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Moncton  
New Brunswick  
E1C 1H1  
Bid Fax: (506) 851-6759

## SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

### Comments - Commentaires

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Acquisitions NB/PEI (Moncton Office) – Bureau  
d'acquisitions N.-B./Î.-P.-É. (Moncton)  
1045 Main Street / 1045, rue Main  
Moncton  
New Bruns  
E1C 1H1

<b>Title - Sujet</b> Janitorial #1 Services, Gagetown	
<b>Solicitation No. - N° de l'invitation</b> W6898-210515/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> W6898-210515	<b>Date</b> 2021-02-12
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MCT-035-5863	
<b>File No. - N° de dossier</b> MCT-0-43127 (035)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Atlantic Standard Time AST <b>on - le 2021-03-09</b> Heure Normale de l'Atlantique HNA	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Johnston (MCT), Edward	<b>Buyer Id - Id de l'acheteur</b> mct035
<b>Telephone No. - N° de téléphone</b> (506) 343-6382 ( )	<b>FAX No. - N° de FAX</b> (506) 851-6759
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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This Solicitation Amendment No. three (3) is raised to include the following Addendum No. three (3).

The following Addendum to the tender is effective immediately. This addendum shall form part of the contract documents.

**All other terms and conditions remain the same.**

**1. INVITATION TO TENDER - Annex B - BASIS OF PAYMENT**

**REMOVE** "Annex B - BASIS OF PAYMENT" and **REPLACE WITH** the "Annex B - BASIS OF PAYMENT revised February 10, 2021".

Note: The "Annex B - BASIS OF PAYMENT" revised February 10, 2021" attached in this amendment is the BASIS OF PAYMENT form that **MUST** be submitted with your bid. Failure to comply with this requirement will result in your bid being deemed **non-responsive**.

**2. INVITATION TO TENDER - Annex E Specification-Instructions to Bidders, Section 00 21 13**

**REMOVE** "Instructions to Bidders – Section 00 21 13 and **REPLACE WITH** Instructions to Bidders – Section 00 21 13 attached.

**3. INVITATION TO TENDER - Annex E Specification – Annex A - Building Information List**

**REMOVE** "Annex A - Building Information List and **REPLACE WITH** Annex A - Building Information List attached.

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## **ANNEX "B"**

### **BASIS OF PAYMENT – REVISED FEBRUARY 10, 2021**

The following requirement must be strictly adhered to: **Failure to do so shall render the bidder's proposal as non-responsive.**

It is mandatory that the bidders submit firm rates for the Period of the Service Contract for all items listed hereafter. Unit Price Tables, will be considered as the bidder's Financial Proposal.

Each item specified in the Unit Price Tables, includes wages, traveling time and costs, allowances, supervision, liabilities as employer, insurance, and the use of all tools, tackle, etc., overhead, profit, and all other liabilities whatsoever.

The prices inserted in the Unit Price Tables, includes all applicable federal, provincial and municipal taxes. However, they do not include any amount for the Goods and Services Tax (GST)/Harmonized Sales Tax (HST). The appropriate GST/HST amounts will be paid by Her Majesty to the Offeror in addition to the amount paid against the amount of the contract.

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**ANNEX "B"**  
**BASIS OF PAYMENT - UNIT PRICE TABLE - REVISED FEBRUARY 10, 2021**  
**PERIOD: April 01, 2021 – March 31, 2022**

**BASIS OF PAYMENT/PRICING:**

Item	Class of Service	Unit of Measure	Estimated Quantity	Price/ Unit	TOTAL / Yr.
1	Price for Daily routine Cleaning as per Specification for buildings listed in Specification - Annex A and frequencies listed in Specification - Annex B	Square Meters	33721		
2	Price to clean extra square meters <b>without</b> specialize cleaning equipment.	Square Meters	10000		
3	Price to clean extra square meters <b>with</b> specialize cleaning equipment. (Example) Ride on Scrubber, Floor maintainer....	Square Meters	10000		
4	Price for On Demand (24hour/7 day) service calls in Section 00 21 13 part 3.7 for buildings listed in Specification - Annex A.	Hours	1000		
5	Price for removal and replacement of toilet paper dispensers	Each	282		
6	On Demand unit price for replacing broken toilet paper dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		
7	Price for extra installation and purchase of new toilet paper dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
8	Price for removal and replacement of paper towel dispensers	Each	180		
9	On Demand unit price for replacing broken paper towel dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		
10	Price for extra installation and purchase of new toilet paper dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
11	Price for removal and replacement of soap dispensers	Each	178		
12	On Demand unit price for replacing broken soap dispenser, above and beyond degradation that occurs from normal wear and tear from daily use	Each	50		
13	Price for extra installation and purchase of new soap dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
14	Price for removal and replacement of hand sanitizer dispensers	Each	150		
15	On Demand unit price for replacing broken hand sanitizer dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		

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16	Price for extra installation and purchase of new hand sanitizer dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
17	Price for Striping & Waxing, carpet cleaning and power scrubbing for buildings listed in Specification - Annex A	Square Meters	33721		
18	Price for Semi-annually cleaning windows for buildings listed in Specification - Annex A	Windows	2 X per year		
19	Price for cleaning windows monthly for building F-19 Main Gate as per Section 01 11 00 Part 3.12.2	Windows	12 Monthly		
<b>(A): TOTAL AMOUNT - April 01, 2021 – March 31, 2022</b>				<b>\$</b>	

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**ANNEX "B" - Option Years - 1<sup>st</sup> Option Year - REVISED February 10, 2021**  
**PERIOD: April 01, 2022 – March 31, 2023**

**BASIS OF PAYMENT/PRICING:**

Item	Class of Service	Unit of Measure	Estimated Quantity	Price/ Unit	TOTAL / Yr.
1	Price for Daily routine Cleaning as per Specification for buildings listed in Specification - Annex A and frequencies listed in Specification - Annex B	Square Meters	33721		
2	Price to clean extra square meters <b><u>without</u></b> specialize cleaning equipment.	Square Meters	10000		
3	Price to clean extra square meters <b><u>with</u></b> specialize cleaning equipment. (Example) Ride on Scrubber, Floor maintainer....	Square Meters	10000		
4	Price for On Demand (24hour/7 day) service calls in Section 00 21 13 part 3.7 for buildings listed in Specification - Annex A.	Hours	1000		
5	Price for removal and replacement of toilet paper dispensers	Each	282		
6	On Demand unit price for replacing broken toilet paper dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		
7	Price for extra installation and purchase of new toilet paper dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
8	Price for removal and replacement of paper towel dispensers	Each	180		
9	On Demand unit price for replacing broken paper towel dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		
10	Price for extra installation and purchase of new toilet paper dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
11	Price for removal and replacement of soap dispensers	Each	178		
12	On Demand unit price for replacing broken soap dispenser, above and beyond degradation that occurs from normal wear and tear from daily use	Each	50		
13	Price for extra installation and purchase of new soap dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
14	Price for removal and replacement of hand sanitizer dispensers	Each	150		
15	On Demand unit price for replacing broken hand sanitizer dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		

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16	Price for extra installation and purchase of new hand sanitizer dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
17	Price for Striping & Waxing, carpet cleaning and power scrubbing for buildings listed in Specification - Annex A	Square Meters	33721		
18	Price for Semi-annually cleaning windows for buildings listed in Specification - Annex A	Windows	2 X per year		
19	Price for cleaning windows monthly for building F-19 Main Gate as per Section 01 11 00 Part 3.12.2	Windows	12 Monthly		
<b>(B): TOTAL AMOUNT - April 01, 2022 – March 31, 2023</b>				<b>\$</b>	

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**ANNEX "B" - Option Years – 2<sup>nd</sup> Option Year REVISED FEBRUARY 10, 2021**  
**PERIOD: April 01, 2023 – March 31, 2024**

**BASIS OF PAYMENT/PRICING:**

Item	Class of Service	Unit of Measure	Estimated Quantity	Price/ Unit	TOTAL / Yr.
1	Price for Daily routine Cleaning as per Specification for buildings listed in Specification - Annex A and frequencies listed in Specification - Annex B	Square Meters	33721		
2	Price to clean extra square meters <b><u>without</u></b> specialize cleaning equipment.	Square Meters	10000		
3	Price to clean extra square meters <b><u>with</u></b> specialize cleaning equipment. (Example) Ride on Scrubber, Floor maintainer....	Square Meters	10000		
4	Price for On Demand (24hour/7 day) service calls in Section 00 21 13 part 3.7 for buildings listed in Specification - Annex A.	Hours	1000		
5	Price for removal and replacement of toilet paper dispensers	Each	282		
6	On Demand unit price for replacing broken toilet paper dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		
7	Price for extra installation and purchase of new toilet paper dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
8	Price for removal and replacement of paper towel dispensers	Each	180		
9	On Demand unit price for replacing broken paper towel dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		
10	Price for extra installation and purchase of new toilet paper dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
11	Price for removal and replacement of soap dispensers	Each	178		
12	On Demand unit price for replacing broken soap dispenser, above and beyond degradation that occurs from normal wear and tear from daily use	Each	50		
13	Price for extra installation and purchase of new soap dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
14	Price for removal and replacement of hand sanitizer dispensers	Each	150		
15	On Demand unit price for replacing broken hand sanitizer dispenser, above and beyond degradation that occurs from normal wear and tear from daily use.	Each	50		

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16	Price for extra installation and purchase of new hand sanitizer dispensers. Materials to be covered by the Contractor at no charge to DND.	Each	100		
17	Price for Striping & Waxing, carpet cleaning and power scrubbing for buildings listed in Specification - Annex A	Square Meters	33721		
18	Price for Semi-annually cleaning windows for buildings listed in Specification - Annex A	Windows	2 X per year		
19	Price for cleaning windows monthly for building F-19 Main Gate as per Section 01 11 00 Part 3.12.2	Windows	12 Monthly		
(C): TOTAL AMOUNT - April 01, 2023 – March 31, 2024				\$	

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**ANNEX "B"**  
**BASIS OF PAYMENT - UNIT PRICE TABLE - REVISED FEBRUARY 10, 2021**  
**SUMMARY**

**April 01, 2021 – March 31, 2022 – 1<sup>st</sup> Year**

(A:) \$ \_\_\_\_\_

**April 01, 2023 – March 31, 2024 - 1<sup>ST</sup> OPTION YEAR**

(B:) \$ \_\_\_\_\_

**April 01, 2023 – March 31, 2024 - 2<sup>ND</sup> OPTION YEAR**

(C:) \$ \_\_\_\_\_

**GRAND TOTAL FOR ALL YEARS:**

(A) + (B) + (C): \$ \_\_\_\_\_

## **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 One Hundred percent (100%) 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 Mandatory to have janitorial personnel's wages be at a minimum 20% above minimum wage.
- .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

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

S\*TP = Single roll toilet paper