



**DEPARTMENT OF NATIONAL DEFENCE  
REAL PROPERTY OPERATIONS  
DETACHMENT (GAGETOWN)  
5 CDSB GAGETOWN**

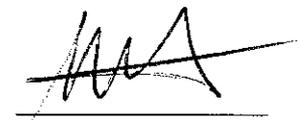
**SPECIFICATION**

SERVICE CONTRACT  
JANITORIAL #1  
5 CDSB GAGETOWN  
01 APRIL 2021 TO 31 MARCH 2022  
WITH THE OPTION TO RENEW  
TWO-ONE YEAR PERIODS

  
Designed by

  
Fire Inspector

  
Project O

  
Engineering O

PF No:

Job No: L-G2-9900/1845

Date: 2020-08-17

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## **1 GENERAL**

### **1.01 DESCRIPTION OF WORK**

- .1 Work specified in this Service Contract covers the furnishing of all cleaning materials, labour, tools, equipment, supervision, travel and profit, required to provide complete janitorial services for the various buildings located at 5 CDSB Gagetown, as directed and specified herein.
- .2 5 CDSB Gagetown is located South/East of the Town Oromocto, New Brunswick, approximately 20km East of the City of Fredericton, New Brunswick.
- .3 The complete and detailed description of work specified herein, is located in Section 01 11 00 "Summary of Work" and supplemented by Annex B "Cleaning Frequencies".

### **1.02 BUILDING SQUARE METERS**

- .1 5 CDSB Gagetown reserves the right to add or delete square meters from this specification, as new infrastructure is being built and the older infrastructure being demolished, new infrastructure may require more specialized equipment such as Floor maintainers and/or auto scrubbers along with regular cleaning equipment.

### **1.03 DURATION OF CONTRACT**

- .1 The period of this Service Contract is from 01 April 2021 to 31 March 2022 with the option to renew two-one year periods.

### **1.04 THE ENGINEER**

- .1 The Engineer, as defined and stated in this specification will be the Officer Commanding Real Property Operations Detachment (Gagetown) or a designated representative. The address of the Engineer is:

Contracts Office  
Real Property Operations Det Gagetown  
Building B18  
238 Champlain Avenue  
PO Box 17000 Stn Forces  
Oromocto, N.B. E2V 4J5  
Tel: (506) 422-2677  
Fax: (506) 422-1248

### **1.05 CONTRACTOR**

- .1 Contractor will be a Janitorial Contracting Company with a minimum five years proven Janitorial Contracting experience on a large scale. References must be provided upon request from Engineer prior to the award of the contract.

### **1.6 Site Visit**

- . 1 All Contractors must attend a mandatory site visit prior to tendering and

familiarize themselves with the premises and the work to be performed. Contractors shall become thoroughly acquainted with existing conditions, compile necessary information for the proper accessing and execution of the contract.

## 1.07 DEFINITIONS

- .1 Operational Manager: a person who is assigned the overall managerial responsibilities for the provision of the services that are specified herein.
- .2 Site Supervisor: a person who is assigned supervisory duties, in a full time capacity. The supervisor does not preform hands-on cleaning.
- .3 Routine Cleaning: the scheduled must contain daily/weekly/semi-annual and annual janitorial services that are required in order to maintain the buildings listed in Annex A at the desired frequencies listed in Annex B.
- .4 On Demand Cleaning: janitorial services that are required above and beyond what is considered routine cleaning. On Demand cleaning is performed only when requested and approved by the Engineer.
- .5 Emergency Cleaning: janitorial services required for the removal of bodily fluids or waste (such as vomit), post construction clean up, post fire or flood cleanup, and any cleaning services deemed (by the Engineer) to be in excess of that which is routine.
- .6 Occurrence Report: a written report submitted to the Engineer by the Contractor to report problems or incidents that arise over which the Contractor has no control.
- .7 Time Sheets: a written record of employee's name, date and hours of commencement and cessation of work, plus employee's signature for each day recorded.
- .8 Normal Working Hours: are Monday to Friday 0730 to 1600.
- .9 After Hours: are any times that fall outside of normal working hours. This includes holidays and weekends.
- .10 Specified hours of work: is the time on task, or the actual hours of janitorial work performed, this excludes mandatory breaks and travel time.
- .11 Garbage: any non-recyclable material foreign to the environment.
- .12 Disinfect: to wash clean using germicidal solution.
- .13 Clean: to make free from and of all dirt, contaminating, and/or foreign matter.
- .14 Neutral Colour: is defined as white, black beige.
- .15 Materials: are cleaning products, cleaning solutions, cleaning utensils, or cleaning tools, or any item used by the contractor for the purposes of cleaning other than those items which are defined as equipment within this specification.
- .16 Consumable Products: are those materials are used in buildings, by building

occupants, that for the purpose of hygiene and cleanliness. They include hand soap, hand sanitizer, toilet paper, paper towel, urinal pucks and screens, wax sanitary napkin disposal bags garbage bags and recycle bags. May also referred to as "products" within this specification.

- .17 Product Dispensers: are manufactured holders, containers, packages or vending devices, used for the purposes of dispensing small amounts of the products that are contained within them. May also be referred to as "dispensers" in this specification.
- .18 **As Required:** Frequencies are subject to change at any time without warning in order to maintain the established cleaning standard. When the frequency of cleaning operation is "As Required (AR)", the final decision as to when this service must be carried out with the approval of the Engineer.

### **1.08 SECURITY CLEARANCES**

- .1 While within the confines of property belonging to the Department of National Defence the Contractor and their employees, shall be subject to the Standing Orders as laid down by the Authority of that facility.
- .2 The Contractor must maintain an up to date roster of all employees involved in the Service Contract. This roster shall be provided to the Engineer within 10 working days from the start of the contract and updated accordingly, when any changes occur thereafter. This roster of employees is NOT to be confused with the Duty schedule.
- .3 The Contractor shall provide proof of the information contained within the roster to the Engineer upon demand.

### **1.09 CONTRACTOR PASSES**

- .1 All Contractor employees will carry an authorized Contractor Pass while employed on DND property. Such passes will be produced on demand to Military Police, Commissionaries, Security Guards and persons in authority.
- .2 The Contractor will complete an application form for each employee. The Contractor will accompany the employee to the Military Police Identification Section located at Building F-19 for issuance of the Contractor pass.
- .3 A photocopy of all Contractor passes will be provided to the Engineer no later than one week from the commencement of this service contract. For all new employees, the Contractor will provide a copy of the Contractor pass to the Engineer no later than one week after that employee commences work. A copy of all "Reliability" security clearance shall be submitted to the Engineer before award of the contract.
- .4 The Contractor will ensure Contractor passes are recovered from all employees who cease to be employed on DND property. Such passes shall be returned to the Military Police Identification Section located in Building F-19 by the Contractor.

### **1.10 MATERIALS AND EQUIPMENT**

- .1 All materials, products, product dispensers and equipment that is required to maintain the buildings listed in Annex A at the frequencies listed in

Annex B will be supplied by the Contractor. See Section 01 11 00, Summary of Work, for more detailed requirements. Costs are to be included in the price of routine cleaning, as indicated below in Section 00 21 13, Instructions to Bidders.

### **1.11 WORK NOT INCLUDED**

- .1 The following rooms, and/or types of rooms or service areas are excluded from this contract, unless otherwise specifically stated or requested:
  - .1 Electrical transformer and switch rooms;
  - .2 Heating and ventilation utility rooms;
  - .3 Workshop or Storage rooms;
  - .4 Interior of trophy and display cases;
  - .5 Bars and storage areas of dry canteens;
  - .6 Restricted areas and rooms;
  - .7 Office equipment and personal property of occupants;
  - .8 Removal of books from bookcases;
  - .9 Replacement of fluorescent tubes and incandescent bulbs;
  - .10 Indoor rifle range areas;
  - .11 Workshops, garages, and hangars;
  - .12 Interior of refrigerators and microwaves ovens; and
  - .13 Disaster recovery services such as:
    1. Fire damage restoration; and
    2. Oil leak/spill cleanup.

### **1.12 STATUTORY HOLIDAYS**

- .1 Statutory holidays are not included in days of work for buildings unless otherwise stipulated herein. The Engineer will not pay for Statutory Holidays where services have not been provided. Statutory Holidays are defined as:
  - .1 New Year's Day;
  - .2 Good Friday;
  - .3 Easter Monday;
  - .4 Victoria Day;
  - .5 Canada Day;
  - .6 New Brunswick Day;
  - .7 Labour Day;
  - .8 Thanksgiving Day;
  - .9 Remembrance Day;
  - .10 Christmas Day; and
  - .11 Boxing Day.

### **1.13 END OF CONTRACT**

- .1 At the end of the contract, the Contractor must leave the premises in an impeccable condition. Payment of the final claim is subject to the Engineer's inspection of premises. The Engineer must provide a final inspection report to the Contractor at the end of the contract period. Should the contractor be unable or not willing to rectify any deficiencies stated in the final inspection report within 15 days of issuance of report, the Engineer will arrange for another Contractor to correct those deficiencies and deduct those costs from final payment to the original Contractor.
- .2 At the end of the contract, the Contractor must remove all product dispensers that the Contractor has installed, as specified herein, on a schedule that

is to be determined by the Engineer.

## **2 PRODUCTS**

### **2.01 EQUIPMENT AND MATERIALS**

- .1 The Contractor shall submit a complete list of all equipment and materials intended to be used under this service contract, as specified in Section 01 11 00, Summary of Work.
- .2 Where applicable, all submissions for equipment, including product dispensers, shall include the relevant manufacturers specifications.
- .3 Where applicable, all submissions for materials and products, shall include the appropriate Material Safety Data Sheets and any relevant Manufacturers specifications or product information sheets.

### **2.02 DUTY SCHEDULE**

- .1 The Contractor shall submit to the Engineer, within ten days of the start of this Service Contract, a schedule for all routine cleaning. The schedule will at a minimum indicate:
  - .1 The name of the Contractor's personnel that are assigned to service each building;
  - .2 The time each building listed in this specification is to be cleaned; and
  - .3 The supervisor that is responsible for each building.
- .2 The duty schedule must be maintained and properly updated throughout the duration of this contract.
  - .1 All permanent personnel changes must be reported to the Engineer no later than the day to which they will occur, in writing, through the submission of a new duty schedule; and
  - .2 All temporary personnel changes must be reported to the Engineer either in writing, through email, or over the phone, no later than the first day to which they will occur.

## **3 EXECUTION**

### **3.01 STANDARD OF WORK**

- .1 The Contractor will carry out services at the minimum frequencies as detailed within this specification. They will, on award of contract, place the building in first class condition without delay and maintain it in that condition during the period of the contract employing the best standard practices of the trade at all times.
- .2 It is the Contractor's responsibility through adequate use of the operational manager and site supervisors to ensure all cleaning is completed in accordance with this specification, prior to the departure of each work shift.
- .3 Fifty percent (50%) of the Contractor's personnel will be trained with

- Infection Diseases Control Training and will be certified before commencing work.
- .4 The Contractor's personnel must not under any circumstances disturb or be disturbed by the occupants or users of the building they are servicing. This does not mean Contractor personnel cannot interact, in a friendly and professional manner, with the building occupants and users. The intent is to ensure that the Engineer, the operational manager and the supervisors are responsible for coordinating access to janitorial personnel, their assigned duties, and their area of responsibilities, not building occupants or users.
  - .5 Entrances: At times of inclement weather, the contractor will routinely patrol heavy traffic areas such as entranceways, lobbies and stairs keeping them clear of hazards such as litter, water, snow, ice, slush, sand and salt.
  - .6 Buildings listed in Annex A will have floors waxed, steam cleaned and/or power scrubbed once a year depending on type of floor;
    - .1 Vinyl Tiles - Waxed
    - .2 Carpet Steam
    - .3 Ceramic tile - power scrubbed
  - .7 5 CDSB Gagetown is an operational, support, and training base. The Contractor must have the capability to manage significant increases and decreases in the services to respond to operational requirements.

### **3.02 SERVICES AND FREQUENCY**

- .1 The Contractor shall determine the number of janitorial personnel required to maintain the buildings listed in Annex A, at the frequencies listed in Annex B, including any and all building specific requirements that are listed in section 00 11 01, Summary of Work, Sub-section 3, Execution.
- .2 See Section 01 11 00, Summary of Work for details of the cleaning services to be provided under this contract. This summary of work is to be read in conjunction with the detailed list of frequencies in Annex B and also in conjunction with Health Canada Cleaning steps in Annex E. These frequencies are the minimum amount of work that is to be completed per day/shift.
- .3 If the Engineer deems that the cleaning standards and frequencies are not being met, the Contractor, at no extra cost to the Engineer, will provide the necessary personnel, equipment and materials to meet this specification.

### **3.03 OPERATIONAL MANAGER**

- .1 A minimum of one operational manager is to be provided for the duration of this service contract (herein referred to as manager). This manager is the primary point of contact for the Engineer. The manager must be present on site during normal working hours, Monday to Friday 0730 to 1600.
- .2 For all manager absences, the Contractor must appoint another person to act in that capacity. The Contractor must provide the name and contact number of this appointed acting manager to the Engineer no later than the start of the business day (0730) of the absence.
- .3 The manager must have the competence, experience, and qualifications

- required to discharge the assigned responsibilities.
- .4 The manager must be fully appraised of all of the requirements of this specification and be in possession of all documents.
  - .5 The manager must be in possession of a cell phone for ease of contact and communication with the Engineer. The manager must also be available via cell phone after normal hours, on holidays and weekends, or whenever the Contractor has personnel working on the base.
  - .6 The manager is responsible for all janitorial personnel and all janitorial work performed under this service contract. Duties include, but are not limited to:
    - .1 The co-ordination and planning of all janitorial services. This includes assigning supervisors their responsibilities, and ensuring the Engineer has the contact number for operational manager. It is the manager who is to provide the Engineer with the duty schedule;
    - .2 Ensuring that janitorial services are provided in accordance with this specification. This includes overseeing the provision of janitorial supplies, equipment, and consumable products and materials in an efficient manner, and correcting deficiencies immediately; and
    - .3 Ensuring the quality of the janitorial services provided. This includes visiting each building in this specification to inspect the quality of work as well as performing personnel reviews.

### **3.04 SITE SUPERVISORS**

- .1 A minimum of two supervisors are to be provided for the duration of this service contract. One non-working supervisor and one working supervisor. Working supervisor is the secondary points of contact for the Engineer. A supervisor must be on site any time janitorial personnel are scheduled to work.
- .2 All supervisors must be in possession of cell phones for the ease of contact and communication with the Engineer. The manager is to provide the contact numbers of the supervisors to the Engineer, in writing within 7 days before the start of the contract.
- .3 Non-working Supervisors will perform thorough inspections of all buildings listed in Annex A they are assigned, no less than once a month. An example of an inspection sheet is located in Annex C. This inspection sheet is to be completed for every building inspected, and once completed the inspection sheet is to be submitted to the Engineer by the end of the last day of the month in which the inspections were completed.
- .4 The supervisor will be responsible for maintaining the cleaning product inventory in each individual cleaning storage room in each individual building. It is the supervisor's responsibility to ensure there is enough product in each building.

### **3.05 JANITORIAL PERSONNEL**

- .1 All janitorial personnel must be competent in their assigned tasks. They must know the areas to be cleaned, the cleaning tasks, the frequency of tasks, the day and time that tasks are to be completed, the proper cleaning chemicals to be used, and the proper techniques to be used.

- .2 It is recommended that janitorial personnel wages be 20% above minimum wage in order to be comparable with other janitorial jobs in the region or surrounding areas.
- .3 All janitorial personnel must wear company assigned personnel protective equipment as per Section 01 35 30, where applicable.
- .4 All janitorial personnel must follow the Contractor's assigned safe working procedures.
- .5 All Janitorial personnel must sign in and out using the assigned attendance system every time they enter a building of their responsibility. Janitorial personnel are to follow the assigned duty schedule provided by the supervisor. Scheduling of work breaks is to be taken into account by the supervisor when completing their duty schedules. For all Janitorial personnel absences the Contractor or supervisor must appoint another person to complete the assigned work.
- .6 All Janitorial personnel must ensure their assigned equipment and cleaning closets are maintained as stated in Annex B, Frequencies.

### **3.06 UNIFORMS**

- .1 While on site, all of the Contractor's personnel must wear a uniform that will be provided by the Contractor at no expense to the Engineer. At a minimum the uniform must:
  - .1 Be identical;
  - .2 Bear the company name in a prominent location;
  - .3 Be a properly sized shirt or blouse that fully covers the midriff; and
  - .4 Be in good repair.
- .2 Janitorial personnel shall maintain a professional appearance at all times. Although uniform pants are not required, pants must be in good repair, absolutely no pajama or sweat pant-type pants and shorts (cutoff jeans Etc.) are acceptable. Close toed shoes are mandatory. The wearing of head wear will be strictly prohibited. Jewelry and other accessories should be worn so as not to hinder the health and safety of the worker.
- .3 Supervisors uniforms must identify them as such.

### **3.07 ON DEMAND SERVICE CALLS**

- .1 The Contractor will provide a 24-hour "call-in" service as and when requested by the Engineer and/or representative, in which case the contractor must report to the worksite within two hours of being called.
- .2 The Contractor must notify the Engineer of the telephone number at which the contractor or his/her representative may be contacted at all times.
- .3 The Contractor must report service calls executed outside normal working hours to the Engineer immediately on the next working day.
- .4 The Contractor will supply a service vehicle with a cleaning system mounted to the vehicle, the following will be considered minimum requirements for this system.
  - .1 100psi demand pump with a minimum of 7.5m plus of vacuum and solution

- hose (Extra hose may be required depending on size of the building).
- .2 Dual 2 stage vacuum.
- .3 45 litre solution tank.
- .4 45 litre recovery tank.
- .5 7.5m industrial grade power cord rated as a minimum 15amp, compatible with NEMA 5015 receptacle configuration (standard North American).
- .6 Easy lift handles.
- .7 20cm rear anti-static non-marking wheels.
- .8 10cm front anti-static swivel non-marking caster.
- .9 Internal inline heater minimum 180 degrees Celsius.
- .10 Dimensions 91cm x 68cm x 48cm.
- .11 Water lift 150'.

### **3.08 SERVICES PROVIDED BY DND**

- .1 Storage space for cleaning material and equipment at 5 CDSB Gagetown will be provided by DND. All materials are to be stored with labels intact and in original containers, where applicable. All containers must bear WHMIS labels. Storage spaces are to be maintained in a neat and tidy condition at all times and are to be locked when not in use. Locks are to be provided by the Engineer, who will maintain a copy of all keys issued.
- .2 Electricity and hot water required by the contractor for the execution of janitorial services will be provided by DND without charge.
- .3 Supply of temporary services by DND is subject to DND requirements and may be discontinued by the Engineer at any time without notice, without acceptance of any liability for damage or delay caused by such withdrawal of temporary services.
- .4 Office space will not be provided by DND.

### **3.09 QUANTITY**

- .1 The quantities mentioned in Annex "F" Basis of Payment may increase or decrease, and are to be used only as a guide for tendering purposes. The quantities are not guaranteed and the Contractor will have no claim for the loss of anticipated profits as a result of these estimated quantities.

### **3.10 TIME SHEETS**

- .1 If there is On Demand Cleaning being done between the normal work hours of 0730 and 1600 hrs Monday to Friday, employees are to be directed to sign in/out at Building B-18 Contracts office.
- .2 If On Demand Cleaning is being done outside of normal working hrs, employees are to be directed to sign in/out at the Base Fire Hall Building G-3.
- .3 Time Sheets for On Demand Cleaning will be submitted with invoice. No payment will be made without time sheets.
- .4 Sign in will comply with the contracts sign in SOP attached as Annex G.
- .5 An On Demand work report will be given to the Engineer on completion of work. Report will be signed by the supervisor in charge. Report attached as Annex G.

### 3.11 CONTRACTOR'S USE OF SITE

- .1 Do not unreasonably encumber site with materials or equipment.
- .2 Move stored products or equipment which interfere with operations of Engineer or other Contractors.
- .3 Contractor is to assure their staff enter only areas assigned to them for servicing.

### 3.12 BUILDING SECURITY

- .1 The Contractor is to instruct staff to lock windows and doors to offices and buildings when the employee is the last person to leave.

### 3.13 ENERGY CONSERVATION

- .1 All non-essential lights shall be turned off when work is complete.

### 3.14 PROTECTION OF PROPERTY

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

**END OF SECTION**

## 1 GENERAL

### 1.01 REFERENCES

- .1 Canada Labour Code.
- .2 Canada Occupational Health and Safety Regulations.
- .3 Hazardous Products Act.
- .4 Controlled Products Act.
- .5 New Brunswick Occupational Health and Safety Act.
- .6 Workplace Hazardous Materials Information System (WHMIS).
- .7 Environmental Choice Standards (Eco Logo).
- .8 Green Seal Standards.

## 2 PRODUCTS

### 2.01 REQUIREMENTS

- .1 All Janitorial materials, products, dispensers, and equipment will be approved by the Engineer prior to the award of the contract. Any substitutions will require the approval of the Engineer.
- .2 Requests for acceptance of substitutions for materials, products, dispensers, and equipment must be submitted in writing to the Engineer. The request must be supported with sufficient information from the manufacturer in order to enable the Engineer to make an assessment.
- .3 The Contractor will not make any change in the design and/or installation of dispensers and equipment, nor make modifications to materials and products without the approval of the Engineer.
- .4 If, in an emergency, the Contractor installs/uses materials, products, dispensers, and/or equipment other than that which is specified herein, the Contractor will replace such items, as soon as possible, with those that are specified herein, before claiming any payment. No claim for unapproved or unspecified materials, products, dispensers, or equipment will be supported, unless such items were requested by the Engineer.
- .5 All manufactured materials, products, product dispensers, and equipment will be applied, installed, connected and used as specified by their manufacturer.
- .6 All material/products will be environmentally responsible products and must conform to Environmental Choice Standards (Eco Logo) or Green Seal Standards, unless approved alternative product is required for specific areas.
  - .1 Product Categories that will be accepted under the Environmental

Choice (Eco Logo) Program are as follows:

- .1 CCD-110, cleaning and degreasing compounds;
  - .2 CCD-146, hard surface cleaners;
  - .3 CCD-147, floor care;
  - .4 CCD-148, carpet and upholstery; and
  - .5 CCD-166, disinfectants and cleaners.
- .2 Product categories that will be accepted under the Green Seal Standards are as follows:
- .1 GS-34, degreasers;
  - .2 GS-37, cleaning products for industrial use; and
  - .3 GS-40, floor care products for industrial use.
- .7 The Contractor will be responsible to replenish all consumable products, such as paper towel, toilet paper, hand soap, hand sanitizer, sani-bags, urinal pucks and screens, and garbage/recycling bags on a daily and/or on an as required/requested basis.
- .8 The Contractor must provide a full list of all of the materials and products intended for use, along with applicable MSDS sheets and technical data sheets, to the Engineer.
- .9 All applicable SDS sheets must be placed in all of the cleaning closets used by the Contractor. SDS sheets must be available in both official languages. SDS sheets must always be kept up to date.
- .10 All containers that hold chemicals and/or hazardous materials will be labelled as per WHMIS in both official languages. In the event a container holds a chemical or material that does not fall under WHMIS, it must still be labelled as to its contents. At a minimum the container shall be labelled with the generic or common name of the product and its manufacturer.
- .11 The Contractor will be responsible to provide all dispensers. On award of this service contract, the Contractor will install product dispensers following the schedule provided by the Engineer. Annex D includes a list of dispenser types, their locations, and the schedule for their replacement. A representative of the Engineer will be present throughout the replacement process. Dispensers are to be placed as close to existing positions as possible, so as to limit the damage to the surfaces to which they are mounted.
- .12 Exceptions to replacement are:
- .1 The standard size bathroom toilet paper dispensers; the multi-fold paper towel
  - .2 The multi-fold paper towel dispensers; and
  - .3 The sanitary bag dispensers.
- .13 The Contractor is responsible for covering all costs associated with the installation of dispensers. This includes the costs of all labour, material, tools and equipment, as well as the costs of the dispensers themselves. This cost should be included in the Contractor's unit price submitted for routine cleaning, as per section 00 21 13, Instructions to Bidders, subsection 3.9, Quantities and Basis of Payment.
- .14 The Contractor is responsible for maintaining all dispensers in good working order. Replacement of dispensers due to normal wear and tear from regular use will be covered by the Contractor. DND will only cover the cost of replacing broken dispensers from abnormal or excessive wear and tear. Broken dispensers will be replaced on an on demand basis, only at the approval

of the Engineer at the price submitted for On Demand Dispenser replacement, as per section 00 21 13, Instructions to Bidders, subsection 3.9, Quantities and Basis of Payment.

- .15 Prohibited materials/products:
  - .1 Products likely to damage furniture or other property;
  - .2 Abrasive powders;
  - .3 Paradichlorobenzene deodorant blocks; and
  - .4 Unless authorized in writing by the Engineer, no products containing acid will be used.

## **2.02 DISPENSERS**

- .1 Toilet Paper: Jumbo roll tissue dispenser either single or double roll capacity.
- .2 Paper Towel: Hand-lever or touch-less paper towel dispenser.
- .3 Hand Soap: Wall mounted, plastic moulded, in a neutral colour, pump/manually activated or automatic dispenser.
- .4 Hand Sanitizer: Wall mounted, plastic moulded, in a neutral colour, pump/manually activated or automatic dispenser.

## **2.03 CONSUMABLE PRODUCTS**

- .1 Jumbo roll bathroom tissues: White, 2 ply, minimum 40% post consumer waste. Minimum 1000ft per roll.
- .2 Standard size bathroom tissues: White, 2 ply, minimum 40% post consumer waste.
- .3 Paper towel: Neutral colour, high capacity hard roll paper towel, 1 ply, minimum 40% post consumer waste. Minimum 600ft per roll.
- .4 Multi-fold paper towel: Neutral colour, 1 ply, minimum 40% post consumer waste. minimum 250 sheets per package.
- .5 Hand soap: Liquid or foaming, fragrance free and dye free hand soap. Must meet Eco Logo or Green Seal standards. Must be ready to use with no dilution required.
- .6 Hand sanitizer: Antibacterial, fragrance free and dye free hand sanitizer. Must meet Eco Logo or Green Seal standards. Must be ready to use with no dilution required.
- .7 Garbage and recycle bags: All bag sizes listed may vary up to 1.27cm (1/2") in width and or length. The width is listed as the first measurement with the length the second and indicated as width (W) and length (L):
  - .1 Small black garbage bags: must be 1mm in thickness and 55.9cm (W) X 60.9cm (L) or 22" X 24";
  - .2 Medium black garbage bags: must be 1.5mm in thickness, or extra strong, and 66cm (W) X 91.4 cm (L) or 26" X 36";
  - .3 Large black garbage bags: must be 1.5mm in thickness, or extra strong, and 88.9cm (W) X 127cm (L) or 35" X 50";
  - .4 Small clear or blue recycling bags: must be 1mm in thickness, and 55.9cm (W) X 60.9 cm (L) or 22" X 24";

- .5 Medium clear or blue recycling bags: must be 1.5mm in thickness, or extra strong and 66cm (W) X 91.4cm (L) or 26" X 36";
- .6 Large clear or blue recycling bags: must be 1.5mm in thickness, or extra strong and 88.9cm (W) X 127cm (L) or 35" X 50".
- .8 Urinal puck and screen combination: Must meet Eco Logo or Green Seal standards.
- .9 Wax Sanitary bags: Must be able to fit existing holders/ sanitary bag dispensers.

## **2.04 EQUIPMENT**

- .1 All equipment will be inspected by the Engineer prior to the award of the contract and on a continuing basis during the period of the contract.
- .2 All equipment will be of industrial quality and in like-new condition at the beginning of the contract. Equipment will be maintained in like-new condition for the duration of the contract.
- .3 All equipment that is unclean, unsanitary, unserviceable, or otherwise found unacceptable by the Engineer, will be removed from 5 CDSB Gagetown and immediately replaced.
- .4 The Contractor will have on-site:
  - .1 Brooms, mops, dusters, and other cleaning devices, supplied in sufficient numbers in order to properly provide the cleaning services for the buildings listed in Annex A, at the required frequencies listed in Annex B;
  - .2 Cart mount buckets c/w squeegee in sufficient numbers for each building listed in Annex A, or at a minimum one per floor per cleaner;
  - .3 Cleaning carts for janitorial personnel in each building listed in Annex A or at a minimum one per floor per cleaner;
  - .4 Wet/dry canister vacuums with an adaptable power head hook up and maximum noise level 60-70 dB. Supplied in sufficient numbers throughout the various buildings, in order to properly provide the cleaning services for the buildings listed in Annex A, at the required frequencies listed in Annex B; and
  - .5 In addition, at a minimum the Contractor is to supply:
    - .1 One vacuum for each of the accommodation buildings listed in this specification; and
    - .2 Two vacuums for building D-57.
  - .6 Floor maintainers/auto scrubbers, minimum working width 50cm. The scrubber must have the capacity to complete the entire floor to a dry usable surface within four hours. Shall be self-propelled c/w the appropriate brushes, pads, and other features, as recommended by the manufacturer for the floor surface being cleaned. Supplied in sufficient numbers throughout the various buildings, in order to properly provide the cleaning services for the buildings listed in Annex A, at the required frequencies listed in Annex B. In addition, at a minimum the Contractor is to supply:
    - .1 Two scrubbers for D-57, (one per floor, as the second floor contains a running track).
  - .7 Floor machines, working width 50cm, dual speed of 75 RPM low and 300 RPM high floater type. Supplied in sufficient numbers throughout the various buildings, in order to properly provide the cleaning services

- for the buildings listed in Annex A, at the required frequencies listed in Annex B. In addition, at a minimum the Contractor is to supply:
- .1 One machine for each of the accommodation buildings listed in this specification; and
  - .2 Two machines for D-57 (one per floor).
- .5 The Contractor will supply a pool vacuum for pool located at 5 CDSB Gagetown. One seasonal outdoor pool located at building A-42. The following will be considered minimum requirements:
- .1 Calculated ground speed = 15m/min;
  - .2 Calculated scanning rate = 5.85sqm/min;
  - .3 Suction rate (self controlled) = 300L/min;
  - .4 Weight (w/o cable) = 10.7kg;
  - .5 Input voltage = 115 V AC;
  - .6 Output voltage = 30 V DC Nominal; and
  - .7 Rated output = 115 V AC - 150 W.
- .6 Contractor to supply one portable pool vacuum for outdoor pool. The following will be considered minimum requirement:
- .1 2hp (220V);
  - .2 2" inlet and outlet;
  - .3 55 sq ft. filter at (8000 g/h); and
  - .4 Stainless steel cart and non-marking tires.
- .7 If at any time throughout the contract the Engineer deems that the Contractor does not have, or is not maintaining sufficient amounts of equipment in order to properly provide the services indicated herein, then the Contractor will, at no extra cost to the Engineer, increase the amount of equipment that is on site.

### **3 EXECUTION**

#### **3.01 SUPPLY AND STORAGE**

- .1 A minimum of one week's worth of products must be maintained on site, in order to ensure each individual building is maintained accordingly. Products shall be stored in the storage rooms within each individual building.
- .2 Storage rooms shall be maintained in accordance with this specification.

#### **3.02 SERVICES AND FREQUENCIES**

- .1 A complete list of the janitorial (cleaning) services to be provided by the Contractor on a routine basis and the frequency to which those services are to be provided are all listed in ANNEX B.
- .2 The Contractor is responsible to follow the guide lines laid out by Health Canada cleaning steps in Annex E.

#### **3.03 ACCOMMODATION BUILDINGS**

- .1 All of these buildings contain rooms used for the purposes of living accommodations. Within this specification, accommodation spaces at 5 CDSB Gagetown are divided into three different types, based on the level of interior room cleaning services required, and are as follows:

- .1 Suites: These rooms have private bathrooms and kitchenettes. Suites will receive hotel-type cleaning services on a daily basis. Interior room cleaning services will include the cleaning of all items provided for convenience.
  - .2 Enhanced: These rooms have private bathrooms. Enhanced rooms will receive hotel-type cleaning services daily.
  - .3 Basic/regular: These rooms may or may not have private bathrooms. Basic/regular rooms will receive interior room cleaning services only upon occupant vacancy.
  - .4 Details in the specific services and frequencies required for each type of room are listed by the room type in Annex B.
- .2 In addition to accommodation spaces, these buildings may also contain offices, conference rooms, hospitality spaces, laundry rooms, common spaces, etc. These spaces will receive the cleaning and frequencies as indicated in ANNEX B.
  - .3 Due to the nature of the operations of these buildings (i.e. room occupancy or vacancy), the exact daily cleaning requirements will vary. It is important that the scheduling of cleaning services is co-ordinated through the 5 CDSB Gagetown Accommodation Section and the Engineer.
  - .4 A-4, A-7, A-9, A-10 and A-11: The officer and Senior NCO quarters. There are 13 suites and 277 of basic/regular rooms. Requirements for daily room cleaning will be given to the Contractor by the Engineer or his representative. Unoccupied rooms will be refreshed as required, at a minimum twice a week when unoccupied, and always thoroughly cleaned before and after occupancy. These three buildings operate in the same manner as a hotel and therefore the level of cleaning service required is expected to be of the same quality and quantity.

### **3.04 RECREATION BULDINGS**

- .1 A-42: The outdoor pool. This is a recreational facility that is open to the public as well as the military. There is a single 25m pool, deck area and change rooms (with washrooms). The outdoor pool is seasonal (summer) cleaning only. Its operational time line will be determined based upon seasonal weather conditions. Once opened for the season, the outdoor pool is open from 1200-2100 daily, including holidays and weekends.
- .2 A-15: The base arena. This is a recreational facility that is open to the public as well as military. Cleaners are required in the day and the evening, with the evening shift to end no earlier than 2230. The arena is open seven days a week, but closes for annual maintenance for approximately one month, once throughout the year (TBD annually, dates will be provided to the Contractor).
- .3 A-29: The Base Golf and Curling Club. This is a recreational facility that is open to the public as well as military. Cleaners are required in the day, 7 days a week. The cleaning schedule will have to adjust for summer months due to washroom facilities located on the golf course, transportation will be provided to these two washroom facilities.

### **3.05 MESSSES AND KITCHEN FACILITIES**

- .1 The Messes and the Base kitchen/dining hall are used for dining and

hospitality. They are open to the public, and are used on occasion to host various public functions. These buildings have a high potential for transmitting communicable diseases. Special care must be taken to ensure contact points and washrooms receive the highest level of cleaning. These buildings will see vast usage fluctuations on a daily basis. The co-ordination and scheduling of cleaning tasks needs to reflect these surges in times of use.

- .2 A-4 and A-9: The two Senior NCO Messes. Mess facilities are used for social events and public functions, as well as bar facilities in the evenings. Please note that the bar areas are not included under this service contract, however, common spaces, washrooms, corridors, and offices are. Also, buildings A-4 and A-9 have accommodation spaces located on their second levels. Refer to section 3.3 "Accommodation Buildings".

### **3.06 ESSENTIAL SUPPORT SERVICES BUILDINGS**

- .1 Essential support service buildings operate 24 hours a day, 365 days a year. They provide essential services to 5 CDSB Gagetown and in some cases, to the Town of Oromocto. The co-ordination and scheduling of cleaning tasks needs to reflect the operational needs of these buildings. As such, cleaning frequencies that are listed as daily in ANNEX B, need to be maintained for all operational days of the week (i.e. 7 days a week, 365 days a year, including holidays).
- .2 A-13: The Water Treatment Plant. In addition to operating 24 hours a day 365 days a year, due to the nature of the plant, floors will require daily cleaning, sweeping and mopping, this is to include the pump areas.
- .3 C-9: The Central Heating Plant.
- .4 F-19: The Main Gatehouse.

### **3.07 PUBLIC BUILDINGS**

- .1 Public buildings provide services to members of the military and their dependants, as well as members of the public service and their dependants, and to members of the general public. Due to their public nature and high traffic potential, special janitorial services and/or frequencies may be required.
- .2 F-12: The base theatre. The cleaning of the theatre space is not included in this contract, but the washrooms, front entrance, and office spaces are. However, when the theatre is booked for presentations, the theatre space will be required to be cleaned. This will be co-ordinated through the Engineer.
- .3 A-5 and A-42: The Base Museum and the Base Post Office.

### **3.08 DRILL HALLS**

- .1 There are two large drill halls in this package. The drill floor itself (which is a large open area, similar to a gymnasium floor, that is clearly outlined and delineated within each building) is not included under the scope of routine cleaning in this specification. All other spaces will receive the cleaning services and frequencies as indicated in ANNEX B.

- .2 D-10, D-15: Large drill halls. They are used for ceremonies such as Change of Command parades.

### **3.09 LARGE BUILDING COMPLEXES**

- .1 Buildings grouped under this classification are large building complexes. They contain offices, conference rooms, canteens, maintenance bays, supply rooms, classrooms, etc. These buildings will receive the cleaning services and frequencies as indicated in ANNEX B. Due to their large size, these buildings will require single/multiple (as indicated below) full time, day cleaners. Many of these buildings also have specific equipment requirements listed above in subsection 2.5, Equipment.
- .2 B-10: This is the Base supply depot. It will have one full time cleaner.
- .3 B-18 and B-14: This is the 5 ESU complex. It will have one full time cleaner, and a second half-day cleaner.
- .4 D-56, D-57, and D-58: This is the RCR complex. It will have three full time day cleaners, and one half-day cleaner.

### **3.10 ADMINISTRATIVE BUILDINGS**

- .1 Buildings grouped under this classification provide administrative (Admin) services. There are 28 buildings defined as Admin buildings under this specification. For the most part, they contain offices, washrooms, conference rooms, canteens, stairwells, corridors, etc. These buildings will receive the cleaning services and frequencies as indicated in ANNEX B.
- .2 Admin buildings located off base, but within a 5km radius, is: Canadian Forces Housing Agency (CFHA) building, F-20 (located right outside the main gate).
- .3 Admin buildings located within the base are: B-71, B-339, B-341, C-15, D-4, D-5, and D-17.

### **3.11 SUPPORT BUILDINGS**

- .1 Buildings grouped under this classification are used for the purposes of maintenance, storage and supply. There are 7 buildings defined as support buildings under this specification. For the most part they contain large service/garage bays that are not included in the scope of routine cleaning under this specification. However, the offices, washrooms, canteens, etc., located in these buildings are. These buildings will receive the cleaning services and frequencies as indicated in ANNEX B.
- .2 Support buildings are: B-1, B-7, B-9, B-19, B-45, B-58 and C-8.

### **3.12 BUILDINGS WINDOWS**

- .1 Windows are to be cleaned inside and outside semi-annually (once in the spring and once in the fall of the year) for buildings listed in "Annex A" with the exception of buildings listed in sub-section 3.15.2. Window glass is to be cleaned the entire length and width of the glass.

- .2 All windows in building F-19 (Main Gate), are to be cleaned once a month on a regular basis as listed in "Annex B".
- .3 All window screens will be removed to clean the windows and installed after cleaning by the contractor at no additional charge. Fixed screens will be reported to the Engineer.

### **3.13 MAINTENANCE TECHNIQUES**

- .1 In general observe the following rules to avoid damage to building components and furnishings:
  - .1 Never use a cleaning solution stronger than necessary to remove soils;
  - .2 Use the least amount of cleaning solution necessary to accomplish the task;
  - .3 Leave the cleaning solution on the surface only long enough to loosen the soils \*NOTE: exception for using germicidal detergent solution which must be left in contact with the surface for sufficient time to control the microbes present;
  - .4 Change cleaning solutions and rinse water frequently;
  - .5 Wash, rinse, and dry one small area at a time. This reduces the time that the water stands on the surface;
  - .6 Do not splash on, or allow cleaning solution to seep under furniture, baseboards, or equipment;
  - .7 Do not spill cleaning solution on surfaces not to be cleaned. Wipe off any spillage immediately with a clean cloth; and
  - .8 Avoid the use of steel wool, scouring powder, or abrasives to remove the soils unless absolutely necessary. When used, take care to prevent damage to the surface cleaned.

**END OF SECTION**

## **1 GENERAL**

### **1.01 SAFETY MEASURES**

- .1 Observe and enforce safety regulations required by the Canada Labour Code Part 2; Provincial Government; WorkSafeNB, Municipal Statutes and Authorities.
- .2 In event of conflict between any provisions of above authorities, the most stringent provision will apply.
- .3 DND and the CAF are committed to providing a harassment free workplace. Any and all harassment must be reported.
- .4 The Contractor will ensure that employees have sufficient Personal Protective Equipment to guard them from all hazards to which they may be exposed.
- .5 The Contractor will ensure that employees wear the Personal Protective Equipment at all times in any buildings at 5 CDSB Gagetown.
- .6 The Contractor is responsible for providing a first aid kit in each building they are responsible for, to be used by their personnel. The Contractor must not rely on the use of DND first aid kits.
- .7 In the event of a serious accident, the Contractor is responsible for taking steps to obtain immediate treatment for injured person(s). The base uses 911 emergency phone system. The Contractor must post, in cleaning closets/storage rooms, the civic address of the building and ensure that its personnel are aware of it. The Contractor is to immediately report all accidents/incidents to the Engineer.
- .8 The Contractor must immediately inform the Engineer of all incidents involving external visits from investigative agencies, which may or may not result in directive change.

### **1.02 WHMIS**

- .1 Comply with regulations regarding Workplace Hazardous Materials Information System (WHMIS) regarding use, handling, storage and disposal of hazardous materials; and regarding labelling and provision of material safety data sheets acceptable to Human Resources and Skills Development Canada and Health Canada.

### **1.03 WHMIS TRAINING**

- .1 The Contractor must provide proof that all staff working onsite have received WHMIS training prior to the employees commencing work.

### **1.04 PRECAUTIONS FOR THE USE OF CHEMICALS**

- .1 The intermixing of various maintenance chemicals is strongly prohibited. This practice can produce unsafe conditions for personnel, and create negatives effects on equipment and facilities.

- .2 Exposure of maintenance chemical products to freezing temperatures or lower will significantly reduce the effectiveness of the products
- .3 Never pour a maintenance product back into the original container. This is especially important for floor sealers, floor waxes, and floor finishes.

#### **1.05 PRECAUTIONS FOR THE USE OF EQUIPMENT**

- .1 Keep equipment out of traffic lanes. Do not place mops, pails, brooms, maintenance supplies, or other equipment where anyone may fall over them. Keep all equipment clear of fire exits or doorways.
- .2 Warn all personnel walking on floors that are wet, that such floors are slippery. Safety/caution signs or barricades to warn people will be used. These will be placed at intersections, and/or the start of the hallway or work area. They will be in the centre of the hall/room/work area so as to be obvious that the signs are currently in use and are serving as a warning.

#### **1.06 PRECAUTIONS AROUND POOLS**

- .1 A42 pool. For safety reasons, minimum of two of the Contractor's personnel will always work together in the pool area. At no time will one person work alone within this area, if there is a lifeguard on duty, one cleaning person is allowed. This provides a safety person in the event of an accident. Furthermore, the Contractor's personnel working within the pool area must wear a PFD (personal flotation device) and be fully aware of the Contractor's emergency plan.

**END OF SECTION**

## **1 GENERAL**

### **1.01 FIRE SAFETY PLAN**

- .1 The Contractor and their personnel will be familiar with this section as well as The National Fire Code of Canada, latest edition and applicable building fire orders which are posted in all DND buildings.

### **1.02 REPORTING FIRES**

- .1 Know the location of nearest fire alarm box and telephone, including the emergency phone number
- .2 Report immediately all fire incidents to the Fire Department as follows:
  - a. Activate the nearest internal fire alarm pull station; or
  - b. Telephone: Dial 911; and
  - c. RTA; Dial 3121 or 2482.
- .3 Depart building to a safe area for that building.
- .4 When reporting a fire by telephone, give the location of the fire, name or number of building and be prepared to verify the location.

### **1.03 INTERIOR AND PROTECTION AND ALARMS**

- .1 Fire protection and alarm systems shall NOT be:
  - .1 Obstructed;
  - .2 Shut-off; or
  - .3 Left inactive at the end of a working day or shift without notification and authorization from the Fire Chief or his representative.
- .2 Fire hydrants, standpipes and hose systems shall not be used for other than firefighting purposes unless authorized by the Fire Chief.

### **1.04 FIRE EXTINGUISHERS**

- .1 Supply fire extinguishers, as scaled by the Fire Chief, to protect work in progress and Contractor's physical plant on site.

### **1.05 BLOCKAGE OF ROADWAYS**

- .1 The Fire Chief shall be advised of any work that would impede fire apparatus response. This includes violation of minimum overhead clearance, as prescribed by the Fire Chief, erecting of barricades and the digging of trenches.

### **1.06 SMOKING POLICY**

- .1 Smoking is NOT permitted in DND buildings.

### **1.07 RUBBISH AND WASTE MATERIAL**

- .1 Rubbish and waste materials are to be kept to minimum

- .2 The burning of rubbish is prohibited unless approved by the Fire Chief.
- .3 All rubbish shall be removed from the work site at the end of the work day or shift or as directed.
- .4 Extreme care is required where it is necessary to store oily waste in work areas to ensure maximum possible cleanliness and safety. Greasy or oily rags or materials subject to spontaneous combustion shall be deposited and kept in an approved receptacle and removed as required in 8.3.1.

### **1.08 FLAMMABLE LIQUIDS**

- .1 The handling, storage and use of flammable liquids are to be governed by the current National Fire Code of Canada
- .2 Flammable liquids such as gasoline, kerosene, naphtha may be kept for ready use in quantities not exceeding 45 litres provided they are stored in approved safety cans bearing the Underwriter's Laboratory of Canada or Factory Mutual seal of approval. Storage of quantities of flammable liquids exceeding 45 litres for work purposes, requires the permission of the Fire Chief
- .3 Transfer of flammable liquids is prohibited within buildings
- .4 Transfer of flammable liquids shall not be carried out in the vicinity of open flame or any type of heat-producing devices
- .5 Flammable liquids having a flash point below 38°C such as naphtha or gasoline shall not be used as solvents or cleaning agents
- .6 Flammable waste liquids, for disposal, shall be stored in approved containers located in a safe ventilated area. Quantities are to be kept to a minimum and the Fire Department is to be notified when disposal is required.

### **1.09 HAZARDOUS SUBSTANCES**

- .1 If the work entails the use of any toxic or hazardous materials, chemicals and/or explosives, or otherwise creates a hazard to life, safety or health, work shall be in accordance with the National Fire Code of Canada.
- .2 The Fire Chief is to be advised, and a "Hot Work" permit issued in all cases involving welding, burning or the use of blow torches and salamanders, in buildings or facilities. Special precautions are necessary to safeguard life and property from damage by fire or explosives
- .3 Wherever work is being carried out in dangerous or hazardous areas involving the use of heat, fire watchers, equipped with sufficient fire extinguishers shall be provided. The determination of dangerous or hazardous areas along with the level of precaution necessary for fire Watch shall be at the discretion of the Fire Chief. Contractors are responsible for providing fire watch service for their work on a scale established and in conjunction with the Fire Chief at the pre-work conference
- .4 Where flammable liquids, such as lacquers or urethanes are to be used, proper ventilation shall be assured and all sources of ignition are to be eliminated. The Fire Chief is to be informed prior to and at the cessation

of such work.

#### **1.10 QUESTIONS AND/OR CLARIFICATIONS**

- .1 Any questions or clarification on Fire Safety in addition to the above requirements shall be directed to and cleared through the Fire Chief.

#### **1.11 FIRE INSPECTIONS**

- .1 The Fire Chief shall be allowed unrestricted access to the site
- .2 The Contractor shall co-operate with the Fire chief during routine inspections of the work site
- .3 The Contractor shall immediately remedy all unsafe fire situations identified by the Fire Chief.

**END OF SECTION**

## **1 GENERAL**

### **1.01 GENERAL REQUIREMENT**

- .1 The Contractor will take all reasonable steps to ensure that they and their employees have complied with all pertinent legislation and have protected the environment.

### **1.02 DISPOSAL OF WASTES**

- .1 Do not bury rubbish or waste onsite. All wastes must be disposed of in designated containers
- .2 All potential hazardous wastes must be disposed of in a proper manner.

### **1.03 SPILL PROTECTION**

- .1 The Contractor must have adequate clean up materials for any potential hazardous materials used in the completion of the work (ie. fuels, oils, lubricants, etc).
- .2 In the event of a spill the Contractor will immediately take corrective action to clean up the material.
- .3 In the event of a spill of over one litre of a hazardous material, the Contractor will immediately inform proper local authorities and then immediately call the 5 CDSB Gagetown Firehall, Tel (506)422-2106 and take necessary remedial action.

### **1.04 CLEANING MATERIALS**

- .1 5 CDSB Gagetown's Janitorial Services are to be provided using the approved Green Cleaning Services along with recycling measures.
- .2 The Contractor must conform with the recycling practices at 5 CDSB Gagetown.
- .3 The Contractor may place cardboard packing in the approved recycling dumpsters provided by DND.
- .4 All plastic containers that are supplied by the Contractor are to be removed from 5 CDSB Gagetown once they are emptied. Under no circumstances are plastic containers to be placed in garbage containers owned by DND. It will be acceptable for the Contractor to store the empty plastic containers in the cleaning closets and remove them from site once a week.

**END OF SECTION**

## **1 GENERAL**

### **1.01 QUALITY CONTROL**

- .1 The contractor must provide a quality control process in compliance with the standards of this requirement. The objective of the quality control procedures is to ensure that all tasks, deliverables and submittals in this specification are monitored to meet the set objectives.
- .2 The quality control process must include monitoring Janitorial personnel performance, management performance, cleaning tasks (routine/On demand), site operations, security, and safety. The intent of the quality control requirement is to ensure there is no oversight, not only of the cleaning tasks, but of all of the requirements of this specification.
- .3 The Contractor is responsible for the supervision of its personnel and is responsible to ensure that the supervisor has in place and is complying with all supervision quality assurance, training, safety, reporting and any other deliverables listed in this specification.
- .4 The Contractor must establish an inspection procedure that complies with this specification. All areas will be inspected no less than bi-weekly
- .5 The Contractor must carry out jointly with the Engineer inspections that are requested by the Engineer.

### **1.02 INSPECTION OF ROUTINE JANITORIAL SERVICES BY THE ENGINEER**

- .1 The Engineer is responsible for the detail and frequency of their inspections of the contractors Routine Janitorial Services. In addition, inspections will include as a minimum: compliance inspections, fire inspections, preventive medicine inspections and environmental inspections. The Engineer or designate, will be the sole judge of the quality of services provided and will have the right to note any deficiencies it considers appropriate. These deficiencies must be corrected by the contractor within 48 hrs, notwithstanding any Janitorial maintenance activities outlined in this specification.

### **1.03 DUE DILIGENCE INSPECTIONS**

- .1 The Engineer may also complete due diligence safety inspections of the contractor's work practices. If the Engineer notices small infractions they will bring it to the attention of the supervisor. For larger issues they will inform WorkSafeNB. This will include the Engineer ensuring the contractor has a documented and approved workplace safety program.

### **1.04 COMMUNICATION**

- .1 The contractor's personnel must communicate with their chain of command. Only On-site management personnel will communicate with the Engineer. The contractor's personnel must not take instruction from or communicate with unauthorized DND/CF members. Daily contact between the supervisors or cleaners and the building occupants of the spaces being cleaned must be restricted to pleasantries and co-ordination of access to the space for

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NATIONAL DEFENCE

QUALITY CONTROL

SECTION 01 45 00

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the cleaning purposes. For any and all issues beyond this, the contractor's personnel must be instructed to politely direct the DND/CF member to contact the Engineer.

**END OF SECTION**

	Building	Building Description	m <sup>2</sup>	Estimated Hr	Dispensers					
					PT	TP	Soap	Sanitizer	S* TP	
1	A-4	Snr NCO mess	930	4	6	9	6	0	0	
2	A-5	Museum	938	2	5	4	4	0	0	
3	A-7	Snr NCO Quarters	705	2	0	0	0	0	20	
4	A-9	Snr NCO mess	1130	4	7	10	0	7	0	
5	A-10	Snr NCO Quarters	730	2	0	0	0	0	20	
6	A-11	Snr NCO Quarters	810	3	4	8	4	0	0	
7	A-13	WTP	1000	4	2	1	2	2	0	
8	A-15	Ariana	734	12	11	26	13	0	0	
9	A-29	Golf & Curling Club	610	8	4	6	5	0	0	
10	A-42	Post Office	110	1	1	1	1	0	0	
11	A-42	Outdoor Pool	468	4	4	6	4	0	0	
12	B-1	4 ESR	600	2	3	5	3	1	0	
13	B-7	Garage	166	1	3	4	3	0	0	
14	B-9	Garage	776	2	7	7	5	0	0	
15	B-10	Base Supply	7000	8	8	23	10	5	0	
16	B-14	CE R&G	320	1	4	4	4	0	0	
17	B-18	CE	2107	10	11	14	11	6	0	
18	B-19	4 ESR	555	2	3	32	2	1	0	
19	B-45	4 ESR	272	1	2	3	2	2	0	
20	B-71	DCC	477	2	5	3	2	1	0	
21	B-58	Paint Shop in w/B 9	44	1	2	2	3	0	0	
22	B 339	CFSME/4 ESR	522	2	2	2	2	0	0	
23	B-341	4 ESR	910	2	2	2	2	0	0	
24	C-8	Garage	233	1	2	2	2	1	0	
25	C-9	CHP	190	2	3	3	3	1	0	
26	C-15	4 ESR	206	1	1	1	1	0	0	
27	D-4	4 ESR	1300	3	6	9	6	2	0	
28	D-5	Sigs	2324	4	8	12	7	1	0	
29	D-10	Drill Hall	975	2	3	4	3	0	0	
30	D-15	Drill Hall	1743	2	1	3	3	0	0	
31	D-17	3 ASG HQ	1337	4	3	6	3	3	0	
32	D-56	2 RCR	710	2	8	7	8	0	0	
33	D-57	2 RCR	8500	20	37	43	42	0	0	
34	D-58	2 RCR	1150	2	3	4	4	0	0	
35	F-12	Theater	60	2	4	8	4	0	0	
36	F-19	Main Gate	250	1	3	2	2	0	0	
37	F-20	CFHA	416	2	2	6	2	0	0	
33721					128	180	282	178	33	40

S\*TP = Single roll toilet paper

Service Required	FREQUENCY								
	As Required	Twice Daily	Daily	2 X / Wk	Weekly	2 X / Month	Monthly	Semi-annual	Annually
<b>1. General Routine Cleaning</b>									
a. Emergency/user requested spot cleaning for minor issues;	X								
b. General cleaning maintenance issues, (including) cleaning flies from lights	X								
c. Dust notice boards and wipe high ledges, tops of cabinets, partitions, doors, exposed pipes, etc.;	X		X						
d. Wash windows and glass partitions;	X			X					
e. Touch Points ( As per Health Canada Cleaning Steps) (Annex E)	X	X							
<b>f. Fire hose cabinets and display cases:</b>									
(1) Spot clean;	X		X						
(2) Dust;	X			X					
(3) Wash and polish;	X			X					
<b>g. Radiators:</b>									
(1) Dust and damp wipe;	X			X					
(2) Wash;	X			X					
<b>h. Ceiling air diffusers and air intake grill, where reachable:</b>									
(1) Dust;	X			X					
(2) Vacuum;	X			X					
(3) Wash;	X			X					
<b>i. Door grills:</b>									
(1) Vacuum;	X		X						
(2) Wash;	X		X						
<b>j. Water dispensers and fountains:</b>									
(1) Wash;	X	X							
(2) Disinfect;	X	X							
<b>k. Blinds:</b>									
(1) Dust;	X			X					
(2) Vacuum;	X			X					
<b>l. Pictures, murals, clocks, hanging art and displays:</b>									
(1) Dust;	X				X				
(2) Wipe, wash and/or polish, where applicable;	X				X				
<b>m. Furniture, including chairs, desks, and bookcases:</b>									
(1) Vacuum upholstered furniture;	X		X						
(2) Dust exposed surfaces;	X		X						
(3) Wash or wipe down exposed surfaces;	X		X						
(4) Polish, where applicable;	X			X					

Service Required	FREQUENCY								
	As Required	Twice Daily	Daily	2 X / Wk	Weekly	2 X / Month	Monthly	Semi-annual	Annually
<b>n. Counters;</b>									
(1) Dust;	X		X						
(2) wash or wipe down and make clean;	X	X							
<b>o. Garbage containers:</b>									
(1) Emptied and bag replaced;	X		X						
(2) Dusted and washed.	X				X				
*** Note: Remove garbage from building and place in dumpsters outside building; Daily ***									
<b>2. Entrances, Lobbies, Vestibules &amp; Foyers (other than main)</b>									
<b>a. Floors:</b>									
(1) Sweep;	X		X						
(2) Wash/mop;	X		X						
(3) Spray buff;	X				X				
(4) Remove salt, sand and water;	X		X						
(5) Vacuum Mats	X		X						
<b>b. Walls:</b>									
(1) Spot clean;	X		X						
(2) Wash;	X				X				
<b>c. Foot grills and recessed pans:</b>									
(1) Clean and vacuum;	X		X						
(2) Pressure wash;	X					X			
<b>d. Glass (inside and out):</b>									
(1) Spot clean;	X		X						
(2) Wash and polish;	X				X				
<b>e. Door frames:</b>									
(1) Spot clean;	X		X						
(2) Wash and polish.	X				X				
<b>3. MAIN Entrances, Lobbies, Vestibules &amp; Foyers</b>									
<b>a. Floors:</b>									
(1) Sweep;	X		X						
(2) Wash/mop;	X		X						
(3) Spray buff;	X					X			
(4) Remove salt, sand and water;	X		X						
(5) Vacuum Mats	X		X						
<b>b. Walls:</b>									
(1) Spot clean;	X		X						
(2) Wash;	X					X			

	As Required	Twice Daily	Daily	2 X / Wk	Weekly	2 X / Month	Monthly	Semi-annual	Annually
<b>c. Foot grills and recessed pans:</b>									
(1) Clean and vacuum;	X		X						
(2) Pressure wash;	X					X			
<b>d. Glass (inside and out):</b>									
(1) Spot clean;	X		X						
(2) Wash and polish;	X				X				
<b>e. Door frames:</b>									
(1) Spot clean;	X		X						
(2) Wash and polish.	X				X				
<b>4. Reception Areas, Common Rooms and Waiting areas</b>									
<b>a. Floors:</b>									
(1) Sweep;	X		X						
(2) Wash/mop;	X		X						
(3) Spray buff;	X					X			
(4) Remove salt, sand and water;	X		X						
(5) Vacuum Mats	X		X						
<b>b. Walls:</b>									
(1) Spot clean;	X		X						
(2) Wash;	X				X				
<b>c. Furniture, including chairs, desks, and bookcases:</b>									
(1) Vacuum upholstered furniture;	X		X						
(2) Dust exposed surfaces;	X		X						
(3) Wash or wipe down exposed surfaces;	X		X						
(4) Polish, where applicable;	X			X					
<b>d. Counters;</b>									
(1) Dust;	X			X					
(2) wash or wipe down and make clean;	X		X						
<b>e. Garbage containers:</b>									
(1) Emptied and bag replaced;	X		X						
(2) Dusted and washed.	X				X				
<b>5. Stairs and Stairwells</b>									
<b>a. Stairs:</b>									
(1) Sweep;	X		X						
(2) Wash/mop;	X		X						
<b>b. Landings:</b>									
(1) Sweep;	X		X						
(2) Wash/mop;	X		X						

Service Required	FREQUENCY								
	As Required	Twice Daily	Daily	2 X / Wk	Weekly	2 X / Month	Monthly	Semi-annual	Annually
<b>c. Walls:</b>									
(1) Spot clean;	X		X						
(2) Wash;	X				X				
<b>d. Handrails;</b>									
(1) Spot clean;	X		X						
(2) Wash, wipe down and disinfect;	X		X						
<b>e. Interior glass and mirrors:</b>									
(1) Spot clean;	X		X						
(2) Wash and polish;	X				X				
<b>f. Doors:</b>									
(1) Spot clean;	X		X						
(2) Wash and polish.	X				X				
<b>6. Libraries and Conferences Rooms</b>									
<b>a. Carpets and Rugs:</b>									
(1) Spot clean;	X		X						
(2) Spot vacuum;	X		X						
(3) Thorough vacuum;	X		X						
<b>b. Walls:</b>									
(1) Spot clean;	X		X						
(2) Wash;	X				X				
<b>c. Floors:</b>									
(1) Sweep;	X		X						
(2) Wash/mop;	X		X						
(3) Buff;	X					X			
<b>d. Furniture, including chairs, desks, and bookcases:</b>									
(1) Vacuum upholstered furniture;	X		X						
(2) Dust exposed surfaces;	X		X						
(3) Wash or wipe down exposed surfaces;	X		X						
(4) Polish, where applicable;	X				X				
<b>e. Counters;</b>									
(1) Dust;	X		X						
(2) wash or wipe down and make clean;	X	X							
<b>f. Garbage containers:</b>									
(1) Emptied and bag replaced;	X		X						
(2) Dusted and washed.	X				X				
<b>7. Offices</b>									
<b>a. Carpets and Rugs:</b>									
(1) Spot clean;	X		X						
(2) Spot vacuum;	X		X						
(3) Thorough vacuum;	X			X					

Service Required	FREQUENCY								
	As Required	Twice Daily	Daily	2 X / Wk	Weekly	2 X / Month	Monthly	Semi-annual	Annually
<b>b. Walls:</b>									
(1) Spot clean;	X		X						
(2) Wash;	X				X				
<b>c. Floors:</b>									
(1) Sweep;	X		X						
(2) Wash/mop;	X		X						
(3) Buff;	X					X			
<b>d. Furniture, including chairs, desks, and bookcases:</b>									
(1) Vacuum upholstered furniture;	X		X						
(2) Dust exposed surfaces;	X		X						
(3) Wash or wipe down exposed surfaces;	X		X						
(4) Polish, where applicable;	X				X				
<b>e. Counters;</b>									
(1) Dust;	X		X						
(2) wash or wipe down and make clean;	X	X							
<b>f. Garbage containers:</b>									
(1) Emptied and bag replaced;	X		X						
(2) Dusted and washed.	X				X				
<b>8. Washrooms/Toilet Rooms and Showers</b>									
a. Floors (including shower areas) scrubbed and disinfected;	X	X							
b. Shower stall walls and floors scrubbed and disinfected;	X	X							
c. Toilet seats, bowls, urinals, wash basins to be cleaned and disinfected;	X	X							
d. De-scale toilet bowls and urinals;	X	X							
e. Dust and clean flush tanks, dispensers, receptacles, mirrors, shelves and exposed piping;	X	X							
f. Damp wash and disinfect toilet partitions and stall doors;	X	X							
g. Wash and disinfect walls, floor drains and floor drain covers;	X	X							
h. Wipe down and disinfect all body contact points such as water taps, receptacles, dispensers, door plates, toilet seats and flush valves, etc;	X	X							
i. Empty, wash, disinfect sani-cans and replace bags;	X	X							
j. Remove waste paper and garbage, wash and disinfect refuse receptacles and replace garbage bags;	X	X							

Service Required	FREQUENCY								
	As Required	Twice Daily	Daily	2 X / Wk	Weekly	2 X / Month	Monthly	Semi-annual	Annually
k. Replenish soap dispensers, shower dispensers, toilet paper, sani-bags, paper towel, and urinal drip systems dispensers;	X	X	X						
<b>9. Exceptions for A-42 and A15 Outdoor Pool and the Arena</b>									
a. Corridors, Hallways, Common areas, and Entrances: (see listings for “Corridors, Hallways and Common Areas” and “Entrances, Lobbies, Vestibules & Foyers (other than main)” and “MAIN Entrances, Lobbies, Vestibules & Foyers”)									
b. Locker/dressing rooms: (see listings for “Washrooms/Toilet Rooms and Showers” for the washroom/toilet room and shower areas within the locker rooms. All other areas in locker room as per below):									
(1) Sweep and wash floors;	X	X							
(2) Clean walls;	X		X						
(3) Clean benches;	X	X							
(4) Dust and wipe down lockers;	X		X						
(5) Empty garbage;	X	X							
(6) Wash/replace matts (where applicable);and	X		X						
(7) Clean floor drains;	X	X							
c. Offices (see listings for “Offices”)									
d. Outdoor pool custodian room:									
(1) Sweep;	X		X						
(2) Wash;	X		X						
(3) Wash hallways to change rooms;	X		X						
e. Outdoor Swimming pool/wading pool;									
(1) Clean pool deck and boards;	X		X						
(2) Clean scum line off pool and gutters	X		X						
(3) Empty garbage;	X		X						
(4) Wash deck with gernmicide;	X		X						
(5) Hose down deck and vacuum pool (Safety standards: two pers, life jacket)	X		X						
f. Outdoor Pool Change room/shower room: (when applicable)(see listings for “Washrooms/Toilet Rooms, Showers” and “locker/change/dressing rooms”)									

Service Required	FREQUENCY								
	As Required	Twice Daily	Daily	2 X / Wk	Weekly	2 X / Month	Monthly	Semi-annual	Annually
g. Offices (see listings for "Offices")									
h. Washrooms/toilet rooms and showers (see listings for "Washrooms/Toilet Rooms and Showers")									
<b>10. Exceptions for A-13 The Water Treatment Plant (WTP).</b>									
a. Pump rooms/areas in WTP:									
(1) Empty garbage	X		X						
(2) Sweep and mop floors.	X		X						
(3) Vacuum mats (where applicable);	X		X						
b. Corridors, hallways, entrances and common areas: (see listings for "Corridors, Hallways and Common Areas" and "Entrances, Lobbies, Vestibules & Foyers (other than main)" and "MAIN Entrances, Lobbies, Vestibules & Foyers")									
c. Locker/dressing rooms: (see listings for "Locker/Change Rooms/Dressing Rooms")									
d. Offices (see listings for "Offices")									
e. Washrooms/toilet rooms, showers (see listings for "Washrooms/Toilet Rooms, Showers")									
f. Lunchroom/conference room: (see listing for "Lunchrooms, Kitchenettes, Canteens and Lounges")									
<b>11. Strip, Seal and Wax Specified Buildings in Annex E</b>									
a. Floors in offices	X								X
b. Hallways	X								X
c. All other rooms	X								X
<b>12. Clean Windows</b>									
a. Buildings listed in (Annex A) Except F-19, Clean entire glass surface inside and outside.								X	
b. Building F-19, Clean entire glass surface inside and outside.							X		

<b>Date &amp; Time</b>			
<b>Building</b>			
<b>Inspector</b>			
<b>Supervisor</b>			
<b>Follow up Required</b>	___ Yes	___ No	<b>Follow up Required if any unsatisfactory or Issues</b>
<b>Follow up Date/Time</b>			

Copy of Initial Inspection sheet will be sent to Contracts at **END** of day.  
 Once follow up is complete and satisfactory, a copy will be given to Contracts Office.  
**Corrective Action to be Immediate**

**Comments**

DESCRIPTION	Satisfactory	Unsatisfactory	Comments
<u>MAIN &amp; SECOND ENTRANCE</u>			
Door Glass/Frames			
Walls			
Carpets or tile floor			
Dusting (High/Low)			
Mirror			
Windows			
<u>HALLWAY</u>			
Door Glass/Frames			
Walls			
Floor			
Dusting (High/Low)			
Mirror			
Windows			
Garbage emptied			
<u>WASHROOMS &amp; LAUNDRY ROOMS</u>			
Door Glass & Frames			
Walls			
Floor			
Urinal			
Toilet bowls / exterior			
Sink (exterior)			
Counters			
Mirrors			
Dusting (High/Low)			
Soap & Paper towel Dispensers			
Showers			
Washers & Dryers			
Garbage emptied			
Windows & Ledges			

DESCRIPTION	Satisfactory	Unsatisfactory	Comments
<u>OFFICE AREAS</u>			
Walls			
Floors			
Windows & Ledges			
Heaters			
Garbage emptied			
Dusting			
<u>COMMON AREA</u>			
Walls			
Floors			
Windows & Ledges			
Heaters			
Garbage emptied			
Dusting			
<u>JANITORIAL STORAGE</u>			
Cleanliness			
Equipment clean & serviceable			
M.S.D.S. Sheets			
Daily duties listed			
Contact number listed			
<u>OTHER ROOMS</u>			



Health Canada has provided guidance that a solution of 1 part bleach (5% sodium hypochlorite) to 9 parts water can be used for disinfecting most surfaces. Health Canada has also published a [list of hard-surface disinfectants](#) effective against coronavirus (COVID-19). These should be reviewed by cleaning contractors to ensure their disinfection agents conform to the recommendations.

Note that these new provisions do not include disinfecting within client workspaces or their equipment.

## **Annexe A – Cleaning and Disinfecting Surfaces 2x Per Day**

### 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
- Water Fountains

### Office and Common Areas

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

### Conference Rooms

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