



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving Public Works and Government  
Services Canada/Réception des  
soumissions/Travaux publics et Services  
gouvernementaux Canada  
See herein for bid submission  
instructions/

Voir la présente pour les  
instructions sur la présentation  
d'une soumission

NA  
Ontario

**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

**Comments - Commentaires**

Veuillez adresser les demandes de renseignements à  
l'autorité contractante à [wayne.cook@pwgsc-tpsgc.gc.ca](mailto:wayne.cook@pwgsc-tpsgc.gc.ca)

Address inquiries to the Contracting Authority at  
[wayne.cook@pwgsc-tpsgc.gc.ca](mailto:wayne.cook@pwgsc-tpsgc.gc.ca)

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Public Works and Government Services Canada Supply  
and Services Operation  
Petawawa Procurement  
Building S-111, Rm C-114  
101 Menin Rd. Garrison Petawawa  
Petawawa  
Ontario  
K8H 2X3

<b>Title - Sujet</b> Mattawa Plains Janitorial Services Services de nettoyage et d'entretien du secteur des plaines de Mattawa	
<b>Solicitation No. - N° de l'invitation</b> W6889-210117/A	<b>Date</b> 2021-07-02
<b>Client Reference No. - N° de référence du client</b> W6889-21-0117	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$PET-906-1684
<b>File No. - N° de dossier</b> PET-1-55003 (906)	<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> Eastern Daylight Saving Time EDT <b>on - le 2021-08-03</b> Heure Avancée de l'Est HAE	
<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> Cook, Wayne	<b>Buyer Id - Id de l'acheteur</b> pet906
<b>Telephone No. - N° de téléphone</b> (613) 401-0623 ( )	<b>FAX No. - N° de FAX</b> (613) 687-6656
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> RP Ops Det Petawawa Bldg S-111 101 Menin Road N Main Petawawa, ON K8H 2X3	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b> See Herein – Voir ci-inclus	<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>

---

## **Janitorial Services for Garrison Petawawa**

### **Letter of Interest (LOI)**

**THIS LETTER OF INTEREST (LOI) IS NOT A SOLICITATION AND NO CONTRACT WILL RESULT FROM IT.**

#### **Part I - Introduction**

##### **Background**

Public Works and Government Services Canada plans on issuing a three separate solicitations to procure the Petawawa Janitorial services. The Janitorial services are being broken down into Garrison Janitorial (Annex A) covering approximately seventy-five (75) buildings of standard janitorial cleaning, Commercial Cleaning Services (Annex B) covering approximately fifty (50) buildings of Hospital Housekeeping and Commercial Cleaning services and Mattawa Plains (Annex C) covering approximately (50) buildings of standard janitorial cleaning with restricted, controlled access and high security.

Each Contract will be a separate contract Management (managers and supervisors) can only be used for each single contract.

##### **Purpose of this Letter of Interest (LOI)**

The Government of Canada is seeking Letters of Interest from interested companies that have the capacity, capability and availability to provide Janitorial Services for Hospital Housekeeping and Commercial Cleaning Services, and designated Secret areas, on behalf of the Department of National Defence.

The purpose of this posting is to generate a list of possible suppliers that would be interested in being provided a copy of future solicitation(s) relating to the types of Janitorial services identified in the draft Statement of Works (SOW) in sections 12 or 15 as applicable described below, with the following Security Clearance stated in each SOW below, all under the following Terms and Conditions:

- The [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements,
- General conditions [2035](#) (2020-05-28), Services – Higher Complexity ;

If Canada decides to issue a Request for Proposal following the closure of this LOI process, there will be no modifications of General conditions 2035 considered.

---

## **ANNEX “A” Statement of Work (SOW)**

### **Garrison Petawawa Janitorial Services**

#### **Table of Contents**

- 1) The Requirement
- 2) Personnel
  - a) General
  - b) Minimum Quantity of On-Site Personnel
  - c) Timekeeping & Attendance
  - d) Manager
  - e) Supervisors
  - f) Janitorial Personnel
  - g) Operational Support Personnel
- 3) Contractor Responsibilities
  - a) Uniforms
  - b) Cellular Telephones
  - c) Lockout / Strikes
  - d) Employer / Employee Relationships
- 4) Equipment and Materials
  - a) General
  - b) Minimum Equipment, Capabilities and Capacities
  - c) Power Requirements
  - d) Prohibited Equipment, Materials or Products
  - e) Cleaning Supplies, Consumables and Chemicals
  - f) Ladders
- 5) Contractor Assigned Areas
  - a) Cleaning Closets, Lockers, Storage Areas
- 6) Janitorial Management Strategy
  - a) Overview
  - b) Definitions
  - c) Routine Work Inspections
  - d) Task Authorized Work Inspections
- 7) Cleaning Standards
  - a) General
  - b) Spray Buffing
  - c) Floor Stripping
  - d) Application of Floor Finishes
  - e) Carpet Cleaning
  - f) Glass
  - g) Entrance Mats
  - h) Bodily Fluids
- 8) Bathrooms
  - a) General

- 
- b) Dispensers & Consumables
  - c) Bathroom Logs
  - d) Monthly Scrub
  - e) Disinfecting
  - f) Frequencies – Three (3) day, Five (5) day
- 9) Non-Routine Tasks Requiring Task Authorizations
- a) Task Authorization
  - b) Commercial Floor care
  - c) Re-lamping and Disposal
  - d) Entrance Floor Mat Replacement
  - e) Furniture and Upholstery Cleaning
- 10) Revision of Schedules
- a) Shift, Weekend Work, Evening
  - b) Fluctuation in Occupancy
  - c) Military Block Leave
  - d) Reduced Levels of Service
- 11) Waste Management
- a) General
- 12) Security
- a) General
  - b) Grn Issued Identification, Contractor Supplied Identification
  - c) Key Control
- 13) Health and Safety
- a) Safety Plan
  - b) General Safety
  - c) Portable Ladder Safety Compliance
- 14) Deliverables
- a) General
  - b) Personnel List & Security Screening
  - c) Labour Hours Summary Sheet
  - d) Chemicals & Consumables

## **1) THE REQUIREMENT**

- a) The requirement is for the provision of routine janitorial services for select buildings at Garrison (Grn) Petawawa.
- b) There are approximately seventy-five (75) buildings, and up to 60,000 m2 of cleaning spaces, serviced under this contract which include but are not limited to: general administrative areas, offices, classrooms, and warehouse and maintenance facilities.
- c) This requirement includes project and program management, deliverables and documentation, specifically related to the organization of this requirement.

## **2) PERSONNEL**

### **a) GENERAL**

- i) For the term of the Contract, the Contractor must provide all of the qualified personnel required to properly carry out the Work in accordance with the Contract and the site specific regulations. The Contractor is responsible for the management of its personnel, which includes supervision of on-site management personnel and completion of all project and program management deliverables.
- ii) The Contractor must have the required minimum number of personnel on site in accordance with the Contract and commensurate with the amount of Work to be done. The Regular Hours of operation are Monday to Friday from 0700 – 1600 hours local time.
- iii) The Project Authority's (PA) point of contact for day to day operations will be the Contractor's Manager and Supervisors.

### **b) MINIMUM QUANTITY OF ON-SITE PERSONNEL**

- i) The Contractor must provide as minimum the number of full-time equivalent (FTE) positions for the following on-site personnel:
  - 1. One (1) Manager;
  - 2. Two (2) Supervisors;
  - 3. Twenty-five (25) FTE Janitorial Personnel to perform Routine Work specified in this contract based on a minimum number Full Time Equivalents. The minimum number of FTE's required does not include absences due to vacation, health related or Janitorial Personnel performing Task Authorised Work;
  - 4. One (1) Operational Support
- ii) The number of FTEs required to perform Routine Cleaning will change according to the amount of space that is cleaned under "Routine Cleaning" and the frequency of the Routine Work.
- iii) The Contractor must provide on-site management through full-time employees. Members of the management team may not be appointed to multiple positions and may not perform any building cleaning or support Work.

**c) TIMEKEEPING & ATTENDANCE**

- i) The Contractor must provide employee timekeeping through electronic format. The Contractor must select a verifiable hand scanner(s), or other approved system/process, to be used by all employees, supervisors and manger.
- ii) The selected process must contain capabilities to provide attendance data transferred in electronic format to include employee name, employee number, date, time in, time out, and daily totals minus approved breaks.
- iii) The Contractor must record all of their personnel work hours, for all shifts, days, evenings, and weekends.

**d) MANAGER**

- i) The Manager must have the competence, experience, and authority required to discharge assigned responsibilities. The person must be proficient in communicating in written and spoken English. They are the main point of contact with the PA and must be able to interact with various levels of occupants of the building, civilians and military personnel.
- ii) The Manager is responsible for Work performed on all shifts; days, evenings and weekends.
- iii) The Manager is responsible for all building janitorial services activities, such as planning and organizing, program management, quality control, and daily meetings with the PA as necessary.
- iv) The Manager must be knowledgeable in the financial and technical requirements of the Contract.
- v) The Manager is responsible to provide necessary administrative functions, and submission of reports and returns, in accordance with Contract and Section 14 of this SOW.

**e) SUPERVISORS**

- i) Supervisors are responsible for supervising the cleaning of up to 30,000 m2 of area. Supervisors must be appointed and clearly identified in the Contractor's Personnel List.
- ii) Supervisors are responsible to direct, control, monitor attendance, quality of Work, productivity, performance and safe working procedures of the Contractor's Janitorial Personnel. The Supervisors must ensure that regular and replacement cleaners, within their area of responsibility, are fully aware of cleaning tasks, locations and techniques to be used.
- iii) Supervisors are responsible to liaise with DND facility representative(s) in order to ensure delivery of cleaning services.
- iv) Supervisors must arrange schedules with the DND facility representative(s) in order to carry out Task Authorized Work, when requested by the PA.
- v) The Supervisors must ensure that burnt out lights, in areas cleaned under the contract, are changed out.

**f) JANITORIAL PERSONNEL**

- i) Janitorial Personnel must be trained in janitorial methods to an acceptable level of competence, with the knowledge, training and experience commensurate with tasks assigned.
- ii) Janitorial Personnel must know the areas to be cleaned, cleaning tasks, frequency of tasks, the day and time the tasks are to be completed, the proper chemicals to be used and cleaning techniques.
- iii) Janitorial Personnel must wear company assigned uniform, identification, Personal Protective Equipment (PPE), and follow the Contractor's assigned safe working procedures.
- iv) Janitorial Personnel must ensure their assigned equipment and cleaning closets are maintained to standards stated in Section 5 of this SOW.
- v) Janitorial Personnel must report burnt out light bulbs in their area of responsibility to their Supervisors.
- vi) Janitorial Personnel must not address their concerns or comments relating to the janitorial Work to any of Canada's personnel. Janitorial Personnel must communicate within the Contractor's chain of command who in turn will relay the appropriate information to the PA. The Contractor's Janitorial Personnel must not take instructions from unauthorized Department of National Defence (DND)/Canadian Forces (CF) members.

**g) OPERATIONAL SUPPORT PERSONNEL**

- i) Operational Support Personnel may perform a variety of non-cleaning tasks which include but are not limited to:
  - (1) pickup and delivery of goods, re-stocking, inventory tasks;
  - (2) errands, mail runs, vehicle maintenance and repairs;
  - (3) movement of Contractor's personnel on Grn; and
  - (4) movement and pre-positioning of equipment.
- ii) The Contractor must ensure attendance, supervision, safe working practices, and training for specific tasks are established for these personnel.

### **3) CONTRACTOR RESPONSIBILITIES**

**a) UNIFORMS**

- i) While on-site, all of the Contractor's personnel must wear the Contractor supplied uniforms.
- ii) The Contractor's personnel must wear company photo identification badges as an integral component of their uniform. The uniform must be provided by Contractor and be consistent for all personnel with the exception of supervisors and manger who must wear a contrasting colour. Uniforms must display the Contractor's company name or logo.
- iii) Uniforms must be clean, in good repair, and worn properly and consistently. The uniform must consist of a shirt or blouse that fully covers the midriff and pants worn properly about the waist. Pyjama pants, shorts or sweat type pants are not acceptable.

- iv) Footwear must be suitable for various work environments and weather conditions. Flip flops, slippers, and sandal style footwear are not permitted.
- v) Personal hats, toques, bandanas, hooded sweatshirts and visors are not permitted and must be removed while working indoors. Contractor supplied hats are acceptable headgear that can be worn indoors.

**b) CELLULAR TELEPHONES**

- i) The Contractor must ensure the Manager and Supervisors carry cellular telephones in order to maintain communications with their staff and the PA.

**c) LOCKOUT / STRIKES**

- i) In the event of a strike by the Contractor's personnel or a lockout imposed on those personnel by the Contractor, the Contractor must, with the assistance of its supervisory personnel, provide full services; failing which, Canada reserves the right to terminate the Contract for default and use the contract security to fulfill the Contractor's obligation to complete the Work.
- ii) In the event of a strike by DND personnel or a lockout imposed on those personnel by the DND, the PA may, on giving notice, suspend the activities of the Contract or substantially reduce the scale of the Contract for the duration of the strike by or lockout imposed on DND personnel.

**d) EMPLOYER / EMPLOYEE RELATIONSHIPS**

- i) The Contractor and its personnel do not form any part of the overall operational make-up or structure of the Garrison and therefore are not part of any individual section or unit. The Contractor's personnel are not permitted to attend or participate in any DND/CF functions such as annual festive gatherings, sporting or entertainment style venues.
- ii) The Contractor's personnel are not permitted to engage in business transactions or other works with DND/CF personnel or operate any form of personal business while they are on Garrison Petawawa property.

## **4) EQUIPMENT AND MATERIALS**

**a) GENERAL**

- i) All cleaning equipment required to perform the Work in the SOW must be supplied by the Contractor and must be new at the beginning of the Contract Period. All replacement of equipment throughout the Contract Period must be with equivalent or better, new equipment.
- ii) In the event of theft, loss or damage to the equipment, the Contractor must replace it at no cost to Canada.



- iii) The Contractor's equipment must be in a functional safe condition and be appropriate for the Work. The PA reserves the right to require immediate removal of any equipment judged inappropriate or unsafe for use at Grn Petawawa.
- iv) The Contractor is not required to provide or maintain on-site toilet paper dispensers, feminine hygiene disposal, paper towel dispensers and waste and recycling receptacles, but is required to supply them with appropriate supplies. DND will be responsible for the capital costs and maintenance of this equipment.

**b) MINIMUM EQUIPMENT, CAPABILITIES AND CAPACITIES**

- i) The Contractor must use at minimum, the following equipment to perform the Work:
  - 1. Automatic scrubbers with a minimum productivity rate of 1,000 m2 per hour capable of completing long open hallways and corridors, to an immediate clean dry standard. This style of machine is required in building(s); BB-104, BB-130, O-9, Pembroke Armouries, S-111, S-118, and Y-101. It is acceptable to use this style of machine in additional buildings;
  - 2. Carpet cleaning machines/extractors required for cleaning varying types of carpeting, runners, mats;
  - 3. Vacuum cleaners equipped with filters, power head, and a variety of floor attachments. Wet vacuum is required for specialized cleaning and Task Authorized Work;
  - 4. Floor machines with the capability to shine, buff and polish vinyl composite tile (VCT) waxed surfaces, and scrub ceramic or other tiled surfaces;
  - 5. Janitorial cleaning carts must have room for waste collection, be equipped with a non-rusting, sturdy, mop and bucket, and have the ability to contain and organize cleaning materials;
  - 6. Microfiber cleaning systems and technology. Cloths must be colour coded to the specific task (washrooms, windows) to prevent cross contamination;
  - 7. Commercial grade safety signage must be used to identify wet floors, and bathroom cleaning in progress

**c) POWER REQUIREMENTS**

- i) The Contractor must equip all of its electrical equipment with a minimum seven-metre long power cord with sufficient capacity, ground wires and three-prong plugs. The Contractor must ensure that all power cords are in good undamaged condition.
- ii) All electrical equipment must be industrial-grade equipment and operate at 115-125 V and a maximum of 15 A. Electrical extension cords must be three-wire type including ground wire.

**d) PROHIBITED EQUIPMENT, MATERIALS OR PRODUCTS**

- i) Machinery equipped with combustion engines are prohibited inside any building.

ii) Products likely to damage furniture, fixtures, glass or other property must not be used at any time.

iii) Para dichlorobenzene deodorant blocks must not be used.

**e) CLEANING SUPPLIES, CONSUMABLES AND CHEMICALS**

i) The Contractor must supply commercial quality sanitary supplies (paper towel, toilet paper and liquid hand soap) compatible with dispensers.

ii) The vast majority of dispensers presently in use are as follows;

- (1) Liquid soap dispenser, Bobrick Model B-5050 38 UB;
- (2) Hand towel dispenser, Wood Wyant Model 57-T950TBKWW;
- (3) Toilet paper dispenser, Wood Wyant, Twin 9 in JBT, 3.25 core, Model R4000TBKWW;

iii) The Contractor must provide clear polythene bags for small desk side waste containers, up to large common waste receptacles. The most common sizes range from;

- (1) Small 24" X 22";
- (2) Medium 26" X 36"; and
- (3) Large 30" X 38"

iv) The Contractor must provide a complete and accurate list of the cleaning products it intends to use, with Safety Data Sheets (SDS), in accordance with Section 14 of this SOW.

v) The PA reserves the right to have cleaning products changed if they deem them unsuitable or ineffective.

vi) Liquid products must be in metal or plastic containers for ease of transportation to the place where they are to be used. Absorbent products must be available to effectively deal with minor spills.

vii) The Contractor must use environmentally friendly, scent free, cleaning products that are EcoLogo® or Greenseal certified. The Contractor must also use personalized labels on all chemical containers.

**f) LADDERS**

i) Ladders utilized under the Contract must be Grade 1A CSA approved, or better, and of fibreglass construction, in accordance with Section 13 (c) of this SOW.

## **5) CONTRACTOR ASSIGNED AREAS**

**a) CLEANING CLOSETS, LOCKERS, STORAGE AREAS**

i) There will be NO site office, communication(s), and printing, laundering facilities, interior or exterior bulk storage, assigned to or available for the Contractor. The Contractor is responsible to provide their own necessary support services in order to facilitate day to day operations, and meet the standards and expectations of the Contract.

ii) The PA will provide the Contractor with suitable space as available within the buildings for cleaning closets/lockers, for storing the necessary chemicals, consumables, carts and

equipment. In the event a closet is not available, the PA will make every reasonable attempt to provide an alternate solution.

- iii) The Contractor must fit-up the cleaning closets to facilitate their Work.
- iv) In addition to the standards listed in this SOW, the Contractor must comply with the following conditions for all cleaning closets/lockers:
  - (1) Must affix to the interior, an up to date list of cleaning tasks, frequencies, and floor plan with numbered spaces;
  - (2) Cleaning products must be labelled with Contractor's label;
  - (3) Chemicals must be stored upright and sealed to prevent spillage;
  - (4) Shelves must not be overloaded;
  - (5) Closets must contain Safety data Sheets (SDS) for all products stored within;
  - (6) Closets must have emergency contact directions and 911 civic addresses;
  - (7) Equipment must be clean and the closet maintained to a high level of cleanliness;
  - (8) Doors must be kept locked at all times;
  - (9) Electrical cords must be unplugged; and
  - (10) Stockpiling of garbage, recyclables, cans or bottles is prohibited.
- v) No personal belongings, equipment, electronics, appliances, furniture or other effects are permitted to be stored or utilized in the cleaning closets or lockers. The sole usage of these spaces is to facilitate daily Routine Work for the building in which it is located.
- vi) Locking of these areas is the responsibility of the Contractor. DND will provide keys for door handle locks as they are on a DND master key system. Cleaning closets that are equipped with hasps must have Contractor supplied locks installed. The Contractor must supply the PA with six copies of the keys that will open all padlocks.
- vii) The PA will perform compliance inspections of these spaces without notice.

## **6) JANITORIAL MANAGEMENT STRATEGY (JMS)**

### **a) OVERVIEW**

- i) The Janitorial Management Strategy (JMS) is a dedicated approach for the oversight of Janitorial Services for select buildings at Grn Petawawa. The Contractor must use the various components of the JMS program to access information, and in turn, provide program deliverables.
- ii) Real Property Operations (RP Ops) Petawawa has developed the baseline data required for use under the JMS program. The data includes;
  - (1) List of the Buildings in the Contract Inventory;
  - (2) Breakdown of areas and sectors within each building;
  - (3) Floorplans for areas and sectors;
  - (4) List of numbered spaces to be serviced within each area;
  - (5) Area of each space in square meters;
  - (6) Type of flooring in each space;
  - (7) Purpose or use of each space designated as a Functional Model; and
  - (8) Functional Specification(s).

- iii) The Functional Specification describes the detail of services, tasks and frequencies required for each Functional Model (office, bathroom, etc...).
- iv) Within the Contract building inventory, there is no standard or universal room numbering system, and at present, DND has no intent to put one in place. The PA has created a space inventory for each building that corresponds to numbered spaces on the floor plans and drawings. Care must be taken to ensure that janitorial personnel only clean approved areas.
- v) The Contractor is responsible to submit various types of reports and tables, in support of the JMS day to day operations for janitorial services and activities. The standard electronic format for all records, reports, spreadsheets and documents must utilize the Microsoft Office Suite (Word, Excel, pdf) as specified in section 14 of this SOW.
- vi) The PA may be required to adjust frequencies and tasks from time to time, within certain spaces or buildings, based on DND/CF direction and operational requirements.
- vii) The PA will use the applicable building space inventory to increase or decrease the area(s) in m2, in order to perform the calculations used to amend (increase or decrease) the Contract pricing, based on authorized and approved changes to the Work.

## **b) DEFINITIONS**

- i) The following Janitorial Management Strategy definitions are applicable to this SOW:
  - (1) Building Inventory – refers to the overall list of buildings at Grn Petawawa and surrounding sites that form the workplaces under this Contract.
  - (2) Sector – refers to a group of spaces that may consist of an entire building, one level of a building, or a block of spaces within one level of a building.
  - (3) Space – refers to one area with one function. It could be an area with or without physical walls, usually a room.
  - (4) Functional Model – refers to the environment; allocation or use of a space.
  - (5) Functional Specification – states the description of the tasks and assigned frequencies which define the Work required within each Functional Model. Each Functional Model will have its own Functional Specification.
  - (6) Full Time Equivalent (FTE) – The FTE only calculates tasks in the JMS and does not include travel time between sectors, contractual overhead, holidays, training or other contractor approved time off. The FTE calculation will be generated monthly, communicated to the Contractor and used by the PA to indicate the minimum FTE's required to complete the Work for the next month of the Contract.
  - (7) FTE Calculation – The FTE calculation for Routine Janitorial Services does NOT include Statutory Holidays. One FTE works 8 hours per day, 5 days per week. Multiply 40 hours X 52 weeks is 2,080 productive hours per year. Eleven Statutory holidays X 8 hours is 88 hours. Therefore, 2080 hours minus 88 hours equals 1,992 hours per year; or one FTE.
  - (8) Frequency – the number of times the Work must be completed, as stated in the corresponding Functional Specification. Frequency may be one of the following;

- (a) Three (3) days per week – Monday, Wednesday, Friday;
- (b) Five (5) days per week – Monday through Friday
- (c) Five (5) days Bi-weekly – Monday, Wednesday, Friday of week one and Tuesday and Thursday of week two

(9) Routine Work - refers to tasks that are routine in nature that are completed daily, weekly, monthly, more or less frequently, as detailed in the Functional Specification.

(10)Patrol Cleaning – The Contractor may be required to carry out “as and when requested” task authorized cleaning services at varying work locations and times, which do not meet the requirements of a Functional Model or Functional Specification.

(11)Reactive Cleaning – The Contractor must provide “as and when” requested task authorized reactive cleaning service, on demand, to address ad hoc, unplanned, emergency and/or routine cleaning requests.

(12)Block leave – A military term for unscheduled closure of entire buildings or facilities that may last for several weeks.

#### **c) ROUTINE WORK INSPECTIONS**

- i) The PA will conduct Routine Work inspections, with the Contractor’s management team, from time to time. Inspections may include random buildings, sectors and spaces, with various Functional Models. The PA reserves the right to note any Contract deficiencies and direct corrective action.

#### **d) TASK AUTHORIZED WORK INSPECTIONS**

- i) Upon written notification by the Contractor of completion of a Task Authorization, the PA will inspect for certification. The PA may request that the Contractor’s management team attend and verify all works have been performed.

## **7) CLEANING STANDARDS**

#### **a) GENERAL**

- i) The following General Cleaning Standards form the basis for compliance to be used by the Contractor.
- ii) The Contractor’s personnel must not move any papers, documents or objects left on desks or other furniture. The Contractor’s personnel must not open desk drawers, filing cabinets.
- iii) Push bars, doorknobs, protective plates, balustrades, doors and other metal surfaces must be clean and polished.
- iv) Bathroom cleaning standards are specified in Section 8 of this SOW.
- v) Walls, partitions, doors and frames must be spot cleaned up to 2.6 metres.
- vi) Floors must be swept and mopped, including stain removal.

vii) Elevators, including floors, corners, sills, walls, dividers, stainless surfaces and sliding door tracks must be cleaned.

viii) Stairs, landings, treads, risers, walls and skirting boards must be cleaned.

ix) Water fountains, porcelain, metal or enamel surfaces must be clean and disinfected.

x) Waste and recycling bins must be spot cleaned and free from odours.

**b) SPRAY BUFFING**

i) Floors must be swept and washed prior to buffing; and swept again on completion. Polished floors must not show boot or scuff marks, and must display an even polished appearance.

**c) FLOOR STRIPPING**

i) Prepare areas for work and remove easily movable objects. Note that furniture and filing cabinets are not considered easily movable.

ii) Care must be taken to protect electronic devices, computers, wiring harnesses.

iii) Protect other surfaces from leakage, utilize walk-off mats, and avoid tracking stripping materials on to other areas. Use commercial rotary scrubbers and pads, and approved stripping solutions in accordance with the manufacturer's directions.

iv) Strip all surfaces, wall to wall, including corners edges and entrances.

v) All surfaces must be mopped, scrubbed and rinsed with a neutralizer and water solution.

**d) APPLICATION OF FLOOR FINISHES**

i) All surfaces will require a minimum of three (3) coats of wax and present an even glossy, slip resistant finish.

ii) Apply floor finish in accordance with the manufacturer's directions.

iii) Floors must be clean and evenly polished, shiny and free of loose mop strands.

iv) There must not be any splash marks on walls, skirting boards, furniture or other surfaces.

v) Replace any items moved prior to floor refinishing to their original location.

**e) CARPET CLEANING**

i) Cleaning of textile floor surfaces (carpets) must be performed using appropriate methods including spot cleaning of trouble areas. After spot cleaning, the Contractor must lift soil using an industrial system, damp brush and shampoo using a low speed single-brush system and an industrial strength detergent. The Contractor must then extract waste water to speed drying.

- ii) During carpet cleaning operations the surfaces must be thoroughly dry before repositioning furniture. In addition, no other furniture or accessories may be placed on this furniture. Upon completion of the carpet cleaning, all items must be repositioned in their original location.

**f) GLASS**

- i) The Contractor must ensure all entry glass and partitions are clean, streak free, free from insects, spider webs, excess left over glues and tape, to the maximum height of 2.6m.
- ii) Entry glass is defined as the doors and partitions, two sides, outside of frame to outside of frame, that make up an entrance to a building. The panels may be glass or combination of other materials; transparent, smoked, frosted or painted. There may be several entry partitions with doors that comprise the entrance as a space.
- iii) Partition glass is defined as any interior glass that makes up a portion of a wall in a sector or space and may include glass blocks, mirrors, transparent, smoked or frosted materials. The same standards for cleaning entry glass also apply to partition glass.
- iv) Exterior glass other than entrances does not form part of this SOW.

**g) ENTRANCE MATS**

- i) Entrance mats must be cleaned and maintained year round to the same standard as other carpeted surface. The Contractor is not permitted to remove entrance mats at any time. Sweeping of entrance mats is prohibited.

**h) BODILY FLUIDS**

- i) The Contractor is responsible to clean and disinfect small spills that may contain blood borne pathogens found in certain bodily fluids and may be present in, but not limited to:
  - (1) blood;
  - (2) feces;
  - (3) nasal secretions;
  - (4) sputum;
  - (5) sweat;
  - (6) urine;
  - (7) vomit; and
  - (8) saliva.
- ii) A small spill is defined as a spill that is easily managed with a minimal amount of decontamination equipment, materials and supplies.
- iii) In the event of outbreak or quarantine the Contractor will be advised of the spaces, sectors or buildings to be avoided, not cleaned and any other pertinent direction.

## **8) BATHROOMS**

**a) GENERAL**

- i) Bathroom, shower, change room, sauna and locker rooms, are areas that pose the greatest threat to health issues by the nature of their usage. High standards of hygiene must be maintained in these areas through cleaning and disinfecting with a germicidal detergent.
- ii) Service includes cleaning of surfaces such as walls, floors, partitions, toilets, sinks, sanitary fixtures and dispensers, including all contact points within the space. Surfaces must be cleaned, polished, disinfected and stain free. Mirrors and glass must be clean and polished.
- iii) Garbage receptacles including sanitary napkin receptacles must be emptied daily, odour free and replaced with new, clean, waste disposal bags. Waste must be disposed in designated areas in accordance with the garrison waste disposal program.
- iv) Cleaning and replacement of shower curtains does not form part of this requirement.
- v) During bathroom cleaning operations, the Contractor must place commercial signage within the doorway(s) or opening(s), which states: "Cleaning in Progress - Do Not Enter".

**b) DISPENSERS & CONSUMABLES**

- i) Dispensers must be filled daily and to capacity. The Contractor must supply the required type and quantity of paper towel, toilet paper, soaps and waste disposal bags in accordance with Section 4(e) of this SOW. Janitorial Personnel must test the functionality of dispensers during each cleaning and after refilling.

**c) BATHROOM LOGS**

- i) The Contractor must maintain a cleaning log(s) in all bathrooms, regardless of location, where they must record the date and time on which the bathroom Work was completed. The Supervisor must initial the log upon their inspection.

**d) MONTHLY SCRUB**

- i) All bathroom, shower, change room and locker room floors must receive a monthly scrub utilizing a rotary scrubber. The date of the monthly scrub must be recorded on the cleaning log. The Supervisor must initial the cleaning log upon inspection.

**e) DISINFECTING**

- i) The Contractor must wash and disinfect floors, walls, dividers and sanitary fixtures in Bathrooms. A disinfecting solution must be poured into floor drains monthly to control odours and bacteria.

**f) FREQUENCIES – THREE (3) DAY, FIVE (5) DAY**

- i) Bathrooms must be cleaned according to tasks and frequencies for their designated Functional Specification, for either three (3) days per week, or five (5) days per week.
- ii) Shower and sauna rooms must be cleaned according to tasks and frequencies for their designated Functional Specification, five (5) days per week.
- iii) Change room and locker rooms must be cleaned according to tasks and frequencies for their designated Functional Specification, five (5) days per week.



## **9) NON-ROUTINE TASKS REQUIRING TASK AUTHORIZATION**

### **a) TASK AUTHORIZATION**

- i) Task Authorizations for “as and when” requested work, will be used for non-routine tasks such as floor refinishing, re-lamping and disposal, entrance floor mats replacement, furniture and upholstery cleaning, and other janitorial labour.

### **b) COMMERCIAL FLOOR CARE**

- i) Commercial Floor Care is considered “as and when” requested Work. It consists of the refinishing of various types of commercial floor surfaces such as vinyl composite tile (VCT), and carpeting. Floor refinishing includes scrubbing, stripping, waxing, and carpet cleaning. The Work may also include power scrubbing of other surface types where no finish is required, such as quarry, ceramic, rubber, concrete or epoxy coated.
- ii) The Contractor is responsible to coordinate all commercial floor care through the building occupants.
- iii) All Work must meet the cleaning standards laid down in the Contract, and Section 7 of this SOW.
- iv) The Contractor must conduct their own quality control program and procedures prior to submittal of completed Task Authorizations. The Contractor's signature represents that they have inspected and verified the Work has been completed to the specified standards and in accordance with the Task Authorization.

### **c) RELAMPING AND DISPOSAL**

- i) Relamping must be conducted with a minimum of two (2) personnel, who are both Portable Ladder Safety Certified, in accordance with section 13 (c) of this SOW.
- ii) Relamping personnel must be competent in the process of changing various types of bulbs, and lock-out procedures.
- iii) The Contractor's personnel must complete relamping of expired bulbs in areas with a ceiling height of no more than 2.6 metres, within seventy-two (72) hours of requests.
- iv) Disposal of spent lights are the responsibility of the Contractor and are not to be added to the Grn Petawawa waste stream.
- v) The Contractor must use at minimum, Grade 1A, fibreglass step ladder, rated for 300 lbs, or better.

### **d) ENTRANCE FLOOR MAT REPLACEMENT**

- i) Entrance mats throughout buildings at Grn Petawawa, belong to the garrison, and will be replaced as necessary.

- ii) The Contractor is responsible to supply and install entrance mats on an “as and when” requested basis.
- iii) Entrance mats must be neutral in colour, of commercial grade with rubber backing, and professionally cut with no rough or uneven edges. The type, colour and quality of the floor mats must be pre-approved by the PA.
- iv) A description of the quantity, size, and location(s) required, will be detailed in the Task Authorization.

**e) FURNITURE AND UPHOLSTERY CLEANING**

- i) The Contractor must provide a furniture and upholstery cleaning service for chairs and sofas, on an “as and when requested basis” through Task Authorization(s). Furniture and upholstery cleaning must ensure a thorough deep cleaning of various fabric types and colours to include sides, backs, arm rests and seats. All metal or wooden attached frames in, on or under the seating will be wiped upon completion of the fabric cleaning. Type, quantity, and location of the work will be detailed on the Task Authorization.

## **10) REVISIONS OF SCHEDULES**

**a) SHIFT, WEEKEND WORK, EVENING**

- i) The majority of janitorial work must be carried out during the day shift with some exceptions. The daily after hours schedule must commence at 1600 hours daily, while weekend Work must be carried out at varying schedules based on building occupant needs, and security measures. Other “as and when” requested Work will be detailed in the Task Authorization.

**b) FLUCTUATION IN OCCUPANCY**

- i) The Contractor will not be paid extra for a temporary increase in the workload due to fluctuations in occupancy or retrofit, construction, repairs, except if exceptional situations occur.

**c) MILITARY BLOCK LEAVE**

- i) Military block leave period(s), are imposed holidays for all non-essential military personnel, which generally take place once during the summer months and once during December. Access for many buildings may not be possible as most buildings will be locked, or staffed by essential duty military personnel.

**d) REDUCED LEVELS OF SERVICE**

- i) In the event a reduced level of service is required due to a military stand down (unscheduled holiday) or military block leave, resulting in limited access to facilities on the garrison, the PA will inform the Contractor in writing. A decrease in the FTE requirement may occur. The reduction in the level of service would not release the Contractor from providing services to unaffected operational, duty, or other designated areas.

## **11) WASTE MANAGEMENT**

#### **a) GENERAL**

- i) Grn Petawawa personnel use a simple but effective system of sorting waste products into three different streams in accordance with the Grn Petawawa Waste Management Program. The waste streams consist of regular garbage (non-recyclable), container recycling (co-mingled, glass, tin) and fibre (paper, cardboard). This system relies on users depositing the waste in to the correct indoor receptacles. Janitorial Personnel play an integral role as they collect and transport waste to the outdoor dumpsters. The Contractors personnel must be fully aware of the requirements of the Petawawa Waste Management Program.
- ii) Waste collection by Janitorial personnel includes only waste and recyclables that are not hazardous in nature. The Contractor must ensure that its personnel are aware of the types of waste that they should not handle as they will work in areas or in close proximity to areas where other types of waste may be generated.
- iii) The Contractor must provide clear polythene bags. All waste products must be taken daily to the central outdoor garbage bins specified by the PA. The Contractor will be issued an adequate quantity and type of keys to access bins as required. Bins must remain locked at all times.
- iv) Piles of paper or any other documents that are not inside garbage containers may be removed only if they labelled "To Be Thrown Out," "Garbage," "Waste". It is not the Contractor's responsibility to break down cardboard boxes left by occupants of buildings.

## **12) SECURITY**

#### **a) GENERAL**

- i) The Contractor's personnel that do not meet the Security clearance as stated in this Contract will be denied access and are not permitted to Work on this requirement.
- ii) The Contractor and its personnel must abide by all Government of Canada and DND rules and regulations governing workplace security; and confidentiality of building, written and oral information they may encounter at Grn Petawawa.
- iii) The Contractor must ensure that its personnel do not remove items from any building. Military Police have the right to search the Contractor's equipment and storage areas, vehicles and all packages or containers belonging to the Contractor or its personnel.
- iv) The Contractor's personnel must not open locked doors or any other access point to persons seeking entry, and refer these requests to the Grn Duty centre located at the main gate.
- v) The Contractor's personnel are not authorized to use Grn telephones, computers, faxes, printers or other devices.
- vi) The Contractor and its personnel must not photograph, record, copy or transfer any DND information while at Grn Petawawa.

#### **b) GRN ISSUED IDENTIFICATION, CONTRACTOR SUPPLIED IDENTIFICATION**

- i) The Contractor must obtain a Grn Petawawa issued photo identification for each of their personnel.
- ii) The Contractor must provide a company issued photo identification for each of their personnel.
- iii) Both photo identification passes must be worn and visible at all times while working at Grn Petawawa.
- iv) All passes and identification items issued by the DND are the property of Grn Petawawa and may be revoked at any time.

**c) KEY CONTROL**

- i) The Contractor must sign and accept responsibility for the necessary keys and access cards to allow their personnel to carry out their duties. Key control will consist of a master list of all keys identified, tagged and physically signed for by the Contractor.
- ii) For the most part, keys will be controlled within buildings by building occupants, the Contractor's personnel must sign them out for the purpose of doing the Work, and return keys prior to completion of the daily work.
- iii) The Contractor is not authorized to make duplicates of DND keys. The Contractor will be held responsible for negligence or loss of keys including all subsequent replacement costs for locks, keys, hardware and locksmith labour. DND costs will be fully recovered from the Contractor with no allowance for mark-up or overhead.

## **13) HEALTH AND SAFETY**

**a) SAFETY PLAN**

- i) The Contractor must provide a copy of its company Safety Plan to the PA within thirty (30) days after Contract award.

**b) GENERAL SAFETY**

- i) The Contractor must ensure a safe work environment exists for its personnel and that they are properly trained and apprised of workplace hazards.
- ii) The Contractor's personnel must be WHMIS trained prior to performing onsite Work.
- iii) The Contractor is responsible for providing and installing first aid kits for use by its personnel in accordance with the Occupational Health and Safety requirements.

**c) PORTABLE LADDER SAFETY COMPLIANCE**

- i) The Contractor must ensure their staff are trained in the proper use of ladders and provide the equipment they need to stay safe on the job.
- ii) In Ontario, Working at Heights training is mandatory for workers who work at heights of three (3) feet or more.

- iii) Personnel using ladders in their workplace must complete an OHSA-approved ladder safety certification program.
- iv) The Contractor must provide proof of certification for two (2) personnel holding a current Ladder Safety Certification, in the Province of Ontario.

## **14) DELIVERABLES**

### **a) GENERAL**

- i) The Contractor must provide and/or maintain specific forms, documents and spreadsheets, to the standard and frequency directed by the PA. The intent is for the PA and the Contractor to share critical Janitorial Management Strategy information. This information will be used by the Contractor to facilitate program implementation and by the PA for Contract enforcement.
- ii) All deliverables must be completed in electronic and hard copy format and be completed by end of day on Fridays or more frequent.
- iii) Deliverables required include the following;
  - (1) Personnel List & Security Screening
  - (2) Labour Hours Summary Sheet
  - (3) Chemicals & Consumables

### **b) PERSONNEL LIST & SECURITY SCREENING**

- i) The Contractor must provide and maintain a real time Personnel List of its management team and janitorial personnel who are assigned to the Work.
- ii) The Personnel List (Excel format) will be created, modified and the only approved form provided to the Contractor to enable specific columns of data by each employee.
- iii) Information contained in the Personnel list must not contravene the *Privacy Act*.
- iv) The information required must include but is not be limited to:
  - (1) employee name and badge number;
  - (2) employee start date;
  - (3) security screening, level, date approved;
  - (4) WHMIS/SDS certification date;
  - (5) Job title;
  - (6) assigned work site(s); and
  - (7) Employee's supervisor.
- v) The Contractor must update the employee Security file and record PDF copies of each employee's approved Government of Canada Security Screening Certificate and Briefing Form.

### **c) LABOUR HOURS SUMMARY SHEET**

- 
- i) The intent of the Labour Hours Summary Sheet is to capture and document the full time equivalent daily hours for all of the Contractor's management team and janitorial staff, on all shifts to include Routine and Task Authorized Work.
  - ii) The PA will develop and provide a detailed and formatted spreadsheet (Excel format), containing all required criteria in order to capture 100% of the on-site personnel hours of work.
  - iii) The Labour Hours Summary Sheet will be based on a bi-weekly schedule from the 1<sup>st</sup> to the 15<sup>th</sup> of each month, and from the 16<sup>th</sup> to the end of each month.

**d) CHEMICALS AND CONSUMABLES**

- i) The intent of the Chemicals and Consumables section is for the Contractor to maintain a 100% accurate, up to date list of chemicals and consumables (Excel format) used on the Contract.
- ii) The Chemical List must contain at minimum the following information;
  - (1) Itemized number;
  - (2) Chemical or product name;
  - (3) Storage location; and
  - (4) Notes or comments section.

---

## Annex "B" Statement of Work (SOW)

### Commercial Cleaning Services

#### Table of Contents

- 1) The Requirement
- 2) Personnel
  - a) General
  - b) Minimum Quantity of On-Site Personnel
  - c) Timekeeping & Attendance
  - d) Manager
  - e) Supervisors
  - f) Janitorial Personnel
  - g) Operational Support Personnel
- 3) Contractor Responsibilities
  - a) Uniforms
  - b) Cellular Telephones
  - c) Lockout / Strikes
  - d) Employer / Employee Relationships
- 4) Equipment and Materials
  - a) General
  - b) Minimum Equipment, Capabilities and Capacities
  - c) Power Requirements
  - d) Prohibited Equipment, Materials or Products
  - e) Cleaning Supplies, Consumables and Chemicals
  - f) Ladders
- 5) Contractor Assigned Areas
  - a) Cleaning Closets, Lockers, Storage Areas
- 6) Janitorial Management Strategy
  - a) Overview
  - b) Definitions
  - c) Routine Work Inspections
  - d) Task Authorized Work Inspections
- 7) Health Services Centre Cleaning Standards
  - a) General
  - b) Description of Work
  - c) Significant Risk Critical Areas
  - d) Health Services Functional Models
  - e) Cleaning and Disinfecting products

## 8) Commercial Cleaning Standards

- a) General
- b) Spray Buffing
- c) Floor Stripping
- d) Application of Floor Finishes
- e) Carpet Cleaning
- f) Glass
- g) Entrance Mats
- h) Bodily Fluids

## 9) Accommodations &amp; Hotel Cleaning Services

- a) General
- b) Level of Service
- c) Transient Room Cleaning
- d) Suite Cleaning
- e) Apartment Cleaning
- f) Cupid's Nest House Cleaning

## 10) Bathrooms

- a) General
- b) Dispensers & Consumables
- c) Bathroom Logs
- d) Monthly Scrub
- e) Disinfecting
- f) Frequencies

## 11) Non-Routine Tasks Requiring Task Authorization

- a) Task Authorization
- b) Commercial Floor Care
- c) Re-lamping and Disposal
- d) Entrance Floor Mat Replacement
- e) Furniture and Upholstery Cleaning

## 12) Revision of Schedules

- a) Shift, Weekend work, Evening
- b) Fluctuation in Occupancy
- c) Military Block Leave
- d) Reduced Level of Service

## 13) High Profile Buildings

- a) Identification
- b) Building Specific Requirements

## 14) Waste Management

- a) General
- b) Waste not in Containers



15) Security

- a) General
- b) Grn Issued Identification, Contractor Supplied Identification
- c) Personal Digital Devices
- d) Key Control

16) Health and Safety

- a) Safety Plan
- b) General Safety
- c) Portable Ladder Safety Compliance

17) Deliverables

- a) General
- b) Personnel List & Security Screening
- c) Labour Hours Summary Sheet
- d) Chemicals & Consumables

## **1) THE REQUIREMENT**

- a) This requirement contains two sets of Standards which includes the provision for Hospital Housekeeping and Cleaning, and Commercial Cleaning Services, for select buildings at Garrison (Grn) Petawawa.
- b) There are approximately fifty (50) buildings, and 50,000 m2 of spaces, serviced under this contract which include but are not limited to; public access buildings, Health Services, dental, child day care, accommodations, Military Messes, churches, emergency services such as fire hall and police, community centre, sports complex, gymnasiums, arenas, museums, theatre and offices.
- c) This requirement includes project and program management, deliverables and documentation, specifically related to the organization of this requirement.

## **2) PERSONNEL**

### **a) GENERAL**

- i) For the term of the Contract, the Contractor must provide all of the qualified personnel required to carry out the Work in accordance with the Contract and the site specific regulations. The Contractor is responsible for the management of its personnel, which includes supervision of on-site management personnel and completion of all project and program management deliverables.
- ii) The Contractor must have the required minimum number of personnel on site in accordance with the Contract and commensurate with the amount of Work to be done. The Regular Hours of operation are Monday to Friday from 0700 – 1600 hours local time; however, there is a requirement for varying hours by the Contractor during evenings and weekends.
- iii) The Project Authority's (PA) point of contact for day to day operations will be the Contractor's Manager and Supervisors.

### **b) MINIMUM QUANTITY OF ON-SITE PERSONNEL**

- i) The Contractor must provide as minimum the number of full-time equivalent (FTE) positions for the following on-site personnel:
  - 5. One (1) Manager;
  - 6. Two (2) Supervisors;
  - 7. Twenty (25) FTE Janitorial Personnel to perform Routine Work specified in this contract based on a minimum number Full Time Equivalents. The minimum number of FTE's

required does not include absences due to vacation, health related, Janitorial Personnel performing Annual Work or Task Authorizations; and

8. One (1) Operational Support.

- ii) The number of FTEs to perform Routine Cleaning will change according to the amount of space that is cleaned under "Routine Cleaning" and the frequency of the Routine Work.
- iii) The Contractor must provide on-site management through full-time employees. Members of the management team may not be appointed to multiple positions and may not perform any building cleaning or support Work.

#### **c) TIMEKEEPING & ATTENDANCE**

- i) The Contractor must provide employee timekeeping through electronic format. The Contractor must select a verifiable hand scanner(s), or other approved system/process, to be used by all employees, supervisors and managers.
- ii) The selected process must contain capabilities to provide attendance data transferred in electronic format to include employee name, employee number, date, time in, time out, and daily totals minus approved breaks.
- iii) The Contractors must record all of their personnel work hours, for all shifts, days, evenings, and weekends.

#### **d) MANAGER**

- i) The Manager must have the competence, experience, and authority required to discharge assigned responsibilities. The person must be proficient in communicating in written and spoken English. They are the main point of contact with the PA and must be able to interact with various levels of occupants of the building, civilians and military personnel.
- ii) The Manager is responsible for Work performed on all shifts; days, evenings and weekends.
- iii) The Manager is responsible for all building janitorial services activities, such as planning and organizing, program management, quality control, and daily meetings with the PA as necessary.
- iv) The Manager must be knowledgeable in the financial and technical requirements of the Contract.
- v) The Manager is responsible to provide necessary administrative functions, and submission of reports and returns, in accordance with the Contract and Section 18 of this SOW.

**e) SUPERVISORS**

- i) Supervisors are responsible for supervising the cleaning of up to 30,000 m2 of area. Supervisors must be appointed and clearly identified in the Contractor's Personnel List.
- ii) Supervisors are responsible to direct, control, monitor attendance, quality of Work, productivity, performance and safe working procedures of the Contractor's Janitorial Personnel. The Supervisors must ensure that regular and replacement cleaners, within their area of responsibility, are fully aware of cleaning tasks, locations and techniques to be used.
- iii) Supervisors are responsible to liaise with DND facility representative(s) in order to ensure delivery of cleaning services.
- iv) Supervisors must arrange schedules with the DND facility representative(s) in order to carry out Task Authorized Work, when requested by the PA.
- v) Supervisors must visit all designated high profile buildings or facilities on a daily basis.
- vi) Supervisors must ensure that burnt out lights, in areas cleaned under the contract, are changed out.

**f) JANITORIAL PERSONNEL**

- i) Janitorial Personnel must be trained in janitorial methods to an acceptable level of competence, with the knowledge, training and experience commensurate with tasks assigned.
- ii) Janitorial Personnel must know the areas to be cleaned, cleaning tasks, frequency of tasks, the day and time the tasks are to be completed, the proper chemicals to be used and cleaning techniques.
- iii) Janitorial Personnel must wear company assigned uniform, identification, Personal Protective Equipment (PPE), and follow the Contractor's assigned safe working procedures.
- iv) Janitorial Personnel must ensure their assigned equipment and cleaning closets are maintained to standards stated in this SOW.
- v) Janitorial Personnel must report burnt out light bulbs in their area of responsibility to their Supervisors.
- vi) Janitorial Personnel must not address their concerns or comments relating to the janitorial Work to any of Canada's personnel. Janitorial Personnel must communicate within the

Contractor's chain of command who in turn will relay the appropriate information to the PA. The Contractor's Janitorial Personnel must not take instructions from unauthorized Department of National Defence (DND)/Canadian Forces (CF) members.

**g) OPERATIONAL SUPPORT PERSONNEL**

- i) Operational Support Personnel may perform a variety of non-cleaning tasks which include but are not limited to:
  - (1) pickup and delivery of goods, re-stocking, inventory tasks;
  - (2) errands, mail runs, vehicle maintenance and repairs;
  - (3) movement of Contractor's personnel on Grn; and
  - (4) movement and pre-positioning of equipment.
- ii) The Contractor must ensure attendance, supervision, safe working practices, and training for specific tasks are established for these personnel.

### **3) CONTRACTOR RESPONSIBILITIES**

**a) UNIFORMS**

- i) While on-site, all of the Contractor's personnel must wear the Contractor supplied uniforms.
- ii) The Contractor's personnel must wear company photo identification badges as an integral component of their uniform. The uniform must be provided by Contractor and be consistent for all personnel with the exception of supervisors and manger who must wear a contrasting colour. Uniforms must display the Contractor's company name or logo.
- iii) Uniforms must be clean, in good repair, and worn properly and consistently. The uniform must consist of a shirt or blouse that fully covers the midriff and pants worn properly about the waist. Pyjama pants, shorts or sweat type pants are not acceptable.
- iv) Footwear must be suitable for various work environments and weather conditions. Flip flops, slippers, and sandal style footwear are not permitted.
- v) Personal hats, toques, bandanas, hooded sweatshirts and visors are not permitted and must be removed while working indoors. Contractor supplied hats are acceptable headgear that may be worn indoors.

**b) CELLULAR TELEPHONES**

- i) The Contractor must ensure the Manager and Supervisors carry cellular telephones in order to maintain communications with their staff and the PA.

#### **c) LOCKOUT / STRIKES**

- i) In the event of a strike by the Contractor's personnel or a lockout imposed on those personnel by the Contractor, the Contractor must, with the assistance of its supervisory personnel, provide full services, failing which, Canada reserves the right to terminate the Contract for default and use the contract security to fulfill the Contractor's obligation to complete the Work.
- ii) In the event of a strike by DND personnel or a lockout imposed on those personnel by the DND, the PA may, on giving notice, suspend the activities of the Contract or substantially reduce the scale of the Contract for the duration of the strike by or lockout imposed on DND personnel.

#### **d) EMPLOYER / EMPLOYEE RELATIONSHIPS**

- i) The Contractor and its personnel do not form any part of the overall operational make-up or structure of the Garrison and therefore are not part of any individual section or unit. The Contractor's personnel are not permitted to attend and participate in any DND/CF functions such as annual festive gatherings, sporting or entertainment style venues.
- ii) The Contractor's personnel are not permitted to engage in business transactions or other works with DND/CF personnel or operate any form of personal business while they are on Garrison Petawawa property.

### **4) EQUIPMENT AND MATERIALS**

#### **a) GENERAL**

- i) All cleaning equipment required to perform the Work in the SOW must be supplied by the Contractor and must be new at the beginning of the Contract Period. All replacement of equipment throughout the Contract Period must be with equivalent or better, new equipment.
- ii) In the event of theft, loss or damage to the equipment, the Contractor must replace it at no cost to Canada.
- iii) The Contractor's equipment must be in a functional safe condition and be appropriate for the Work. The PA reserves the right to require immediate removal of any equipment judged inappropriate or unsafe for use at Grn Petawawa.

- iv) The Contractor is not required to provide or maintain on-site toilet paper dispensers, feminine hygiene disposal, paper towel dispensers and waste and recycling receptacles, but is required to supply them with appropriate supplies. DND will be responsible for the capital costs and maintenance of this equipment.

**b) MINIMUM EQUIPMENT, CAPABILITIES AND CAPACITIES**

- i) The Contractor must use at minimum, the following equipment to perform the Work:
8. Walk behind automatic scrubbers with a minimum productivity rate of 1,000 m2 per hour capable of completing drill halls, long open hallways and corridors, to an immediate clean dry standard.
  9. Carpet cleaning machines/extractors are required for cleaning varying types of carpeting, runners, mats, found in large open areas and small offices including a capability for furniture cleaning such as theatre seating and carpeted stairs;
  10. Vacuum cleaners equipped with filters, power head, and a variety of floor attachments. Wet vacuum is required for specialized cleaning and Annual Work. Portable vacuum capability is required for theatre seating, bleachers and hard to reach locations;
  11. Floor machines with the capability to shine, buff and polish vinyl composite tile (VCT) waxed surfaces, and scrub ceramic or other tile surfaces;
  12. Janitorial cleaning carts must have room for waste collection, be equipped with a non-rusting, sturdy, mop and bucket, and have the ability to contain and organize cleaning materials;
  13. Microfiber cleaning systems and technology. Cloths must be colour coded to the specific task (washrooms, windows) to prevent cross contamination;
  14. Commercial grade safety signage must be used to identify wet floors, and bathroom cleaning in progress;

**c) POWER REQUIREMENTS**

- i) The Contractor must equip all of its electrical equipment with a minimum seven-metre long power cord with sufficient capacity, ground wires and three-prong plugs. The Contractor must ensure that all power cords are in good undamaged condition.
- ii) All electrical equipment must be industrial-grade equipment and operate at 115-125 V and a maximum of 15 A. Electrical extension cords must be three-wire type including ground wire.

---

**d) PROHIBITED EQUIPMENT, MATERIALS OR PRODUCTS**

- i) Machinery equipped with combustion engines are prohibited inside any building.
- ii) Products likely to damage furniture, fixtures, glass or other property must not be used at any time.
- iii) Para dichlorobenzene deodorant blocks must not be used.

**e) CLEANING SUPPLIES, CONSUMABLES AND CHEMICALS**

- i) The Contractor must supply commercial quality sanitary supplies (paper towel, toilet paper and liquid hand soap) compatible with existing dispensers.
- ii) The vast majority of dispensers presently in use are as follows;
  - (1) Liquid soap dispenser, Bobrick Model B-5050 38 UB;
  - (2) Hand towel dispenser, Wood Wyant Model 57-T950TBKWW;
  - (3) Toilet paper dispenser, Wood Wyant, Twin 9in JBT, 3.25 core, Model R4000TBKWW
- iii) The Contractor must provide clear polythene bags for small desk side waste containers, up to large common waste receptacles. The most common sizes range from;
  - (1) Small 24" X 22";
  - (2) Medium 26" X 36"; and
  - (3) Large 30" X 80"
- iv) The Contractor must provide a complete and accurate list of the cleaning products it intends to use, with applicable Safety Data Sheets (SDS), in accordance with section 18 of this SOW.
- v) The PA reserves the right to have cleaning products changed if they deem them unsuitable or ineffective.
- vi) Liquid products must be in metal or plastic containers for ease of transportation to the place where they are to be used. Absorbent products must be available to effectively deal with minor spills.
- vii) The Contractor must use environmentally friendly, scent free, cleaning products that are EcoLogo® or Greenseal certified. The Contractor must also use personalized labels on all chemical containers.



---

**f) LADDERS**

- i) Ladders utilized under the Contract must be Grade 1A CSA approved, or better, and of fibreglass construction, in accordance with section 16 (c) of this SOW.

**5) CONTRACTOR ASSIGNED AREAS**

**a) CLEANING CLOSETS, LOCKERS, STORAGE AREAS**

- i) There will be NO site office, communication(s), printing, laundering facilities, interior or exterior bulk storage; assigned to or available for the Contractor. The Contractor is responsible to provide their own necessary support services in order to facilitate day to day operations, and meet the standards and expectations of the Contract.
- ii) The PA will provide the Contractor with suitable space as available within the buildings for cleaning closets/lockers, for storing the necessary chemicals, consumables, carts and equipment. In the event a closet is not available, the PA will make every reasonable attempt to provide an alternate solution.
- iii) The Contractor must fit-up the cleaning closets to facilitate their Work.
- iv) In addition to the Technical Standards listed in this Contract, the Contractor must comply with the following conditions for all cleaning closets/lockers:
- (1) Must affix to the interior, an up to date list of cleaning tasks, frequencies, and floor plan with numbered spaces;
  - (2) Cleaning products must be labelled with Contractor's label;
  - (3) Chemicals must be stored upright and sealed to prevent spillage;
  - (4) Shelves must not be overloaded;
  - (5) Closets must contain Safety data Sheets (SDS) for all products stored within;
  - (6) Closets must have emergency contact directions and 911 civic addresses;
  - (7) Equipment must be clean and the closet maintained to a high level of cleanliness;
  - (8) Doors must be kept locked at all times;
  - (9) Electrical cords must be unplugged; and
  - (10) Stockpiling of garbage, recyclables, cans or bottles is prohibited.
- v) No personal belongings, equipment, electronics, appliances, furniture or other effects are permitted to be stored or utilized in the cleaning closets or lockers. The sole usage of these spaces is to facilitate daily Routine Work for the building in which it is located.
- vi) Locking of these areas is the responsibility of the Contractor. DND will provide keys for door handle locks as they are on a DND master key system. Cleaning closets that are equipped with hasps must have Contractor supplied locks installed. The Contractor must supply the PA with six copies of the keys that will open all padlocks.

- vii) The PA will perform compliance inspections of these spaces without notice.

## **6) JANITORIAL MANAGEMENT STRATEGY**

### **a) OVERVIEW**

- i) The Janitorial Management Strategy (JMS) is a dedicated approach for the oversight of Janitorial Services for select buildings at Grn Petawawa. The Contractor must use the various components of the JMS program to access information, and in turn, provide program deliverables.
- ii) Real Property Operations (RP Ops) Petawawa has developed the baseline data required for use under the JMS program. The data includes;
  - (1) List of the Buildings in the Contract Inventory;
  - (2) Breakdown of areas and sectors within each building;
  - (3) Floorplans for areas and sectors;
  - (4) List of numbered spaces to be serviced within each area;
  - (5) Area of each space in square meters;
  - (6) Type of flooring in each space;
  - (7) Purpose or use of each space designated as a Functional Model; and
  - (8) Functional Specification(s).
- iii) The Functional Specification describes the detail of services, tasks and frequencies required for each Functional Model (office, bathroom, etc...).
- iv) In addition to meeting the standard of services described within the Functional Specifications, the Contractor must also meet the Commercial Cleaning Standards in this SOW.
- v) Within the Contract building inventory, there is no standard or universal room numbering system, and at present, DND has no intent to put one in place. The PA has created a space inventory for each building that corresponds to numbered spaces on the floor plans and drawings. Care must be taken to ensure that janitorial personnel only clean approved areas.
- vi) The Contractor is responsible to submit various types of reports and tables, in support of the JMS day to day operations for janitorial services and activities. The standard electronic format for all records, reports, spreadsheets and documents must utilize the Microsoft Office Suite (Word, Excel, pdf) as specified in section 17 of this SOW.
- vii) The PA may be required to adjust frequencies and tasks from time to time, within certain spaces or buildings, based on DND/CF direction and operational requirements.

viii) The PA will use the applicable building space inventory to increase or decrease the area(s) in m<sup>2</sup>, in order to perform the calculations used to amend (increase or decrease) the Contract pricing, based on authorized and approved changes to the Work.

## **b) DEFINITIONS**

i) The following Janitorial Management Strategy definitions are applicable to this SOW:

(1) Building Inventory – refers to the overall list of buildings at Grn Petawawa and surrounding sites that form the workplaces under this Contract.

(2) Sector – refers to a group of spaces that may consist of an entire building, one level of a building, or a block of spaces within one level of a building.

(3) Space – refers to one area with one function. It could be an area with or without physical walls, usually a room.

(4) Functional Model – refers to the environment; allocation or use of a space.

(5) Functional Specification – states the description of the tasks and assigned frequencies which define the Work required within each Functional Model. Each Functional Model will have its own Functional Specification.

(6) Full Time Equivalent (FTE) – The FTE only calculates tasks in the JMS and does not include travel time between sectors, contractual overhead, holidays, training or other contractor approved time off. The FTE calculation will be generated monthly, communicated to the Contractor and used by the PA to indicate the minimum FTE's required to complete the Work for the next month of the Contract.

(7) FTE Calculation – The FTE calculation for Routine Janitorial Services does NOT include Statutory Holidays. One FTE works 8 hours per day, 5 days per week. Multiply 40 hours X 52 weeks is 2,080 productive hours per year. Eleven Statutory holidays X 8 hours is 88 hours. Therefore, 2080 hours minus 88 hours equals 1,992 hours per year; or one FTE.

(8) Frequency – the number of times the Work must be completed, as stated in the corresponding Functional Specification. Frequency may be one of the following;

- (a) Three (3) days per week – Monday, Wednesday, Friday;
- (b) Five (5) days per week – Monday through Friday
- (c) Seven (7) days per week includes weekends
- (d) Five (5) days Bi-weekly – Monday, Wednesday, Friday of week one and Tuesday and Thursday of week two

(9) Routine Work - refers to tasks that are routine in nature that are completed daily, weekly, monthly, more or less frequently, as detailed in the Functional Specification.

(10)Patrol Cleaning – The Contractor may be required to carry out “as and when requested” task authorized cleaning services at varying work locations and times, which do not meet the requirements of a Functional Model or Functional Specification.

(11)Reactive Cleaning – The Contractor must provide “as and when” requested task authorized reactive cleaning service, on demand, to address ad hoc, unplanned, emergency and/or routine cleaning requests.

(12)Block leave – A military term for unscheduled closure of entire buildings or facilities that may last for several weeks.

#### **c) ROUTINE WORK INSPECTIONS**

- i) The PA will conduct Routine Work inspections, with the Contractor's management team, from time to time. Inspections may include random buildings, sectors and spaces, with various Functional Models. The PA reserves the right to note any Contract deficiencies and direct corrective action.

#### **d) TASK AUTHORIZED WORK INSPECTIONS**

- i) Upon written notification by the Contractor of completion of a Task Authorization, the PA will inspect for certification. The PA may request that the Contractor's management team attend and verify all works have been performed.

## **7) HEALTH SERVICES CENTRE CLEANING STANDARDS**

#### **a) GENERAL**

- i) The Contractor must furnish all managerial, administrative and direct labour personnel, as well as all equipment and materials, necessary to provide complete and satisfactory Health Services Centre cleaning in Building P-144, and to meet the minimum standards listed in this specification.
- ii) The Contractor's personnel must be trained for specialized cleaning in a health care facility, to enhanced standards for critically important clinical areas.

#### **b) DESCRIPTION OF WORK**

- i) The Health Services Centre requires an enhanced level of cleaning which necessitates more stringent cleaning methods, techniques and frequencies.
- ii) The entire Health Services Centre is classified as a Significant Risk – Critical Area, where work must be carried out five days per week (Monday through Friday) in accordance with detailed Functional Specifications.

#### **c) SIGNIFICANT RISK CRITICAL AREAS**

- i) Significant Risk – Critical Areas require high levels of cleanliness for both hygiene and aesthetic reasons. Cleaning must be maintained by regular and frequent cleaning with “spot cleaning” in between, followed by disinfection with germicidal detergents.
- ii) Critical areas include medical, dental and physio treatment, general wards, out-patient departments, x-ray, sterile supplies, laboratories, bathrooms and showers, and other rooms such as physicians’ offices, mental health department, waiting areas, lounges, training rooms, administrative areas, non-sterile supply areas, record storage, corridors and stairs, elevators, and other fringe areas.

#### **d) HEALTH SERVICES FUNCTIONAL MODELS**

- i) Tasks and frequencies are defined within four Functional Model Specifications tailored to meet Health Services requirements;
  - (1) Functional Specification FM-1000-8 Significant Risk Critical Area cleaning for Bathrooms, Showers, and Change Rooms;
  - (2) Functional Specification FM-2000-2 Significant Risk Critical Area cleaning for Offices, Reception, Waiting Rooms, and Administrative Areas;
  - (3) Functional Specification FM-3000-3 Significant Risk Critical Area cleaning for Entrances, Vestibules, Corridors, Stairs and Elevators;
  - (4) Functional Specification FM-6000-2 Significant Risk Critical Area cleaning for Treatment Rooms, Physicians’ Offices, Medical Prep, Physio, Specialized Work Areas, Laboratories and Pharmacies.

#### **e) CLEANING AND DISINFECTING PRODUCTS**

- i) The Contractor must provide and use ONLY hospital grade, cleaning and disinfecting products and equipment, as they have been evaluated and meet criteria such as;
  - (1) Intended for use in disinfecting hard surfaces in hospitals;
  - (2) Effective performance, broad spectrum, fast acting, remains wet for required contact time, acceptable odour, stable and have good cleaning properties;
  - (3) Contain a Drug Identification Number (DIN) or Natural Product Number from Health Canada;
  - (4) Compatible with other cleaning and disinfecting products;

(5) Include manufacturer's instructions for use and labelling.

## **8) COMMERCIAL CLEANING STANDARDS**

### **a) GENERAL**

- i) The following General Cleaning Standards form the basis for compliance to be used by the Contractor.
- ii) The Contractor's personnel must not move any papers, documents or objects left on desks or other furniture. The Contractor's personnel must not open desk drawers, filing cabinets.
- iii) Push bars, doorknobs, protective plates, balustrades, doors and other metal surfaces must be cleaned and polished.
- iv) Bathroom cleaning standards are specified in Section 10 of this SOW.
- v) Walls, partitions, doors and frames must be spot cleaned up to 2.6 metres.
- vi) Floors must be swept and mopped, including stain removal.
- vii) Elevators, including floors, corners, sills, walls, dividers, stainless surfaces and sliding door tracks must be cleaned.
- viii) Stairs, landings, treads, risers, walls and skirting boards must be cleaned.
- ix) Water fountains, porcelain, metal or enamel surfaces must be cleaned and disinfected.
- x) Waste and recycling bins must be spot cleaned and free from odours.

### **b) SPRAY BUFFING**

- i) Floors must be swept and washed prior to buffing. Polished floors must not show boot or scuff marks, and must display an even polished appearance.

### **c) FLOOR STRIPPING**

- i) Prepare areas for work and remove easily movable objects. Note that furniture and filing cabinets are not considered easily movable.

- ii) Care must be taken to protect electronic devices, computers, wiring harnesses.
- iii) Protect other surfaces from leakage, utilize walk-off mats, and avoid tracking stripping materials on to other areas. Use commercial rotary scrubbers and pads, and approved stripping solutions in accordance with the manufacturer's directions.
- iv) Strip all surfaces, wall to wall, including corners edges and entrances.
- v) All surfaces must be mopped, scrubbed and rinsed with a neutralizer and water solution.

#### **d) APPLICATION OF FLOOR FINISHES**

- i) All surfaces will require a minimum of three (3) coats of wax and present an even glossy, slip resistant finish.
- ii) Apply floor finish in accordance with the manufacturer's directions.
- iii) Floors must be clean and evenly polished, shiny and free of loose mop strands.
- iv) There must not be any splash marks on walls, skirting boards, furniture or other surfaces.
- v) Replace any items moved prior to floor refinishing to their original location.

#### **e) CARPET CLEANING**

- i) Cleaning of textile floor surfaces (carpets) must be performed using appropriate methods including spot cleaning of trouble areas. After spot cleaning, the Contractor must lift soil using an industrial system, damp brush and shampoo using a low speed single-brush system and an industrial strength detergent. The Contractor must then extract waste water to speed drying.
- ii) During carpet cleaning operations the surfaces must be thoroughly dry before repositioning furniture. In addition, no other furniture or accessories may be placed on this furniture. Upon completion of the carpet cleaning, all items must be repositioned in their original location.

#### **f) GLASS**

- i) The Contractor must ensure all entry glass and partitions are clean, streak free, free from insects, spider webs, excess left over glues and tape, to the maximum height of 2.6m.

- ii) Entry glass is defined as the doors and partitions, two sides, outside of frame to outside of frame, that make up an entrance to a building. The panels may be glass or combination of other materials; transparent, smoked, frosted or painted. There may be several entry partitions with doors that comprise the entrance as a space.
- iii) Partition glass is defined as any interior glass that makes up a portion of a wall in a sector or space and may include glass blocks, mirrors, transparent, smoked or frosted materials. The same standards for cleaning entry glass also apply to partition glass.
- iv) Exterior glass other than entrances does not form part of this SOW.

#### **g) ENTRANCE MATS**

- i) Entrance mats must be cleaned and maintained year round to the same standard as other carpeted surfaces. The Contractor is not permitted to remove entrance mats at any time. Sweeping of entrance mats is prohibited.

#### **h) BODILY FLUIDS**

- i) The Contractor is responsible to clean and disinfect small spills that may contain blood borne pathogens found in certain bodily fluids and may be present in, but not limited to:
  - (1) blood;
  - (2) feces;
  - (3) nasal secretions;
  - (4) sputum;
  - (5) sweat;
  - (6) urine;
  - (7) vomit; and
  - (8) saliva.
- ii) A small spill is defined as a spill that is easily managed with a minimal amount of decontamination equipment, materials and supplies.
- iii) In the event of outbreak or quarantine the Contractor will be advised of the spaces, sectors or buildings to be avoided, not cleaned and any other pertinent direction.

## **9) ACCOMMODATIONS & HOTEL CLEANING SERVICES**

### **a) GENERAL**



- i) Accommodations are areas that military personnel permanently or temporarily occupy as a dwelling that fall into four classes which include Rooms, Suites, Apartments and Houses.
- ii) The Contractor must provide experienced personnel to carry out hotel cleaning services seven (7) days per week including statutory holidays, on an as-and-when requested basis.
- iii) DND will supply, launder and exchange all linens as necessary for accommodations Work.
- iv) The Contractor must supply all cleaning supplies, equipment, consumables including liquid and bar hand soap(s), toilet paper and paper towels.
- v) The cleaning of all shower rooms in accommodations buildings common areas must be completed after 0900 daily.
- vi) Work load in accommodations buildings after a weekend may be unusually high as no common area cleaning is provided on weekends.
- vii) Task authorized “as and when requested” work in accommodations buildings must be scheduled for completion during the day, after 0900 hours daily.
- viii) The Contractor must remove and change all bedding (sheets, pillowcase, blankets, comforter) and make the bed. Clean sheets and blankets must be positioned such that no folds are visible.
- ix) The Contractor must change towels after use. Clean towel sets must be placed on towel racks with no visible folds.
- x) The Contractor must clean bathrooms in accordance with the tasks identified in the Functional Specification(s) and Standards listed in section 10 of this SOW.
- xi) The Contractor must dust, clean and remove stains and marks on all furniture and accessories, doors, walls, shelves, ledges, inside storage spaces, clothes closets, cupboards, light fixtures, and ventilation diffusers and grills.
- xii) Kitchenettes in accommodations common areas: The Contractor must clean exterior surfaces of cupboards; counter tops, sinks, appliances and all furniture.
- xiii) Kitchenettes in apartments and houses: The Contractor must clean and stack dishes, clean interior and exterior surfaces of all cupboards, counter tops, appliances and furniture.

**b) LEVEL OF SERVICE**

- i) Accommodations cleaning services will be requested in writing and must commence within twenty-four (24) hours of receipt of the Task Authorization.
- ii) Emergency service may be requested at any time due to unforeseen circumstances beyond the control of DND and must commence within two (2) hours of receipt of the request.
- iii) The level of service required for hotel cleaning is sub-divided in to four types of hotel services based on the tasks required to clean a transient room, a suite, an apartment, or an entire house.

**c) TRANSIENT ROOM CLEANING**

- i) Transient rooms generally consist of a single room, with bed, furniture and closet;
- ii) Empty waste containers, replace with new, clean, waste disposal bags;
- iii) Dust, wipe and clean furniture, shelves, ledges, high surfaces, and spot clean walls and doors;
- iv) Clean fridge, microwave, inside and out (if equipped);
- v) Sweep, wash, vacuum floors, under beds, including closets;
- vi) Check, wipe, and remove debris from drawers and closets;
- vii) There is no requirement for exchange of bedding or making of beds in transient rooms.

**d) SUITE CLEANING**

- i) Suite(s) generally consist of a bedroom, bathroom and shower, and lounge area;
- ii) Empty waste containers, replace with new, clean, waste disposal bags;
- iii) Dust, wipe and clean furniture, shelves, ledges, high surfaces, and spot clean walls and doors;
- iv) Clean fridge, microwave, small appliances, inside and out (if equipped);
- v) Remove bedding and make beds with clean linen;
- vi) Clean bathroom in accordance with the Functional Specification FM-1000-1;
- vii) Remove towels and replace with clean folded set(s);
- viii) Restock liquid/bar soaps, and toilet paper;
- ix) Check, wipe, and remove debris from drawers and closets
- x) Sweep, wash, vacuum floors, under beds, including closets.

**e) APARTMENT CLEANING**

- i) Apartments are self-contained within a building complex, and generally consist of three (3) bedrooms with closets, one (1) bathroom with shower/bath, living room and kitchen;
- ii) Empty waste containers, replace with new, clean, waste disposal bags;
- iii) Dust, wipe and clean furniture, shelves, ledges, high surfaces, and spot clean walls and doors;
- iv) Clean fridge, stove, oven, microwave, small appliances, inside and out (if equipped);
- v) Clean counters, cupboards, tables and chairs, wash put away dishes;
- vi) Remove bedding and make all beds with clean linen;
- vii) Clean bathrooms in accordance with the Functional Specification FM-1000-1;
- viii) Remove towels and replace with clean folded set(s);

- ix) Restock liquid/bar soaps, and toilet paper;
- x) Check, wipe, and remove debris from drawers and closets
- xi) Sweep, wash, and vacuum all floors in entrances, closets, kitchen, bathrooms, and utility spaces.

**f) CUPID'S NEST HOUSE CLEANING**

- i) Cupid's nest is a large two-story house and basement, with four (4) bedrooms, three (3) bathrooms, living room, dining room, sun room, kitchen, laundry room, stairs, corridors and closets;
- ii) Empty waste containers, replace with new, clean, waste disposal bags;
- iii) Dust, wipe and clean furniture, shelves, ledges, high surfaces, and spot clean walls and doors;
- iv) Clean fridge, stove, oven, dishwasher, microwave, washer and dryer, small appliances, inside and out (if equipped);
- v) Clean counters, cupboards, tables and chairs, wash put away dishes;
- vi) Remove bedding and make all beds with clean linen;
- vii) Clean bathrooms in accordance with the Functional Specification FM-1000-1;
- viii) Remove towels and replace with clean folded set(s);
- ix) Restock liquid/bar soaps, and toilet paper;
- x) Check, wipe, and remove debris from drawers and closets
- xi) Sweep, wash, and vacuum floors in all living spaces, including entrances, stairs, closets, kitchen, bathrooms, and utility spaces.

## **10) BATHROOMS**

**a) GENERAL**

- i) Bathroom, shower, change room, sauna and locker rooms, are areas that pose the greatest threat to health issues by the nature of their usage. High standards of hygiene must be maintained in these areas through cleaning and disinfecting with a germicidal detergent.
- ii) Service includes cleaning of surfaces such as walls, floors, partitions, toilets, sinks, sanitary fixtures and dispensers, including all contact points within the space. Surfaces must be cleaned, polished, disinfected and stain free. Mirrors and glass must be clean and polished.
- iii) Garbage receptacles including sanitary napkin receptacles must be emptied daily, odour free and replaced with new, clean, waste disposal bags. Waste must be disposed in designated areas in accordance with the garrison waste disposal program.
- iv) Cleaning and replacement of shower curtains does not form part of this requirement.
- v) During bathroom cleaning operations, the Contractor must place commercial signage within the doorway(s) or opening(s), which states: "Cleaning in Progress - Do Not Enter".

#### **b) DISPENSERS & CONSUMABLES**

- i) Dispensers must be filled daily and to capacity. The Contractor must supply the required type and quantity of paper towel, toilet paper, soaps and waste disposal bags in accordance with section 4 (e) of this SOW. Janitorial Personnel must test the functionality of dispensers during each cleaning and after refilling and the Contractor must advise their supervisor of equipment requiring repair.

#### **c) BATHROOM LOGS**

- i) The Contractor must maintain a cleaning log(s) in all bathrooms, regardless of location, where they must record the date and time on which the bathroom Work was completed. The Supervisor must initial the log upon their inspection.

#### **d) MONTHLY SCRUB**

- i) All bathroom, shower, change room and locker room floors must receive a monthly scrub utilizing a rotary scrubber. The date of the monthly scrub must be recorded on the cleaning log. The Supervisor must initial the cleaning log upon inspection.

#### **e) DISINFECTING**

- i) The Contractor must wash and disinfect floors, walls, dividers and sanitary fixtures in Bathrooms. A disinfecting solution must be poured into floor drains monthly to control odours and bacteria.

#### **f) FREQUENCIES - THREE (3) DAY, FIVE (5) DAY AND SEVEN (7) DAY**

- i) Bathrooms must be cleaned according to tasks and frequencies for their designated Functional Specification, for either three (3) days per week, five (5) days per week or seven (7) days per week.
- ii) Showers and sauna rooms must be cleaned according to tasks and frequencies for their designated Functional Specification, for either five (5) days per week or seven (7) days per week.
- iii) Change rooms and locker rooms must be cleaned according to tasks and frequencies for their designated Functional Specification, for either five (5) days per week or seven (7) days per week.

## **11) NON-ROUTINE TASKS REQUIRING TASK AUTHORIZATION**

**a) TASK AUTHORIZATION**

- i) Task Authorizations for “as and when” requested work, will be used for non-routine tasks such as floor refinishing (annual work), re-lamping and disposal, entrance floor mats replacement, furniture and upholstery cleaning, and other janitorial labour.

**b) COMMERCIAL FLOOR CARE**

- i) Commercial Floor Care is considered “as and when” requested Work. It consists of the refinishing of various types of commercial floor surfaces such as vinyl composite tile (VCT), and carpeting. Floor refinishing includes scrubbing, stripping, waxing, and carpet cleaning. The Work may also include power scrubbing of other surface types where no finish is required, such as quarry, ceramic, rubber, concrete or epoxy coated.
- ii) The Contractor is responsible to coordinate all commercial floor care through the building occupants.
- iii) All Work must meet the commercial cleaning standards laid down in the Contract, and section 8 of this SOW.
- iv) The Contractor must conduct their own quality control program and procedures prior to submittal of completed Task Authorizations. The Contractor's signature represents that they have inspected and verified the Work has been completed to the specified standards and in accordance with the Task Authorization.

**c) RELAMPING AND DISPOSAL**

- i) Relamping must be conducted with a minimum of two (2) personnel, who are both Portable Ladder Safety Certified, in accordance with section 16 (c) of this SOW.
- ii) Relamping personnel must be competent in the process of changing various types of bulbs, and lock-out procedures.
- iii) The Contractor's personnel must complete relamping of expired bulbs in areas with a ceiling height of no more than 2.6 metres, within seventy-two (72) hours of requests.
- iv) Disposal of spent lights are the responsibility of the Contractor and are not to be added to the Grn Petawawa waste stream.
- v) The Contractor must use at minimum, Grade 1A, fibreglass step ladder, rated for 300 lbs, or better.

#### **d) ENTRANCE FLOOR MAT REPLACEMENT**

- i) Entrance mats throughout buildings at Grn Petawawa, belong to the garrison, and will be replaced as necessary.
- ii) The Contractor is responsible to supply and install entrance mats on an “as and when” requested basis.
- iii) Entrance mats must be neutral in colour, of commercial grade with rubber backing, and professionally cut with no rough or uneven edges. The type, colour and quality of the floor mats must be pre-approved by the PA.
- iv) A description of the quantity, size, and location(s) required, will be detailed in the Task Authorization.

#### **e) FURNITURE AND UPHOLSTERY CLEANING**

- i) The Contractor must provide a furniture and upholstery cleaning service for chairs and sofas, on an “as and when requested basis” through Task Authorization(s). Furniture and upholstery cleaning must ensure a thorough deep cleaning of various fabric types and colours to include sides, backs, arm rests and seats. All metal or wooden attached frames in, on or under the seating will be wiped upon completion of the fabric cleaning. Type, quantity, and location of the work will be detailed on the Task Authorization.

## **12) REVISION OF SCHEDULES**

#### **a) SHIFT, WEEKEND WORK, EVENING**

- i) The majority of janitorial work must be carried out during the day shift with some exceptions. Evening Work commences after 1600 hours daily, while weekend Work must be carried out at varying schedules based on building occupant needs, programs, and special events. Other “as and when” requested Work will be detailed in the Task Authorization.

#### **b) FLUCTUATION IN OCCUPANCY**

- i) The Contractor will not be paid extra for a temporary increase in the workload due to fluctuations in occupancy or retrofit, construction, repairs, except if exceptional situations occur.

#### **c) MILITARY BLOCK LEAVE**

- i) Military block leave period(s), are imposed holidays for all non-essential military personnel, which generally take place once during the summer months and once during December. Access for many buildings may not be possible as most buildings will be locked, or staffed by essential duty military personnel.

**d) REDUCED LEVEL OF SERVICE**

- i) In the event a reduced level of service is required due to a military stand down (unscheduled holiday) or military block leave, resulting in limited access to facilities on the garrison, the PA will inform the Contractor in writing. A decrease in the FTE requirement may occur. The reduction in the level of service would not release the Contractor from providing services to unaffected operational, duty, or other designated areas.

## **13) HIGH PROFILE BUILDINGS**

**a) IDENTIFICATION**

- i) The purpose of this section is to identify buildings that require specific scheduling and performance of cleaning activities. The Contractor must have the capability to manage significant increases or decreases in services due to volume of usage by patrons, and varying programs and schedules.
- ii) High profile buildings identified in this requirement include:
  - (1) P-144 Health Services Centre
  - (2) P-118 Dundonald Hall Fitness Complex
  - (3) P-117 Silver dart Arena
  - (4) S-117 Recreation Complex
  - (5) W-112 Southside Community Centre
  - (6) P-106 Child Care and 16-Regabulto Military Family Resource Centre

**b) BUILDING SPECIFIC REQUIREMENTS**

- i) P-144 Health Services Centre

- (1) The Health Services Centre is a high profile facility that requires enhanced cleaning standards for significant risk areas, specific to this building only.
- (2) Enhanced cleaning requirements for the five (5) day per week cleaning of the Health Services Centre are detailed in section 7.0 of this SOW and applicable Critical Area cleaning Functional Specifications; FM-1000-8, FM-2000-2, FM-3000-4 and FM-6000-2.

- ii) P-118 Dundonald Hall Fitness Complex

- (1) The fitness complex is a high profile building due to its usage by the greatest number of personnel on the garrison. Operations are seven days per week, year round, from early

morning until late evening. This facility receives daily surges by thousands of personnel conducting early morning military physical training, which poses extreme pressure on maintaining a clean facility.

(2) High use areas require more than one cleaning per day. The Contractor must refresh certain areas such as; bathrooms and change rooms, main entrances and main hallways, with a mid-morning cleaning, in addition to the scheduled tasks and frequencies listed under the Functional Specifications and this SOW.

(3) The Contractor must provide and use an auto-scrubber to clean the Field House (approximately 4,780 m<sup>2</sup>) with the capability to complete the entire surface to a dry and usable standard within four hours.

(4) The fitness complex operates two pools and a sauna. For safety reasons, the Contractor must always utilize two (2) janitorial staff while working in the pool area.

### iii) P-117 Silver Dart Arena

(1) The Silver Dart Arena operates seasonally, seven (7) days per week, to support military and public groups. Cleaning requirements are necessary during and outside of regular work hours and on weekends.

### iv) S-117 Recreation Complex

(1) This building often and without notice undergoes surges in use for military operational reasons beyond the normal high volume of physical training. There are also many family and children's programs at varying times seven (7) days per week.

### v) W-112 Southside Community Centre

(1) This facility houses several different groups or organizations that conduct many programs at varying times throughout a seven (7) day per week schedule. Cleaning requirements are necessary during and outside of regular work hours and on weekends.

### vi) P-106 Child Care and 16-Regabulto Military Family Resource Centre

(1) These buildings operate child care facilities that must be cleaned outside of regular work hours. Play areas, floors, washrooms, change rooms and kitchen preparation areas must receive the highest level of cleaning at the frequencies listed.

## 14) WASTE MANAGEMENT



#### **a) GENERAL**

- i) Grn Petawawa personnel use a simple but effective system of sorting waste products into three different streams in accordance with the Grn Petawawa Waste Management Program. The waste streams consist of regular garbage (non-recyclable), container recycling (co-mingled, glass, tin) and fibre (paper, cardboard). The system relies on users depositing waste in to the correct indoor receptacles. Janitorial Personnel play an integral role as they collect and transport waste to the outdoor dumpsters. The Contractors personnel must be fully aware of the requirements of the Petawawa Waste Management Program.
- ii) Waste collection by janitorial personnel includes only waste and recyclables that are not hazardous in nature. The Contractor must ensure that its personnel are aware of the types of waste that they should not handle as they will work in areas or in close proximity to areas where other types of waste may be generated.
- iii) The Contractor must provide clear polythene bags. All waste products must be taken daily to the central outdoor garbage bins specified by the PA. The Contractor will be issued an adequate quantity and type of keys to access bins as required. Bins must remain locked at all times.

#### **b) WASTE NOT IN CONTAINERS**

- i) Piles of paper or any other documents that are not inside garbage containers must be removed if they are labelled "To Be Thrown Out," "Garbage," "Waste". It is not the Contractor's responsibility to break down cardboard boxes left by occupants of buildings.

## **15) SECURITY**

#### **a) GENERAL**

- i) The Contractor's personnel that do not meet the minimum security requirements as stated in this Contract will be denied access to Grn Petawawa.
- ii) The Contractor and its personnel must abide by all Government of Canada and DND rules and regulations governing workplace security; and confidentiality of building, written and oral information they may encounter at Grn Petawawa.
- iii) The Contractor must ensure that its personnel do not remove items from any building. Military Police have the right to search the Contractor's equipment and storage areas, vehicles and all packages or containers belonging to the Contractor or its personnel.
- iv) The Contractor's personnel must not open locked doors or any other access point to persons seeking entry, and refer these requests to the Grn Duty Centre located at the Main Gate.

- v) The Contractor's personnel are not authorized to use Grn telephones, computers, faxes, printers or other devices.

**b) GRN ISSUED IDENTIFICATION, CONTRACTOR SUPPLIED IDENTIFICATION**

- i) The Contractor must obtain a Grn Petawawa issued photo identification for each of their personnel.
- ii) The Contractor must provide a company issued photo identification for each of their personnel.
- iii) Both photo identification passes must be worn and visible at all times while working at Grn Petawawa.
- iv) All passes and identification items issued by the DND are the property of Grn Petawawa and may be revoked at any time.

**c) PERSONAL DIGITAL DEVICES**

- i) The Contractor and its personnel must not photograph, record, copy or transfer any DND information while at Grn Petawawa.
- ii) The Contractor's personnel are not permitted to use portable digital music players, listening devices, ear buds or other hand held devices while conducting Work at Grn Petawawa.

**d) KEY CONTROL**

- i) The Contractor must sign and accept responsibility for the necessary keys and access cards to allow their personnel to carry out their duties. Key control will consist of a master list of all keys identified, tagged and physically signed for by the Contractor
- ii) For the most part, keys will be controlled within buildings by building occupants, the Contractor's personnel must sign them out for the purpose of doing the Work, and return keys prior to completion of the daily work.
- iii) The Contractor is not authorized to make duplicates of DND keys. The Contractor will be held responsible for negligence or loss of keys including all subsequent replacement costs for locks, keys, hardware and locksmith labour. DND costs will be fully recovered from the Contractor with no allowance for mark-up or overhead.

## **16) HEALTH AND SAFETY**

### **a) SAFETY PLAN**

- i) The Contractor must provide a copy of its company Safety Plan to the PA within thirty (30) days after Contract award.

### **b) GENERAL SAFETY**

- i) The Contractor must ensure a safe work environment exists for its personnel and that they are properly trained and apprised of workplace hazards.
- ii) The Contractors personnel must be WHMIS trained prior to performing onsite Work.
- iii) The Contractor is responsible for providing and installing first aid kits for use by its personnel in accordance with their Occupational Health and Safety requirements.

### **c) PORTABLE LADDER SAFETY COMPLIANCE**

- i) The Contractor must ensure their staff are trained in the proper use of ladders and provide the equipment they need to stay safe on the job.
- ii) In Ontario, Working at Heights training is mandatory for workers who work at heights of three (3) feet or more.
- iii) Personnel using ladders in their workplace must complete an OHSA-approved ladder safety certification program.
- iv) The Contractor must provide proof of certification for two (2) personnel holding a current Ladder Safety certification, in the Province of Ontario.

## **17) DELIVERABLES**

### **a) GENERAL**

- i) The Contractor must provide and/or maintain specific forms, documents and spreadsheets, to the standard and frequency directed by the PA. The intent is for the PA and the Contractor to share critical Janitorial Management Strategy information. This information will be used by the Contractor to facilitate program implementation and by the PA for Contract enforcement.
- ii) All deliverables must be completed in electronic and hard copy format and be completed by end of day on Fridays or more frequent.
- iii) Deliverables required include the following;

- (1) Personnel List & Security Screening

- (2) Labour Hours Summary Sheet
- (3) Chemicals & Consumables

## **b) PERSONNEL LIST & SECURITY SCREENING**

- i) The Contractor must provide and maintain a real time Personnel List of its management team and janitorial personnel who are assigned to the Work.
- ii) The Personnel list (Excel format) will be created, modified and the only approved form provided to the Contractor to enable specific columns of data by each employee.
- iii) Information contained in the Personnel list must not contravene the *Privacy Act*.
- iv) The information required must include but is not be limited to:
  - (1) employee name and badge number,
  - (2) employee start date;
  - (3) security screening, level, date approved;
  - (4) WHMIS/SDS certification date;
  - (5) Job title;
  - (6) assigned work site(s); and
  - (7) employee supervisor.
- v) The Contractor must update the employee Security file and record PDF copies of each employee's approved Government of Canada Security Screening Certificate and Briefing Form.

## **c) LABOUR HOURS SUMMARY SHEET**

- i) The intent of the Labour Hours Summary Sheet is to capture and document the full time equivalent daily hours for all of the Contractor's management team and janitorial staff, on all shifts to include Routine and Task Authorized Work.
- ii) The PA will develop and provide a detailed and formatted spreadsheet (Excel format), containing all required criteria in order to capture 100% of the on-site personnel hours of work.
- iii) The Labour Hours Summary Sheet will be based on a bi-weekly schedule from the 1<sup>st</sup> to the 15<sup>th</sup> of each month, and from the 16<sup>th</sup> to the end of each month.

## **d) CHEMICALS AND CONSUMABLES**

- 
- i) The intent of the Chemicals and Consumables section is for the Contractor to maintain a 100% accurate, up to date list of chemicals and consumables (Excel format) used on the Contract.
  
  - ii) The Chemical List must contain at minimum the following information;
    - (1) Itemized number;
    - (2) chemical or product name;
    - (3) storage location;
    - (4) notes or comments section.

---

## Annex "C" Statement of Work(SOW)

### Mattawa Plains Janitorial Services

#### Table of Contents

- 1) The Requirement
- 2) Personnel
  - a) General
  - b) Minimum Quantity of On-Site Personnel
  - c) Timekeeping & Attendance
  - d) Manager
  - e) Supervisors
  - f) Janitorial Personnel
  - g) Operational Support Personnel
- 3) Contractor Responsibilities
  - a) Uniforms
  - b) Cellular Telephones
  - c) Lockout / Strikes
  - d) Employer / Employee Relationships
- 4) Equipment and Materials
  - a) General
  - b) Minimum Equipment, Capabilities and Capacities
  - c) Power Requirements
  - d) Prohibited Equipment, Materials or Products
  - e) Cleaning Supplies, Consumables and Chemicals
  - f) Ladders
- 5) Contractor Assigned Areas
  - a) Cleaning Closets, Lockers, Storage Areas
- 6) Janitorial Management Strategy
  - a) Overview
  - b) Definitions
  - c) Routine Work Inspections
  - d) Task Authorized Work Inspections
- 7) Cleaning Standards
  - a) General
  - b) Spray Buffing
  - c) Floor Stripping
  - d) Application of Floor Finishes
  - e) Carpet Cleaning

- f) Glass
  - g) Entrance Mats
  - h) Bodily Fluids
- 8) Bathrooms
- a) General
  - b) Dispensers & Consumables
  - c) Bathroom Logs
  - d) Monthly Scrub
  - e) Disinfecting
  - f) Frequencies – Three (3) day, Five (5) day
- 9) Non-Routine Tasks Requiring Task Authorizations
- a) Task Authorization
  - b) Commercial Floor care
  - c) Re-lamping and Disposal
  - d) Entrance Floor Mat Replacement
  - e) Furniture and Upholstery Cleaning
- 10) Revision of Schedules
- a) Shift, Weekend Work, Evening
  - b) Fluctuation in Occupancy
  - c) Military Block Leave
  - d) Reduced Levels of Service
- 11) Waste Management
- a) General
- 12) Security
- a) General
  - b) Grn Issued Identification, Contractor Supplied Identification
  - c) Restricted or Controlled Access
  - d) Key Control
- 13) Health and Safety
- a) Safety Plan
  - b) General Safety
  - c) Portable Ladder Safety Compliance
- 14) Deliverables
- a) General
  - b) Personnel List & Security Screening
  - c) Labour Hours Summary Sheet
  - d) Chemicals & Consumables

## **1) THE REQUIREMENT**

- a) The requirement is for the provision of routine janitorial services for restricted, controlled access, and high security buildings within the Mattawa Plains geographical area and other select secure buildings located throughout Garrison Petawawa.
- b) There are approximately fifty (50) buildings, and 35,000 m2 of spaces, serviced under this contract which include but are not limited to: high security facilities and compounds, administrative areas, aviation hangars, warehouses, and maintenance facilities.
- c) This requirement includes project and program management, deliverables and documentation, specifically related to the organization of this requirement.

## **2) PERSONNEL**

### **a) GENERAL**

- i) All of the Contractor's janitorial personnel, supervisors and managers must hold a security clearance level of SECRET.
- ii) For the term of the Contract, the Contractor must provide all of the qualified personnel required to properly carry out the Work in accordance with the Contract and the site specific regulations. The Contractor is responsible for the management of its personnel, which includes supervision of on-site management personnel and completion of all project and program management deliverables.
- iii) The Contractor must have the required minimum number of personnel on site in accordance with the Contract and commensurate with the amount of Work to be done. The Regular Hours of operation are Monday to Friday from 0700 – 1600 hours local time.
- iv) The Mattawa Plains area of Grn Petawawa is currently undergoing significant amounts of construction of new infrastructure. The Contractor must take into account that there will be increased services required due to additional infrastructure.
- v) The Project Authority's (PA) point of contact for day to day operations will be the Contractor's Manager and Supervisors.

### **b) MINIMUM QUANTITY OF ON-SITE PERSONNEL**



- i) The Contractor must provide as minimum the number of full-time equivalent (FTE) positions for the following on-site personnel:
  - 9. One (1) Manager;
  - 10. Two (2) Supervisors;
  - 11. Eighteen (18) FTE Janitorial Personnel to perform Routine Work specified in this contract based on a minimum number Full Time Equivalents. The minimum number of FTE's required does not include absences due to vacation, health related or Janitorial Personnel performing Task Authorised Work;
  - 12. One (1) Operational Support
- ii) The number of FTEs required to perform Routine Cleaning will change according to the amount of space that is cleaned under "Routine Cleaning" and the frequency of the Routine Work.
- iii) The Contractor must provide on-site management through full-time employees. Members of the management team may not be appointed to multiple positions and may not perform any building cleaning or support Work.

**c) TIMEKEEPING & ATTENDANCE**

- i) The Contractor must provide employee timekeeping through electronic format. The Contractor must select a verifiable hand scanner(s), or other approved system/process, to be used by all employees, supervisors and manger.
- ii) The selected process must contain capabilities to provide attendance data transferred in electronic format to include employee name, employee number, date, time in, time out, and daily totals minus approved breaks.
- iii) The Contractor must record all of their personnel work hours, for all shifts, days, evenings, and weekends.

**d) MANAGER**

- i) The Manager must have the competence, experience, and authority required to discharge assigned responsibilities. The person must be proficient in communicating in written and spoken English. They are the main point of contact with the PA and must be able to interact with various levels of occupants of the building, civilians and military personnel.
- ii) The Manager is responsible for Work performed on all shifts; days, evenings and weekends.
- iii) The Manager is responsible for all building janitorial services activities, such as planning and organizing, program management, quality control, and daily meetings with the PA as necessary.
- iv) The Manager must be knowledgeable in the financial and technical requirements of the Contract.

- v) The Site Manager is responsible to provide necessary administrative functions, and submission of reports and returns, in accordance with Contract and Section 15 of this SOW.

**e) SUPERVISORS**

- i) Supervisors are responsible for supervising the cleaning of up to 30,000 m2 of area. Supervisors must be appointed and clearly identified in the Contractor's Personnel List.
- ii) Supervisors are responsible to direct, control, monitor attendance, quality of Work, productivity, performance and safe working procedures of the Contractor's Janitorial Personnel. The Supervisors must ensure that regular and replacement cleaners, within their area of responsibility, are fully aware of cleaning tasks, locations and techniques to be used.
- iii) Supervisors are responsible to liaise with DND facility representative(s) in order to ensure delivery of cleaning services.
- iv) Supervisors must arrange schedules with the DND facility representative(s) in order to carry out Task Authorized Work, when requested by the PA.
- v) The Supervisors must ensure that burnt out lights, in areas cleaned under the contract, are changed out.

**f) JANITORIAL PERSONNEL**

- i) Janitorial Personnel must be trained in janitorial methods to an acceptable level of competence, with the knowledge, training and experience commensurate with tasks assigned.
- ii) Janitorial Personnel must know the areas to be cleaned, cleaning tasks, frequency of tasks, the day and time the tasks are to be completed, the proper chemicals to be used and cleaning techniques.
- iii) Janitorial Personnel must wear company assigned uniform, identification, Personal Protective Equipment (PPE), and follow the Contractor's assigned safe working procedures.
- iv) Janitorial Personnel must ensure their assigned equipment and cleaning closets are maintained to standards stated in this SOW.
- v) Janitorial Personnel must report burnt out light bulbs in their area of responsibility to their Supervisors.

- vi) Janitorial Personnel must not address their concerns or comments relating to the janitorial Work to any of Canada's personnel. Janitorial Personnel must communicate within the Contractor's chain of command who in turn will relay the appropriate information to the PA. The Contractor's Janitorial Personnel must not take instructions from unauthorized Department of National Defence (DND)/Canadian Forces (CF) members.

**g) OPERATIONAL SUPPORT PERSONNEL**

- i) Operational Support Personnel may perform a variety of non-cleaning tasks which include but are not limited to:
  - (1) pickup and delivery of goods, re-stocking, inventory tasks;
  - (2) errands, mail runs, vehicle maintenance and repairs;
  - (3) movement of Contractor's personnel on Grn; and
  - (4) movement and pre-positioning of equipment.
- ii) The Contractor must ensure attendance, supervision, safe working practices, and training for specific tasks are established for these personnel.

### **3) CONTRACTOR RESPONSIBILITIES**

**a) UNIFORMS**

- i) While on-site, all of the Contractor's personnel must wear the Contractor supplied uniforms.
- ii) The Contractor's personnel must wear company photo identification badges as an integral component of their uniform. The uniform must be provided by Contractor and be consistent for all personnel with the exception of supervisors and manger who must wear a contrasting colour. Uniforms must display the Contractor's company name or logo.
- iii) Uniforms must be clean, in good repair, and worn properly and consistently. The uniform must consist of a shirt or blouse that fully covers the midriff and pants worn properly about the waist. Pyjama pants, shorts or sweat type pants are not acceptable.
- iv) Footwear must be suitable for various work environments and weather conditions. Flip flops, slippers, and sandal style footwear are not permitted.
- v) Personal hats, toques, bandanas, hooded sweatshirts and visors are not permitted and must be removed while working indoors. Contractor supplied hats are acceptable headgear that can be worn indoors.

**b) CELLULAR TELEPHONES**

- i) The Contractor must ensure the Manager and Supervisors carry cellular telephones in order to maintain communications with their staff and the PA.

**c) LOCKOUT / STRIKES**

- i) In the event of a strike by the Contractor's personnel or a lockout imposed on those personnel by the Contractor, the Contractor must, with the assistance of its supervisory personnel, provide full services; failing which, Canada reserves the right to terminate the Contract for default and use the contract security to fulfill the Contractor's obligation to complete the Work.
- ii) In the event of a strike by DND personnel or a lockout imposed on those personnel by the DND, the PA may, on giving notice, suspend the activities of the Contract or substantially reduce the scale of the Contract for the duration of the strike by or lockout imposed on DND personnel.

**d) EMPLOYER / EMPLOYEE RELATIONSHIPS**

- i) The Contractor and its personnel do not form any part of the overall operational make-up or structure of the Garrison and therefore are not part of any individual section or unit. The Contractor's personnel are not permitted to attend or participate in any DND/CF functions such as annual festive gatherings, sporting or entertainment style venues.
- ii) The Contractor's personnel are not permitted to engage in business transactions or other works with DND/CF personnel or operate any form of personal business while they are on Garrison Petawawa property.

**4) EQUIPMENT AND MATERIALS**

**a) GENERAL**

- i) All cleaning equipment required to perform the Work in the SOW must be supplied by the Contractor and must be new at the beginning of the Contract Period. All replacement of equipment throughout the Contract Period must be with equivalent or better, new equipment.
- ii) In the event of theft, loss or damage to the equipment, the Contractor must replace it at no cost to Canada.

- iii) The Contractor's equipment must be in a functional safe condition and be appropriate for the Work. The PA reserves the right to require immediate removal of any equipment judged inappropriate or unsafe for use at Grn Petawawa.
- iv) The Contractor is not required to provide or maintain on-site toilet paper dispensers, feminine hygiene disposal, paper towel dispensers and waste and recycling receptacles, but is required to supply them with appropriate supplies. DND will be responsible for the capital costs and maintenance of this equipment.

**b) MINIMUM EQUIPMENT, CAPABILITIES AND CAPACITIES**

- i) The Contractor must use at minimum, the following equipment to perform the Work:
  - 15. Automatic scrubbers with a minimum productivity rate of 1,000 m2 per hour capable of completing long open hallways and corridors, to an immediate clean dry standard. This style of machine is required in building CC-128. It is acceptable to use this style of machine in additional buildings;
  - 16. Carpet cleaning machines/extractors required for cleaning varying types of carpeting, runners, mats;
  - 17. Vacuum cleaners equipped with filters, power head, and a variety of floor attachments. Wet vacuum is required for specialized cleaning and Task Authorized Work;
  - 18. Floor machines with the capability to shine, buff and polish vinyl composite tile (VCT) waxed surfaces, and scrub ceramic or other tiled surfaces;
  - 19. Janitorial cleaning carts must have room for waste collection, be equipped with a non-rusting, sturdy, mop and bucket, and have the ability to contain and organize cleaning materials;
  - 20. Microfiber cleaning systems and technology. Cloths must be colour coded to the specific task (washrooms, windows) to prevent cross contamination;
  - 21. Commercial grade safety signage must be used to identify wet floors, and bathroom cleaning in progress

**c) POWER REQUIREMENTS**

- i) The Contractor must equip all of its electrical equipment with a minimum seven-metre long power cord with sufficient capacity, ground wires and three-prong plugs. The Contractor must ensure that all power cords are in good undamaged condition.

- ii) All electrical equipment must be industrial-grade equipment and operate at 115-125 V and a maximum of 15 A. Electrical extension cords must be three-wire type including ground wire.

**d) PROHIBITED EQUIPMENT, MATERIALS OR PRODUCTS**

- i) Machinery equipped with combustion engines are prohibited inside any building.
- ii) Products likely to damage furniture, fixtures, glass or other property must not be used at any time.
- iii) Para dichlorobenzene deodorant blocks must not be used.

**e) CLEANING SUPPLIES, CONSUMABLES AND CHEMICALS**

- i) The Contractor must supply commercial quality sanitary supplies (paper towel, toilet paper and liquid hand soap) compatible with dispensers.
- ii) The vast majority of dispensers presently in use are as follows;
  - (1) Liquid soap dispenser, Bobrick Model B-5050 38 UB;
  - (2) Hand towel dispenser, Wood Wyant Model 57-T950TBKWW;
  - (3) Toilet paper dispenser, Wood Wyant, Twin 9 in JBT, 3.25 core, Model R4000TBKWW;
- iii) The Contractor must provide clear polythene bags for small desk side waste containers, up to large common waste receptacles. The most common sizes range from;
  - (1) Small 24" X 22";
  - (2) Medium 26" X 36"; and
  - (3) Large 30" X 38"
- iv) The Contractor must provide a complete and accurate list of the cleaning products it intends to use, with Safety Data Sheets (SDS), in accordance with Section 15 of this SOW.
- v) The PA reserves the right to have cleaning products changed if they deem them unsuitable or ineffective.
- vi) Liquid products must be in metal or plastic containers for ease of transportation to the place where they are to be used. Absorbent products must be available to effectively deal with minor spills.
- vii) The Contractor must use environmentally friendly, scent free, cleaning products that are EcoLogo® or Greenseal certified. The Contractor must also use personalized labels on all chemical containers.

---

**f) LADDERS**

- i) Ladders utilized under the Contract must be Grade 1A CSA approved, or better, and of fibreglass construction, in accordance with Section 14 (c) of this SOW.

## **5) CONTRACTOR ASSIGNED AREAS**

**a) CLEANING CLOSETS, LOCKERS, STORAGE AREAS**

- i) There will be NO site office, communication(s), and printing, laundering facilities, interior or exterior bulk storage, assigned to or available for the Contractor. The Contractor is responsible to provide their own necessary support services in order to facilitate day to day operations, and meet the standards and expectations of the Contract.
- ii) The PA will provide the Contractor with suitable space as available within the buildings for cleaning closets/lockers, for storing the necessary chemicals, consumables, carts and equipment. In the event a closet is not available, the PA will make every reasonable attempt to provide an alternate solution.
- iii) The Contractor must fit-up the cleaning closets to facilitate their Work.
- iv) In addition to the standards listed in this SOW, the Contractor must comply with the following conditions for all cleaning closets/lockers:
  - (1) Must affix to the interior, an up to date list of cleaning tasks, frequencies, and floor plan with numbered spaces;
  - (2) Cleaning products must be labelled with Contractor's label;
  - (3) Chemicals must be stored upright and sealed to prevent spillage;
  - (4) Shelves must not be overloaded;
  - (5) Closets must contain Safety data Sheets (SDS) for all products stored within;
  - (6) Closets must have emergency contact directions and 911 civic addresses;
  - (7) Equipment must be clean and the closet maintained to a high level of cleanliness;
  - (8) Doors must be kept locked at all times;
  - (9) Electrical cords must be unplugged; and
  - (10) Stockpiling of garbage, recyclables, cans or bottles is prohibited.
- v) No personal belongings, equipment, electronics, appliances, furniture or other effects are permitted to be stored or utilized in the cleaning closets or lockers. The sole usage of these spaces is to facilitate daily Routine Work for the building in which it is located.
- vi) Locking of these areas is the responsibility of the Contractor. DND will provide keys for door handle locks as they are on a DND master key system. Cleaning closets that are equipped with hasps must have Contractor supplied locks installed. The Contractor must supply the PA with six copies of the keys that will open all padlocks.

vii) The PA will perform compliance inspections of these spaces without notice.

## **6) JANITORIAL MANAGEMENT STRATEGY (JMS)**

### **a) OVERVIEW**

- i) The Janitorial Management Strategy (JMS) is a dedicated approach for the oversight of Janitorial Services for select buildings at Grn Petawawa. The Contractor must use the various components of the JMS program to access information, and in turn, provide program deliverables.
- ii) Real Property Operations (RP Ops) Petawawa has developed the baseline data required for use under the JMS program. The data includes;
  - (1) List of the Buildings in the Contract Inventory;
  - (2) Breakdown of areas and sectors within each building;
  - (3) Floorplans for areas and sectors;
  - (4) List of numbered spaces to be serviced within each area;
  - (5) Area of each space in square meters;
  - (6) Type of flooring in each space;
  - (7) Purpose or use of each space designated as a Functional Model; and
  - (8) Functional Specification(s).
- iii) The Functional Specification describes the detail of services, tasks and frequencies required for each Functional Model (office, bathroom, etc...).
- iv) In addition to meeting the standard of services described within the Functional Specifications, the Contractor must also meet the Commercial Cleaning Standards in this SOW.
- v) Within the Contract building inventory, there is no standard or universal room numbering system, and at present, DND has no intent to put one in place. The PA has created a space inventory for each building that corresponds to numbered spaces on the floor plans and drawings. Care must be taken to ensure that janitorial personnel only clean approved areas.
- vi) The Contractor is responsible to submit various types of reports and tables, in support of the JMS day to day operations for janitorial services and activities. The standard electronic format for all records, reports, spreadsheets and documents must utilize the Microsoft Office Suite (Word, Excel, pdf) as specified in section 17 of this SOW.
- vii) The PA may be required to adjust frequencies and tasks from time to time, within certain spaces or buildings, based on DND/CF direction and operational requirements.



viii) The PA will use the applicable building space inventory to increase or decrease the area(s) in m<sup>2</sup>, in order to perform the calculations used to amend (increase or decrease) the Contract pricing, based on authorized and approved changes to the Work.

## **b) DEFINITIONS**

i) The following Janitorial Management Strategy definitions are applicable to this SOW:

(1) Building Inventory – refers to the overall list of buildings at Grn Petawawa and surrounding sites that form the workplaces under this Contract.

(2) Sector – refers to a group of spaces that may consist of an entire building, one level of a building, or a block of spaces within one level of a building.

(3) Space – refers to one area with one function. It could be an area with or without physical walls, usually a room.

(4) Functional Model – refers to the environment; allocation or use of a space.

(5) Functional Specification – states the description of the tasks and assigned frequencies which define the Work required within each Functional Model. Each Functional Model will have its own Functional Specification.

(6) Full Time Equivalent (FTE) – The FTE only calculates tasks in the JMS and does not include travel time between sectors, contractual overhead, holidays, training or other contractor approved time off. The FTE calculation will be generated monthly, communicated to the Contractor and used by the PA to indicate the minimum FTE's required to complete the Work for the next month of the Contract.

(7) FTE Calculation – The FTE calculation for Routine Janitorial Services does NOT include Statutory Holidays. One FTE works 8 hours per day, 5 days per week. Multiply 40 hours X 52 weeks is 2,080 productive hours per year. Eleven Statutory holidays X 8 hours is 88 hours. Therefore, 2080 hours minus 88 hours equals 1,992 hours per year; or one FTE.

(8) Frequency – the number of times the Work must be completed, as stated in the corresponding Functional Specification. Frequency may be one of the following;

- (a) Three (3) days per week – Monday, Wednesday, Friday;
- (b) Five (5) days per week – Monday through Friday
- (c) Seven (7) days per week includes weekends
- (d) Five (5) days Bi-weekly – Monday, Wednesday, Friday of week one and Tuesday and Thursday of week two

(9) Routine Work - refers to tasks that are routine in nature that are completed daily, weekly, monthly, more or less frequently, as detailed in the Functional Specification.

(10)Patrol Cleaning – The Contractor may be required to carry out “as and when requested” task authorized cleaning services at varying work locations and times, which do not meet the requirements of a Functional Model or Functional Specification.

(11)Reactive Cleaning – The Contractor must provide “as and when” requested task authorized reactive cleaning service, on demand, to address ad hoc, unplanned, emergency and/or routine cleaning requests.

(12)Block leave – A military term for unscheduled closure of entire buildings or facilities that may last for several weeks.

#### **c) ROUTINE WORK INSPECTIONS**

- i) The PA will conduct Routine Work inspections, with the Contractor's management team, from time to time. Inspections may include random buildings, sectors and spaces, with various Functional Models. The PA reserves the right to note any Contract deficiencies and direct corrective action.

#### **d) TASK AUTHORIZED WORK INSPECTIONS**

- i) Upon written notification by the Contractor of completion of a Task Authorization, the PA will inspect for certification. The PA may request that the Contractor's management team attend and verify all works have been performed.

## **7) CLEANING STANDARDS**

#### **a) GENERAL**

- i) The following General Cleaning Standards form the basis for compliance to be used by the Contractor.
- ii) The Contractor's personnel must not move any papers, documents or objects left on desks or other furniture. The Contractor's personnel must not open desk drawers, filing cabinets.
- iii) Push bars, doorknobs, protective plates, balustrades, doors and other metal surfaces must be clean and polished.

iv) Bathroom cleaning standards are specified in Section 8 of this SOW.

v) Walls, partitions, doors and frames must be spot cleaned up to 2.6 metres.

vi) Floors must be swept and mopped, including stain removal.

vii) Elevators, including floors, corners, sills, walls, dividers, stainless surfaces and sliding door tracks must be cleaned.

viii) Stairs, landings, treads, risers, walls and skirting boards must be cleaned.

ix) Water fountains, porcelain, metal or enamel surfaces must be clean and disinfected.

x) Waste and recycling bins must be spot cleaned and free from odours.

**b) SPRAY BUFFING**

i) Floors must be swept and washed prior to buffing; and swept again on completion. Polished floors must not show boot or scuff marks, and must display an even polished appearance.

**c) FLOOR STRIPPING**

i) Prepare areas for work and remove easily movable objects. Note that furniture and filing cabinets are not considered easily movable.

ii) Care must be taken to protect electronic devices, computers, wiring harnesses.

iii) Protect other surfaces from leakage, utilize walk-off mats, and avoid tracking stripping materials on to other areas. Use commercial rotary scrubbers and pads, and approved stripping solutions in accordance with the manufacturer's directions.

iv) Strip all surfaces, wall to wall, including corners edges and entrances.

v) All surfaces must be mopped, scrubbed and rinsed with a neutralizer and water solution.

**d) APPLICATION OF FLOOR FINISHES**

- i) All surfaces will require a minimum of three (3) coats of wax and present an even glossy, slip resistant finish.
- ii) Apply floor finish in accordance with the manufacturer's directions.
- iii) Floors must be clean and evenly polished, shiny and free of loose mop strands.
- iv) There must not be any splash marks on walls, skirting boards, furniture or other surfaces.
- v) Replace any items moved prior to floor refinishing to their original location.

**e) CARPET CLEANING**

- i) Cleaning of textile floor surfaces (carpets) must be performed using appropriate methods including spot cleaning of trouble areas. After spot cleaning, the Contractor must lift soil using an industrial system, damp brush and shampoo using a low speed single-brush system and an industrial strength detergent. The Contractor must then extract waste water to speed drying.
- ii) During carpet cleaning operations the surfaces must be thoroughly dry before repositioning furniture. In addition, no other furniture or accessories may be placed on this furniture. Upon completion of the carpet cleaning, all items must be repositioned in their original location.

**f) GLASS**

- i) The Contractor must ensure all entry glass and partitions are clean, streak free, free from insects, spider webs, excess left over glues and tape, to the maximum height of 2.6m.
- ii) Entry glass is defined as the doors and partitions, two sides, outside of frame to outside of frame, that make up an entrance to a building. The panels may be glass or combination of other materials; transparent, smoked, frosted or painted. There may be several entry partitions with doors that comprise the entrance as a space.
- iii) Partition glass is defined as any interior glass that makes up a portion of a wall in a sector or space and may include glass blocks, mirrors, transparent, smoked or frosted materials. The same standards for cleaning entry glass also apply to partition glass.
- iv) Exterior glass other than entrances does not form part of this SOW.

#### **g) ENTRANCE MATS**

- i) Entrance mats must be cleaned and maintained year round to the same standard as other carpeted surface. The Contractor is not permitted to remove entrance mats at any time. Sweeping of entrance mats is prohibited.

#### **h) BODILY FLUIDS**

- i) The Contractor is responsible to clean and disinfect small spills that may contain blood borne pathogens found in certain bodily fluids and may be present in, but not limited to:
  - (1) blood;
  - (2) feces;
  - (3) nasal secretions;
  - (4) sputum;
  - (5) sweat;
  - (6) urine;
  - (7) vomit; and
  - (8) saliva.
- ii) A small spill is defined as a spill that is easily managed with a minimal amount of decontamination equipment, materials and supplies.
- iii) In the event of outbreak or quarantine the Contractor will be advised of the spaces, sectors or buildings to be avoided, not cleaned and any other pertinent direction.

### **8) BATHROOMS**

#### **a) GENERAL**

- i) Bathroom, shower, change room, sauna and locker rooms, are areas that pose the greatest threat to health issues by the nature of their usage. High standards of hygiene must be maintained in these areas through cleaning and disinfecting with a germicidal detergent.
- ii) Service includes cleaning of surfaces such as walls, floors, partitions, toilets, sinks, sanitary fixtures and dispensers, including all contact points within the space. Surfaces must be cleaned, polished, disinfected and stain free. Mirrors and glass must be clean and polished.
- iii) Garbage receptacles including sanitary napkin receptacles must be emptied daily, odour free and replaced with new, clean, waste disposal bags. Waste must be disposed in designated areas in accordance with the garrison waste disposal program.

iv) Cleaning and replacement of shower curtains does not form part of this requirement.

v) During bathroom cleaning operations, the Contractor must place commercial signage within the doorway(s) or opening(s), which states: "Cleaning in Progress - Do Not Enter".

**b) DISPENSERS & CONSUMABLES**

i) Dispensers must be filled daily and to capacity. The Contractor must supply the required type and quantity of paper towel, toilet paper, soaps and waste disposal bags in accordance with Section 4(e) of this SOW. Janitorial Personnel must test the functionality of dispensers during each cleaning and after refilling.

**c) BATHROOM LOGS**

i) The Contractor must maintain a cleaning log(s) in all bathrooms, regardless of location, where they must record the date and time on which the bathroom Work was completed. The Supervisor must initial the log upon their inspection.

**d) MONTHLY SCRUB**

i) All bathroom, shower, change room and locker room floors must receive a monthly scrub utilizing a rotary scrubber. The date of the monthly scrub must be recorded on the cleaning log. The Supervisor must initial the cleaning log upon inspection.

**e) DISINFECTING**

i) The Contractor must wash and disinfect floors, walls, dividers and sanitary fixtures in Bathrooms. A disinfecting solution must be poured into floor drains monthly to control odours and bacteria.

**f) FREQUENCIES – THREE (3) DAY, FIVE (5) DAY**

i) Bathrooms must be cleaned according to tasks and frequencies for their designated Functional Specification, for either three (3) days per week, or five (5) days per week.

ii) Shower and sauna rooms must be cleaned according to tasks and frequencies for their designated Functional Specification, five (5) days per week..

iii) Change room and locker rooms must be cleaned according to tasks and frequencies for their designated Functional Specification, five (5) days per week.

## **9) NON-ROUTINE TASKS REQUIRING TASK AUTHORIZATION**

### **a) TASK AUTHORIZATION**

- i) Task Authorizations for “as and when” requested work, will be used for non-routine tasks such as floor refinishing, re-lamping and disposal, entrance floor mats replacement, furniture and upholstery cleaning, and other janitorial labour.

### **b) COMMERCIAL FLOOR CARE**

- i) Commercial Floor Care is considered “as and when” requested Work. It consists of the refinishing of various types of commercial floor surfaces such as vinyl composite tile (VCT), and carpeting. Floor refinishing includes scrubbing, stripping, waxing, and carpet cleaning. The Work may also include power scrubbing of other surface types where no finish is required, such as quarry, ceramic, rubber, concrete or epoxy coated.
- ii) The Contractor is responsible to coordinate all commercial floor care through the building occupants.
- iii) All Work must meet the cleaning standards laid down in the Contract, and Section 7 of this SOW.
- iv) The Contractor must conduct their own quality control program and procedures prior to submittal of completed Task Authorizations. The Contractor's signature represents that they have inspected and verified the Work has been completed to the specified standards and in accordance with the Task Authorization.

### **c) RELAMPING AND DISPOSAL**

- i) Relamping must be conducted with a minimum of two (2) personnel, who are both Portable Ladder Safety Certified, in accordance with section 14 (c) of this SOW.
- ii) Relamping personnel must be competent in the process of changing various types of bulbs, and lock-out procedures.
- iii) The Contractor's personnel must complete relamping of expired bulbs in areas with a ceiling height of no more than 2.6 metres, within seventy-two (72) hours of requests.
- iv) Disposal of spent lights are the responsibility of the Contractor and are not to be added to the Grn Petawawa waste stream.

- v) The Contractor must use at minimum, Grade 1A, fibreglass step ladder, rated for 300 lbs, or better.

#### **d) ENTRANCE FLOOR MAT REPLACEMENT**

- i) Entrance mats throughout buildings at Grn Petawawa, belong to the garrison, and will be replaced as necessary.
- ii) The Contractor is responsible to supply and install entrance mats on an “as and when” requested basis.
- iii) Entrance mats must be neutral in colour, of commercial grade with rubber backing, and professionally cut with no rough or uneven edges. The type, colour and quality of the floor mats must be pre-approved by the PA.
- iv) A description of the quantity, size, and location(s) required, will be detailed in the Task Authorization.

#### **e) FURNITURE AND UPHOLSTERY CLEANING**

- i) The Contractor must provide a furniture and upholstery cleaning service for chairs and sofas, on an “as and when requested basis” through Task Authorization(s). Furniture and upholstery cleaning must ensure a thorough deep cleaning of various fabric types and colours to include sides, backs, arm rests and seats. All metal or wooden attached frames in, on or under the seating will be wiped upon completion of the fabric cleaning. Type, quantity, and location of the work will be detailed on the Task Authorization.

## **10) REVISIONS OF SCHEDULES**

#### **a) SHIFT, WEEKEND WORK, EVENING**

- i) The majority of janitorial work must be carried out during the day shift with some exceptions. The daily after hours schedule must commence at 1600 hours daily, while weekend Work must be carried out at varying schedules based on building occupant needs, and security measures. Other “as and when” requested Work will be detailed in the Task Authorization.

#### **b) FLUCTUATION IN OCCUPANCY**

- i) The Contractor will not be paid extra for a temporary increase in the workload due to fluctuations in occupancy or retrofit, construction, repairs, except if exceptional situations occur.



c) **MILITARY BLOCK LEAVE**

- i) Military block leave period(s), are imposed holidays for all non-essential military personnel, which generally take place once during the summer months and once during December. Access for many buildings may not be possible as most buildings will be locked, or staffed by essential duty military personnel.

d) **REDUCED LEVELS OF SERVICE**

- i) In the event a reduced level of service is required due to a military stand down (unscheduled holiday) or military block leave, resulting in limited access to facilities on the garrison, the PA will inform the Contractor in writing. A decrease in the FTE requirement may occur. The reduction in the level of service would not release the Contractor from providing services to unaffected operational, duty, or other designated areas.

## 11) **WASTE MANAGEMENT**

a) **GENERAL**

- i) Grn Petawawa personnel use a simple but effective system of sorting waste products into three different streams in accordance with the Grn Petawawa Waste Management Program. The waste streams consist of regular garbage (non-recyclable), container recycling (co-mingled, glass, tin) and fibre (paper, cardboard). This system relies on users depositing the waste in to the correct indoor receptacles. Janitorial Personnel play an integral role as they collect and transport waste to the outdoor dumpsters. The Contractors personnel must be fully aware of the requirements of the Petawawa Waste Management Program.
- ii) Waste collection by Janitorial personnel includes only waste and recyclables that are not hazardous in nature. The Contractor must ensure that its personnel are aware of the types of waste that they should not handle as they will work in areas or in close proximity to areas where other types of waste may be generated.
- iii) The Contractor must provide clear polythene bags. All waste products must be taken daily to the central outdoor garbage bins specified by the PA. The Contractor will be issued an adequate quantity and type of keys to access bins as required. Bins must remain locked at all times.
- iv) Piles of paper or any other documents that are not inside garbage containers may be removed only if they labelled "To Be Thrown Out," "Garbage," "Waste". It is not the Contractor's responsibility to break down cardboard boxes left by occupants of buildings.

## 12) **SECURITY**

**a) GENERAL**

- i) The Contractor's personnel that do not meet the Security clearance as stated in this Contract will be denied access and are not permitted to Work on this requirement.
- ii) The Contractor and its personnel must abide by all Government of Canada and DND rules and regulations governing workplace security; and confidentiality of building, written and oral information they may encounter at Grn Petawawa.
- iii) The Contractor must ensure that its personnel do not remove items from any building. Military Police have the right to search the Contractor's equipment and storage areas, vehicles and all packages or containers belonging to the Contractor or its personnel.
- iv) The Contractor's personnel must not open locked doors or any other access point to persons seeking entry, and refer these requests to the Grn Duty centre located at the main gate.
- v) The Contractor's personnel are not authorized to use Grn telephones, computers, faxes, printers or other devices.
- vi) The Contractor and its personnel must not photograph, record, copy or transfer any DND information while at Grn Petawawa.

**b) GRN ISSUED IDENTIFICATION, CONTRACTOR SUPPLIED IDENTIFICATION**

- i) The Contractor must obtain a Grn Petawawa issued photo identification for each of their personnel.
- ii) The Contractor must provide a company issued photo identification for each of their personnel.
- iii) Both photo identification passes must be worn and visible at all times while working at Grn Petawawa.
- iv) All passes and identification items issued by the DND are the property of Grn Petawawa and may be revoked at any time.

**c) RESTRICTED OR CONTROLLED ACCESS**

- i) Restricted or controlled access may involve individual spaces, buildings or compounds that are secured by locks, guarded by commissionaire or military personnel, or have electronic

style locked doors and gates. The Contractor's personnel may enter restricted or controlled areas when approved and escorted by the appropriate authorities. In the event that special security measures are put in place, additional operating procedures and direction will be provided by the PA.

**d) KEY CONTROL**

- i) The Contractor must sign and accept responsibility for the necessary keys and access cards to allow their personnel to carry out their duties. Key control will consist of a master list of all keys identified, tagged and physically signed for by the Contractor.
- ii) For the most part, keys will be controlled within buildings by building occupants, the Contractor's personnel must sign them out for the purpose of doing the Work, and return keys prior to completion of the daily work.
- iii) The Contractor is not authorized to make duplicates of DND keys. The Contractor will be held responsible for negligence or loss of keys including all subsequent replacement costs for locks, keys, hardware and locksmith labour. DND costs will be fully recovered from the Contractor with no allowance for mark-up or overhead.

## **13) HEALTH AND SAFETY**

**a) SAFETY PLAN**

- i) The Contractor must provide a copy of its company Safety Plan to the PA within thirty (30) days after Contract award.

**b) GENERAL SAFETY**

- i) The Contractor must ensure a safe work environment exists for its personnel and that they are properly trained and apprised of workplace hazards.
- ii) The Contractor's personnel must be WHMIS trained prior to performing onsite Work.
- iii) The Contractor is responsible for providing and installing first aid kits for use by its personnel in accordance with the Occupational Health and Safety requirements.

**c) PORTABLE LADDER SAFETY COMPLIANCE**

- i) The Contractor must ensure their staff are trained in the proper use of ladders and provide the equipment they need to stay safe on the job.

- ii) In Ontario, Working at Heights training is mandatory for workers who work at heights of three (3) feet or more.
- iii) Personnel using ladders in their workplace must complete an OHSa-approved ladder safety certification program.
- iv) The Contractor must provide proof of certification for two (2) personnel holding a current Ladder Safety Certification, in the Province of Ontario.

## **14) DELIVERABLES**

### **a) GENERAL**

- i) The Contractor must provide and/or maintain specific forms, documents and spreadsheets, to the standard and frequency directed by the PA. The intent is for the PA and the Contractor to share critical Janitorial Management Strategy information. This information will be used by the Contractor to facilitate program implementation and by the PA for Contract enforcement.
- ii) All deliverables must be completed in electronic and hard copy format and be completed by end of day on Fridays or more frequent.
- iii) Deliverables required include the following;
  - (1) Personnel List & Security Screening
  - (2) Labour Hours Summary Sheet
  - (3) Chemicals & Consumables

### **b) PERSONNEL LIST & SECURITY SCREENING**

- i) The Contractor must provide and maintain a real time Personnel List of its management team and janitorial personnel who are assigned to the Work.
- ii) The Personnel List (Excel format) will be created, modified and the only approved form provided to the Contractor to enable specific columns of data by each employee.
- iii) Information contained in the Personnel list must not contravene the *Privacy Act*.
- iv) The information required must include but is not be limited to:

- (1) employee name and badge number;
- (2) employee start date;
- (3) security screening, level, date approved;
- (4) WHMIS/SDS certification date;
- (5) Job title;
- (6) assigned work site(s); and
- (7) Employee's supervisor.

- v) The Contractor must update the employee Security file and record PDF copies of each employee's approved Government of Canada Security Screening Certificate and Briefing Form.

#### **c) LABOUR HOURS SUMMARY SHEET**

- i) The intent of the Labour Hours Summary Sheet is to capture and document the full time equivalent daily hours for all of the Contractor's management team and janitorial staff, on all shifts to include Routine and Task Authorized Work.
- ii) The PA will develop and provide a detailed and formatted spreadsheet (Excel format), containing all required criteria in order to capture 100% of the on-site personnel hours of work.
- iii) The Labour Hours Summary Sheet will be based on a bi-weekly schedule from the 1<sup>st</sup> to the 15<sup>th</sup> of each month, and from the 16<sup>th</sup> to the end of each month.

#### **d) CHEMICALS AND CONSUMABLES**

- i) The intent of the Chemicals and Consumables section is for the Contractor to maintain a 100% accurate, up to date list of chemicals and consumables (Excel format) used on the Contract.
- ii) The Chemical List must contain at minimum the following information;
  - (1) Itemized number;
  - (2) Chemical or product name;
  - (3) Storage location; and
  - (4) Notes or comments section.

Contracting Authority

Name: Wayne Cook

Title: Supply Specialist

Public Works and Government Services Canada

Acquisitions Branch  
Directorate: Ontario Region  
Address: 101 Menin Rd. Bldg. S-111 Rm. C-114  
4 CDSG Garrison Petawawa, Petawawa ON K8H 2X3  
Telephone: 613 – 401 - 0623  
Facsimile: 613 – 687 - 6656  
E-mail address: wayne.cook@pwgsc-tpsgc.gc.ca

## Part II- Letter of Interest

### 1. Instructions for responding to this Letter of Interest

#### 1.1 Nature of the Letter of Interest

Respondents are reminded that this LOI is related to a draft Statement of Work (SOW), security levels and Terms and Conditions. As such, respondents are requested to provide their comments, concerns and recommendations regarding how the requirements or objectives described in the subsequent RFP could be satisfied.

Respondents should explain any assumptions they make in their responses.

Responses may be used in the development of the final RFP and thus the response format is not as rigorously defined as would normally be for an RFP.

However, for ease of use and in order for the greatest value to be gained from responses, Canada requests that respondents follow the structure outlined in the Format of Responses.

Whether or not any potential Canadian supplier responds to this LOI, it will not preclude that Canadian supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this LOI may not necessarily be part of the final RFP.

Canada may, at its discretion, decide to only contact or solicit bids from the suppliers that have responded to this LOI.

#### 1.2 Response Costs

Canada will not reimburse any organization for expenses incurred in responding to this LOI, including, but not limited to, expenses incurred for participating in the additional engagement activities.

#### 1.3 Treatment of Responses

**Use of Responses:** Responses will not be evaluated. However, the responses received may be used by Canada to develop or modify the procurement approach and subsequent RFP. Canada will review all responses received. Canada may, at its discretion, review responses received after the LOI Response Request Date.

---

**Review Team:** A review team composed of representatives of Public Services and Procurement Canada (PSPC) and the Department of National Defence (DND) will review the responses. Canada reserves the right to hire any independent consultant or to use any Government of Canada (GOC) resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

**Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Responses will be handled in accordance with the provision of various legislations including the *Access to Information Act* (R.S. 1985, c. P-21) and the *Defence Production Act* (R.S. 1985, c. D-1)

**Clarifications:** Canada may, at its discretion, contact any respondents to follow up for clarification on any aspect of their response.

#### 1.4 Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements described in the draft SOW. Security levels and terms and Conditions could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in the final RFP. Respondents should list and explain any assumptions that they make in their responses.

#### 1.5 Format of Responses

Industry is invited to respond to this LOI and provide the following information no later than the specified response request date. Respondents are asked to consider the following in preparing their response:

**Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

**Title Page:** The first page after the cover page should be the title page, which should contain the following information:

- i. the title of the respondent's response and the volume number;
- ii. the name and address of the respondent;
- iii. the name, address and telephone number of the respondent's contact;
- iv. the date; and
- v. the LOI's Solicitation Number.

**Number of Copies:** Canada requests that respondents submit their response, by the date, time and place indicated on page 1 of this LOI, and in unprotected (i.e. no password) PDF format by email, to:

#### Submission of Responses

Name: Wayne Cook  
Title: Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Ontario Region  
Address: 101 Menin Rd. Bldg. S-111 Rm. C-114

Lettre d'intérêt – Letter of Interest..

W6889-210117/A

N° de réf. du client - Client Ref. No.

W6889-210117

N° de la modif - Amd. No.

File No. - N° du dossier

PET-1-55003

Id de l'acheteur - Buyer ID

PET906

N° CCC / CCC No./ N° VME - FMS

---

4 CDSG Garrison Petawawa, Petawawa ON K8H 2X3

Telephone: 613 – 401 - 0623

Facsimile: 613 – 687 - 6656

E-mail address: wayne.cook@pwgsc-tpsgc.gc.ca