplied material stocks are low, a list is to be left on the desk of the RPSS Supervisor, or designate with a 2 week delivery window.

It is a requirement on this site that all persons who provide our cleaning services be able to:

- Receive and carry out written and verbal English instructions carry out requests that fall within the contracted agreement.
- To effectively relay, in a timely manner, any which fall outside the contracted agreement, such as flooding, building security problems, plumbing needs, etc.
- Further, it is mandatory that all persons are trained in all aspects of professional cleaning; be familiar with the site, the cleaning conditions of the contract and our Task Schedules and these Current Cleaning Standards all of which form part of the Contract.

The contractor must, in order to provide for emergency and after hour situations, supply a contact name and number that will meet these conditions on a 24-hour basis with a response time of 1 hour or less.

While onsite during the cleaning shift, the Cleaning Supervisor must be provided with a cell phone and respond to site communication within a 10 minute call time. For the safety of the cleaning staff, all must be provided with at minimum suitable vibrating pagers and the ability to communicate with their supervisor. Should an emergency occur where an employee of the company has to leave the site for any reason they must first be processed through security.

Staff who need to stay in contact for emergency reasons may use cell phones or 2-way pagers that have been equipped with vibration capability. During working hours, personal calls are limited to those of an emergency nature while other personal calls may be made during assigned breaks.

#### **CONSTRUCTION CLEAN UP**

Reasonable construction clean up in any area is expected as part of the contract. Reasonable is defined by any residue which could be vacuumed up or wet cleaned using conventional methods and falls within the assigned contract and standards description.

#### **CONTRACT COMMITTED PERSONS HOURS, SALARIES AND BENEFITS**

The bidder is responsible to set and provide the resources to meet the schedules, performance and standards of this contract. It is expected that the resources on site will work (3-11:30pm) shifts which represent the full cleaning hours 'start to finish' as stipulated in the Hours of Work section and to be given the appropriate breaks according to current Labour Standards and as well a ½ hour unpaid meal break. Unless otherwise stipulated all staff must be assigned full time shifts and all shifts must be fully supervised. (resources – not less than 3 cleaners, 1 spare and 1 supervisor)

Failure to meet the cleaning hours and requirements on any given day must be rectified by providing the equal and additional hours on the next cleaning day. Further, any changes to the committed resource/hours must be pre-approved by the Facilities Manager.

Work is not to be performed on the following Statutory Holidays observed by the Federal Government:

New Year's Day,  
Good Friday,  
Easter Monday  
Victoria Day,  
July 1st,  
Municipal holiday (1st Monday in August)  
Labour Day,  
Thanksgiving Day,  
Remembrance Day,  
Christmas Day and  
Boxing Day.

The Contractor will be required to provide janitorial services on Family Day (3rd Monday of February) at its regular rates as the Federal Government does not observe this Holiday.

Where the Contractor does not supply the per week person hours as committed, the Buildings and Grounds Supervisor will issue a warning letter. If no adjustment is made to correct the issue within 2 weeks a second warning letter will be issued.





---

***Should there be a continuance of shortage of manpower/hours over any given month disciplinary action up to and including termination of the contract will be enacted.*** Contractor will only receive payment for hours worked.

#### **DFO OBLIGATIONS**

It is the responsibility of Fisheries and Oceans Canada to provide access and keys to site areas to the authorized Contractor personnel.

The Department will provide locked janitorial storage areas for the Contractor. This area is at the disposal of the Contractor and must be maintained in a tidy manner at all times, as approved by PA. No refuse is to be stored in this area. The storage area is to be cleaned thoroughly and will be inspected by the FM and/or PA during the Contract period.

Site occupants are responsible for the following:

Clear their desk in preparation of the once a week washing of all surfaces

Will have to remove their waste from inside the office to the common corridor for pick-up between cleanings. The next day to return their empty basket to their office

Promptly report deficiencies following their cleaning day

#### **ENERGY CONSERVATION**

The contractor is expected to limit energy consumption by establishing efficient work patterns and by turning electrical cleaning equipment off and lights out when not required.

#### **EQUIPMENT AND EQUIPMENT MANUAL**

The Contractor must maintain a manual on all major equipment serial numbers etc. on site and this manual must be current in the main security office. Equipment pre-approved and used for the site on a regular basis must remain on site at all times. Any equipment removed for repair and replaced for an interim period must be recorded in the Cleaning Contract communications book in the main security office.

#### **EQUIPMENT ON SITE**

Other than any equipment listed as provided by the client for use in the cleaning operations no site equipment may be used without the express permission of the Buildings and Grounds Supervisor. In carrying out the work the Contractor must plan to provide all basic minor equipment including ladders, brooms etc.

#### **HOURS OF WORK**

The cleaning hours are to be continuous and are restricted, other than in case of, pre-approval or in the case of an emergency, to start at 3 p.m. and end at 11:30 p.m. (allowing for a ½ hour unpaid, meal break) Monday to Friday.

#### **LANGUAGE OF WORK**

The language of work for this requirement is English

#### **LOST AND FOUND**

The Contractor's staff shall deliver, any found articles, to Site Security prior to the end of any shift.

#### **MEALS AND ASSIGNED BREAKS**

The Contractor will assign coffee and meal breaks for all their staff on site. Any and all food and drink (other than water) consumption during any scheduled break **must take place in the cafeteria**. No coffee or food consumption is permitted in any other space within the complex. Microwave access is available in the cafeteria for contractor staff use however no other cooking/heating of meals is permitted on the site.

#### **MICROFIBER**

It is a mandatory requirement of the site that the specified color-coded Microfiber cleaning cloths including the chamois style for glass and window cleaning is used. White terry cloths may only be used in the tamping process for fabric and carpet spotting procedures. Other than where a rough floor exists where a special rough floor looped, launderable wet mop may be required, the requirement of dry and wet mopping is to be carried out using Microfiber dry and wet pads. No cloths or pads are permitted to be re-dipped in any cleaning solution. All must be set aside and laundered after use. Disposable cloths are required for cleaning vinyl with the waterless hand cleaner.



### **MOLD AND MILDEW**

Using gloves a respirator and only for minor mold/mildew cleanup (10 square feet or less) the area is to be tank sprayer misted with our **germicidal** detergent at **1 oz. per gallon** of water until the entire mold surface is thoroughly wetted throughout its mass. Our germicidal detergent must stay in contact with the mold/mildew for a minimum of 10 minutes before it is removed. Misting with a tank sprayer is critical to prevent any of the spores from becoming airborne. All waste is to be double bagged and disposed of. All non-disposable tools/equipment must be washed with our germicidal detergent at 1oz. per gallon of water maintaining the minimum 10-minute contact time. Upon completion thoroughly wash hands and face.

**Note:** Instances of larger contaminated areas or where the mold/mildew returns are to be reported immediately to the Facilities Manager.

### **NO SUB-CONTRACTING**

Other than those services offered and approved by the contract acceptance, no other services are permitted without the express written permission of the Buildings and Grounds Supervisor.

### **NON SMOKING AREAS**

Smoking is prohibited in all buildings and structures. For smoking outside, the Provincial and Federal Treasury Board Guidelines must be adhered to.

### **PROJECT MANAGEMENT CONTROL PROCEDURES**

It will be the responsibility of the RPSS Site Representative and the Project Authority to oversee progress, address any concerns, discuss and manage ongoing efforts with the Contractor.

### **RESTRICTIONS TO THE SITE**

The Buildings and Grounds Supervisor has the site responsibility to determine whether any person will be permanently restricted from the site for performing in a less than professional and knowledgeable manner or who is unable to demonstrate a working knowledge of our contract requirements including but not restricted to our Quad cleaning process or our Cleaning Standards. Restrictions may also be applied to any contractor who does not have current valid certificates e.g. WHMIS/Universal Precautions and Fall Arrest. It is the responsibility of the contractor to ensure all certification remain valid for the duration of the contract.

### **SAFETY**

The Workers' Compensation Board of British Columbia requires all workers to be knowledgeable of all workplace hazards and the precautions that must be taken to ensure that safe work practices are maintained. It is the responsibility and cost of the Contractor to ensure that its representatives receive annual training and instruction certificates in W.H.M.I.S. and Universal Precautions and that staff are equipped with appropriate tools, clothing and spill cleanup supplies so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to rodent and foul droppings. Therefore, it is imperative that Contractor's representatives are current in their knowledge of W.H.M.I.S. and safe practices regarding the safe dealing and/or cleanup of rodent and foul droppings.

**NOTE:** Contractors site orientation will be provided by the Pacific Biological Station, Nanaimo BC

### **SCENT FREE**

The Pacific Biological Station follows the 'scent free guidelines'. As there are times where cleaning staff will be interacting with or near PBS staff, we require all cleaning staff to refrain from using perfume, cologne, and deodorant with a strong fragrance/smell.

### **SECURITY REQUIREMENTS**

Contractors working under this contract must hold a valid Designated Organization Screening (DOS) and the proposed resources must hold a valid reliability status or higher issued by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC), effective on the date of closing to allow them access to Fisheries and Oceans' restricted office areas.

No sensitive information can be accessed, processed or stored at the contractor's premises.





Compliance with the mandatory security requirements is the sole responsibility of the bidder.

For additional information on security requirements, bidders should refer to the [Industrial Security Program \(ISP\)](#) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

In order for the Department to confirm that your company and all individuals proposed to perform work under this contract meet the required Security Status, you must complete the **Personnel Identification** Form (Confirmation of Security Status) providing the name of your company and the full names of individuals and dates of birth of all individuals who will be providing the services.

Access to the site will be restricted to the cleaning firm and its personnel who have been security cleared to a level acceptable to the site. With the exception of Special Events cleaning hours, all workers are required to appear in person with the site Cleaning Supervisor when signing in and out. Each will be supplied with and sign for (supervisor must initial) keys, security pass and communication device, must wear picture ID, uniform bearing the firm's name (contractor's cost) and all personnel will have on record with Security their names, addresses, phone numbers and emergency contact information. In the case of an emergency where any non-security cleared person is required as substitute to provide cleaning services they may be given prior permission by the Buildings and Grounds Supervisor but in any event are restricted and will be provided with a contractor's building pass, no security pass or communication device. Persons admitted under this process must at all times work within eye view of the site-cleaning supervisor. Failure to comply will result in restriction of access resulting in and treated as a major breach of security. Neither printed or copied written material, nor recyclable materials are to be removed from the site by the Contractor or their employees. Our security has the authority to search any carry items.

#### **SITE FLOOR PLANS**

Have been provided, and colour coded by means of a 'cleaning symbol legend' identifying the areas requiring cleaning. The site drawings may not be accurate to scale however the overall square footage is correct. Floor coverings are subject to change as areas are upgraded.

#### **GREY**

No access or requirement for regular cleaning.

#### **YELLOW – Wednesdays**

Special Laboratories – Floors, waste and dispenser servicing only, supervised by the lab staff. All labs are to be cleaned every Wednesday. Project work may be pre- scheduled or assigned to the summer project work schedule.

#### **BLUE –Daily – Monday to Friday**

Includes weekly and monthly rotational work which may, as stipulated, be on weekends. Daily cleaning includes total compliance with the site current Cleaning Standards document and the Daily cleaning task schedule. Project work will be pre-scheduled or assigned to the Summer Project Cleaning Months.

**Note:** Elevator - There is one elevator and it is located in the Taylor building.

**Note:** All sides of glass that is easily accessible from a standing position is to be cleaned weekly and/or maintained to the standard and this includes the ledges, frames and the removal of cobwebs litter etc.

#### **GREEN**

Quad cleaning areas – pre-scheduled on Tues. Wed. Thurs. or Friday

On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the Buildings and Grounds Supervisor.

'Quad' cleaning is especially designed to reduce the gross dust and soil load of inadequate cleaning and involves the client in maintaining their personal workspace.

'Quad' cleaning includes detailed cleaning of the 'Quad' assigned space.



'Quad' cleaning includes total compliance with the site current Cleaning Standards document and the 'Quad' cleaning task schedule.

Each occupant receiving 'Quad Cleaning' is informed of their cleaning day as well as the details of the cleaning expectations.

Project work will be pre-scheduled and may be carried out on Mondays or during occupant's absence (on vacation) or during the summer project months.

#### **SITE SUPERVISED AREAS**

By the DFO manager responsible or DFO designate and must be cleaned between the hours of 3 pm and 4:30 pm.

Included as a Quad cleaning area – either Tues. Wed. Thurs. or Friday.

Project work will be treated in the same manner as the Quad cleaning.

#### **SITE INSPECTIONS**

Every week based on our current cleaning standards, the Contractor site Supervisor is required to have carried out and submitted detailed cleaning inspections of all of the week's work – building by building-for the entire site. The individual buildings inspections are to be submitted on Friday each week to the office of the RPSS. Cleaning functions that are carried out on a less frequent basis as well as project work is to be recorded daily in the communication book. The RPSS will determine if any of the work has not been completed to the standards and if this should occur the supervisor will be required to, outside of the regular assigned hours, to supervise additional work hours, at the cost of the Contractor, to complete the work to the satisfaction of the RPSS and these Standards.

#### **SPECIAL FUNCTIONS / HOURS**

From time to time specific site areas may hold 'Special Functions' requiring an adjustment in the scheduled cleaning hours. The Buildings and Grounds Supervisor will provide adequate notice to the Site Cleaning Supervisor who will arrange for the adjustment of the affected working schedules start and completion time. Where additional staffing and hours are required these will be arranged for by the Buildings and Grounds Supervisor and billed to us as an extra using *the charge out rate*.

#### **STORAGE OF SUPPLIES**

Under no circumstances can any of the site or contractor supplied cleaning chemicals/products be stored in other than 'approved' designated space. All approved spaces must contain a SDS binder with all of the current SDS (*supplied and maintained current by the cleaning contractor*) on all and only for chemicals therein stored or dispensed.

#### **SUPERVISION**

A qualified Cleaning Supervisor must be on site during all regular cleaning hours. This person may be a partial working supervisor, but must be a representative of the firm, have the ability to supervise in a professional manner and the authority to carry out daily inspections of all daily scheduled work and rectify any and all cleaning concerns/deficiencies related to this contract on a daily basis.

#### **SUPPLIES AND PRODUCTS PROVIDED BY DFO**

Pacific Biological Station, Nanaimo BC will supply the following supplies for distribution /installation by the contractor's staff throughout the site, all:

**Provided Supplies:** Toilet tissue, tampons, paper towels, paper toilet seat liners, cone cups, plastic bag liners (possibly green degradable ones) for the site waste receptacles.

**It is the contractors responsibility to advise the Building and Ground Supervisor or designate when stock levels are low**

**The site Cleaning Supervisor will submit a written requisition to the Buildings and Grounds Supervisor or designate at least 2 weeks in advance to ensure adequate supplies to the site.**

The site cleaning supervisor must maintain current on-site records of all chemical and paper product distribution, by building, throughout the site.

The site cleaning supervisor must maintain current, on site, records of all floor work. The date, product name, number of coats of sealer, finish and scrub and re-coat.



Under no circumstances can any of the site or contractor supplied cleaning chemicals/products be stored in other than 'approved' designated space. All approved spaces must contain a SDS binder with all of the current SDS on all and only for chemicals therein stored or dispensed.

**Provided Products:** The Pacific Biological Station, Nanaimo BC will supply to the Cleaning Contractor the following types of products for the sole use at the site. Wherever possible these chemicals will be dispensed through a pre-approved controlled dispensing system or process throughout the site. The Cleaning Supervisor will ensure adequate chemicals using the same process as outlined for the supplies.

Germicidal detergent - Morning Mist Disinfectant Cleaner

Food safe sanitizer - cafeteria use

Detergent - light duty and heavy duty depending on the dilution - Eco-Max Neutral Cleaner

Hand soap for installed dispensers

Hand sanitizer for installed dispensers

Temp Paste cleaner - stainless steel, counters etc. – A·BEN·A·QUI

Carpet spot cleaning dilute at 1-10-Clean

Floor stripper - Ultra Chem - Diversy Linosafe Linoleum Stripper

Floor neutralizer - Ultra Chem Neutrilizer

Floor Sealer - Ultra Chem - Diversy Lino Base Linoleum Sealer

Floor Finish - Diversy Amplify High Solid Floor Finish

Floor Sealer for Terrazzo – Diversy Iron Stone Acrylic Seal

Waterless Hand Cleaner - cleaning vinyl

Urinal maintainers – where needed

Disposable flat/wet use pads (if required for specialty lab cleaning)

**Approved Products:** All products used on this site require our pre-approval. The basic day-to-day cleaning products required are purchased by us and are to be used as per the manufacturer's directions. Any approved products that are contractor supplied must also be used in accordance with the manufacturer's directions.

## TELEPHONE ACCESS

**Personal Use of Phones is Restricted.** A phone is available at the back of the cafeteria for personal use to make local calls during scheduled breaks.

## TRAINING

It is a requirement that all cleaning staff be trained at the Contractor's expense.

It is understood that from time to time there may be a need to have new cleaning staff and these staff may require some on-site-training. The RPSS Site Representative will make the appropriate arrangements to permit new cleaning staff access to the site however these cleaning staff must be trained at the Contractor's expense.

All staff carrying out the regular cleaning duties on site must be able to execute in a professional manner all the cleaning procedures as outlined by the contract and the site cleaning standards using the professional products, supplies and equipment in the manner to which they were intended. The Contractor must provide annually by the contract award date, W.H.M.I.S. and Universal Precaution training re-certificates for all staff assigned to the site.

It is the responsibility and cost of the Contractor to ensure that its representatives receive regular training and instruction certificates in **W.H.M.I.S., Universal Precautions** and the first aid procedures for metal/needle sticks, as set down by the British Columbia Centre for Disease Control. The contractor is to ensure that their staff are equipped with appropriate tools, clothing and spill clean-up supplies so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to rodent and foul droppings



## **UNIFORMS**

For security, hygiene and identification, it is a requirement of this Contract that the contractor supply and ensure that all persons carrying out the work wear clean suitable uniforms displaying the Contractor Firms name, picture ID clearly displaying the employees first name. All other clothing must be clean, suitable for the work, and be neat in appearance. All footwear will be closed in and comply with any WCB requirements related to the work.

## **VACUUM**

All of them are to be operated using the contractors supplied disposable paper bags and once no more than ½ full must be replaced and the used bags placed in the appropriate external waste holding container while fabric filters therein are to be maintained clean and if launderable, ***laundered every Friday.***

## **W.H.M.I.S. COMPLIANCE**

The Contractor must at all times be WHMIS compliant. The contractor is responsible to provide M.S.D.S. on all products used in the cleaning function on the site and to maintain all in binders identified as M.S.D.S. in all designated areas where cleaning chemicals/products are permitted by the site to be dispensed/stored.

## **WASHER AND DRYER LOCATION**

The contractor will be provided an area for installation of the contractors supplied washer and dryer. These units must be able to be 'stacked' (1 unit to be placed on top of the 2<sup>nd</sup> unit) The washer and dryer are limited to use in the cleaning operations throughout the site. Laundry products and separate covered containers for the soiled and clean mops and cloths etc. are to be provided by the contractor. No cleaning cloths, mops/pads etc. may be left in a wet condition over a shift as there are other users of the machines. Laundry products and dryer balls (no bleach or fabric softener) are to be supplied by the contractor. Dryer balls are recommended for enhancing the drying process and are cost effective. No chemical sheets or softeners can be used to aid in the drying of Microfiber products.

## **WASHROOMS/LOCKER ROOMS**

Access to these areas is prohibited at any time they are in use.

## **WASTE**

The contractor is responsible to ensure that any and all waste collected and generated during the cleaning operation; as well as all cardboard (left in client hallways) is flattened; is transported for disposal of in accordance with the directions of the site. *Cardboard bins are located in front of the Taylor, by the Annex, Whitmore-Upper Campus.* Compostable material will be collected and placed in designated bins. The site staff takes care of paper and plastic recycling however the cleanliness of all collection containers is the responsibility of the cleaning contract. Neither printed or copied written material, nor recyclable materials are to be removed from the site by the Contractor or their employees.



---

## **Annex “A-1” – Cleaning and Disinfecting Surfaces 2x Per Day**

Additional procedures to be followed for the duration of the COVID-19 crisis and any future pandemic. This will require 1 (or 2) cleaner(s) on-site during the work day 9 to 3:30 depending on the buildings occupation levels. This requires a separate price per month per cleaner. Once they are no longer required, their services will be stopped. However, pricing will be for the duration of the contract should these services be required again.

### Washrooms

- Faucets, plunger handles, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles and door handles flush handles, light switches, soap dispenser levers, towel dispenser levers, hand dryer buttons, exit door handles and locks
- Touch points on washroom stall doors and entrance doors

### Office and Common Areas

- Touch points, doors, lights switches
- Stairwell handrails
- Waiting room furniture and foyer surfaces
- Light Switch Plates / Door handles/Thermostats
- Break area (counters, cupboard handles, fridge handles, microwave handles and buttons, coffee pots and hot water dispensers, vending machines, water coolers and buttons)
- Passenger Elevators
- Elevator push buttons
- Lobby Reception Areas / Security Stations / Public Waiting Areas (desk surfaces, pens, door handles, stairway railings)
- Loading / Shipping dock doors
- Public telephones
- Chairs (arm rests and chair levers)

### Conference Rooms

- Tabletops (Meeting rooms, interview rooms training rooms, photocopy stations)
- Chairs (arm rests and chair levers), window sills, tables and/or desks surfaces, drawer/cabinet



**ANNEX “B” BASIS OF PAYMENT**

**Cost / Price Submissions:** The Bidder takes full responsibility for all costs submissions. Any errors or omissions on the part of the bidder remain that of the bidder and are not the responsibility of the Fisheries and Oceans Canada to verify.

**COST SUBMISSION FOR FIRST YEAR OF CONTRACT**

**Award to August 31, 2021**

**Cleaning Staff Monday to Friday 3pm – 11:30pm** (includes a ½ hour unpaid meal break)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate per person excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Monday to Friday 3pm – 11:30pm** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$\_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required. The ‘charge out rate’ must include all benefits.*

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Supervision including benefits \$\_\_\_\_\_

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits \$\_\_\_\_\_

**FIRST YEAR CLEANING COSTS INCLUDING BENEFITS**

Total Contract Costs Per Month (year divided by 12) \$\_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$\_\_\_\_\_

Additional procedures to be followed for the duration of the Covid-19 crisis  
Annex A1 – Cleaning and Disinfecting Surfaces 2x Per Day as per Annex A1

All-Inclusive Total Daily cost \$ \_\_\_\_\_ + HST/GST



**COST SUBMISSION FOR FIRST OPTION YEAR OF CONTRACT**

**September 1, 2021 to August 31, 2022**

**Cleaning Staff Monday to Friday 3pm – 11:30pm** (includes a ½ hour unpaid meal break)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate per person excluding benefits \$ \_\_\_\_\_

**Cleaning Supervisor Monday to Friday 3pm – 11:30pm** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$ \_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.*

The 'charge out rate' must include all benefits.

1<sup>st</sup> option year of contract per hour Charge out Rate for Supervision including benefits \$ \_\_\_\_\_

1<sup>st</sup> option year of contract per hour Charge out Rate for Cleaning Staff including benefits \$ \_\_\_\_\_

**FIRST OPTION YEAR CLEANING COSTS INCLUDING BENEFITS**

Total Contract Costs Per Month (year divided by 12) \$ \_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$ \_\_\_\_\_

Additional procedures to be followed for the duration of the Covid-19 crisis  
Annex A1 – Cleaning and Disinfecting Surfaces 2x Per Day as per Annex A1

All-Inclusive Total Daily cost \$ \_\_\_\_\_ + HST/GST



**COST SUBMISSION FOR SECOND OPTION YEAR OF CONTRACT**

**September 1, 2022 to August 31, 2023**

**Cleaning Staff Monday to Friday 3pm – 11:30pm** (includes a ½ hour unpaid meal break)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate per person excluding benefits \$ \_\_\_\_\_

**Cleaning Supervisor Monday to Friday 3pm – 11:30pm** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$ \_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.*

The 'charge out rate' must include all benefits.

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Supervision including benefits \$ \_\_\_\_\_

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits \$ \_\_\_\_\_

**SECOND OPTION YEAR CLEANING COSTS INCLUDING BENEFITS**

Total Contract Costs Per Month (year divided by 12) \$ \_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$ \_\_\_\_\_

Additional procedures to be followed for the duration of the Covid-19 crisis  
Annex A1 – Cleaning and Disinfecting Surfaces 2x Per Day as per Annex A1

All-Inclusive Total Daily cost \$ \_\_\_\_\_ + HST/GST





**COST SUBMISSION FOR THIRD OPTION YEAR OF CONTRACT**

**September 1, 2023 to August 31, 2024**

**Cleaning Staff Monday to Friday 3pm – 11:30pm** (includes a ½ hour unpaid meal break)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate per person excluding benefits \$ \_\_\_\_\_

**Cleaning Supervisor Monday to Friday 3pm – 11:30pm** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$ \_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.*

The 'charge out rate' must include all benefits.

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Supervision including benefits \$ \_\_\_\_\_

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits \$ \_\_\_\_\_

**THIRD OPTION YEAR CLEANING COSTS INCLUDING BENEFITS**

Total Contract Costs Per Month (year divided by 12) \$ \_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$ \_\_\_\_\_

Additional procedures to be followed for the duration of the Covid-19 crisis  
Annex A1 – Cleaning and Disinfecting Surfaces 2x Per Day as per Annex A1

All-Inclusive Total Daily cost \$ \_\_\_\_\_ + HST/GST



---

## ANNEX "C" INSURANCE CONDITIONS

The Contractor shall, at the Contractor's own expense, provide and maintain insurance as indicated hereunder:

### 1. Definitions

1.1. "Contract" means "Purchase Order".

1.2. "Buyer" means those departmental organizations or persons who have been given the responsibility for the contracting process within the Department.

### 2. Indemnification

The issuance coverage required by the provisions of these Insurance Conditions shall in no way limit the Contractor's responsibility under the indemnification section of the General Conditions of the contract. Any additional coverage the Contractor may deem necessary to fulfill obligations under the indemnity section shall be at the Contractor's own discretion and expense.

### 3. Period of Insurance

The insurance coverage shall be in effect from the date of contract award and shall be maintained until the contract work is completed.

### 4. Proof of Insurance

Within fourteen (14) days after acceptance of the Contractor's tender, the Contractor shall deposit with the Buyer, a Certificate of Insurance or certified true copies of all contracts of insurance maintained by the Contractor pursuant to the requirements of these Insurance Conditions.

### 5. Notification

Each insurance policy shall contain a provision that thirty (30) days prior written notice shall be given to Her Majesty in the event of any material change in, cancellation of, or expiration of coverage.

### 6. Insured

Each insurance policy shall insure the Contractor, and shall include as an Additional Named Insured, Her Majesty the Queen in right of Canada as represented by the Minister of Fisheries and Oceans.

### 7. Payment of deductible

The amount of the deductible, if any, shall be borne by the Contractor.

### 8. Public Liability and Property Damage Insurance

8.1. The Contractor shall, concurrently with the execution of this contract, place and maintain at all times during the execution of the work covered by this contract, sufficient public liability and property damage insurance against personal injury and loss or damage to the property so as to fully cover the Contractor's liability to any firm, person, association, or corporation, resulting from or attributable to the execution of the work.

**The Minimum Acceptable Amount is \$1,000,000.00.**

8.2. The policy shall be issued with a deductible amount of not more than \$500.00 per occurrence applying to property damage claims only.



9. Third party liability for vehicles and equipment owned, leased, used or operated by the Contractor

The Contractor shall provide an endorsement to the public liability and property damage insurance policy to include third party liability insurance for vehicles and equipment owned, leased, used or operated by the Contractor.

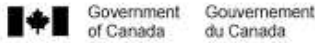
**Minimum acceptable amount is \$1,000,000.00.**

10. Tenants Legal Liability Insurance (where applicable)

The Contractor shall provide an endorsement to the public liability and property damage insurance policy to provide coverage for premises under the Contractor's care, custody and control in a **minimum amount of \$500,000.00.**



**ANNEX "D" SECURITY REQUIREMENTS CHECK LIST**



Contract Number / Numéro du contrat F1744-20101
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 Fisheries and Oceans Canada - RPSS		2. Branch or Directorate / Direction générale ou Direction HRCS - RPSS	
3. a) Subcontract Number / Numéro du contrat de sous-traitance Unknown (New Contract)		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant Unknown (New Contract)	
4. Brief Description of Work - Brève description du travail Contractor who is awarded a contract through open tendering will supply janitorial services to the Pacific Biological Station in Nanaimo BC			
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? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. (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 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"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		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"/>

Security Classification / Classification de sécurité
--





Contract Number / Numéro du contrat F1744-20101
Security Classification / Classification de sécurité :

**PART A (continued) / PARTIE A (suite)**

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  
Short Title(s) of material / Titre(s) abrégé(s) du matériel :  No / Non  Yes / Oui  
Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / 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 : \_\_\_\_\_

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?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PART C - SAFEGUARDS (SUPPLIER) / 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?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  No / Non  Yes / 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?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  No / Non  Yes / 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?  
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?  No / Non  Yes / Oui

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

Security Classification / Classification de sécurité
--







Contract Number / Numéro du contrat F1744-20101
Security Classification / Classification de sécurité

**PART C (continued) / PARTIE C (suite)**

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 Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé			Confidential / Confidentiel	Secret	Top Secret / Très Secret
											A	B	C			
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.**

12. b) Will the document 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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**

Security Classification / Classification de sécurité
--



**ANNEX “E” CLEANING FIRM’S STATEMENT OF QUALIFICATIONS FOR THE CLEANING REQUIREMENTS**

Date \_\_\_\_\_

Number of licensed years of the Company in the cleaning business in the Nanaimo and adjoining areas: \_\_\_\_\_.

Workers’ Compensation Board Firm Number: \_\_\_\_\_

Assessment clearance letter number: \_\_\_\_\_

Number of Persons you Employ: \_\_\_\_\_ Full Time: \_\_\_\_\_ Part Time: \_\_\_\_\_

Will your providing the work create a conflict of interest either for or between you and/or Fisheries and Oceans Canada, the Pacific Biological Station, Nanaimo, BC \_\_\_\_\_.

It is hereby acknowledged and understood that it is the contractor’s responsibility to educate and train their staff and to only provide to the site those staff who are security cleared, are competent in the proper and effective use of products, procedures and equipment to meet and maintain Pacific Biological Station, Nanaimo BC, current Cleaning Standards and contract requirements of which they will be completely familiar.

Describe your employee-training program:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



---

Describe your companies benefit package for your staff:

---

---

---

---

---

---

---

---





In the event of an Award, list your Supervisor, authorized representative for the work.

Will your Supervisor be required to perform cleaning duties (Yes / No)? If yes you guarantee that adequate time will be permitted for complete supervisory duties to be performed.

**Security clearance is a requirement therefore security clearance must be already held at the time of bid submission.**

Name \_\_\_\_\_ How long employed by you? \_\_\_\_\_

Describe technical background and experience; \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_**

**Or applied for \_\_\_\_\_ (date)**

I am providing \_\_\_\_\_ records to substantiate salary and proof of full time employment.

**Provide a resume and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.**



In the event of an Award, list your Relief Working Supervisor, authorized representative for the work site.

Will your Relief Supervisor be required to perform cleaning duties (Yes/No)? If yes you guarantee that adequate time will be permitted for complete supervisory duties to be performed.

**Security clearance is a requirement therefore security clearance must be already held at the time of bid submission.**

Name \_\_\_\_\_ how long employed by you? \_\_\_\_\_

Describe technical background and experience; \_\_\_\_\_

---



---



---



---



---

What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_

I am providing \_\_\_\_\_ records to substantiate salary and proof of full time employment.

**Provide a resume and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.**



**In the event of an Award, list 5 of the employees you would be proposing for the work site:  
Security clearance is a requirement therefore security clearance must be already held at the time of bid  
submission.**

**NAME** \_\_\_\_\_

How long employed by you \_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ Date issued \_\_\_\_\_

Position Proposed \_\_\_\_\_

**NAME** \_\_\_\_\_

How long employed by you \_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ Date issued \_\_\_\_\_

Position Proposed \_\_\_\_\_

**NAME** \_\_\_\_\_

How long employed by you \_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ Date issued \_\_\_\_\_

Position Proposed \_\_\_\_\_

**NAME** \_\_\_\_\_

How long employed by you \_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ Date issued \_\_\_\_\_

Position Proposed \_\_\_\_\_

**NAME** \_\_\_\_\_

How long employed by you \_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ Date issued \_\_\_\_\_

Position Proposed \_\_\_\_\_

**For each proposed cleaning person designate what position you would be planning for this person to fill (i.e.-  
weekday Monday-Friday).**



**Provide a resume for each person and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.**

**List all proposed resources you intend to employ at our site should you be awarded a contract. Include all applicable documents and certification applicable to this requirement.**



**References of three cleaning contracts that I currently hold or have held in the past 5 years which in my estimation as the owner of the bidding Company are representative of the cleaning expectations size and capacity (minimum 4500 sq. m commercial/industrial/laboratory facilities) of The Pacific Biological Station, Nanaimo, BC:**

1. Client Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Building Name \_\_\_\_\_

Address: \_\_\_\_\_

Square Footage Area Cleaned: \_\_\_\_\_ Date of Service from \_\_\_\_\_ to \_\_\_\_\_

Extent of cleaning service provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Client Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Building Name \_\_\_\_\_

Address: \_\_\_\_\_

Square Footage Area Cleaned: \_\_\_\_\_ Date of Service from \_\_\_\_\_ to \_\_\_\_\_

Extent of cleaning service provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Client Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Building Name \_\_\_\_\_

Address: \_\_\_\_\_

Square Footage Area Cleaned: \_\_\_\_\_ Date of Service from \_\_\_\_\_ to \_\_\_\_\_

Extent of cleaning service provided: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I hereby certify that the information attached and contained herein is understood, true and correct.

Signature of Company Owner \_\_\_\_\_



**ANNEX “F” CLEANING TASKS AND SCHEDULE**

D=Daily, W=Weekly, M=Monthly

Task (refer to Standards)				
<b>101</b>	<b>COMMON AREAS: FOYERS, WAITING AREAS, ROOMS, CORRIDORS, ETC. (OPEN AREAS &amp; ENCLOSED) QUAD CLEANED AREAS – OFFICES, SUPERVISED CLEANING</b>			
<b>.1</b>	empty waste / recycle baskets	<b>D</b>	liners in place	<b>D</b>
	recyclables-transported	<b>D</b>	baskets clean	<b>D</b>
<b>.2</b>	Desks /sides / under	<b>D</b>	Book cases / cabinets	<b>D</b>
	Telephones	<b>D</b>	Chair frames	<b>D</b>
	Vinyl chairs	<b>D</b>	File cabinets	<b>D</b>
	Vacuum fabric	<b>D</b>	Computer screens / key boards	<b>D</b>
	CARPET free of spots	<b>D</b>	LAMPS	<b>D</b>
	Bric a bric	<b>D</b>	Staplers etc.	<b>D</b>
	PICTURES-wall	<b>D</b>		
<b>.3</b>	Window sills	<b>D</b>	Partition ledges	<b>D</b>
	Chalk / white boards	<b>D</b>	Base boards	<b>D</b>
	Radiators			
<b>.4</b>	Floors wet clean	<b>D</b>		
<b>.5</b>	Vacuum carpet	<b>D</b>	Under chair mats	<b>D</b>
	Vacuum carpet edges	<b>D</b>	Spot clean carpet	<b>D</b>
	VACUUM under furniture	<b>D</b>	T-MATS-over and under	<b>D</b>
<b>.6</b>	Spot clean walls	<b>D</b>	Spot clean window glass	<b>D</b>
	Spot clean doors	<b>D</b>	Partition glass-spot clean	<b>D</b>
<b>.10</b>	Small appliances	<b>D</b>	Inside microwaves	<b>D</b>
	Kick plates / grilles	<b>D</b>	Knobs / switch plates	<b>D</b>



<b>201</b>	<b>WASHROOMS, SHOWER ROOMS, LOCKER ROOMS, FITNESS ROOMS</b>			
.1	Basins	D	Toilets / urinals	D
	Plumbing fixtures	D	Walls	D
	Exposed pipes	D	All touchable surfaces (lockers, door handles, switches etc)	D
		D		D
.2	Remove liners, clean and replace	D	Empty waste receptacles	D
.3	CLEAN ALL SURFACES (including tissue holders, soap, sanitizer, towel holders/dispensers, attachments, hardware)	D	Fill all dispensers	D
.4	CLEAN ALL SURFACES (including partitions, modesty panels, walls, doors, ledges, vents, grilles, kick plates)	D		
	Clean all locker surfaces	D		
.5	CLEAN ALL SURFACES (including mirrors, windows, frames, shelves, bright work, flushometers piping, toilet seat hinges)	D		
.6	Clean all floors and steps	D	Pour water in floor drains weekly	W
.7	Scrub floors with detergent	W	Re-coat sealer/finish as needed	W
.8	Wash walls - showers and shower rooms	D		
	Wash walls - restrooms	W		
<b>301</b>	<b>STAIRWAYS AND LANDINGS</b>			
.1	CLEAN ALL SURFACES (handrails, ledges, railings, baseboards, banisters etc)	D	Dust walls, ceilings, exposed pipes and cross beams etc	D
	Spot clean wall and glass sidings	D	Vacuum carpeted stairs and risers	D
	Spot clean carpeted stairs	D	Wash walls (from the bottom up) washable ceilings and appurtenances.	D
	Clean washable surfaces (stairs, risers, nose cones, landings, risers etc)	D		
<b>302</b>	<b>RESILIENT AND NON-RESILIENT FLOORS</b>			
.1	Scrub floors	D	Burnish all surfaces	W
	Scrub and re-coat wear areas	W	Refinish all floors as required (see cleaning standards)	W



	Clean grout if needed	<b>W</b>	
<b>303</b>	<b>CARPETS AND MATTING</b>		
.1	Vacuum all carpets and matting	<b>D</b>	Exterior mats - clean surface and dry underneath
	Pile lift all carpet and matting (monthly in quad areas)	<b>W</b>	Spin clean all carpet foot traffic (in winter/rainy season every two weeks)
<b>304</b>	<b>CEILINGS AND WALLS</b>		
<b>REFER TO INDIVIDUAL AREAS AND CLEANING STANDARDS</b>			
<b>305</b>	<b>VENETIAN / VERTICAL/ MYLAR BLINDS AND DRAPES</b>		
<b>REFER TO INDIVIDUAL AREAS AND CLEANING STANDARDS</b>			
<b>306</b>	<b>VERTICAL SURFACES, HIGH CLEANING</b>		
.1	Clean all surfaces	<b>D</b>	
<b>307</b>	<b>VERTICAL SURFACES, HIGH CLEANING</b>		
.1	Dust exterior of light lenses, ceiling areas, air and wall vents	<b>M</b>	
		<b>M</b>	
<b>309</b>	<b>STORAGE AREAS</b>		
.1	Clean floors	<b>M</b>	Dust all surfaces - light fixtures, overhead beams, ledges, pipes, shelving etc
<b>310</b>	<b>CLEANERS CLOSETS AND PROVIDED SPACE</b>		
.1	All items/surfaces cleaned daily as per cleaning standards	<b>D</b>	
<b>307</b>	<b>BUILDING EXTERIOR AND FURNISHINGS</b>		
.1	Empty and clean all waste/ash receptacles and replace liners/sand	<b>D</b>	Remove/clean all waste from loading docks, walkways/patio areas
	<b>CAFETERIA</b>		<b>M/F</b>
<b>101.2</b>	<b>Wash</b> all tables/chairs over/under/legs/feet		<b>W</b>
<b>101.9</b>	<b>Wash</b> all counters/cupboards etc.		<b>W</b>
<b>309</b>	<b>Clean</b> all glass inside, ledges/frames		<b>W</b>





303	Wash - floors	D
303	MACHINE SCRUB floor BURNISH	W
101.10	Clean microwaves	D
101.10	Clean fridges	W

**Quad Cleaning Tasks**

<b>All Quad scheduled rooms which are found inaccessible or where access is denied must be reported daily to the RPSS Site Representative</b>			
Quad cleaning is to be carried out at the front end of the cleaning shift			
<b>1st. Week of the Month</b>			
308	Window glass interior	M	Window glass exterior
308	Partition Glass both sides	M	No cobwebs, litter
<b>2nd. Week of the Month</b>			
305	Blinds dusted	M	Verticals vacuumed
307	Light lenses dusted	M	No bugs in lights
<b>3rd. Week of the Month</b>			
304	All partition surfaces washed	M	Door and frames washed
101	Fabric dividers vacuumed	M	Fabric dividers spot cleaned
202	Wash walls - locker rooms, washroom access corridors, washer/dryer rooms	M	
<b>4th. Week of the Month</b>			
304	Radiator covers washed	M	Spin clean all carpet foot traffic areas (summer months)
303	Carpet pile lifted	M	Overhead pipes, ledges and beams dusted

**Quad Cleaning**

'Quad' cleaning is especially designed to reduce the gross dust and soil load of inadequate cleaning and involves the client in maintaining their personal workspace. It requires detail cleaning and must be started at 3PM to enable reasonable lighting and adequate time after completion for the site supervisor to inspect and deal with any work that requires immediate attention.

'Quad' cleaning includes the detailed cleaning of the 'Quad' scheduled assigned space.

'Quad' cleaning includes total compliance with the site current Cleaning Standards document and the site 'Quad' cleaning task schedule.



Quad cleaning is a combination of thorough daily and rotational cleaning of any given office space. It allows you to maintain a high quality of cleaning standard while eliminating daily unproductive and unnecessary repetitive quick yet never complete cleaning. Quad cleaning includes but is not limited to: Germicidal cleaning of all touch plates, push bars, light switch plates, and cleaning telephone mouth/ear piece and cradle. Spot cleaning and vacuuming of any fabric wall coverings, vacuuming of all fabric furniture. Spot cleaning and vacuuming of carpet wall to wall, washing of cleared desks or if not cleared all exposed areas, washing of all clear areas of cabinets and book shelving, washing of all other washable surfaces. All washable surfaces include but is not exclusive to chair legs and wheels, sides of desks, glassed pictures, white boards etc. When the office or area is detail cleaned it is cleaned ceiling to floor high dusting (doors, frames, picture frames, ledges etc there is nothing left unclean. There are no spots on carpets or furniture etc. Other than those specific functions that are scheduled throughout the month on the Quad cleaning day all the rotational and daily work is done thoroughly, done right and on schedule.

#### **Benefits of Quad Cleaning**

- Provides best value solutions and service delivery which contributes to our customers' success while meeting their needs
- Is carried out early in the shift to allow time for the Site Supervisor to inspect and immediately rectify any issues
- Combination of daily and rotational cleaning for each designated area which includes thorough weekly
- Site occupants know their cleaning day
- Space is detail cleaned providing higher quality and improved customer service
- Work is organized
- All cleaning is done using clean microfiber cloths and no re-dipping of cloths in solutions
- Vacuuming is done rather than dust mopping
- Cleaning is done thoroughly and done right
- No room for error, no repeating of the work



**ANNEX “G” CLEANING STANDARDS**

**Owners Name (print)** \_\_\_\_\_

**Sample Initial** \_\_\_\_\_

**Supervisors Name (print)** \_\_\_\_\_

**Sample Initial** \_\_\_\_\_

**Relief Supervisors Name (print)** \_\_\_\_\_

**Sample Initial** \_\_\_\_\_

Company Owner, Proposed and Relief Site Supervisors: **should also INITIAL each page** and by doing so they confirm that they have read understood and agree to comply to these Standards.

In the event that a change in supervisory personnel takes place the Contractor must submit their signed copy of these standards To the Facilities Manager.

Exclusions from this service are:

Cafeteria and Servery: locked refrigerator and cupboards etc. where food of any kind is stored.  
Grey areas as identified on the site colour coded drawings with the possible exception of summer project work



## INTERIOR OF BUILDING

Includes all non-restricted areas as per the color coded site drawings provided. Entrances, lobbies, waiting areas, rooms, corridors (open and closed areas), offices, file/copy rooms, meeting and conference rooms, common areas, stairways, elevator, cafeteria, kitchen, coffee/lunch room areas and/or rooms, storage rooms, vacant space etc.

101	Tasks	Results Required
.1	<p><b>Empty/clean</b> all waste contained holding receptacles and containers with germicidal detergent.</p> <p>The use of and daily replacement of waste contained liners is mandatory for all washroom, first aid room and break area receptacles etc.</p> <p>Where waste material needs to be emptied on a non-Quad day it will be left outside that office door in the hallway.</p> <p>All cardboard marked or left in the hall for disposal is to be flattened and taken to the cardboard bins located throughout the site.</p>	<p>All waste and recycle holding receptacles or containers are clean and in their correct place. No waste or recycle holding containers or baskets were placed upon desks or tables during cleaning operations.</p> <p>Any office waste containers left in the hallway are emptied and cleaned and the clean container placed inside the door of that office.</p> <p>All cardboard either marked for disposal or left in the hall was removed to the cardboard bin.</p>
	<p>For health and safety reasons, no person is permitted to handle or sort any waste with bare or even covered hands. <b>Puncture proof gloves</b> are to be used in the handling of all waste. Liners being removed from containers are to be done ensuring no body contact.</p> <p>Sharps other than those for metal recycling are to be noted along with the location in the communication book in the designated office.</p>	<p>All waste was handled safely and transported to the designated areas.</p> <p>Any needles or sharps are stored in a safe manner and were reported as directed.</p>
.2	<p><b>Clean</b> all furniture, frames, trim, wood, plastic, vinyl, leather (e.g. TVs, credenzas, book cases, desks, file cabinets, tables, furniture glass) inclusive of desk lamps, fans and all client accessories such as staplers, ceramics, ornaments free standing and wall hung art work, pictures including frames, etc.</p> <p><b>Scrub clean</b> all tables and chairs, all surfaces including legs in all lunch rooms/cafeteria <b>every Friday</b>.</p>	<p>All furniture, fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, Lexan, leather, etc., are free of finger marks, spots and stains, with no dust or streak marks present. Any furniture and equipment moved during cleaning operations has been returned to its correct location.</p> <p>All surfaces of all tables and chairs in all lunchrooms and main cafeteria were cleaned.</p>
	<p><b>Dust</b> computer screens, keyboards in general office areas.</p> <p>Other than dry dusting, do not, unless directed by the Buildings and Grounds Supervisor, clean etc. any items that could be damaged or de-programmed.</p>	<p><b>Note:</b> Questions regarding the cleaning of any client accessories have been directed to the Buildings and grounds Supervisor.</p> <p>Fisheries and Oceans arranges for the scheduled professional cleaning of keyboards and electronic computer equipment.</p>



101 Continued	Tasks	Results Required
.2 Cont	<p><b>Clean</b> all furniture, framing and trim, plastic, wood, vinyl, leather, etc.</p> <p><b>Clean vinyl</b> using waterless (non-grit) hand cleaner with lanolin. Brush if needed, Remove excess and polish dry.</p> <p><b>Vacuum</b> fabric upholstered furniture, <b>clean</b> frames, wheels etc.</p> <p><b>Spot clean</b> fabric furniture.</p> <p><b>Clean with germicidal detergent:</b> all telephones, furnishings and fittings in public access areas, all surfaces of beds and washable mattresses in areas such as First Aid room.</p> <p><b>Dust</b> all appurtenances, overhead pipes and cross supports</p> <p><b>Vacuum</b> fabric dividers. <b>Spot Clean</b> non-fabric dividers <b>Clean</b> divider frames and supports.</p>	<p>Furniture (including the frames and wheels are free of dust and debris and presents an overall clean appearance).</p> <p>Vinyl furniture is clean and free of stains and residue.</p> <p>Fabric furniture (including the frames and wheels are free of dust and debris and presents an overall clean appearance).</p> <p>All fabric furniture is free of spots and stains.</p> <p>Special attention was given to the mouth, earpieces and cradle of telephones, whereas the touch pad of office phones was cleaned carefully and no de-programming occurred.</p> <p>Clean cleaning cloths with germicidal detergent were used.</p> <p>Bed in First Aid room is clean and made-up</p> <p>No feather dusters were used, however, washable lamb's wool or polywool, long/extendible handle dusters may have been used. The surfaces are free of visible dust.</p> <p>Fabric and non-fabric dividers including frames and supports are free of dust and debris and presents an overall clean appearance.</p>
.3	<p><b>Clean</b> windowsills, partition ledges, baseboards and all other surfaces below three metres. Blackboard brushes, blackboard ledges, cleared whiteboards and blackboards, wall louvers, moldings, radiators, etc.</p>	<p>All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.</p> <p>In cleaning blackboards and blackboard brushes, only approved cleaning tools were used.</p> <p>In cleaning white boards, only approved cleaning tools and products such as Temp paste was used (i.e., no products such as Expo or abrasive cleaners were used).</p>
.4	<p><b>Clean</b> all hard surface flooring.</p>	<p>All floors are clean and free from debris, surface stains or detergent streaks. Corners and edges are clean.</p> <p>For dust mopping, only Microfiber flat dust pads were used.</p> <p>Care was taken throughout the Microfiber flat mopping operation to prevent cleaning solutions from collecting against and under furniture legs and cabinets. Special care and attention was paid to all corners and edges.</p>



101 Continued	Tasks	Results Required
.5	<p><b>Vacuum</b> carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc.</p> <p>Carpets, rugs and entrance mats shall be spot cleaned, traffic lane vacuumed daily and all carpet must be vacuumed thoroughly wall to wall no less than weekly, using appropriate equipment and attachment tools.</p> <p>Any Spots or stains that cannot be removed are to be recorded in the communication book.</p> <p><b>Dust/Clean "T" mats, etc.</b></p>	<p>Carpets are free of dust and debris. No debris or other soil matter was left in corners or around the edges of the carpet. No carpet sweepers were used.</p> <p>The carpet/matting is free of spots and stains, etc.</p> <p>Carpet spot/stains were sprayed from the exterior perimeter into the center. The spot/stain was well tamped using clean white absorbent cloths.</p> <p>All lightweight furniture and equipment moved during vacuuming operation to be returned to their original locations.</p> <p>Under "T" mats, furniture, tables, chairs, bookcases, between file cabinets, behind doors, along baseboards and/or freestanding radiators are clean and free of debris.</p>
.6	<p><b>Spot clean</b> and remove marks from walls, doors, woodwork, glass and glass partitions and other similar surfaces.</p>	<p>No marks are visible.</p> <p><b>Note:</b> Any spots that could not be removed by normal means are to be recorded in the communication book.</p>
.7	<p><b>Clean</b> water fountains, water coolers and their holding units including the drip tray, eye wash stations, ice machines, using germicidal detergent solution.</p>	<p>All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the item are clean and free from debris, spots and watermarks.</p>
.8	<p><b>Clean</b> all surfaces of elevator.</p> <p><b>Method:</b> Elevator tracks vacuumed daily and wet cleaned as required to maintain a clean appearance.</p>	<p>All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc. There is no soil in the tracks or rails.</p>
.9	<p><b>Clean</b> all counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and cleared sinks.</p> <p><b>Clean</b> all dispensers inside and out and restock.</p>	<p>All surfaces are clean and free of stains, dust, finger marks, streaks, spots, and free of odours.</p> <p>Dispensers are clean inside and out and have been restocked with approved products.</p>
.10	<p><b>Clean</b> metal and metal painted surfaces, such as chrome, stainless steel, brass and similar finishes – including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors etc.</p> <p>In designated lunch rooms the exteriors of refrigerators, microwaves- inside and out, appliances, hot plates etc.</p> <p><b>Note:</b> the client maintains the day-to-day cleaning of the interior surfaces of their personal (in-office) refrigerators and microwaves. Clean exteriors only.</p> <p><b>Special Schedule:</b> On the first available Quad Monday (non-statutory) of the months of <b>January, April, July, and October</b> the interiors of all site lunch- room refrigerators (not cafeteria-locked) are to be thoroughly cleaned.</p>	<p>All surfaces are clean and free of streaks, finger marks, etc., bright and in a condition equal to that of the intended finish.</p> <p>All hand touch surfaces were cleaned using germicidal detergent.</p> <p>No, cover up sprays or polishes were used.</p> <p>All exterior of appliances, fridges etc. were cleaned including the interior of the specified microwaves.</p> <p>With the exception of the locked refrigerator in the main cafeteria the Interior of refrigerators in all lunch rooms were cleaned as scheduled.</p>



## **WASHROOMS, SHOWER ROOMS, LOCKER ROOMS**

All washrooms, Locker rooms, shower rooms, washer and dryer area and other areas where sinks and/or dispensers are installed.

201	Tasks	Results Required
.1	<p><b>Clean</b> using germicidal detergent all basins, showers and plumbing fixtures (including exposed pipes) polished chrome, brass or similar fixtures.</p> <p><b>Note:</b> The use of germicidal solution is mandatory for washroom, shower and locker room cleaning with particular attention to all hand touchable surfaces including lockers, door handles, light plate switches, paper towel dispensers, etc.</p>	<p>All interior and exterior surfaces of fixtures, washbasins, shower stalls, are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, or similar surfaces are clean, bright, and free of finger marks, spots, and stains.</p> <p>Germicidal detergent was used. All surfaces are clean.</p>
	<p><b>Note:</b> Separate cleaning cloths are to be used for the cleaning of washrooms, locker and change rooms, etc. E.g. Separate surfaces of the cloth must be used to clean counters, dispensers, walls etc.</p>	<p>Clean, separate, cleaning cloths were used. All surfaces are clean.</p>
	<p><b>Clean toilets and urinals using</b> germicidal detergent solution. Where a need exists, a non-acid or food grade phosphoric acid bowl cleaner dispensed using only a flip, pop up top or a foaming trigger spray head may be used.</p> <p><b>Wash</b> 6 feet of the surrounding wall surfaces to include the back and sides and/or 6 feet of the surrounding areas of urinals and toilets in Men's washrooms.</p> <p><b>Note:</b> For the hand cleaning of urinals and toilets, only acrylic bowl swabs may be used.</p> <p><b>Note:</b> All leaks and plumbing problems, and all broken and poorly operating dispensers are to be communicated immediately to RPSS</p>	<p>All interior and exterior surfaces of fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, and similar surfaces are clean, bright, and free of finger marks, spots, and stains. Wall areas surrounding urinals etc. are clean.</p> <p>No cleaning tools with wire in their makeup were used. No tank drop cleaners/jells or tablets were used.</p> <p>All minor leaks and plumbing problems were listed in the communication book. All major leaks are to be communicated immediately.</p>
	<p><b>Odour counteraction-</b> urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.</p>	<p>Urinals are free of objectionable odours, urinal maintainers are used as necessary.</p>
.2	<p><b>Remove waste contained liners, clean and replace liners.</b> All sanitary and waste receptacles are to be emptied daily, cleaned with germicidal detergent solution and relined.</p>	<p>All sanitary and waste receptacles are clean inside and out, and free of spots, stains, finger marks, odours and the liners were replaced.</p>



201 Continued	Tasks	Results Required
.3	<p><b>Clean all surfaces inside and out</b>, including all toilet tissue, soap, sanitizer and towel dispensers, shower soap, holders, attachments and other hardware. Installed dispensers are to be kept fully stocked. Surplus paper stock is not to be left in the space.</p> <p><b>Bar Soap-</b> remove and discard</p>	<p>All dispensers of supplies/products are clean inside and out. Dispensers, holders, attachments and other hardware are free of finger marks, spots, stains, and odours.</p> <p>Dispensers are fully stocked with supplies/products.</p> <p>No bar soap present</p>
.4	<p><b>Clean</b> with detergent solution all partitions, modesty panels, walls including enamel surfaces, doors and ledges, vents, grilles, kick plates and ledges.</p>	<p>All surfaces and fittings are clean and free of dust, finger marks, streaks, smudges, mold or mildew.</p> <p>Wall washing procedures were carried out using effective wall washing tools/mops and procedures.</p> <p>Neither spot hand cleaning nor the use of sponges was used for the cleaning of wall surfaces.</p> <p>Walls and partitions are clean and free of finger marks, smudges, streaks, etc.</p>
	<p><b>Clean</b> all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges.</p>	<p>Mirrors and frames, etc., are clean and free of finger marks, smudges, streaks, etc.</p> <p>Glass and mirror work were cleaned using water and a Microfiber chamois cloth or a squeegee and lambswool applicator. No paper products were used.</p>
.5	<p><b>Clean floors</b>, including any step-up areas, with detergent solution, ensure floor drains are not blocked, and pour clean water in floor drains weekly, where required, or as directed.</p> <p>Following cleaning, the floors in change rooms, locker rooms, etc., are to be flat mopped using germicidal detergent solution.</p>	<p>Floors, including corners, are clean and free of black marks, loose paper and standing water; bases are clean, and all areas are free from obnoxious odours. Wall bases and other surfaces are free of watermarks, floor finish or water splashes. There is no odour emanating from floor drains.</p> <p>Germicidal detergent solution was used for floors in areas where one could expect persons to be with their feet bare.</p>
.6	<p><b>Scrub floors</b> and bases with detergent solution no less than weekly. Re-coat sealer/finish as required.</p>	<p>Depending on the recommended maintenance specific to the flooring, maintain, with sufficient coats of water base sealer and/or our finish, providing surface protection and an overall attractive appearance.</p>
.7	<p><b>Daily:</b> shower rooms</p>	<p>All shower and shower room surfaces were cleaned, scrubbed as required, rinsed, etc.</p>





## STAIRWAYS AND LANDINGS

301	Tasks	Results Required
	<b>Clean</b> handrails, ledges, railings, baseboards, and banisters, etc. Spot clean walls and glass sidings.	Handrails, walls, glass side panels etc. are uniformly clean, free from dust, finger marks, smudges and soil.
	<b>Dust</b> walls ceilings, overhead pipes and cross beams etc.	Walls ceilings, overhead pipes, appurtenances, cross beams etc. are free of visible dust.
	<b>Vacuum</b> carpeted stairs and risers.	Stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
	<b>Spot Clean</b> carpeted stairs and risers	The carpeted landings, stairs, risers, etc. are free of spots, stains, etc.
	<b>Clean</b> washable surfaced stairs, nose cones, landings, and risers.	Stairs, landings, risers, etc. including those that lead to roof and attic access, are clean and free of loose and caked soil, and surface stains. Wall bases and stair risers are free of watermarks and splashes from cleaning solution. Stair landings and adjacent areas present an overall appearance of cleanliness.

## LABORATORIES

302	Tasks	Results Required
	<p>Laboratory: Exterior signage dictates whether any internal cleaning service is required. Extreme caution and care must be taken to ensure signage instructions are adhered to. Any failure to comply with the signage and the Contractor will be assumed to be in breach of the contract.</p> <p>Note: Door knobs are only handled with bare hands. Disposable gloves are put on upon entering the lab and removed and disposed of prior to leaving.</p> <p>Note: Separate cleaning cloths and floor pads are to be used for each Lab.</p> <p>Note: No dry cleaning or any kind including dry flat mops.</p> <p>Note: Signage will dictate if disposable flat/wet mops are to be used. Where disposables are required these are disposed of in the Lab waste.</p> <p>Note: Signage will dictate if floors can be dry vacuumed prior to wet/flat mop cleaning.</p> <p>Floors that are dry are to be vacuumed prior to flat wet mop washing.</p>	<p>Signage was adhered to and unless otherwise instructed by the lab staff only dispenser filling and the cleaning of floors took place.</p> <p>Door knobs (inside and out) were only handled with bare hands.</p> <p>Disposable gloves were put on immediately upon entering the lab and removed prior to exiting the lab.</p> <p>Where posted, floors were dry vacuumed prior to being wet cleaned.</p> <p>Separate cleaning cloths for cleaning dispensers, and separate floor pads were used in each Lab. All were set aside for laundering.</p> <p>Where posted disposable flat/wet pads were used and disposed of in the lab waste.</p>



## RESILIENT AND NON-RESILIENT FLOORS

All floors (e.g., vinyl, corolon, mondo, marmolium, terrazzo, ceramic, quarry, corion, **Security of Lab Doors in Lab corridors**, flooring etc.).

303	Tasks	Results Required
	<p><b>Auto-scrub</b> all main hard surface corridors and open areas daily.</p> <p><b>Machine scrub-</b> all other hard surface corridors <b>no less than weekly.</b></p> <p><b>Maintain hard floor offices</b></p> <p><b>Terrazzo Flooring</b> – maintained free of any sealer or finish. Maintain using the 3M Sienna pad and 3M Purple Plus pad maintenance process.</p>	<p>Following scrubbing, no dust, soil, stains, etc., is visible, no evidence of muddying or rippling effect exists. Corners, bases and equipment, etc., are free of residue and the floor presents a uniform and overall appearance of cleanliness. No solution was permitted to flow under stationary or heavy furnishings.</p> <p>Terrazzo flooring is clean and polished.</p>
	<p><b>Burnish</b> all surfaces after wet cleaning.</p> <p><b>Note:</b> Spray buffing method and procedures are <b>not permitted.</b></p> <p><b>Note:</b> <u>No burnishing may take place in a corridor containing specialty cleaned Labs until the doors are taped off from the door knobs down and a bean-bag type closure placed to cover the base.</u></p>	<p>All hard surfaces with floor finish applied were burnished following wet cleaning, maintaining an overall attractive appearance. No spray buffing was carried out.</p> <p>The specialty cleaned Lab doors were sealed as instructed prior to any burnishing taking place.</p>
	<p><b>Cement surfaces-</b> vacuum and or broom sweep using an environmentally safe sweeping compound.</p>	<p>All surfaces are clean. Sweeping compound is used was environmentally approved for such use.</p>
	<p><b>Scrub and re-coat</b> wear areas.</p> <p><b>Note:</b> Washrooms are to be to be maintained in a pristine condition.</p> <p><b>Note:</b> In neutralizing the stripper/scrubbing solution, our provided food grade acid neutralizer (not vinegar) is to be used.</p> <p><b>Note:</b> Use a swivel grout cleaning brush to deep scrub grout lines.</p>	<p>After scrubbing, neutralizing, and re-coating using our products as required, the slip resistant finished area is free of streaks, mop strands, and marks, with no evidence of improper finish application. No heavy accumulation of finish exists adjacent to walls, baseboards, under doorways, fixtures and furniture. Floors are clean and bright-looking overall, including under furniture and equipment. Furniture and equipment have not been marred or damaged and furniture and equipment moved during operations has been returned to its original location. In appearance, all flooring exhibits a uniform sheen with reflective properties that are acceptable to the Buildings and Grounds Supervisor. This level of floor care and appearance is maintained at all times.</p>
	<p><b>Clean</b> grout if needed</p> <p><b>Note:</b> Mix 32 ml. of our food grade Neutralizer per L. (4 oz. per gallon) of water. Using a wet mop, lay the solution (on floor surface only - not walls or any metal surfaces), let stand for a minimum of 5 minutes. Brush agitate (do not splash). Pick up solution with a wet vacuum. Rinse floor area using a clean wet mop and warm water. Repeat procedure if required. Let dry. <b>Note:</b> if the grouted area has been sealed with a solvent-based sealer such as a urethane, this must be removed by mechanical means before a proper cleaning procedure is used.</p>	<p>Grout is clean in appearance. No staining or soil build-up is visible.</p> <p><b>Note:</b> If unsure consult our approved cleaning supplier</p>



303 Continued	Tasks	Results Required
<p><b>Refinish</b> all floors.</p> <p><b>Note:</b> Marmoleum- Only 'floor stripper' approved for use on marmoleum flooring may be used.</p> <p><b>Neutralize:</b> Following the wet vacuuming up of the stripper solution, the floor shall have been neutral rinsed, using our food grade acid neutralizer.</p> <p><b>Rinse:</b> Following the wet vacuuming up of the neutralizer solution, the floor shall have been rinsed at least twice with clear cool water, followed each time by wet vacuuming.</p>		<p>For Marmoleum flooring only approved stripper was used.</p> <p>After stripping all soil, seal, finish and stains have been removed. All areas whether machine and/or hand cleaned, are free of soil, water streaks, mop marks and strings.</p> <p>Upon completion of the stripping process the floor is neutral in pH, presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashing and scars from equipment.</p>
<p><b>Buff:</b> Where a mop drag condition exists following the stripping and drying process, the use of a buffing pad followed by an additional clean clear rinse will be required.</p>		<p>Prior to the application of sealer or finish, the floor surface was smooth with no mop drag.</p>
<p><b>Apply:</b> sealer, if required.</p>		<p>Sufficient coats of sealer were applied to present an overall level appearance, allowing sufficient drying time between applications.</p>
<p><b>Apply:</b> finish.</p> <p><b>Note:</b> Our low maintenance, durable, mar resistant finishes will be used.</p>		<p>Sufficient coats of slip resistant finish (minimum of four) were applied to offer floor protection and an overall attractive appearance.</p>

**ALL CARPETS AND MATTING**

304	Tasks	Results Required
	<b>Vacuum</b> all carpet	All carpet throughout the site must be vacuumed on a regular and consistent basis.
	<b>Spot clean</b> carpet	All carpet must be spot cleaned with the vacuuming program.
	<b>Pile Lift</b> all carpet and matting pile lifted weekly (monthly in quad areas) to relieve matting conditions and to raise the pile to permit the removal of imbedded soil.	Carpets and matting were pile lifted and present an even, clean appearance, free of soil, spots, stains, grit and dust.
	<b>Clean</b> interior walk-off mats	Mats are vacuumed and present an even, clean appearance, free of soil, spots, stains, grit and dust Where movable, the floor thereunder is clean and dry.
	<b>Clean</b> Drip mats in dive locker area	Drip mats are clean.
	<b>Clean</b> exterior walk-off mats	Mats if dry are to be vacuumed and present an even, clean appearance, free of soil, spots, stains, grit and dust Where movable, the surface underneath is clean and dry.



## **CEILING AND WALLS**

Ceilings, walls, transoms and other fixtures and fittings attached to walls and ceilings.

305	Tasks	Results Required
	<p><b>Dust</b> walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings.</p> <p><b>Note:</b> in the case where the spot cleaning of common walls, doors frames and surfaces has not been maintained to our standard, the resulting factor is that <b>the contactor will as their own cost</b> be required to wash the surfaces.</p> <p>No wall or ceiling washing is required with the exception of all <b>walls, including glass, in the Cafeteria and Servery, Shower and Locker rooms and Washrooms. Are to be washed weekly.</b></p> <p>Wash walls by applying detergent solution from the bottom up. Where walls and ceilings are being cleaned concurrently, the walls are to be cleaned first and the ceilings second.</p> <p><b>Note:</b> Wall washing procedures must utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.</p> <p><b>Note:</b> Water spillage on floor and furniture to be wiped dry immediately.</p> <p><b>Note:</b> Walls to be overall uniformly clean.</p> <p><b>Note:</b> Walls only, are to be cleaned from the bottom up, and staying within ½ inch of ceiling to prevent marks.</p> <p><b>Clean</b> all wood panel walls, including doors, frames, glass, vinyl, and metal.</p> <p><b>Note:</b> The method used to clean wood walls is pre-approved by the Buildings and Grounds Supervisor.</p> <p><b>Note:</b> The Buildings and Grounds Supervisor will determine whether a surface is washable.</p>	<p>All walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings were dusted.</p> <p>The walls in the cafeteria, servery, shower rooms, change rooms, washrooms were washed.</p> <p>Walls, ceilings, appurtenances (including doors, frames, baseboards, glass, vinyl, wood and metal. Surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.</p> <p>Wood walls, appurtenances (including doors, frames, glass, vinyl, wood and metal), and surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.</p>



### **VENETIAN BLINDS / VERTICAL BLINDS / DRAPERIES**

Venetian, PVC, aluminum and fabric blinds both vertical and horizontal (interior or exterior) and surrounding casings.

306	Tasks	Results Required
	<b>Dust</b> and clean all washable surfaces	All tracks, pull rods, surfaces, casings and sills are free of dust, fingerprints, etc.
	<b>Vacuum</b> all surfaces of fabric.	All fabric surfaces are free of dust.
	<b>Vacuum</b> drapes and curtains.	Drapes/curtains and tracks are free of dust, neatly tracked and present an overall clean appearance.
	As directed by the Buildings and Grounds Supervisor, (Once per year) have professionally cleaned all draperies/ blinds, (including tapes and cords). <b>Reinstall. Report</b> when completed. <b>Clean</b> tracks, frames, etc.	Draperies were removed as requested, re-hung after cleaning if required. After the removal of the window coverings all frames, tracks, ledges etc. were washed prior to the re-installation of the window coverings.

### **VERTICAL SURFACES, HIGH CLEANING**

Vertical and horizontal surfaces other than walls, high cleaning down to windowsills, partition ledges. All surfaces, including doors/frames, door grilles, ledges, picture frames, wall art, charts, graphs, wall louvers, exposed pipes, switch plates and surrounding wall areas, clocks, extinguishers, etc.

307	Tasks	Results Required
	<b>Clean</b> - all surfaces	All surfaces are clean and free of dust, finger marks, smudges, stains, streaks, etc. <b>Wall art-</b> pre-approval of the Buildings and Grounds Supervisor was given before cleaning commenced.

### **LIGHT FIXTURES, PARABOLICS, AIR AND WALL VENTS**

308	Tasks	Results Required
	<b>Record</b> in the communication book any flickering or burnt out lights/tubes	All flickering or burnt out lights were reported. The light lenses are free of debris, bugs/insects, etc
	<b>Dust</b> exterior of light lenses, including ceiling areas, air and wall vents. Lower lens and <b>remove</b> any debris bugs/insects etc. In the handling parabolic light covers, <b>do not touch with bare hands</b> , as this will mar the reflective properties. If lowering the light lens, be sure to have hands covered.	Exterior of fixtures, air and wall vents are free of dust, the interiors exhibit no debris and no bugs/insects etc. No finger marks are visible from the dusting or lowering and re-attaching of the lens.
	<b>Wash-</b> if scheduled all internal light fixtures. <b>Wash</b> complete air and wall vents, diffusers, free standing fans.	All internal light fixtures if scheduled were washed. All air and wall vents, diffusers, free -standing fans were washed. After washing the surfaces, blades are clean and free of stains, streaks etc. and the clean vent/fan covers are properly re-assembled.



**WINDOWS / PARTITIONS / DISPLAY CASES – GLASS / PLEXIGLAS / LEXAN**

309	Tasks	Results Required
	<p><b>Clean</b> entrance(s) glass inside and outside, including frames, sashes, sills and moldings.</p> <p><b>Clean</b> all glass Plastic /Plexiglas/Lexan surfaces, including partitions</p> <p><b>Remove</b> all cobwebs, litter etc.</p>	<p>The exterior and interior entrance glass, frames, sashes and sills are clean and free from soil, streaks, and watermarks, cobwebs, litter etc.</p>
	<p><b>Clean</b> all exterior and interior windows that can be easily accessed and cleaned from a standing position, including frames, sashes, sills and moldings.</p> <p><b>Remove</b> all cobwebs, litter etc.</p>	<p>All exterior and interior accessible glass is clean and free of finger marks, streaks, smudges, tape, paint, etc. Casings/frames are clean and free of finger marks, streaks, smudges, tape, paint, cobwebs etc. area is free of litter.</p> <p>There is no damage to the exterior building facings or shrubbery arising from the window cleaning.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products are used.</p> <p>When using a blade scraper on glass (only), the surface as well as the blade was wet first.</p>
	<p><b>Clean</b> all interior glass/Plexiglass display cases Lexan partitions, windows, etc., including frames, sashes, sills and moldings.</p> <p><b>Note:</b> The contractor is required to supply a product identifies as safe for use on Plexiglass and Lexan surfaces.</p>	<p>All interior glass/Plexiglas, Lexan and/or partitions casings, display cases, frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products were used.</p> <p>All furniture and equipment moved during cleaning operations is in their correct locations.</p>

**STORAGE AREA**

Storage areas.

310	Tasks	Results Required
	<p><b>Clean</b> floors.</p> <p><b>Dust</b> light fixtures, overhead beams, ledges, pipes, exposed shelving, etc.</p>	<p>Surfaces are clean and free of soil, dust and debris and present an overall clean appearance.</p>

**CLEANERS' CLOSETS**

Cleaning rooms and space

311	Tasks	Results Required



<b>Tidy</b> room.	Such spaces are kept clean, neat and tidy, and free from offensive odours and debris at all times.
<b>Equipment</b> clean and orderly.	All equipment meets the included equipment standards, is clean, and materials, paper products, chemicals are stored neatly.
<b>Mops, Floor Pads, and cloths.</b>	No soiled mops/pads or cleaning cloths are re-used, all have been removed and laundered on a daily used basis or bag-sealed for next day laundering.
<b>Waste/recycling</b> is transported as instructed.	Waste is neatly stored.
<b>Clean</b> floors.	Floor areas are clean, dry, and free of soil, surface stains, mop streaks, etc.
<b>Wash</b> walls with heavy-duty detergent solution, from the bottom up. <b>Note:</b> Wall washing procedures utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.	Walls are uniformly clean with no streaks, soil spots or line marks on ceilings.
<b>Empty, clean</b> waste containers/clean service carts. <b>Prepare</b> cleaning carts for next day service.	Empty waste containers are clean and free of offensive odours. Cleaning cart is clean and set for the next days service.
<b>Clean</b> sinks.	Sinks are clean and free of offensive odours, etc.
<b>Washer and Dryer</b>	Maintained clean.

**BUILDING EXTERIOR**

All entrances, loading docks, walkways, ramps, patios, bicycle storage

312	Tasks	Results Required
	<b>Empty and clean</b> all waste/ash trash receptacles, replace sand. For fire and safety separate metal ash holding cans must at all times be used for any ashtray contents.	Receptacles are clean inside and out and free of soil, marks, streaks, liners if any are replaced etc. Sand has been replaced.
	<b>Sweep, pick up</b> waste or litter from loading docks, walkways, ramps and all designated patio areas.	Sweeping/ washing has taken place and all areas are free of food, litter and debris.
	<b>Hose/pressure wash</b> loading docks, walkways as needed to maintain clean and attractive.  <b>Clean</b> Patio tables and patio furniture	Surfaces and adjacent walls are free of marks, graffiti, gum, soil, moss and mildew etc. and present an overall clean appearance. Patio tables and furniture is cleaned daily when weather permits use.





**Cleaning Firms Topics and Instructions**

Topics	Instructions
<b>Chemicals that are Banned</b>	<p>All products classified as “Consumer” products. No solvent seals or finishes, ammoniated strippers, mop-on/mop-off strippers, products containing d’limonene, nonylphenols (NPE's), alkylphenols (APE's), butyl or butyl by-products. No hydrochloric, hydrofluoric or sulphuric acids or ammonia. Armorol, Protectol, products containing Anionic optical brighteners, Saddle Soap or like products. <b>No aerosol or trigger sprayer dispensed cleaners or polishes.</b> (The only cleaning function a trigger sprayer may be used for is in the carpet/upholstery spot cleaning process.)</p> <p>No Vinegar, Windex or like product, powdered cleansers, SOS or other aggressive damaging pads. No parazine blocks, or any other products that have been banned as detrimental by their chemical makeup, lack of SDS compliance, damage to surfaces or not pre-approved in writing by the Buildings and Grounds Supervisor are permitted on, or for use in, the premises. <b>Except in those instances where they are designated for specific application by the British Columbia Centre for Disease Control No bleach, Phenolic or Hydrogen Peroxide based germicides are permitted for use.</b></p>





Topics (Continued)	Instructions
<b>Cleaning results</b>	It is recognized that in attaining the results required, products, chemicals, supplies or equipment, over and above those specified by us as pre-approved based on the Terra Choice/Green Seal approved products and /or the our current Cleaning Standards may be required and therefore, you are reminded that prior to having any alternative or additional products, chemicals, supplies or equipment on Site, the <b>written approval</b> of our Buildings and Grounds Supervisor must be obtained and that written approval must be on site in the MSDS binder.
<b>Carpet and Upholstery Spot Cleaning Product</b>	For carpet, matting and upholstery spot cleaning only our provided 'Clean' product is permitted.
<b>Cleaning Carts</b>	All cleaning carts must be cleaned daily and set up ready for the next day service.
<b>Current ISO or current and Client/Worker Protection</b>	In protection of the client and workers <b>products</b> other than those which have been authorized in writing, as exceptions, found on site that and not listed as pre-approved based on Terra Choice/Green Seal will be immediately removed and disposed of, as can any items, equipment, supplies, etc., that have been banned by these Standards, or that the Buildings and Grounds Supervisor deems as potentially harmful to persons, building surfaces, or the environment. Any and all costs associated with this removal will be the responsibility of the Contractor and the Contractor will be assumed to be in breach of the contract.
<p><b>Controlled Dispensing System.</b></p> <p><b>Note:</b> The dispensing system must be pre-approved by our Buildings and Grounds Supervisor, and be a type where chemical concentrates are sealed in a bag or container; have a diluted product labeled controlled holding system able to effectively fill flip, pop up, or squirt bottles to assist with re-wetting of cleaning cloths or for filling the wet Microfiber pad solution holder.</p> <p><b>Note:</b> Where the Contractor, with the approval of our Buildings and Grounds Supervisor chooses a controlled dispensing system that is fixed to both the solution and water supply, the Contractor is, unless already installed, responsible and liable for the installation of an approved back-flow prevention mechanism. Our Buildings and Grounds Supervisor will arrange for the annual inspection. Every six months however the supplier must attend the site and carry out a titration and operational inspection of the dispensing system/process and upon completion must leave visible written/ notification of the inspection.</p>	Where space permits, a dispensing system which ensured the accurate mixing of chemicals is required to be implemented for at minimum the <b>pre-approved</b> pH balanced quaternary germicidal detergent, the pH balanced detergent and the carpet spotting chemical used for cleaning the space.
<b>Dusters</b>	Long handled microfiber dusters may be used for the removal of dust from high ledges, wall or baseboards.



<p><i>Note:</i> Feather dusters, poly wool dusters are not permitted on or for use at the site.</p>	
<p><b>Topics (Continued)</b></p>	<p><b>Instructions</b></p>
<p><b>Finish Mops</b></p>	<p>Silk looped mops used in the application of floor sealers and finish may be rinsed clean and hung to dry.</p>
<p><b>Lockable Space</b></p>	<p>Where adequate lockable space has been provided, the approved products, electrical equipment, cleaning cart, vacuums, etc., utilized in the day-to-day delivery of the service are to be available for regular inspection, in the provided space.</p>
<p><b>Safety Data Sheets</b></p>	<p>For <b>all</b> professional/industrial-cleaning products <b>used on site</b> there must be binders specifically marked SDS containing the current (not dated more than 3 years ago) commercial/Industrial recognized Safety Data Sheets (SDS). These binders must be present and current in each <b>designated</b> area where cleaning chemicals are approved to be stored or dispensed.</p>
<p><b>Mops/Pads and Cloths</b></p> <p><i>Note:</i> Non-launderable including (straight string) mops of any kind are not permitted on or for use at the site.</p> <p><i>Note:</i> A wet vacuum must be used for large spill clean-up.</p>	<p>Microfiber-(cleaning cloths, dry and wet mop pads, wall washing mops and extendable microfiber dusters must be of a launderable type). Laundered, (in a washing machine and dried in a dryer), clean, pads/mops and cloths must be on site in sufficient quantity at the start of each shift and/or cleaning function. Separate clean Microfiber cleaning cloths must be used for each area e.g. an office, a meeting room, a washroom etc. and within each area a separate side for each item cleaned No re-dipping of floor pads. Cleaning cloths must not be re-dipped into cleaning solution and all used must be set aside for laundering once all 8 sides of the cleaning cloth have been used.</p>
<p><b>Supplies Equipment and Products Approval</b></p>	<p>Only the contract-listed <b>supplies and equipment</b> etc., which must, by the <b>Contractor's bid submission</b> be professional/industrial supplies and equipment which meet or exceed the specifications and requirements identified by the contract are permitted on, or for use in, the premises.</p> <p>Only approved industrial chemicals (cleaning products) are permitted on, or for use in, the premises.</p>
<p><b>Safe Equipment</b></p>	<p>All cleaning equipment, ladders, etc. stored or used on site, are to be inspected regularly and maintained in a state acceptable to current WCB regulations and are to be CSA approved.</p>
<p><b>Safe Identification of Hazards</b></p>	<p>Any and all wet areas representing a slip hazard to a client must be clearly identified by the use of safety signs. Safety signs must be removed as soon as the hazard no longer exists.</p>
<p><b>WHMIS</b></p>	<p>All chemicals, whether they are in their originally purchased container, or if they have been transferred to a smaller or larger dispensing container, must be label</p>



---

	identified with product name, and safety and first aid instructions, in accordance with current Workplace Hazardous Material Information Systems (WHMIS).
--	---



---

## ANNEX “H” CLEANING EQUIPMENT

### Equipment required for Our Cleaning Contract

We feel it is very important that in establishing our task schedule that attention is given to equipment, which needs to be included in our cleaning contract.

There are a number of factors we have considered, however, our requirements in no way limits you the bidder as to the numbers of each item(s) nor to having additional items of equipment that has not been listed, but rather it spells out the quality and standards we expect in the carrying out of our cleaning needs.

Some of the options we have taken into consideration:

- Do we want any of the listed equipment options to be new and why?
  - We do not want to see old worn equipment used.
  - By demanding ‘as new’ equipment it’s your way of guaranteeing that the equipment will meet current specifications.
  - To be sure that all bidders are on the same, ‘bidding field’ for equipment.

Where we specify **NEW** equipment then all firms bidding must bid new. There is no leniency for instance for you the bidder to say your particular piece of equipment is only 6 months old, new is new, new is not used or 1, 2 or 6 months old. Where we state ‘new’ you are required to proof of purchase after acceptance of the bid and before your first billing period.

**Where we specify “ IN AS NEW CONDITION”. We will not accept damaged, obviously abused equipment of any kind. Any equipment which does not meet our standard of acceptance will, at the request of the Facilities Manager, have to be removed and replaced immediately.**

Where we allow for any equipment that is not brand new such as large purchase, such as **the** auto scrubber, burnisher, slow speed scrubber and wet vacuum **etc.** we will accept either brand new or no more than the age we have stated and that age must be provable by providing proof of purchase or equivalent documentation, the serial number, manufacturer, supplier, model, year and before **the** first billing period. **These pieces of equipment must be kept in excellent repair. No torn bumpers, damaged wheels, frayed cords etc. Should any of these pieces of equipment be in or fall into disrepair the Facilities Manager will require the machinery removed from the site and replaced with new at the contractors cost.**

All equipment purchased or supplied to our site must be CSA/ULC approved and be equipped with resilient bumpers and non-marking wheels. **We will not accept damaged or obviously abused equipment of any kind.** Equipment is subject to inspection at any time and if found defective **or does not meet our standard of acceptance shall at the request of the Facilities Manager** be replaced immediately at the contractors cost.



**CLEANING CARTS - FOR OUR MICROFIBER CLEANING PROCESS – In New Condition**



A requirement for our complex. The recommended carts are Rubbermaid, able to hold tools and accessories including cloths, pads etc. (both clean and soiled) to make a Microfiber cleaning process effective. There are a variety of acceptable models available however the most commonly acceptable styles are the plastic easy to clean body style. In buildings where stairs are the only access or where cleaning closets do not exist a carry device containing toilet cleaning caddy, microfiber cloths and squirt bottles of solutions will have to be proposed and implemented.

**WASHER AND DRYER – New**

The site will provide the water, electricity and required hook-up. The washer and dryer must be new, stackable, and adequate for the washing and drying of all cleaning cloths and floor pads including the washable finish mops required to be used on the site. Dryer balls, no fleecy type sheets are to be used in the dryer.

We require clean eMop pads, cleaning cloths, pads etc. to be available every cleaning day. Containers for the storage of the clean laundered cloths, mops etc. must be new and provided.



**BACK PAC VACUUM – Not more than 1 year old – good, clean condition**



We have spent a lot of time examining the issues surrounding vacuuming. Filtration and debris containment have been our main focus. We are permitting the use of Backpack vacuums for the cleaning of our facility.



The accessory tools and the double walled disposable paper bag filter are mandatory. Every dry vacuum must have them, be in use and they must be with the vacuum on the site during all cleaning times.



Must be equipped with sidewinder hard floor tool with nylon brush, upholstery, drapery, crevice, duster brush and carpet tool. The recommended Quiet Pro, or its equivalent, in numbers sufficient to provide daily service to all scheduled space.

**CANISTER VACUUM – Labs -NEW**



As shown or equivalent. Complete with all brush multi surface tool, and must be micro-filter rated at 99.995% standard filtration system at 0.3 rating in microns, a double walled paper bag filter must be used. Must be complete with tools to vacuum upholstery, drapes, corners, edges etc.

**Canister vacuums are required for vacuuming in the labs prior to floor washing. Backpack vacuums cannot be used in the labs due to the possibility of accidental contact with counters and their contents.**



---

**AUTOMATIC FLOOR SCRUBBER- Not more than 4 years old – only if in Pristine condition**



In the scheduled cleaning of our hard floor surfaces, which includes corridors, loading bays and large open areas, an auto scrubber is required to be used daily to dispense and scrub cleaning solution then in the same or additional pass, vacuum up the cleaning solution with the aid of a built in squeegee. The size you choose will be based on the width of the areas to be cleaned in the most efficient way possible. We will provide on-site storage.

**INDOOR / OUTDOOR SWEEPER – NEW**



An IPC Eagle SmartVac or cord electric equivalent is required for vacuuming areas such as quarry tile and the exposed aggregate in the main foyer as well as for, weather permitting, the exterior patios. The Micromatic 14E is cord electric, so it is ready to operate at all times. Simple controls make it easy to operate. Rugged construction assures the dependability with downtime being minimal. This is not only a thoroughly efficient cleaning machine but economical as well.

**WET/DRY VACUUM – Not more than 3 years old - good clean condition**

A good wet/dry vacuum is a requirement for your wet floor cleaning operations. The alternative is to pick up solution with a mop and continually wring it in a floor pail, a method that is not only labor intensive but also does not provide quality results and is therefore unacceptable.

In the dry mode a lot of wet/dry vacuums do not meet our filtration standards and therefore in the dry mode can only be used for exterior services, such as the exterior of entrances etc.

**LOW SPEED FLOOR MACHINE @175-300 rpm – Not more than 6 years old –good clean condition**





Most low speed floor machines are similar in performance with some offering different features than others. The low speed floor machine has a variety of uses and our requirement is that you have clean and well maintained machine in this category on site.

The low speed machine is to be used for floor maintenance such as scrubbing smaller hard floor areas and in the process of removing any floor finish etc.

**HIGH SPEED BURNISHER FLOOR MACHINE – Not more than 4 years old-good clean condition**



We require you to use a high speed burnisher with a brush or pad rotation of 2000 rpm or greater. We will not permit a propane burnisher.

The amount of hard floor to maintain with a high gloss finish on its surface determined our need for you to own and have this piece of equipment on site at all times.

**CHEMICAL CONTROL PROCESS / SYSTEM – NEW**

A chemical control dispensing systems is mandatory in the Taylor cleaning service room located on the 1<sup>st</sup> floor where we have provided a sink.

You are free to recommend the type of chemical dispensing or process and arrange with our approved supplier for the installation and or set up. We do this so that by having the local supplier provide/install the dispensing system or process we have assurance of:

- Maintenance of the dilution control process
- Consistency of the approved products being used and at the correct dilution
- Continuation of the dispensing irrespective of who has the contract to clean for us.

**GROUT CLEANING TOOL -NEW**

**9-1/2" Grout Scrub Brush-Blue –by Atlas Graham**  
**Brush - Grout - Scrub - 9 1/2" - Blue Built for surface maintenance,**  
**features a swivel connector and very firm bristles that are trimmed**  
**to a point for maximum cleaning efficiency. The brush is**



constructed with thickened co-polymer polypropylene that is shock, distortion and crack resistant. Polyester filaments have a high melt point, low water absorption factor, excellent tensile strength and good brushing characteristics.



**WALL WASHING EQUIPMENT – Not more than 3 years old –good, clean condition**

There are a number of systems available including the eMOP system.

The most functional wall washing equipment for small wall washing operations are small pad, pad holder and pole combination such as the Geerpres unit. The Microfiber process is working well on a wall wash system so you can also propose the system you prefer however final approval rests with us.



Geerpres  
Wall  
washing  
system

**WET FLOOR CLEANING SYSTEM – eMop or an approved equivalent (a gravity feed system will not be acceptable) - NEW**



**NEW TECHNOLOGY**

**Easy Grip Activator** Slight downward motion on top handle activates patented spray mechanism dispensing 5 ml stream of cleaning solution directly to the floor.

**Comfort Grip** High density rubber grip provides operator with excellent control over mop head movement.

**Heavy Gauge Steel Shaft** Provides an extremely strong, light weight frame. Total weight 2 lbs. with reservoir empty. 4 pounds with reservoir full.



**Integrated Reservoir** 24 oz. fluid reservoir covers 3228 square foot floor space without re-filling. Semi-translucent tank is calibrated for visually checking solution levels. Suitable for refilling from a 24 oz refill bottle or dilution control hose.

**Pressure Grip Molded Reservoir Cap** Easy snap off, push on reservoir cap remains fixed to the mop frame when open preventing loss of parts.

**Adjustable Nozzle** Operator controls solution flow, output volume and direction. Ball and socket joint rotates to set spray height. Positioned high above mop head for exceptional chemical coverage on floor.

**16.5 Inch Aluminum Mop Head** 16.5 x 3 inch solid aluminum mop head. Double lock connector design. Provides full rotation for traditional reverse figure 8 mop pattern.

### **The eMOP Microfiber Mop System offers a completely new delivery tool for all green cleaning programs.**

The movement towards green cleaning is gaining significant momentum as major manufacturers respond to ever increasing market demands. The growing awareness of the harmful effects of traditional cleaning compounds is driving a process to change to cleaning products that are significantly less harmful to the facility, cleaning personnel and the environment. A problem occurs when new green chemicals are used with standard mopping equipment. Wringer buckets and string mops were designed to support traditional cleaning methods, mostly "swamping" the floor with water and powerful chemical surfactants to remove the soiling. Your return on investment in purchasing green chemicals is negated by the amount of product required to fill a 2 gallon wringer bucket and the amount of product wasted by dumping the residue water down the drain. The old technology does not support the new "software".

#### **eMop Green Benefits**

With the goal of "providing improved cleanliness with less effort and cost", the breakthrough features of the Integrity Mop have been designed to support and simplify daily maintenance operations and provide operators with a professional tool that magnifies the benefits of a green cleaning program.

#### **Integrated Fluid Reservoir**

Significant reduction in volume of chemicals required for standard floor cleaning tasks. Reduced water waste and lower volume of grey water and chemicals introduced into sewage system. Completely enclosed system provides no off gassing of chemicals as found in open bucket systems. No chance for bucket tipping and flooding of the floor.

#### **Fully Integrated Pump Dispenser System**

Improved ergonomics reduces operator fatigue and muscle strain from handling heavy string mops and stressful wringer bucket procedures.

#### **New Operator Controls**

Adjustable nozzle and fully pressurized dispensing provides ability to clean of areas that are difficult to access with standard mop equipment. This includes both horizontal and vertical surfaces.

#### **Multi-Function Color Coded Microfiber Pads-**

Significant improvement is both soiling retention and water absorption. Provides improved cleanliness with less water remaining on the floor. Reduces slip and fall risks. By designating separate cleaning pads, this improves hygiene for high contamination areas such as laboratories. Changing the microfiber pads in each room reduces the possibility of cross contamination from room to room.

#### **Reduced Chemical Usage with Improved Results**

Utilizing only 1/3 ounce cleaning solution (1:64) per reservoir, the Integrity Mop covers over 3000 square feet of floor space before refilling. Only untainted cleaning solution is applied to the floor. Soiled bucket water and unused chemicals are completely removed from the cleaning process.

#### **Blue eMop Microfiber wet mop applicators – **NEW - MANDATORY.****



**DRY FLOOR CLEANING SYSTEM – eMop or an approved equivalent.**



***Telescoping Steel/Aluminum Pole***

Pole: Steel .....Inner Pole: Aluminum

Adjustable Height: 25 to 58 inch

Solid Aluminum Mop Head 20 x 3.25 inch.

**Connectors** Full Rotation Connectors Reliable C-Ring Plus Over-Lock Cap Locking Mechanism.

**Multi-Function Pads** Rolled leading edge provides high performance dust functions as well as sweep functions.

**GEN 1 or GEN 2 -INTEGRITY MICROFIBER DRY DUST PADS- NEW MANDATORY**

GENERATION 1

70/30 Blend Polyester/Polyamide Nylon

High grade split microfiber manufactured in Korea.

High density tufted terry construction. 6 ml foam insert. Full Velcro backing.

Length - 18 inches. Width - 6.5 inches. Dry Weight 3 oz.

Rounded corners with polypropylene piping. “No Touch” strap for removal without contacting pad. Up to 500+ washing cycles under normal operating conditions.



GENERATION 2

White

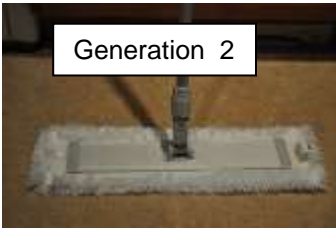
Blend: 80/20 polyester to polyamide nylon.

Description: High Pile microfiber with positive electrostatic charge.

Velcro: Nylon Style Velcro



Edges sewed under on all four sides.



**Dry Pad Overview- Gen 2**

The use of an electrostatic duster. This “fluffy” duster has a high pile consisting of material using a specially designed 80/20 microfiber material that generates a positive electrostatic charge attracting and holding the negatively charged dust particles. The result is more dust gets drawn and held by the pad’s electrostatic charge and removed from the floor. This results in higher dust removal and reduced repetition of tasks.

The Integrity electrostatic duster pads are designed with state of the art Nylon Velcro for reduced pilling and increased laundry life cycle. The edges *on all four sides* are sewn under the pad. This provides a rolled edge design capable of trapping dust on top of the pad that scatters during the sweeping process as well as trapping dust below the pad. Electrostatic dusters remove more dust, maintain a high laundry life cycle and are lightweight and easy to transport.

[36 & 48 inch Conversion Kit](#) *required for wide open spaces and wide hallways.*



**MICROFIBER DUSTER – NEW - MANDATORY**



The micro-duster tool enables you to clean the hard to reach areas either by a hand held handle or it can be put on an extension handle. The duster tool can be bent to allow for better cleaning high fans or a top of cabinets. The refill sleeves are made with ultra-fine 100% microfibers. Will remove and hold more dirt and bacteria than old traditional dusters. Micro-duster refills are designed to withstand repeated washing and sewn for superior strength.

**MICROFIBER SLEEVE REFILL- NEW -MANDATORY**





The micro-duster tool enables you to clean the hard to reach areas either by a hand held handle or it can be put on an extension handle. The duster tool can be bent to allow for better cleaning high fans or a top of cabinets. The refill sleeves are made with ultra-fine 100% microfibers. Will remove and hold more dirt and bacteria than old traditional dusters. Micro-duster refills are designed to withstand repeated washing and sewn for superior strength.

**CLEANING CLOTHS – NEW- MANDATORY**

**Vileda NanoTech micro for use with germicidal application**



Microfibre and active silver – a golden hygienic result.

Bacteria and germs are obvious threats in the daily cleaning of facilities. The bacteria growth and spread is a concern to us.

**Remove and kill bacteria!**

Based on an intense research and development process we are able to mandate a cloth that has one clear goal – to keep our operational environment as hygienic and healthy as possible.

The new NanoTech micro cloth does not only wipe away bacteria, it even kills them in direct contact as nano particles of silver have been embedded in the microfibre filaments.

**Silver is the secret**

NanoTech micro is a microfibre cloth, but that’s not all. The secret lies in that nano particles of silver have been blended/embedded in the microfibre composition. And when silver ions get in direct touch with bacteria and germs, they are killed. All in all it effectively prevents bacterial growth, and the effect does not fade away when cloths are being washed.

Microfibre at its best

**CLEANING CLOTHS - NEW - MANDATORY**

**General Cleaning - Vileda QUICK STAR MICRO**

**Quick and easy microfiber cleaning – damp and dry.** Quick and easy handling due to low friction. Non-woven structure, easy to rinse clean, hairs and dirt do not cling to the surface. Very low-linting fabric due to patented endless fiber technology. High chemical resistance. Washable over 500 times at 95°C / 203°F. Ideal cloth for pre-preparation of cloths in buckets.



**Interior Glass Cleaning - Vileda WINDOW CLEANING CLOTH**

The Vileda Window Cloth has the following benefits: Cleans windows with a streak and fluff free finish. Extra long-lasting, is equipped with a special coating with micro-pores that significantly improves the drying performance, can be washed in the washing machine.



**BIDDERS EQUIPMENT**

The Bidder agrees to provide all the listed mandatory equipment from a supplier with maintenance available to carry out all of the work as outlined in the Fisheries and Oceans, Pacific Biological Station, Nanaimo, Cleaning Standards. Include all sizes, tools and attachments.

#'S	EQUIPMENT	Specify number providing	SUPPLIER	COST
	Grout Cleaning Tool- Atlas Graham-Blue- complete with handle. New			
	eMop microfiber BLUE- use for wet pad application. New			
	eMop microfiber Gen 1 or Gen 2 Dry Dust pads-use for dry dusting application. New			
	Microfiber Duster tool complete with handle. Microfiber Duster Sleeve refill- New			
	Golden Glove-microfiber-			
	Vielda Nano Tech Cleaning Cloths-use for germicidal applications. Specify Color. New			
	Vielda Quick Star Cleaning Cloths- use for germicidal and general cleaning applications specify color/application. New			
	Vielda Window Cleaning Cloths –use for interior glass cleaning. New			



---

	<b>Microfiber cleaning cloths- for heavy duty cleaning- your choice</b>			
	<b>Wet Floor Cleaning System – eMop</b>			





**BIDDERS EQUIVALENT EQUIPMENT**

In addition to the specifically specified Equipment the Bidder acknowledges that alternative and/or other major and minor equipment may be required for this contract. The Bidder proposes the following from a supplier with local maintenance available, as equivalent to or in addition to carry out all of the work as outlined in the Fisheries and Oceans Pacific Biological Station, Nanaimo BC, Cleaning Standards.

Include all sizes, tools and attachments.

State whether it is a proposed equivalent or in addition to:

#S	EQUIPMENT	MODEL/YEAR/ tools and attachments	SUPPLIER	COST
	Cleaning Carts-in as new condition Complete with solution holding pails	Equivalent to:		
	Automatic Floor Scrubber			
	Washer and Dryer			
	Back Pac Vacuum- in as new condition.	Equivalent to:		
	Canister Vacuum- in as new condition	Equivalent to:		



#S	EQUIPMENT	MODEL/Year/ tools and attachments	SUPPLIER	COST
	Upright Pile Lifter- Not more than 4 years old or New condition	Equivalent to:		
	Power sweeper – In as new condition	Equivalent to:		
	Automatic Floor Scrubber No more than 4 years old. Good clean condition	Equivalent to:		
	Wet Dry Vacuum No more than 4 years old	Equivalent to:		
	Low Speed Floor Machine No more than 6 years old	Equivalent to:		
	High Speed Burnisher No more than 4 years old	Equivalent to:		



#S	EQUIPMENT	MODEL/Year/ tools and attachments	Local	COST
	Wall Washing Equipment No more than 3 years old			
	eMop handle/dispensin g and pad holder unit for wet cleaning. New	Equivalent to:		
	eMop handle and pad holder for dry cleaning. New	Equivalent to:		
	Ladders			
	Brooms Dustpans-interior Dustpans-exterior			
	Safety Signage			
	Toilet bowl caddy			



**ANNEX "I" CLEANING CONTRACT QUOTATION SUPPLEMENT**

**Quotation Supplement**

To be completed and submitted with the Tender

The site supplied cleaning chemicals are listed in the 'Terms of Reference'. The site also supplies all dispenser products including paper, sanitary dispensed supplies as well as plastic liners.

The Bidder will supply those products and supplies not specifically as site supplied and all must meet the specifications/requirements as outlined in our current Cleaning Standards that form part of this contract.

**For any chemicals proposed include the MSDS on each.** This list provided is a partial list and by no means a complete one. The Bidder must list all the supplies and minor equipment that they will be bringing onto this site.

All supplies, and equipment, unless otherwise agreed to by the Site Representative, shall be on site on the contract start date.

<u>PRODUCT /SUPPLY</u>	<u>BRAND NAME</u>	<u>SUPPLIER</u>
Plexiglas/Lexan Cleaner	_____	_____
Toilet Bowl Urinal Cleaner (No-hydrochloric or hydrofluoric acid)	_____	_____
Exterior window cleaning	_____	_____
Extendible Microfiber Dusters, washable (for high and low ledges)	_____	_____
Chamois-for window cleaning	_____	_____
Cleaning cloths-Microfiber Color-coded for functions	colour-use _____ colour-use _____ colour-use _____ colour-use _____	_____ _____ _____ _____
Flat wet use floor pads- Microfiber	_____	_____
Flat dry use floor pads- Microfiber	_____	_____
Finish mop (looped, silky)	_____	_____
Wall washing mops-Geerpres Wallmate Tie on head or?	_____	_____
Tamping cloths-White Terry for carpet Spotting/ upholstery spot removal	_____	_____
Disposable cloths for cleaning, e.g. vinyl with waterless hand cleaner	_____	_____
Toilet Bowl swabs-Acrylic	_____	_____
Toilet bowl caddy	_____	_____
Toilet bowl cleaner	_____	_____



Ashtray sand–not silica \_\_\_\_\_

Washroom Odor counteractant-pump  
Spray \_\_\_\_\_

Safety Signage \_\_\_\_\_

Tape remover-‘Goo Gone’ or equivalent \_\_\_\_\_

Marmoleum Approved Stripper \_\_\_\_\_

Sweeping Compound \_\_\_\_\_

Puncture proof gloves for waste removal \_\_\_\_\_

Putty knives \_\_\_\_\_

Paper bags for sanitary refuse \_\_\_\_\_

Vacuum Bags for Back Pack \_\_\_\_\_

Vacuum bags for canister vacs-name \_\_\_\_\_

Small brushes the size of a tooth brush  
for drain caps, sink overflow,  
water fountains etc. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Compliance:**

Once submitted in accordance with the conditions as stated, only those products and supplies listed will be permitted for use on this contract. Approval for use of any other products or supplies for which the need may arise throughout this contract must be provided in writing, by the Building and Grounds Supervisor.



---

## ANNEX “J” LABORATORY – SPECIALIZED

### Material and Equipment

Disposable gloves

#### For Hard Surfaces:

1- Flat mop unit containing the approved product 1- Dry Vacuum, 0.3% rating in microns

### Cleaning Supplies and Chemicals

\* - plastic liners

- Dispenser supplies including, foam hand soap, hand sanitizer

**\*amounts are determined by need**

**NOTE:** Vacuuming dry flooring **IS** permitted where posted while Dry mopping or broom sweep sweeping is **NOT** permitted in a Laboratory.

**NOTE:** it is absolutely forbidden to touch door handles with other than bare hands.

**NOTE:** it is essential that disposable gloves are worn while inside of a specialty lab.

Vacuums must be complete with all brush multi surface tool, and must be micro-filter rated at 99.995% standard filtration system (“Not Hepa”) at 0.3 rating in microns, a double walled paper bag filter must be used.

**NOTE:** *With the exception of cleaning and refilling paper, soap and hand sanitizer dispensers, cleaning staff are NOT permitted to clean or come within 12 inches of specialty laboratory work counters including sinks.*

### Daily Cleaning Procedures

1. To avoid any error in waste handling the lab staff set waste to be disposed of outside the lab in the adjacent hall. Remove waste, clean all surfaces and replace liners.
2. As soon as you enter the lab put disposable gloves on.
3. Clean all exterior and interior surfaces restock all dispensers.
4. To avoid bumping a counter etc. Any chairs that require cleaning are removed from the lab, cleaned and returned.
5. Providing floor is dry and permission is posted vacuum floor wall to wall.
6. After posting “Wet Floor” sign outside the lab
7. Proceed to flat/wet mop entire floor area (using a standard or disposable flat mop as directed by the signage).
8. Floors must remain in a wet state for several minutes to allow effective pH balanced quaternary germicidal detergent action.
9. Remove and dispose of gloves.
10. Touch door handle and exit.



---

### **Project Cleaning Procedures**

These procedures are carried out by a determined need frequency and only if there is no testing being done in the laboratory and the head of the labs has given permission. Additional equipment may be required.

1. Clean windows.
2. Wash washable walls.
3. Wash light fixtures/lenses and diffusers.
4. Wash air vents.
5. Take down, professionally clean window coverings. Wash tracks, frames, cords, etc. re-install.
6. Wash washable ceilings.
7. Wash all surfaces of washable furnishings.
8. Deep clean all vinyl surfaces.

**Note:** Most highly sensitive and specialized labs do not permit a floor finish application therefore it is important that pre-approval is given to ensure that the procedure and products being applied meet approval.

OR

After safely securing the area, auto scrub all floor surfaces, using pH balanced detergent solution. Follow a complete scrubbing process with a (scrub) neutralize rinse followed by two clean cool water rinses using a wet vacuum or auto scrubber to pick up the applied solutions. Once the floor is completely dry, if using a floor surface protectant, re-coat the wear areas.

OR

Where a situation exists that requires the removal of all floor surface treatment

- Machine strip, (scrub) neutralize rinse followed by two clean cool water rinses using a wet vacuum to pick up the applied solutions. Once the floor is completely dry (seal only if the floor is very porous) apply using a silk mop or lambswool applicator, a minimum of four coats of finish to the floor covering.



**ANNEX “K” EVALUATION CRITERIA**

**PROPOSALS:**

The proposal must demonstrate that similar services to those described in the Statement of Work have been provided.

**MANDATORY REQUIREMENTS:**

Proposals will be evaluated in accordance with the mandatory evaluation criteria as detailed herein. Bidders' Proposals must clearly demonstrate that they meet all Mandatory Requirements for the proposal to be considered for further evaluation. Proposals not meeting the mandatory criteria will be excluded from further consideration.

The proponent may include the following table in their proposal, indicating that their proposal meets the mandatory criteria, and providing the proposal page number or section that contains information to verify that the criteria has been met.

No.	Mandatory Criteria	Meets Criteria (✓)	Proposal Page No.
<b>M1</b>	Bidder must provide a copy of their Companies current, local Municipal Business License covering Nanaimo, BC.		
<b>M2</b>	Bidder must provide a copy of their Companies current Work Safe BC clearance letter and Assessment Clearance Number.		
<b>M3</b>	Bidder must provide a copy of your Companies benefit package for your employees (designate if the benefits are not the same for Supervisors and staff)		
<b>M4</b>	Bidder must provide a letter from their Insurance provider stating Insurance is obtainable if they were to be awarded a contract from this RFP process.		
<b>M5</b>	Bidder must demonstrate at least 3 years' experience in the field of commercial janitorial service.		
<b>M6</b>	Bidder must provide proof / copy that <b>all proposed resource personnel</b> have the required “Reliability Status” clearance at “Reliability Status” effective on the date of bid closing. Complete E-1 form attached		
<b>M7</b>	Bidder must provide a copy of the complete Pacific Biological Station, Nanaimo BC documents: <ul style="list-style-type: none"> <li>- Cleaning Standards</li> <li>- Terms of Reference and Conditions Cleaning Equipment</li> <li>- Cleaning Firms Statement of Qualifications</li> <li>- Quotation Supplement</li> </ul>		
<b>M8</b>	Bidder must provide a copy of your Companies Workers Compensation Board Identification Number.		
<b>M9</b>	Bidder must provide a copy of their Companies Training Program, including Systems and Procedures as they relate <b>only and specifically</b> to the requirements outlined in the Pacific Biological Station, Nanaimo BC 'QUAD' Task		





	Cleaning and as further identified in the Cleaning Standards included in this bid package.		
<b>M10</b>	Bidder must provide a written site 'Quad' cleaning schedule proposal.		
<b>M11</b>	Bidder must provide a copy of their Companies cleaning inspection report, as it would relate specifically to the QUAD cleaning requirements, include the function and related standards number.		
<b>M12</b>	Bidder must provide a copy of their Companies written instructions for staff to carry out Universal Precautions for dealing with rodent and fowl droppings.		
<b>M13</b>	Bidder must provide a copy of their Companies written instructions for staff to carry out Universal Precautions for dealing with blood spills.		
<b>M14</b>	Bidder must provide a copy of their Companies written instructions for cleaning highly sensitive laboratories.		
<b>M15</b>	Bidder must provide copies of Technical Certificates and description of the training, experience and related professional cleaning background of the Bidders' proposed Supervisor and relief Supervisor who will have the authority to represent the firm at the site.		
<b>M16</b>	As a result of the description of the work to be performed the Bidder is required to complete and submit our, 'Quotation Supplement' and our 'Cleaning Equipment' document which will provide us a <b>detailed list</b> of all of the major and minor equipment and supplies that will be provided to and for the site in the delivery of our contract requirements.		
<b>M17</b>	The physical layout of our site and your requirement to transport supplies and equipment throughout the site on a daily basis will require a service vehicle with appropriate transport capabilities to be on site during your cleaning hours. No provision is permitted for parking during non-cleaning hours. Provide information as to the type and make of vehicle your company will be providing your Supervisor to use on site.		



**RATED REQUIREMENTS**

The experience of the Bidder must be clearly identified by providing a summary/description of the previous projects/work experience and indicating when the work was carried out. In the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not be counted more than once.

The experience of the Bidder must be clearly identified by providing:

- The project name (if applicable);
- The name of the client organization (if applicable);
- The period during which the service was provided (month and year); and
- A detailed outline of the services provided

<p>R1 (10 Points Available) Supervisor's years of experience in the janitorial field as a supervisor, please provide proof</p>	<p>R1 0 pts for less than 1 yr experience, 2 pts for 1 - 2 yrs experience, 5 pts for 3 - 4 yrs experience, 8 pts for 5 - 7 yrs experience, 10 pts for 8+ yrs experience</p>
<p>R2 (10 Points Available) Supervisor's years of experience in the janitorial field as a cleaner, please provide proof</p>	<p>R1 0 pts for less than 1 yr experience, 2 pts for 1 - 2 yrs experience, 5 pts for 3 - 4 yrs experience, 8 pts for 5 - 7 yrs experience, 10 pts for 8+ yrs experience</p>
<p>R3 (20 Points Available) Your Company's years of experience in the janitorial field, please provide proof</p>	<p>R3 0 pts for less than 3 yrs experience, 5 pts for 3 - 4 yrs experience, 10 pts for 5 - 7 yrs experience, 15 pts for 8 - 11 yrs experience, 20 pts for 12+ yrs experience</p>
<p>R4 (15 Points Available) Contractors resources years of experience in the janitorial field, please provide proof for 3 of the individual resources you are proposing</p>	<p>R4 (each employee will be rated separately) 0 pts for less than 1 - 3 yrs experience, 2 pts for 3 - 4 yrs experience, 3 pts for 5 - 7 yrs experience, 4 pts for 8 - 11 yrs experience, 5 pts for 12+ yrs experience</p>
<p>R5 (10 Points Available) Demonstrate your Company's uniform policy</p>	<p>R5 0 points for no uniform policy 5 points for partial uniform 10 points for full uniform</p>

**Total points (R1, R2, R3, R4, R5): 65 points maximum**

**Proposals MUST receive a rated requirements minimum score of 32 points over all in order to be considered technically responsive. Those not meeting the minimum score of 32 points will not be considered further.**



---

## ANNEX "L" to PART 5 OF THE BID SOLICITATION

### FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's](#) website.

Date: \_\_\_\_\_(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

**OR**

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity](#) (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

**OR**

- B2. The Bidder is a Joint Venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)