



CLEANING SPECIFICATIONS

Annex E – Quality Control

October 2023

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Agence spatiale
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1. General

The Contractor must supply all the equipment, materials and labour needed to deliver the continuous services outlined in Annex C. The Contractor must ensure that all the tasks listed in Annex D are performed at the required frequency in each zone indicated in the plans on an ongoing basis for the entire term of the contract. The average cleanliness index required during each inspection is 85% for each tab; each tab includes a number of spaces from various prototypes.

2. Inspections and annual audit

The methods to be used to carry out the work are described in detail in Annex D. Information about the frequency and schedules for performing the work are also provided in Annex D. The Contractor must fully comply with the standards set forth in this annex. The CSA will use this annex as the basis for evaluating the work performed. The Contractor must comply with the monthly work schedules.

The Contractor must also inform the CSA as soon as the work has been completed so that it can be checked immediately and corrective measures can be taken, if necessary. The Contractor must check the work before informing the CSA representative.

A tool has been developed for evaluating the work performed by the Contractor. Random inspections will be conducted throughout the year, and a larger-scale audit will be carried out once a year to verify the Contractor's compliance with the specifications.

Where the score for a cleaning inspection is below 85% for the entire building or for any part of the building, satisfactory corrective measures must be taken promptly at no cost to the CSA. The CSA reserves the right to bring in a specialized company to perform quality control on the services provided.

3. Correction of deficiencies

Deficiencies identified by the CSA must be corrected within the allotted time. If the corrective measures are not completed successfully within the allotted time, the CSA or its representative may initiate a remedy procedure.

That procedure involves the following actions:

- A third party will be hired to correct the deficiencies; and
- The cost of having the work done by a third party, plus a 20% administration charge, will be deducted from the Contractor's monthly payment.

If the Contractor fails to perform any of the work prescribed in the routine work schedule, the CSA will be entitled to deduct the value of the work not performed from the monthly payment, after so advising the Contractor. The amount deducted will be based on the estimated time required to perform the work multiplied by the hourly labour rate, plus the cost of materials, plus a 20% administration charge.



4. General inspection chart

Period: _____ / Area inspected: _____

CSA representative who performed the inspection: _____

INSPECTION CHART							
Personnel		Supervision		Risk management		Materials	
Criterion	Score	Criterion	Score	Criterion	Score	Criterion	Score
Quality of continuous service		Work progress		Equipment or architecture breakage		Cleanliness of equipment	
Attendance		Prompt response to requests		Waste storage and disposal		Cleanliness of allocated spaces	
Professionalism		Cooperation with the CSA		WHMIS compliant		Supply of consumables	
Final score (add up all scores)							

Legend: 5 – Outstanding / 4 – Above expectations / 3 – Meets expectations / 2 – Below expectations; remedy required / 1 – Far below expectations; poor

CSA comments and observations



5. Inspection grid

Quality standards are grouped into four (4) categories. Each category is subdivided into criteria. There are 14 criteria in all. Each criterion is further subdivided into statements. The score assigned is equal to the number of statements met, with a maximum score of three (3) per criterion.

The score assigned for each criterion is equal to the number of statements met.

3: Very good	All three statements are met
2: Good	Two of the statements are met
1: Unacceptable	Only one statement is met
0: Not performed	Was not cleaned

The score is to be entered in the inspection grid box corresponding to the room and the factor being inspected. Each inspection will include an evaluation of the statements below for 64 spaces selected from the various zones specified in the contract. When rating the level of compliance, inspectors are to consider the frequency specified in the Cleaning Profile.

An inspection grid will be produced for each space, and the number of spaces inspected is at the CSA's discretion. Once all the ratings have been completed, the averages are calculated and combined into the average cleanliness index for a particular space. The index will be expressed as a percentage.

A. SURFACES	
1	Walls, moulding and vertical surfaces
	No spider webs
	No dirt or marks
	No grey or black dust
2	Glass doors, dividers and partitions, and baseboards
	No dirt or marks
	Frames are clean
	No traces of water around the edges
B. FLOORS	
3	Floor covering (hard or carpets)
	No dust or foam on the floors
	Floors are clean and have no marks on them
	No garbage, dirt or mop marks in corners, on baseboards or under furniture
C. OTHER ITEMS	
4	Furniture and accessories
	Waste baskets are clean, and bags have been replaced when necessary
	Telephones are clean and disinfected
	No dust or stains on furniture



5	Drinking fountain
	Inside is clean
	No spots or rust, calcium or lime deposits on the metal spout
	Exterior is clean and free of water spots
6	Horizontal surfaces
	No grey or black dust on surfaces or objects
	No marks or dirt on surfaces or objects
	No water spots on surfaces or objects
7	Washroom fixtures
	No marks or dirt on toilet seats or stall partitions
	Toilet bowls, urinals and sinks are clean
	Mirrors are clean
8	Dispensers and sanitary bins
	All dispensers have been refilled and are clean on the outside
	All waste bin and sanitary pad disposal bin liners have been changed
	All bins are odour- and dirt-free
9	Appliances
	Interior is free of stains, marks or dust
	No dust on the exterior surface
	No crumbs on the surface around the appliance
D. PERIODIC WORK	
10	Storerooms and storage areas
	Floors are clean
	Equipment is clean and properly stored
	Rooms are free of garbage and odours
11	Brushing/scrubbing/stripping
	No water spots, marks or evidence of spills on the walls, baseboards or other surfaces
	Floor is free of stripping debris
	Furniture was moved and put back in place
12	Walls
	Dust-free
	No greasy film or dirt on the walls
	Streak-free
13	Air diffusers and ventilation grilles
	Dust-free



	Frame around grilles has been properly wiped
	No dust or dirt on the wall around diffusers and grilles
14	Floor waxing/polishing; carpet shampooing
	No encrusted dirt on the floor
	No marks on the floor
	Floor is shiny / carpet has been properly cleaned