



Canada Lands Company
Société immobilière du Canada

RFP No. CNT-2022P05

INDOOR/OUTDOOR HOUSEKEEPING & JANITORIAL SERVICES FOR THE CN TOWER

Addendum 10.0 – Issued September 8, 2022

Schedule 1 – Scope of Work is removed from the RFP document and replaced with the following:

**“Schedule 1
Scope of Work**

Objectives

- Provide world class indoor and outdoor housekeeping services by applying industry best practices and technologies in a highly visible, high volume, iconic, tourism and attractions building.

Requirements

- The successful Proponent MUST,
 - Review and accept the following supplementary tables as references,
 - Appendix A: Cleaning Checklist Summary
 - Appendix B: Minimum Cleaning Frequency
 - Appendix C: Current Staffing Plan
 - Appendix D: Daily Washroom Service Checklist
 - Assign hours and minutes to each task listed in Appendix A and Appendix D.
 - Ensure that all activities are recorded electronically and signed off on daily. Reports of sign off must be available at all times. The Company must have the ability to pull cleaning records and data at any time electronically without the need to contact the Proponent.

- Only use environmentally friendly products and services
- Abide by all public health mandates, including mandates of the Government of Canada applicable to the Company as a Crown Corporation. The preceding includes but is not limited to COVID-19 mandates.
- Ensure that all of the Proponent's employees that are working and/or communicating with the Company, or communicating on the Company's behalf, must have adequate communication skills.
- Perform a high gloss finish on the back of house floors twice per year in the months of March and October.
- Have management on site at all times.
- Have the capacity & capabilities and knowledge to select and apply the most suitable cleaning processes, methods, best practices, updated equipment and technologies and use of environmentally friendly products to perform the required services.
- Perform all the services hereunder in accordance with the highest industry and service standards with utmost professional and ethical competence and integrity.
- Dedicate and identify a consistent onsite working supervisor who will manage the workers to ensure all cleaning tasks are completed in a timely manner with no compromise to the quality of the work.
- Ensure the appointed supervisor effectively manages the schedule of the workers to ensure all shifts are sufficiently staffed to complete all tasks in a timely manner with no compromise to the quality of the work.
- Ensure that the supervisor perform daily work inspections, at minimum twice daily during the B Season and four daily inspections during the A Season to ensure the completeness and that the quality of work exceeds world class standards.
- Manage daily the inventory levels of all cleaning supplies and consumables to ensure we are sufficiently stocked. The cost of all consumables are to be billed back to the Company upon approval by the Company. The Proponent must seek prior approval from the Company before placing an order on consumables.
- Dedicate and assign a consistent cleaning team for the CN Tower.
- Notify CN Tower Facilities Management in advance with a minimum of 10 days of notice and reasoning should there be any changes to the proponent's assigned staff.

- Provide, furnish and maintain all machinery and accessories required to adequately maintain the performance of this contract. Such equipment shall include but not limited to:
 - Heavy and light duty vacuums including backpack/mobile vacuums
 - Floor Scrubber/Stripping Machine
- Report all deficiencies and unsafe conditions immediately to the Facilities department.
- The Company reserves the right to withhold payment for services not rendered. Such examples of withholding payment include, but are not limited to, the Proponent not having the stipulated number of personnel on site, and the Proponent not completing all cleaning items as stipulated in this agreement. Sign in and sign out times and the electronic checklists will be audited.”

Please note that Appendices A, B, C and D to the Scope of Work remain as originally published in the RFP Document.