



## **REQUEST FOR QUOTATIONS**

**Title:** Janitorial and Custodial Maintenance Services  
Guildford Recreation Centre Overnight Cleaning

**Reference No.:** 1220-040-2017-069

**FOR THE SUPPLY OF GOODS AND SERVICES**

**NO SUB-CONTRACTORS SHOULD BE USED IN THE PERFORMANCE OF THE SERVICES**

(General Services)

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## REQUEST FOR QUOTATIONS

### 1. INTRODUCTION

The City of Surrey (the “**City**”) invites contractors to provide a quotation on the form attached as Schedule B to Attachment 1 (the “**Quotation**”) for the supply of the goods (if any) and provision of janitorial and custodial maintenance services described in Schedule A to Attachment 1 (the “**Goods and Services**”) for the Guildford Recreation Centre located at 15105 – 105<sup>th</sup> Avenue Surrey, BC.

The description of the services and deliverables will include, but not limited to the following:

- Regular Cleaning Task Services (including Daytime Services); and
- Extra Work Services (as required).

The description of the goods and services as generally described in Schedule A to Attachment 1 sets out the minimum requirements of the City (the “**Goods and Services**”).

#### 1.1 SCHEDULE OF EVENTS

The following schedule applies to this RFQ.

| No. | Description   | Date   |
|-----|---|--|
| 1   | Issuance of RFQ Documentation                             | July 6, 2017   |
| 2   | Information Meeting & Site Tour                           | July 18, 2017  |
| 3   | RFQ Date for Submission of Quotations                     | July 25, 2017  |
| 4   | Interviews and Clarifications for Shortlisted Contractors | To be determined by invitation to any Contractor as may be required by the City. |
| 6   | Selection of Preferred Contractor                         | Estimated on Week of August 15, 2017   |
| 7   | Estimated Commencement Date                               | September 15, 2017   |

However, the City reserves the right to make changes to the above-mentioned schedule. All such changes shall be made by an addendum. Contractors should frequently check the City's Purchasing Section Webpage [www.surrey.ca](http://www.surrey.ca) for additional information concerning this RFQ, including amendments.

### 2. ADDRESS FOR DELIVERY

A Quotation should be labelled with the Contractor's name, RFQ title and number. A Quotation should be submitted in the form attached to this RFQ as Schedule B – Quotation.

The Contractor may submit a Quotation either by email or in a hard copy, as follows:

#### (a) Email

If the Contractor chooses to submit by email, the Contractor should submit the Quotation electronically in a single pdf file to the City by email at: [purchasing@surrey.ca](mailto:purchasing@surrey.ca) PDF emailed Quotations are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Contractors

should phone to confirm receipt. A Contractor bears all risk that the City's equipment functions properly so that the City receives the Quotation.

**(b) Hard Copy**

If the Contractor chooses NOT to submit by email, the Contractor should submit one original unbound Quotation and (1) copy (two (2) in total) which should be delivered to the City at the office of:

Name: Richard D. Oppelt, Purchasing Manager  
at the following location:

Address: Surrey City Hall  
Finance & Technology Department – Purchasing Section  
Reception Counter, 5<sup>th</sup> Floor West  
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8

**3. DATE**

The City would prefer to receive Quotations on or before **July 25, 2017**. The City's office hours are 8:30 a.m. to 4:00 p.m., Monday to Friday, except statutory holidays.

**4. INQUIRIES**

All inquiries related to this RFQ should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager  
E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)  
Reference: 1220-040-2017-069

**5. ADDENDA**

If the City determines that an amendment is required to this RFQ, the City's Representative will issue a written addendum by posting it on the BC Bid Website at [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca) (the "**BC Bid Website**") and the City Website at [www.surrey.ca](http://www.surrey.ca) (the "**City Website**") that will form a part of this RFQ. It is the responsibility of Contractor to check the BC Bid Website and the City Website for addenda. The only way this RFQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFQ or may be relied upon by any Contractor. By delivery of a Quotation, the Contractor is deemed to have received, accepted and understood the entire RFQ, including any and all addenda.

**6. NO CONTRACT**

This RFQ is simply an invitation for quotations (including prices and terms) for the convenience of all parties. It is not a tender and no obligations of any kind will arise from this RFQ or the submission of Quotations. The City may negotiate changes to any terms of a Quotation, including terms in Attachment 1 and Schedules A and B and including prices, and may

negotiate with one or more Contractors or may at any time invite or permit the submission of quotations (including prices and terms) from other parties who have not submitted Quotations.

## **7. ACCEPTANCE**

A Quotation will be an offer to the City which the City may accept at any time by signing the copy of the Quotation and delivering it to the Contractor. A Quotation is not accepted by the City unless and until both the authorized signatory of the Contractor and the authorized signatory of the City have signed. Delivery of the signed Agreement by the City may be by fax or pdf e-mail or hard copy. In that event, the contract will be comprised of the documents included in the definition of Agreement in Attachment No. 1 – Quotation Agreement – Goods and Services.

## **8. CONTRACTOR'S EXPENSES**

Contractors are solely responsible for their own expenses in preparing and submitting Quotations, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from the RFQ. The City will not be liable to any Contractor for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, incurred by the Contractor in preparing and submitting a Quotation, or participating in negotiations for a contract, or other activity related to or arising out of this RFQ.

## **9. CONTRACTOR'S QUALIFICATIONS**

By submitting a Quotation, a Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.

## **10. CONFLICT OF INTEREST**

A Contractor must disclose in its Quotation any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

## **11. SOLICITATION OF COUNCIL MEMBERS, CITY STAFF AND CITY CONSULTANTS**

Contractors and their agents will not contact any member of the City Council, City staff or City consultants with respect to this RFQ, other than the contact person named in Section 4, at any time prior to the award of a contract or the cancellation of this RFQ.

## **12. CONFIDENTIALITY**

All Quotations become the property of the City and will not be returned to the Contractor. All Quotations will be held in confidence by the City unless otherwise required by law. Contractors should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

## **13. SIGNATURE**

The legal name of the person or firm submitting the Quotation should be inserted in the Quotation. The Quotation should be signed by a person authorized to sign on behalf of the Contractor and include the following:

- (a) If the Contractor is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Quotation should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Quotation on behalf of the corporation is submitted;
- (b) If the Contractor is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Contractor is an individual, including a sole proprietorship, the name of the individual should be included.

#### **14. INFORMATION MEETING**

An information meeting will be hosted by the City Representative to discuss the City's requirements under this RFQ (the "Information Meeting"). While attendance is at the discretion of Contractors, Contractors who do not attend will be deemed to have attended the Information Meeting and to have received all of the information given at the Information Meeting. At the time of issuance of this RFQ a meeting has been scheduled as follows:

Date: Tuesday, July 18, 2017

Time: 10:00a.m. – 12:00 p.m.

Location: Guildford Recreation Centre  
15105-105<sup>th</sup> Avenue, Surrey BC V3R 7G8  
Meeting room by Blenz Coffee Shop

It is possible that some questions raised and information provided during the Information Meeting may be the only source of critical information essential to prepare and submit a successful Quotation. Contractors are responsible to ensure they are fully informed and have a clear understanding of the requirements.

Contractors are to examine the site prior to submitting a Quotation to fully acquaint themselves with all existing conditions reasonably inferable from examination of the site and its surroundings and the RFQ and to make allowance for such conditions in the Quotation. By submitting a Quotation, a Contractor represents that it has examined the site fully as to all conditions, contingencies, risks and circumstances, local or otherwise, which might influence or affect the performance of the services.

**Note: No minutes of the information meeting and site tour will be provided**

The Contractor is responsible for parking fees, if applicable.

**ATTACHMENT 1**



**DRAFT QUOTATION AGREEMENT**

**Title:** Janitorial and Custodial Maintenance Services  
Guildford Recreation Centre Overnight Cleaning

**Reference No.:** 1220-040-2017-069

**FOR THE SUPPLY OF GOODS AND SERVICES**

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## QUOTATION AGREEMENT – GOODS AND SERVICES

Reference RFQ Title: **Janitorial and Custodial Maintenance Services  
Guildford Recreation Centre Overnight Cleaning**

**THIS AGREEMENT** dated for reference this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

AGREEMENT No.: 1220-040-2017-069

### BETWEEN:

**CITY OF SURREY**  
13450 - 104 Avenue  
Surrey, B.C., Canada, V3T 1V8  
(the "City")

### AND:

\_\_\_\_\_  
***(Insert Full Legal Name and Address of Contractor)***  
(the "Contractor")

**WHEREAS** the City wishes to engage the Contractor to provide Goods and Services and the Contractor agrees to provide Goods and Services.

### **Janitorial and Custodial Maintenance Services Guildford Recreation Centre Overnight Cleaning**

**THEREFORE** in consideration of the payment of one (\$1.00) dollar and other good and valuable consideration paid by each of the parties to the other (the receipt and sufficiency of which is hereby acknowledged) the City and the Contractor agree as follows:

#### **1. DEFINITIONS AND INTERPRETATION**

##### **1.1 In these General Terms and Conditions:**

- (a) "Calendar Year" means the time period from January 1st to December 31st;
- (b) "City" means the City of Surrey;
- (c) "Change Order" means as specified in Section 12;
- (d) "Consumer Price Index" has the meaning as specified in Section 10.2;
- (e) "Contemplated Change Order" means as specified in Section 12.4;
- (f) "Contract" means this executed contract between the City and the Contractor as described herein including the appendices described in Contract Documents;

- (g) "Contract Documents" means this Contract including all Schedules and Appendices, the RFQ, the Performance Security, Certificate of Insurance and the Contractor's Quotation and includes any and all additional and amending documents issued in accordance with the provisions of the Contract Documents;
- (h) "Contract Price" has the meaning set out in Section 10.1;
- (i) "Contract Services" means and includes anything and everything required to be done by the Contractor for the fulfillment and completion of the Contract Services as referred to in Section 6 of Schedule A;
- (j) "Contractor" means a contractor whose Quotation has been accepted by the City and who is providing the Goods and Services under this Contract;
- (k) "Contractor's Quotation" means the quotation of the Contractor dated \_\_\_\_\_, 2017 and received by the City on \_\_\_\_\_, 2017, in response to the RFQ;
- (l) "Department Representative" means the Recreation Operations Manager, Guildford Recreation Centre, or designate, who shall represent the City for the purposes of this Contract, or such other person who may subsequently be appointed in writing by the Department Representative and so notified to the Contractor;
- (m) "Extra Work" means as specified in Section 14;
- (n) "Fees" means the price set out in Section B to Attachment 1, for the provision of the Goods and Services, unless otherwise agreed by the parties in writing, and includes all taxes;
- (o) "Goods" means the equipment or materials (if any) as described generally in Schedule A, to Attachment 1, including anything and everything required to be done for the fulfillment and completion of this Contract;
- (p) "Indemnitees" has the meaning described in Section 20.2;
- (q) "Quality Assurance Plan" has the meaning set out in Section 14 of Schedule A;
- (r) "RFQ" means the Request for Quotations;
- (s) "Services" means the services as described generally in Schedule A, to Attachment 1 including anything and everything required to be done for the fulfillment and completion of this Contract;
- (t) "Term" has the meaning described in Section 3; and
- (u) "Year of the Term" as used herein shall mean each twelve-month period commencing on September 1, 2017.

1.2 This Contract may be modified only by express and specific written agreement. In the event of a conflict between the provisions of any documents listed below, then the documents shall govern and take precedence in the following order:

- (a) this Agreement;

- (b) Addenda (if any);
- (c) the RFQ; and
- (d) other terms, if any, that is agreed to by the parties in writing.

1.3 The following attached Schedules are a part of this Contract:

Schedule A Specifications of Goods & Scope of Services;  
Schedule A-1 Regular Cleaning Task Services Schedule;  
Schedule A-2 Regular Cleaning Task Services Performance Standards;  
Appendix1 Prime Contractor Designation-Responsibility of Contractor;  
Appendix 2 Contractor Health & Safety Expectations-Responsibility of Contractor; and

Schedule B Quotation.

## **2. GOODS AND SERVICES**

- 2.1 The Contractor covenants and agrees with the City to provide the Goods and Services in accordance with this Contract. The Goods and Services provided will meet the specifications and scope set out in Schedule A, to Attachment 1, and as described in Schedule B, to Attachment 1.
- 2.2 The City may from time to time, by written notice to the Contractor, make changes in the specifications of Goods and scope of Services. The Fees will be increased or decreased by written agreement of the City and the Contractor according to the rates set out in Schedule B, to Attachment 1.
- 2.3 The Contractor will, if required in writing by the City, provide additional goods or services. The terms of this Contract will apply to any additional goods or services, and the fees for additional goods or services will generally correspond to the fees as described in Schedule B, to Attachment 1. The Contractor will not provide any additional goods or services in excess of the specification of Goods and scope of Services requested in writing by the City.
- 2.4 The Contractor will perform the Services with that degree of care, skill and diligence normally provided by a qualified and experienced practitioner performing services similar to the Services, and on the understanding that the City is relying on the Contractor's experience and expertise. The Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.
- 2.5 The Contractor will deliver the Goods free and clear of all liens and encumbrances in the manner and to the destination stipulated. In the event of the Contractor's failure to meet this condition, the Contractor will, on written notice from the City, forthwith return all monies paid by the City on account of the Goods and in addition the City may by written notice terminate this Contract without liability, and in such event, in addition to the above, the Contractor will be liable for any and all expenses or losses incurred by the City resulting from such failure.

## **3. TERM**

- 3.1 The Contractor will provide the Goods and Services for a period of one year commencing on (START DATE) (the "Term").

- 3.2 Should the Contractor's performance prove to be satisfactory during the Term the City may, at its sole discretion, continue this Contract for up two (2) additional twelve (12) month periods by a written notice to the Contractor thirty (30) days prior to the expiry of the then current term. If the City elects to extend the Term, the provisions of this Contract will remain in force, including the Fees, except where amended in writing by the parties.

#### **4. PROBATIONARY PERIOD**

- 4.1 Notwithstanding anything to the contrary contained in this Contract, it is mutually agreed that the Contractor will be subject to a probationary period of six (6) months. Conditional on satisfactory performance of the Services, such acceptance of the Contractor shall occur after the probationary period. In the event the Contractor's performance is unsatisfactory as determined by the City during the first six (6) months of the Term, this Contract may be terminated at the sole discretion of the City. The City reserves the right to extend the probationary period when insufficient data exists to determine acceptance of the Contractor.

#### **5. INSPECTION AND CORRECTION OF DEFICIENCIES**

- 5.1 The Department Representative using the form referred to in **Schedule A-4, Regular Cleaning Task Services Performance Standards - Quality Control Inspection Form – Weekly Janitorial Inspection** may at any time inspect the Contractor's performance of the Services and for that purpose may enter into any place or premises where there is an undertaking of the Services to carry out inspections of the Services and to review whether the Services supplied by the Contractor is adequate in all respects and in conformity with the requirements of the Contract. If, in the opinion of the Department Representative the Contractor is not meeting the requirements of the Contract then, on written notice from the Department Representative the Contractor will proceed without delay to institute corrective measures.
- 5.2 The Department Representative is not required to undertake any inspections, and any inspections shall not relieve or release the Contractor in any way from responsibility for the supervision of its operations under this Contract, from making its own inspections, and otherwise ensuring that the Services are being performed in full conformity with all terms and conditions of the Contract.
- 5.3 Performance evaluations noting deficiencies in the Contract specifications will be provided to the Contractor on a weekly basis. The deficiency for a daily, weekly, or monthly task must be corrected within 24 hours. A quarterly, semi-annual, or annual task deficiency must be corrected within 48 hours.
- 5.4 The Department Representative will maintain a Daily Inspection and Report Log Book comprised of complaints/problems/concerns. The Log Book will be provided to the Contractor at the beginning of each day and will outline the area(s) requiring special attention on that day, to be completed within eight hours of its receipt. The deficiency for a daily, weekly, or monthly task must be corrected within 24 hours. A quarterly, semi-annual, or annual task deficiency must be corrected within 48 hours.

The Department Representative shall make the final decision as to whether or not any cleaning task has been satisfactorily performed.

If it is determined that the task has not been properly performed as intended, the Contractor must make the necessary changes.

- 5.5 Failure to correct a deficient item of work or other requirement within the established time period, plus one day or four janitorial deficiency notices for the same work item in a thirty (30) day period and in accordance with the requirements shall constitute a valid deficiency claim and cause the City to issue a written notice to the Contractor. The notice shall describe each item of work that is deficient, reference the applicable contractual requirements and denote the amount of time allowed to correct each deficiency. In addition, it shall notify the Contractor of dates of all previous valid deficiency claim issued under the agreement and describe the consequences should additional valid deficiency claims be issued. Failure to appear for a requested inspection or the issuance of three (3) valid deficiency claims in a sixty (60) day period or a total of seven (7) valid deficiency claims in a six (6) month period will be grounds for the Manager, Contracts and Special Projects to declare the Contractor in default and cancel the agreement.

## **6. CONTRACTOR'S PERFORMANCE REVIEW**

- 6.1 The Contractor agrees that upon completion of the Services or the termination of the Contract that:
- (a) the Contractor's work performance will be evaluated by the Department Representative using the form referred to **Schedule A-4 – Contractor Performance Assessment Report (CPAR)**;
  - (b) the Department Representative shall liaise with the Contractor in completing the Report although the Department Representative reserves the ultimate right to complete the Report (other than the Contractor's comments); and
  - (c) the City may use this CPAR Report for evaluation of the Contractor's performance in the assessment of future procurement opportunities.
- 6.2 The Contractor further agrees that neither the Contractor nor any other person shall have any claim against the City, or employees, or agents of the City under any circumstances as a result of the preparation and use of the Report.

## **7. SUSPENSION OF WORK**

- 7.1 The City shall have the right, from time to time, to suspend operations in whole or in part, after giving the Contractor notice in writing to that effect. Such notice may be informal and shall be deemed to be sufficient if it indicates the nature or extent of the Services to be suspended or stopped and is signed by the Department Representative. In the event of such right being exercised so as to cause delay to the Contractor, then an extension of time equal to such delay shall be allowed to complete this Contract, but no such delay shall vitiate or void this Contract, or any part thereof, or the obligation hereby imposed, or any concurrent or other bond of security for the performance of this Contract, nor shall the Contractor be entitled to any claim for damages. Upon the Contractor receiving written notice from the City that the suspended operations are to be resumed the Contractor shall forthwith resume the operations.
- 7.2 Notwithstanding the preceding paragraph, the Contractor may carry out the Services outside the customary working hours or ordinary working days without the prior approval of the Department Representative where it is necessary in the interests of safety. In such

circumstances the Contractor shall inform the Department Representative in writing of the circumstances as early as possible.

## **8. UNSATISFACTORY PERFORMANCE**

8.1 Without limiting in any way the City's rights under this Contract or otherwise, the following deductions will be applied to specific failures by the Contractor to provide the Services or otherwise comply with the Contract. The failures listed in this Section 2.9 reflect a lower quality of Service that the Contractor expressly agrees calls for a deduction from the price the City should be required to pay for the Services including:

- (a) Upon notice of unsatisfactory performance, the Contractor will have two (2) hours from that time to initiate corrective action in any specific instance.
- (b) In the event the Contractor has not responded within the allotted two (2) hours to telephone contact, or the Contractor has not initiated corrective action for the unsatisfactory cleaning performance within the two (2) hour time frame after notification as described above, the City has the right to immediately complete the work to its satisfaction, through use of City employees, other contractors, subcontractors or agents at a rate equal to the City employee's hourly rate plus twenty percent (20%) for City administrative costs, or through use of outside contractor(s) at the rate charged to the City plus twenty percent (20%) and shall deduct that amount from any balances due or which may become due to the Contractor.
- (c) The Contractor may appeal any City determination of deduction of, or adjustment of, or application of deficiencies to monies from the Contractor's invoice. Such appeal must be in writing to the City within ten (10) business days from the date of the City's written notice of deduction, adjustment, or application of deficiencies.

## **9. TIME**

9.1 The Contractor acknowledges that time is of the essence with respect to the provision of the Services and accordingly the Contractor will provide the Services within the cleaning task services performance schedule or time periods [the "Time Schedule"] as set out in Schedules "A2", or as otherwise agreed to in writing by the City and the Contractor. If at any time the Contractor discovers that the Time Schedule cannot be met it will immediately advise the City in writing and propose a revised Time Schedule for approval by the City representative.

## **10. FEES**

### **10.1 Contract Price**

Contract Services: \_\_\_\_\_ Dollars and \_\_\_\_\_ Cents (\$\_\_\_\_) which includes GST, for Contract Services (Daytime and Regular) provided in accordance with the performance of the Contract throughout the Term payable in **twelve (12) equal monthly instalments**, in arrears. The cost for Contract Services must not exceed the unit cost per occurrence specified in Schedule B-2 Table A "Contract Services Fixed Fee Schedule" for those Contract Services requested by the City plus GST; labour is inclusive of materials and equipment. If a price is not specified for a specific task, then the work will be performed at a cost mutually agreed upon by the parties.



All amounts are in Canadian funds.

The City shall not be responsible for costs incurred by the Contractor in excess of the agreed amount(s) as set out herein.

- 10.2 The parties agree that all fees as set out in this Contract will remain in force for a period of **twelve (12) months** and thereafter the fees will be subject to an increase during the term once per Year of the Term by a percentage which shall not be greater than the percentage increase in the Consumer Price Index (All items) for Vancouver, British Columbia as published by Statistics Canada ("CPI"), or any successor government agency for the Calendar Year immediately preceding the applicable January 1st of the current Calendar Year.

## **11. PAYMENT**

- 11.1 Subject to any contrary provisions set out in Schedule B, to Attachment 1, the Contractor will submit a monthly invoice to the City requesting payment of the portion of the Fees relating to the Goods and Services provided in the previous month. Invoices must include the Contractor's name, address and telephone number, the City's purchase order number **< insert purchase order or contract reference number >**, the Contractor's invoice number, the names, charge-out rates and number of hours worked in the previous month of all employees of the Contractor that have performed Services during the previous month; the percentage of Services completed and Goods delivered at the end of the previous month; the total budget for the Goods and Services and the amount of the budget expended to the date of the invoice; taxes (if any); and grand total of the invoice.
- 11.2 If the City reasonably determines that any portion of an invoice is not payable, then the City will so advise the Contractor.
- 11.3 The City may hold back from payments 10% of the amount the City determines is payable to the Contractor until such time as the Contractor provides its final report to the City, if applicable.
- 11.4 The City will pay the invoice, in the amount as the City determines is correct less any deductions for setoffs or holdbacks permitted by this Contract within 30 days of the receipt of the invoice, unless the parties have agreed in writing to other payment terms. The payment by the City of any invoice will not bind the City with respect to any subsequent payment or final payment and will not mean that the City has accepted Goods and Services that are not in accordance with the requirements of this Contract, or that the Contractor is in any manner released from its obligation to comply with this Contract.
- 11.5 In an effort to support sustainability, reduce risk and improve customer service, the City has introduced an electronic fund transfer (EFT) option for Contractors. Electing to participate in this program will allow Contractors to receive their payments directly into their bank accounts, reducing risk of fraud and improving the timeliness of their payment receipt.
- 11.6 To receive your payments electronically, fax your request on company letterhead to 604-591-4488. You may contact us at 604-592-7010 (Accounts Payable General Inquiries) for more information.



## **SUBMITTING YOUR ELECTRONIC INVOICE**

Please send electronic invoices to the City of Surrey by email to [surreyinvoices@surrey.ca](mailto:surreyinvoices@surrey.ca)

In order to process your payment, the following submission guidelines must be met:

- Invoice(s) must be sent as attachments.
- Attachment(s) must be in PDF format.
- PDF attachment(s) must be named: <Company name>\_<Invoice Number> include name of Department Representative invoice is directed to.
- Include Purchase Order number (to be provided).
- Email(s) must not exceed 2MB.

**Please Note:** failure to meet the guidelines above may result in payment processing delays or in your payment not being processed.

## **SUBMITTING YOUR INVOICE BY HARD COPY**

Mail hard copy invoices to:

Surrey City Hall – Accounts Payable  
13450 – 104 Avenue  
Surrey, B.C., Canada, V3T 1V8

- Submit only invoices to this address.
- Submit any supporting documents to your City of Surrey business contact.
- Don't send duplicate hard copy or soft-copy invoices in any manner. Should a need arise to submit an invoice copy, ensure it is clearly labeled COPY.
- Incomplete invoices will be returned.

11.7 Unless otherwise provided, all dollar amounts referred to in this Contract are in lawful money of Canada.

11.8 if the Contractor is a non-resident of Canada and does not provide to the City a waiver of regulation letter, the City will withhold and remit to the appropriate governmental authority the greater of:

- (a) 15% of each payment due to the Contractor; or
- (b) the amount required under applicable tax legislation.

## **12. CHANGES**

12.1 A Change is:

- (a) An addition to the Services that is both
  - (i) of a type and character similar to the Services as defined in the Contract Documents, and
  - (ii) is located generally within the Guildford Recreation Centre; or
- (b) A deletion of the Services indicated in the Contract Documents; or

- (c) An alteration of the Services indicated in the Contract Documents, within the general scope of the Services as described in the Contract Documents.
- 12.2 The City may without invalidating this Contract make a Change to the Services. If the City makes a Change to the Services, then the Department Representative shall issue a Change Order.
- 12.3 Additional work that the City may wish performed that does not satisfy the requirements of Sections 14.1 and 14.2 is Extra Work ("Extra Work") and not a Change. Extra Work may be declined by the Contractor or may, upon agreement between the parties, be undertaken as Extra Work.
- 12.4 The Department Representative may at any time give the Contractor a written request (a "Contemplated Change Order") to provide a Quotation for a specified Change that the City is considering.
- 12.5 If the Department Representative gives the Contractor a Contemplated Change Order, then the Contractor shall, as part of the Services, respond as promptly as possible with a written price quotation (a "Quotation"). The Quotation shall comply with the following:
  - (a) Any Quotation submitted by the Contractor for a Change, a Contemplated Change Order or for Extra Work shall, unless expressly stated otherwise in the Quotation, be interpreted to represent the total adjustment to the Contract Price (excluding GST) owing on account for the Services contemplated by the Quotation and for certainty shall be interpreted to include compensation on account of all related costs, including but not limited to all direct, indirect, or impact, head office, overhead, and all other costs, and all markups and profits, even if the Quotation does not specifically mention such items.
- 12.6 The Department Representative may at any time, by way of a Change Order, direct the Contractor to proceed with a Change and the Contractor shall comply with such direction.
- 12.7 The Contractor shall not proceed with any Services that the Contractor intends or expects to be treated as a Change without receiving a written Change Order approving the Services as a Change.
- 12.8 If for any reason the Contractor proceeds with Services that the Contractor intends to claim as a Change before a written Change Order is issued, then verbal approval must have been received and a written Change Order pending. The Contractor shall maintain daily records, and submit them before the end of the next day to the Department Representative for certification. Notwithstanding any other provision of the Contract Documents, no payment shall be owing to the Contractor on account of any claimed Change if the Contractor fails to maintain and submit such records. However, the mere maintenance and submission of such daily records shall not create an entitlement for the Contractor to receive payment for the claimed Change and the Contractor's right to receive payment shall be as otherwise provided by the Contract Documents.
- 12.9 The Contractor shall not be entitled to rely on any oral representation (except in an emergency), site meeting discussion, and site meeting minutes or other communication as approval that any Services are a Change. The Contractor shall strictly comply with the requirements of this section.

- 12.10 In an emergency, when it is impractical to delay the Services until the written authorization is issued, the Department Representative may issue an oral direction which the Contractor shall follow. In such event the Department Representative shall issue a confirming Change Order at the first opportunity.

### **13. PERFORMANCE SECURITY**

- 13.1 Before the Contract takes effect, the Contractor shall at its sole expense furnish to the City, performance security, in the form of an irrevocable letter of credit in the amount of \$30,000.00 as a guarantee for the due and faithful performance of the Contract by the Contractor.
- 13.2 The City may draw irrevocable letter of credit to remedy any breach of this Contract and any damages as a result of said breach of this Contract by the Contractor, however, such amount shall not be considered to be liquidated damages and the Contractor shall be liable for any additional loss, damage, expense and costs, including actual legal costs arising as a result of any breach of the terms of this Contract.
- 13.3 The City shall not be responsible nor shall it pay to the Contractor any interest on the performance security.
- 13.4 The irrevocable letter of credit shall remain throughout the Term of this Contract and any extensions authorized by the City.
- 13.5 The cost of such performance security shall be solely borne by the Contractor.

### **14. EXTRA WORK**

- 14.1 The City may invite the Contractor to perform Extra Work as part of this Contract by issuing a written request for the Extra Work.
- 14.2 It is a condition of this Contract that the City is not obligated at any time to make a request to the Contractor to perform Extra Work. The City reserves the right to retain the services of other independent contractor(s) or utilize its own employees to perform any Extra Work that is required to be performed and the Contractor shall cooperate fully with other independent contractor(s) retained by the City to perform and/or complete any Extra Work and shall so carry on their work that other cooperating contractors shall not be hindered, delayed, or interfered with in the progress of their work, and so that all of such work shall be finished and complete of its kind.
- 14.3 The Contractor is under no obligation to accept an invitation to perform Extra Work and the City is under no obligation to offer work that might be undertaken by the Contractor as Extra Work.
- 14.4 If the City issues a written request for Extra Work, the Contractor shall promptly either decline the opportunity to perform the Extra Work, or respond with a Quotation.
- 14.5 The City is under no obligation to accept the Contractor's Quotation for Extra Work and may elect to have the Extra Work performed by others.

- 14.6 In no event shall the Contractor proceed with any work that the Contractor intends or expects to be treated as Extra Work without first receiving a written Change Order approving the work as Extra Work.

## **15. USE OF WORK PRODUCT**

- 15.1 The Contractor hereby sells, assigns and transfers to the City the right, title and interest required for the City to use and receive the benefit of all the reports, drawings, plans, designs, models, specifications, computer software, concepts, products, designs or processes or other such work product produced by or resulting from the Services rendered by the Contractor. This section does not give the City the right to sell any such work product to any third party and the City may sell the work product only with the prior approval of the Contractor. The Contractor may retain copies of the work product.

## **16. PERSONNEL**

### **16.1 Qualified Personnel**

The Contractor will provide only personnel who have the qualifications, experience and capabilities to perform the Services.

All personnel assigned by the Contractor under this Contract should have a Building Services Worker (BSW) certificate of proficiency from an accredited program or an equivalent program or an equivalent combination of education, experience.

### **16.2 Listed Personnel**

The Contractor will perform the Services using the personnel as may be listed in the Quotation, and the Contractor will not remove any such listed personnel from the Services without the prior written approval of the City.

The Contractor shall ensure that only their properly identified employees listed and approved by the City are permitted on the premises during performance of the work. The Contractor will be held strictly accountable for damages or breaches of security caused by its employees.

### **16.3 Replacement of Personnel**

If the City reasonably objects to the performance, qualifications, experience or suitability of any of the Contractor's personnel then the Contractor will, on written request from the City, replace such personnel.

Except as provided for in Section 16.2, the Contractor will not engage any personnel or sub-contract or assign its obligations under this Contract, in whole or in part, without the prior written approval of the City.

### **16.4 Sub-Contractor and Assignment**

Except as provided for in Section 16.2, the Contractor will not engage any personnel or sub-contractors, or sub-contract or assign its obligations under this Contract in whole or in part, without prior written approval by the City.

## **16.5 Agreements with Sub-Contractors**

No sub-contract labour will be allowed unless specifically agreed to in advance, in writing by the City.

## **17. SECURITY CHECKS FOR CONTRACTOR EMPLOYEES**

Upon the City's request, the Contractor shall provide to the Department Representative within thirty (30) days of contract award/renewal, a letter verifying that each employee performing work under this Contract has satisfactorily passed a criminal background check. All new contract employees shall be required to meet this condition prior to being assigned work. Work shall not be assigned to a new employee prior to receipt of such documentation by the Department Representative. The Contractor shall maintain and make available a current listing of all employees name and addresses performing work at all times. If at any time it becomes known that an employee of the contractor has a background in criminal activity that would prohibit working under this contract, the City can request the removal of the employee from the facility. The cost for these criminal background checks is the responsibility of the Contractor

The Contractor shall have a corporate policy in place for criminal records check and the City reserves the right to audit the process.

## **18. LIMITED AUTHORITY**

- 18.1 The Contractor is not and this Contract does not render the Contractor an agent or employee of the City, and without limiting the above, the Contractor does not have authority to enter into any contract or reach any agreement on behalf of the City, except for the limited purposes as may be expressly set out in this Contract, or as necessary in order to provide the Goods and Services. The Contractor will make such lack of authority clear to all persons with whom the Contractor deals in the course of providing the Goods and Services. Every vehicle used by the Contractor in the course of providing the Goods and Services shall identify the Contractor by name and telephone number.
- 18.2 The Contractor is an independent contractor. This Contract does not create the relationship of employer and employee, a partnership, or a joint venture. The City will not control or direct the details, means or process by which the Contractor performs the Services. The Contractor will determine the number of days and hours of work required to properly and completely perform the Services. The Contractor is primarily responsible for performance of the Goods and Services and may not delegate or assign any Services to any other person except as provided for in section 8.4. The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners, employees or sub-contractors.

## **19. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION**

- 19.1 Except as provided for by law or otherwise by this Contract, the Contractor will keep strictly confidential any information supplied to, obtained by, or which comes to the knowledge of the Contractor as a result of the provision of the Goods or performance of the Services and this Contract, and will not, without the prior express written consent of the City, publish, release, disclose or permit to be disclosed any such information to any person or corporation, either

before, during or after termination of this Contract, except as reasonably required to complete the Goods and Services.

- 19.2 The Contractor acknowledges that the City is subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia and agrees to any disclosure of information by the City required by law.
- 19.3 The Contractor agrees to return to the City all of the City's property at the completion of this Contract, including any and all copies or originals of reports provided by the City.

## **20. WARRANTIES**

- 20.1 The Contractor warrants that the Goods shall be free from defects in design, materials, workmanship and title, shall conform in all respects to the terms of this Contract, shall be fit and suitable and perform satisfactorily for the purposes and under the conditions made known to the Contractor by the City or which were reasonably inferable. The Goods shall be at least equal to the higher of national standards or codes (such as, by way of illustration, CSA or ASTM), or standards and codes customarily applicable at the place where the City will use the Goods. The Goods shall be of the best quality, if no quality is specified. This general warranty is independent of and without prejudice to any specific warranty or service guarantee offered by the Contractor or third party manufacturer or supplier of the Goods in connection with the purpose for which the Goods were purchased. The Contractor shall assign to the City any warranty or service guarantee offered by a third party manufacturer or supplier of the Goods. Notwithstanding this assignment, if at any time up to one year from the date of delivery or installation (if applicable) the City determines the Goods or any part do not conform to these warranties, the City shall notify the Contractor within a reasonable time after such discovery, and the Contractor shall then promptly correct such nonconformity at the Contractor's expense. Goods used to correct a nonconformity shall be similarly warranted for one year from the date of installation. The Contractor's liability shall extend to all liabilities, losses, damages, claims and expenses incurred by the City caused by any breach of any of the above warranties.
- 20.2 The Contractor warrants and guarantees that Goods and Services delivered under this Contract do not infringe any valid patent, copyright or trademark, foreign or domestic, owned or controlled by any other corporation, firm or person, and agrees to indemnify and save harmless the City and all of its elected and appointed officials, officers, employees, servants, representatives and agents (collectively the "Indemnitees"), from and against any and all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) by reason of any claim, action or litigation arising out of any alleged or actual infringement of any patent, copyright or trademark, foreign or domestic, relating to the Goods and Services supplied under this Contract.

## **21. INSURANCE AND DAMAGES**

- 21.1 The Contractor will indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) for damage to or destruction or loss of property, including loss of use, and injury to or death of any person or persons which any of the Indemnitees incur, suffer or are put to arising out of or in connection with any failure, breach or non-performance by the Contractor of any obligation of this Contract, or any wrongful or negligent act or omission of the Contractor or any employee or agent of the Contractor.



- 21.2 The indemnities described in Sections 19.2, 20.1 and 27.3 will survive the termination or completion of this Contract and, notwithstanding such termination or completion, will continue in full force and effect for the benefit of the Indemnitees.
- 21.3 The Contractor will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this Contract the following insurances in forms and amounts acceptable to the City from insurers licensed to conduct business in Canada:
- (a) commercial general liability insurance on an occurrence basis, in an amount not less than five million (\$5,000,000) dollars inclusive per occurrence against death, bodily injury and property damage arising directly or indirectly out of the work or operations of the Contractor, its employees and agents. The insurance will include cross liability and severability of interests such that the coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each insured. The insurance will include, but not be limited to: premises and operator's liability, broad form products and completed operations, owners and contractors protective liability, blanket contractual, employees as additional insureds, broad form property damage, non-owned automobile, contingent employers liability, broad form loss of use, personal injury, and incidental medical malpractice. The City will be added as additional insured;
  - (b) automobile liability insurance on all vehicles owned, operated or licensed in the name of the Contractor in an amount not less than three million (\$3,000,000) dollars per occurrence for bodily injury, death and damage to property; and
  - (c) contractors' equipment insurance in an all risks form covering construction machinery and equipment used for the performance of the Services.
- 21.4 The Contractor will provide the City with evidence of the required insurance prior to the commencement of this Contract. Such evidence will be in the form of a completed certificate of insurance acceptable to the City. The Contractor will, on request from the City, provide certified copies of all of the Contractor's insurance policies providing coverage relating to the Services, including without limitation any professional liability insurance policies. All required insurance will be endorsed to provide the City with thirty (30) days advance written notice of cancellation or material change restricting coverage. To the extent the City has an insurable interest; the builder's risk policy will have the City as first loss payee. The Contractor will be responsible for deductible amounts under the insurance policies. All of the Contractor's insurance policies will be primary and not require the sharing of any loss by the City or any insurer of the City.
- 21.5 The Contractor acknowledges that any requirement by the City as to the amount of coverage under any policy of insurance will not constitute a representation by the City that the amount required is adequate and the Contractor acknowledges and agrees that the Contractor is solely responsible for obtaining and maintaining policies of insurance in adequate amounts. The insurance policy coverage limits shall not be construed as relieving the Contractor from responsibility for any amounts which may exceed these limits, for which the Contractor may be legally liable.
- 21.6 The Contractor shall place and maintain, or cause any of its sub-contractors to place and maintain, such other insurance or amendments to the foregoing policies as the City may reasonably direct.
- 21.7 The Contractor hereby waives all rights of recourse against the City for loss or damage to the Contractor's property.

## **22. CITY RESPONSIBILITIES**

- 22.1 The City will, in co-operation with the Contractor, make efforts to make available to the Contractor information, surveys, and reports which the City has in its files and records that relate to the Goods and Services. The Contractor will review any such material upon which the Contractor intends to rely and take reasonable steps to determine if that information is complete or accurate. The Contractor will assume all risks that the information is complete and accurate and the Contractor will advise the City in writing if in the Contractor's judgment the information is deficient or unreliable and undertake such new surveys and investigations as are necessary.
- 22.2 The City will in a timely manner make all decisions required under this Contract, examine documents submitted by the Contractor and respond to all requests for approval made by the Contractor pursuant to this Contract.
- 22.3 If the City observes or otherwise becomes aware of any fault or defect in the delivery of Goods or the provision of Services, it may notify the Contractor, but nothing in this Contract will be interpreted as giving the City the obligation to inspect or review the Contractor's performance with regards to delivering Goods or the performance of the Services.

## **23. CONTRACTOR RESPONSIBILITIES**

- 23.1 Subject to any limitation set forth herein, the Contractor shall have complete control of the janitorial and custodial maintenance services and shall effectively direct and supervise all work and activities associated herewith, using their best skill and attention, and shall be solely responsible for all safety, housekeeping, sanitation, methods, techniques, sequences and procedures and for coordinating parts of the Services.
- 23.2 Contractor should:
- (a) carry out its obligations and duties and provide the Regular Cleaning Task Services with due expedition and in a thoroughly workmanlike manner in strict accordance with the provisions of this Contract and at all times act in accordance with all applicable professional standards, principles and practices;
  - (b) supply all plant, equipment and materials necessary for the proper performance of the Services as specified herein;
  - (c) provide an on-site supervisor, who will be responsible for the overall management and coordination of the Services;
  - (d) provide trained and certified (B.S.W. Certificate, as a minimum), housekeeping personnel in sufficient numbers so as to meet the identified on-site needs for such services, and to perform all of the required functions;
  - (e) ensure that all cleaning personnel are able to speak, read and write in the English language;
  - (f) provide the Department Representative the names, addresses and telephone numbers of such cleaning personnel, and shall keep this information current at all times;
  - (g) perform the Services at such times as are directed or required by the City;



- (h) agree that daytime personnel shall not perform cleaning functions required of regular cleaning personnel but rather shall perform the specific functions as detailed in Schedule A, Specifications of Goods and Scope of Services;
- (i) provide a Quality Assurance Plan, acceptable to the Department Representative prior to the start of the Services;
- (j) provide the Department Representative at intervals of not more than the close of business the fifth working day of each month with a written Quality Assurance Report listing the result of the previous month's Quality Assurance Inspections;
- (k) provide the Contract Services as specified in this Contract on the premises during the Term;
- (l) have regard to such requirements as may be conveyed to it by the Department Representative and shall comply with all reasonable directions of the Department Representative;
- (m) permit the Department Representative to enquire of, to confer with and direct the Contractor and the Contractor's staff and shall do all that is within its power to facilitate any and all appropriate enquiries, conferences and direction;
- (n) carry out the Services by the Contractor's employees approved by the City;
- (o) provide for, maintain and require its employees to wear at all times, neat, clean uniforms and Contractor furnished employee identification badges;
- (p) obtain and maintain during the term(s) automobile, general commercial liability and dishonesty, disappearance and destruction insurance in the forms and amounts required by the City;
- (q) obtain and maintain a current City of Surrey, Business License and permits that are required;
- (r) promptly pay all W.C.B., sales and other taxes assessed against its business;
- (s) promptly remove all garbage and recyclable materials from all service level areas, as directed;
- (t) promptly with and ensure that the Contractor's agent(s) and staff comply with the terms and conditions of this Contract;
- (u) not use the City's name for any advertising, or, referencing purposes without the expressly written approval of the Department Representative;
- (v) ensure all cleaning chemicals and supplies, where required, conform to Workplace Hazardous Materials Information Systems (WHMIS) standards;
- (w) obtain all applicable Material Safety Data Sheets (MSDS) for all cleaning chemicals and supplies;

- (x) provide and maintain current at all times, a complete MSDS binder for all cleaning chemicals and supplies storage locations within the site; and
- (y) provide a performance security for the full and due performance of the work provided for herein in the form of an irrevocable letter of credit to the City and in the amount of \$30,000.00.

## **24. DEFICIENCIES**

- 24.1 The City shall have a reasonable time to inspect and to accept the Goods and Services. The City may reject any Goods or Services not in accordance with this Contract, whether due to damage resulting from improper packing, loading, unloading or otherwise. The City shall notify the Contractor of rejection of the Goods whereupon the Goods will be held subject to the disposition by the Contractor. Any costs or expenses incurred by the City as a result of the rejection of the Goods or Services are, immediately upon written demand by the City, payable by the Contractor, and may be set off against any payments owing by the City to the Contractor.
- 24.2 The City may hold back from payments otherwise due to the Contractor up to 150% of a reasonable estimate, as determined by the City, on account of deficient or defective Goods or Services. This holdback may be held, without interest, until replacement Goods are received or such deficiency or defect is remedied.

## **25. DEFAULT AND TERMINATION**

- 25.1 In the event the Contractor does not deliver the Goods or perform the Services by the date specified in this Contract, then:
  - (a) the City reserves the right to terminate this Contract, in whole or in part, and in the event of such termination no payment will be owing by the City on account of this Contract and the Contractor will be liable for any and all expenses or loss resulting from such failure or delay and will return all monies paid by the City; or
  - (b) if the City does not terminate this Contract for late delivery or performance, the City may deduct and setoff from any payments owing to the Contractor all additional costs the City reasonably incurs on account of the late delivery or performance.
- 25.2 The City may by written notice at any time cancel this Contract with respect to Goods which, as of the date of cancellation, have not been shipped.
- 25.3 The City may at any time and for any reason by written notice to the Contractor terminate this Contract before the completion of all the Goods and Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, the Contractor will perform no further Goods and Services other than the work which is reasonably required to complete the Goods and Services. Despite any other provision of this Contract, if the City terminates this Contract before the completion of all the Goods and Services, the City will pay to the Contractor all amounts owing under this Contract for Goods and Services provided by the Contractor up to and including the date of termination, plus reasonable termination costs in the amount as determined by the City in its sole discretion. Upon payment of such amounts no other or additional payment will be owed by the City to the Contractor, and, for certainty, no amount will be owing on account of lost profits relating to the portion of the Goods and Services not performed or other profit opportunities.
- 25.4 The City may terminate this Contract for cause as follows:

- (a) If the Contractor is adjudged bankrupt, or makes a general assignment for the benefit of creditors because of its insolvency, or if a receiver is appointed because of its insolvency, the City may, without prejudice to any other right or remedy the City may have, terminate this Contract by giving the Contractor or receiver or trustee in bankruptcy written notice; or
- (b) If the Contractor is in breach of any term or condition of this Contract, and such breach is not remedied to the reasonable satisfaction of the City within 5 days after delivery of written notice from the City to the Contractor, then the City may, without prejudice to any other right or remedy the City may have, terminate this Contract by giving the Contractor further written notice.

25.5 If the City terminates this Contract as provided by Section 15.4 then the City may:

- (c) enter into contracts, as it in its sole discretion sees fit, with other persons to complete the Goods and Services;
- (d) withhold payment of any amount owing to the Contractor under this Contract for the performance of the Goods and Services;
- (e) set-off the total cost of completing the Goods and Services incurred by the City against any amounts owing to the Contractor under this Contract, and at the completion of the Goods and Services pay to the Contractor any balance remaining; and
- (f) if the total cost to complete the Goods and Services exceeds the amount owing to the Contractor, charge the Contractor the balance, which amount the Contractor will forthwith pay.

## **26. CURING DEFAULTS**

26.1 If the Contractor is in default of any of its obligations under this Contract, then the City may without terminating this Contract, upon 5 days written notice to the Contractor, remedy the default and set-off all costs and expenses of such remedy against any amounts owing to the Contractor. Nothing in this Contract will be interpreted or construed to mean that the City has any duty or obligation to remedy any default of the Contractor.

## **27. DISPUTE RESOLUTION**

27.1 The parties will make reasonable efforts to resolve any dispute, claim, or controversy arising out of this Contract or related to this Contract ("Dispute") using the dispute resolution procedures set out in this section.

27.2 Negotiation: The parties will make reasonable efforts to resolve any Dispute by amicable negotiations and will provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate negotiations.

27.3 Mediation: If all or any portion of a Dispute cannot be resolved by good faith negotiations within 30 days, either party may by notice to the other party refer the matter to mediation. Within 7 days of delivery of the notice, the parties will mutually appoint a mediator. If the parties fail to agree on the appointment of the mediator, then either party may apply to the British Columbia International Commercial Arbitration Centre for appointment of a mediator. The parties will continue to negotiate in good faith to resolve the Dispute with the assistance of the mediator. The place of mediation will be Surrey, British Columbia. Each party will equally bear the costs of the mediator and other out-of-pocket costs, and each party will bear its own costs of participating in the mediation.

- 27.4 Litigation: If within 90 days of the request for mediation the Dispute is not settled, or if the mediator advises that there is no reasonable possibility of the parties reaching a negotiated resolution, then either party may without further notice commence litigation.

## **28. WCB AND OCCUPATIONAL HEALTH AND SAFETY**

- 28.1 The Contractor agrees that it shall, at its own expense, procure and carry, or cause to be procured, carried and paid for, full Workers' Compensation Board coverage for itself and all workers, employees, servants and others engaged in or upon any work or service which is the subject of this Contract. The Contractor agrees that the City has the unfettered right to set off the amount of the unpaid premiums and assessments for the Workers' Compensation Board coverage against any monies owing by the City to the Contractor. The City shall have the right to withhold payment under this Contract until the Workers' Compensation Board premiums, assessments or penalties in respect of the work done or service performed in fulfilling this Contract have been paid in full.
- 28.2 The Contractor shall provide the City with the Contractor's Workers' Compensation Board registration number and a letter from the Workers' Compensation Board confirming that the Contractor is registered in good standing with the Workers' Compensation Board and that all assessments have been paid to the date thereof prior to the City having any obligations to pay monies under this Contract.
- 28.3 Without limiting the generality of any other indemnities granted by the Contractor in this Contract, the Contractor shall indemnify and hold harmless the City, its elected and appointed officials, employees and agents, from all manner of claims, demands, costs, losses, penalties and proceedings (including all actual legal costs) arising out of or in any way related to unpaid Workers' Compensation Board assessments owing from any person or corporation engaged in the performance of this Contract or arising out of or in any way related to the failure to observe safety rules, regulations and practices of the Workers' Compensation Board, including penalties levied by the Workers' Compensation Board.
- 28.4 The Contractor agrees that it is the "prime contractor" for the work as defined in the *Workers' Compensation Act*, R.S.B.C. 1996, c. 492 as amended and will ensure compliance with the *Workers Compensation Act* and Regulations in respect of the workplace. Without limiting its responsibilities under the legislation, the Contractor will coordinate the activities of employers, workers and other persons at the workplace relating to occupational health and safety. The Contractor shall have a safety program acceptable to the Workers' Compensation Board, shall provide first aid services, and shall ensure that all Workers' Compensation Board safety rules and regulations are observed during the performance of this Contract, not only by the Contractor, but by all sub-contractors, workers, material personnel and others engaged by the Contractor in the performance of this Contract. The prime contractor shall appoint a qualified coordinator for the purpose of ensuring the coordination of health and safety activities for the workplace. Prior to commencement of Construction, the Contractor shall complete and file a "Construction Notice of Project" with the Workers' Compensation Board and shall provide a copy of the same to the City confirming that the Contractor shall be the prime contractor responsible for coordination of safety and health under Part 3 of the *Workers' Compensation Act* and Part 20 of the WCB Occupational Health and Safety Regulations. That person will be the person so identified in this Contract, and the Contractor will advise the City immediately in writing if the name or contact number of the qualified coordinator changes.

- 28.5 The Contractor will ensure compliance with and conform to all health and safety laws, by-laws or regulations of the Province of British Columbia, including without limitation any regulations requiring installation or adoption of safety devices or appliances.
- 28.6 The Contractor shall fulfill all its duties, obligations, and responsibilities in such a manner that it ensures the safety of the public and in accordance with the safety regulations of the Workers' Compensation Board and shall install signs and barriers as required to ensure the safety of the public and of its employees in the use of the City facilities.
- 28.7 The Contractor understands and undertakes to comply with all the WCB Occupational Health and Safety Regulations for hazardous materials and substances, and in particular with the "Workplace Hazardous Materials Information System (WHMIS)" Regulations. All "Material Safety Data Sheets (MSDS)" shall be shipped along with the Goods, materials, products and any future MSDS updates will be forwarded.

**Refer to Attachment 1 Prime Contractor Designation – Letter of Understanding**  
**Refer to Attachment 2 Contractor Health & Safety Expectations – Responsibility of Contractor**

## **29. BUSINESS LICENSE**

- 29.1 The Contractor will obtain and maintain throughout the term of this Contract a valid City of Surrey business license.

## **30. GENERAL PROVISIONS FOR GOODS**

- 30.1 Documentation for shipments of Goods from outside Canada shall be provided by a Contractor by airmail and shall include all documents as required by law or customary practice. All packages shall be marked as follows:

“Upon arrival, please contact customs broker:  
Livingston International Inc.  
Telephone: 604-685-3555  
Fax: 604-605-8231  
Email: [cst19@livingstonintl.com](mailto:cst19@livingstonintl.com)”

- 30.2 If this Contract pertains to the fabrication, assembly or other processing of the Goods, representatives of the City shall be permitted free access at all reasonable times for the purpose of inspection, testing or obtaining information as to the progress of the fabrication, assembly or processing.
- 30.3 The City may require that shop drawings be submitted by the Contractor for review prior to the delivery of the Goods. The City may require that a qualified registered professional engineer stamp and approve a shop drawing prior to submission. Any review of shop drawings by the City will not relieve the Contractor from its obligation to deliver Goods in full compliance with all requirements of this Contract.

### **31. COMPLIANCE**

- 31.1 The Contractor will provide the Services in full compliance with all applicable laws, building codes and regulations.
- 31.2 The Contractor will, as a qualified and experienced practitioner, interpret applicable codes, laws and regulations applicable to the performance of the Services. If an authority having jurisdiction imposes an interpretation which the Contractor could not reasonably have verified or foreseen prior to entering into this Contract, then the City will pay the additional costs, if any, of making alterations so as to conform to the required interpretation.

### **32. JURISDICTION OF COUNCIL AND NON-APPROPRIATION**

- 32.1 Nothing in this Contract limits or abrogates, or will be deemed to limit or abrogate, the jurisdiction of the Council of the City in the exercise of its powers, rights or obligations under any public or private statute, regulation or by-law or other enactment.
- 32.2 The Contractor recognizes and agrees that the City cannot make financial commitments beyond the City's current fiscal year. The City will annually make bonafide requests for appropriation of sufficient funds to cover all payments covered by this Contract. If City Council does not appropriate funds, or appropriates insufficient funds, the City will notify the Contractor of its intention to terminate or reduce the services so affected within 30 days after the non-appropriation becomes final. Such termination shall take effect 30 days from the date of notification, shall not constitute an event of default and shall relieve the City, its officers and employees, from any responsibility or liability for the payment of any further amounts under this Contract.

### **33. WAIVER**

- 33.1 Any failure of the City at any time or from time to time to enforce or require the strict keeping or performance of any of the terms and conditions contained in this Contract shall not constitute a waiver of the terms and conditions and shall not affect or impair the terms or conditions in any way or the City's right at any time to avail itself of any remedies as the City may have for any breach of the terms and conditions.

### **34. APPLICABLE LAW**

- 34.1 This Contract shall be governed by and construed in accordance with the laws of the Province of British Columbia. The City and the Contractor accept the jurisdiction of the courts of British Columbia and agree that any action under this Contract shall be brought in such courts.

### **35. NOTICES**

- 35.1 Any notice, report or other document that either party may be required or may wish to give to the other must be in writing, unless otherwise expressly provided for, and will be deemed to be validly given to and received by the addressee:
- (a) by hand, on delivery;
  - (b) by facsimile, on transmission; or
  - (c) by mail, five calendar days after posting.

- 35.2 The addresses for delivery will be as shown in the Quotation. In addition, the City may give notice to the Contractor by email at the Contractor's email address as shown in the Quotation, which email will be deemed to be validly given and received by the Contractor on transmission. The Contractor may not give notice to the City by email.

### **36. MERGER AND SURVIVAL**

- 36.1 The representations, agreements, covenants and obligations set out in this Contract shall survive the delivery of the Goods and performance of the Services and payment of the Fees and Disbursements.

### **37. ENTIRE AGREEMENT**

- 37.1 This Contract, including the Schedules and any other documents expressly included by reference in this Contract, contains the entire Contract of the parties regarding the provision of the Goods and Services, and no understandings or agreements, oral or otherwise, exist between the parties except as expressly set out in this Contract. This Contract supersedes and cancels all previous agreements between the parties relating to the Goods and Services.
- 37.2 In the event that the Contractor issues an invoice, packing slip, sales receipt, or any like document to the City, the City accepts the document on the express condition that any terms and conditions in it which constitute terms and conditions which are in addition to or which establish conflicting terms and conditions to those set out in this Contract are expressly rejected by the City.

### **38. SIGNATURE**

- 38.1 This Contract shall be signed by a person authorized to sign on behalf of the Contractor.
- 38.2 This Contract may be executed in or one or more counterparts all of which when taken together will constitute one and the same Contract, and one or more of the counterparts may be delivered by fax transmission or as a PDF file.



### 39. ENUREMENT

39.1 This Contract shall enure to the benefit of and be binding upon the respective successors and permitted assigns of the City and the Contractor.

**IN WITNESS WHEREOF** the parties hereto have executed this Contract on the day and year first above written.

#### **CITY OF SURREY**

by its authorized signatory(ies):

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

**<<NAME OF CONTRACTOR>>**

**I/We have the authority to bind the Contractor.**

\_\_\_\_\_  
(Legal Name of Contractor)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)



## **SCHEDULE A SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES**

**PROJECT TITLE: JANITORIAL AND CUSTODIAL MAINTENANCE SERVICES  
GUILDFORD RECREATION CENTRE OVERNIGHT CLEANING**

### **1. PURPOSE**

The Contractor agrees to provide experienced and qualified janitorial staff that employ environmentally preferable “green” practices and use environmentally preferable products as part of their janitorial services to meet the janitorial and custodial maintenance needs of Guildford Recreation Centre.

The Department Representative of the City will inspect all serviced areas and provide direction, coordination and ensure that work is completed to the satisfaction of the City.

Every employee or individual retained by the Contractor in performing and providing the Services at the facility should have successfully completed a Building Service Worker course.

The City will be using its own BSW staff for project services and any extra work required for Guildford Recreation Centre.

### **2. BACKGROUND**



Location: 15105-105<sup>th</sup> Avenue, Surrey BC V3R 7G8

#### **Hours of Operation**

|                     |                   |
|---------------------|-------------------|
| Monday to Friday    | 6:00am to 10:00pm |
| Saturday and Sunday | 8:00am to 8:00pm  |
| Statutory Holidays  | 8:00am to 8:00pm  |

The Guildford Leisure Services offers a wide range of activities for preschoolers, children, youth, adults and seniors, including fitness, events, and social opportunities for all ages and abilities.

This facility is used heavily by the public, and daily janitorial services are required to maintain an acceptable level of cleanliness and an attractive appearance. The Guildford Recreation Centre has a variety of rooms and spaces designed to meet your leisure needs, as follows:

|                    |                 |              |
|--------------------|-----------------|--------------|
| Craft Rooms        | Fitness Room    | Meeting Room |
| Seniors Lounge     | Sky Track       | Gymnasiums   |
| Kitchen            | Weight Room     | Youth Lounge |
| Multi purpose Room | Preschool Rooms |              |

The recreation centre and library have between 900,000 and 1 million visits per year (@ 2,600 per day). Approximations for visits to the recreation centre itself are around 400,000-450,000 per year (@ 1,150 per day).

**Facility Square Footages:**

Entire recreation centre is approximately 65,000 sq. ft.

Weight training space and fitness space area combined is approximately 9,200 sq. ft.

Gymnasiums combined are @ 17,000 sq. ft.

Office areas are @ 1,500 sq. ft.

**NOTE: Janitorial and custodial maintenance services for the Guildford Recreation Centre - Aquatics is not part of this Agreement.**

- 2.1 The required Services as specified in Schedule A include, but is not limited to, the cleaning, disinfecting, trash removal and floor maintenance of the following designated locations:
- Lower lobby men's washroom
  - Lower lobby women's washroom
  - Lower lobby accessible washroom
  - Lower lobby men's change room
  - Lower lobby women's change room
  - Upper lobby men's washroom
  - Upper lobby Women's washroom
  - Lower lobby floors
  - Gymnasiums 1, 2 & 3
  - Upper lobby floors
  - Lower lobby floors including kids playpark
  - MPR floor
  - Seniors lounge floor
  - Kitchen floor
  - Crafts rooms 1 and 2 floors
  - Youth lounge floors
  - Fitness Room
  - Upper and lower weightroom

Janitorial and custodial maintenance services for the locations not listed above, including project work, will be serviced by the City's building cleaner and/or BSW.

### **3. SERVICES**

- 3.1 In accordance with this Contract the Contractor shall furnish everything needed to perform all of the requirements of this Contract including without limitation any and all material required but not supplied by the City, all labor, transportation and services required to faithfully perform and provide the Services required for and to the satisfaction of the City, under the direction and supervision of the City's Department Representative.
- 3.2 All Contractor furnished property and materials must meet applicable federal, provincial and City laws, codes, and regulations. The Contractor shall use only those Contractor furnished items that are determined to be satisfactory by the Department Representative in performance of the Services.
- 3.3 The City reserves the right to make necessary scheduling changes, including all daytime scheduled cleaning at no additional charge. The Contractor shall perform such Services as required by the Contract and shall not be entitled to receive any remuneration from the City other than that specified by the Contract.
- 3.4 The Contractor must work in a manner that does not create a disruption to the normal course of business. Any activity that produces noise that interferes with the business operation must be completed during off-hours. The Contractor shall ensure that their employees have proper and adequate noise and hearing protection.

### **4. SCOPE OF SERVICES**

The task schedules and performance standards form an integral part of the specifications document. Neither the task schedules nor the performance standards shall be used alone. Work omitted from the task schedules but mentioned or reasonably implied in the performance standards, or, vice versa, shall be considered as properly and sufficiently specified and shall be provided.

#### **4.2 REGULAR CLEANING TASK SERVICES SCHEDULES**

##### **4.2.1 Regular Cleaning Task Schedules**

The Contractor will clean the site according to the requirements, specifications and frequencies set out in **Schedule A-1 Regular Cleaning Task Schedules**. Schedule A-1 articulate required service frequencies and standards as well as specific unique requirements for the City or area which may be above and beyond the general standards. In addition, there are some unique cleaning requirements which may exceed and supplement the general standards due to the nature of the building, and the building occupants.

It is the intent that the City facilities be maintained at a high standard of cleanliness and maintenance. These schedules and guidelines are established as minimums. All items not specifically included but found to be necessary to properly clean the building, shall be included as though written into this Scope of Services.

Regular Cleaning Task Services Schedule details general daily tasks for the designated location. The City reserves the right to assign specific cleaning times for those service level areas. Notwithstanding any time indicated in the schedule, at any time during the Term of this Contract the City may give written notice of a change, addition, or deletion of the cleaning times specified. The Contractor shall adjust its service plans

and schedules accordingly and submit a revised schedule to the City within five (5) working days after receiving notification from the City.

In all cases, the Services shall be performed with the least inconvenience to City or City personnel, all in accordance with the referenced Regular Cleaning Task Services Schedules.

If there are any tasks listed in **Schedule A-1- Regular Cleaning Task Services Schedules** which does not have a corresponding performance standard then the Contractor will be required to undertake such work in accordance with current industry best practices using products and equipment appropriate for the work, in each case, as determined by the City in its sole and absolute discretion.

*Note: The Contractor shall make him/herself aware of current meeting schedules, holidays and other work routines within the facility and conduct his/her work in such a manner as to cause no interference with the execution of City business.*

Furniture or other equipment (including waste containers) moved while performing basic services shall be returned to their original position.

#### **4.2.2 Schedule Work Hours**

The Contractor will perform the Services in a manner which causes minimal interference to the users and occupants of the facility. The Contractor must arrange its work schedule accordingly. The exact start and finish times for the provision of the Contract Services shall be mutually agreed upon between the appropriate Site representative and the Contractor.

All work shall be started and completed at approximately the same time in each time period, unless otherwise specified or agreed to by the Department Representative.

Specific cleaning schedules and any variations to the schedule must be approved by the Department Representative in writing in advance of the variation.

#### **4.3 GENERAL CLEANING PERFORMANCE STANDARDS (CITY PREFERRED):**

The Contractor shall perform the Services in accordance with the standards listed in **A-2 Regular Cleaning Task Services Performance Standards**. These Regular Cleaning Task Services Performance Standards as written, are stated in general terms and in reference to the building(s) design, layout and/or condition. The lack and/or omission of any detailed specifications do not minimize acceptable levels of service and only the best commercial practices are acceptable. The City has established these cleaning performance work requirements to standardize and optimize the cleaning programs across the various City buildings. These performance standards include quality practices to ensure a clean, healthy and safe environment for the people who visit or work in the City buildings.

- (a) The Contractor shall thoroughly clean, sanitize and polish the building including washable surfaces of walls, partitions, columns, glass surfaces, doors, door hardware, door glass, elevators, stairways, hand railings, mirrored surfaces, furniture, fixtures and appliances.
- (b) The Contractor shall employ appropriate cleaning techniques and use professional/commercial quality products and equipment to ensure a first-class professionally maintained appearance.

- (c) The Contractor must use germicidal detergent in restrooms, locker rooms, food areas and drinking fountains.
- (d) The Contractor must clean Plexiglas surfaces with a soft cloth and Plexiglas cleaner. The Contractor must clean and polish wood surfaces with a soft cloth and wood polish, using no water or detergents. Upon completion of general cleaning, all surfaces must be free from soil, smudges, fingerprints, gum, marks or streaks. General cleaning is not spot cleaning; rather, total surface areas within the building must be cleaned.
- (e) Properly cleaned and disinfected doors, walls, partitions, trim, baseboards, handrails/stair rails, frames, window sills, ledges and horizontal surfaces including their component parts, must be clean and free from dirt, dust, film, streaks, smudges, lint and cobwebs.
- (f) Restroom/locker room areas, stall partitions, doors and walls must be free from stains, graffiti, spots, streaks and cobwebs. Works standards that state "disinfect" are considered disinfected when the Contractor uses a liquid or spray product identified as a disinfectant and applies the product in accordance with the manufacturer's instructions.

## **5. LABOUR, EQUIPMENT, AND MATERIALS**

### **5.1 Labour**

- (a) The Contractor shall, at all times during the term of this Contract, have a Supervisor on-site charged with the responsibility of supervising the cleaning operations at the Sites;
- (b) The Contractor will from time to time provide the Department Representative with the full names and addresses of all persons whom the Contractor proposes to employ in the performance of the Services. The City may, at any time or from time to time and for any reason whatsoever, notify the Contractor that it will no longer accept services performed by any one or more of its' employees. The City shall have no obligation to disclose to the Contractor the reasons for any such notice. In the event of such notification, the Contractor shall promptly remove such employee or employees from the City premises and take immediate steps to ensure that its performance under this Contract will not be reduced. The Contractor shall also provide sufficient back-up in times of staff shortages due to vacations, illness, and inclement weather;
- (c) The Contractor shall regularly inspect employee's cleaning operations to ensure that the proper techniques and procedures are used during the operation of all manual and powered cleaning equipment and machinery. The Contractor shall also ensure all equipment and machinery is operated within manufacturer's guidelines and in strict compliance with all current regulatory, safety and established operational practices common to the trade;
- (d) The Contractor shall employ a sufficient number of properly qualified and trained cleaning staff and supervisory staff for the performance of the Services. Failure or delay in the performance of the Services due to the Contractor's inability to obtain qualified and trained personnel of the number and skill constitute a default of the Contract;
- (e) The Contractor will provide qualified staff to perform biohazard services (as necessary), and in accordance with all applicable industry standards and requirements. Biohazard services will include, but shall not be limited to the following activities:

- Resolve biohazard situations as needed;
- Maintenance and disposing of hypodermic needles;
- Incidents involving emergency medical scenes; and
- Comply with all Federal, Provincial and Municipal standards pertaining to the handling and disposal of biohazards and related materials.

The Contractor will be required to provide a biohazard plan for review and approval by the City prior to commencement of services.

## **5.2 Equipment**

- (a) The Contractor must provide and maintain, at its own expense, all tools necessary, and equipment (professional/commercial quality) necessary for the performance of this Contract. The City will not procure or give any assistance in the procurement of any equipment, materials, and accessory items required for the performance of the Services. The Contractor furnished equipment shall be the size and type specifically designed and developed for the cleaning tasks and Services. The Contractor shall regularly inspect all equipment and machinery to ensure each is serviced and maintained according to manufacturer's schedules and guidelines to ensure safe, efficient operation and effective cleaning results. In addition, the Contractor shall comply with the following:
- (b) The Contractor's equipment must include, but is not limited to, vacuum cleaners, scrubbers, buffers, shampoo machines, extractors, pressure washers, sweepers, mop buckets, wringers, mops, brooms, brushes, custodial carts, and safety equipment such as floor signs, temporary barricades and stanchions are available on-site when needed. The Contractor's equipment must be removed from public areas when not in use. All of the Contractor's equipment must be clean, properly maintained, and properly secured when not in use;
- (c) The Contractor shall use all equipment and tools in such a manner that it will not wear, tear, scar or mark walls or other surfaces. Larger equipment and tools must be equipped with non-marking rubber, vinyl or plastic tips on the ends of the handles to prevent marking or scarring of walls. All wheeled and moveable equipment must be equipped with protective non-marking bumpers or guards around the entire perimeter of the equipment to prevent damaging the building structure or other objects. Bumpers or guards must be properly maintained. Equipment with improper bumpers or guards must be removed from service immediately. Damages caused by the Contractor's equipment must be repaired at no expense to the City. Electrical equipment must be equipped with a non- marking, 3-conductor, grounded plug electrical cord;
- (d) The Contractor shall assume all risk of loss for stored equipment or materials, which includes without limitation consumables and cleaning supplies;
- (e) The Contractor is responsible for the safe operation of any equipment brought on location and must be able to demonstrate to the Department Representative that all operators of said tools and equipment are trained and qualified to do so;



- (f) Ladders: All Contractor ladders must be labeled with the Contractor's name. All ladders are to be maintained in good condition at all times and inspected prior to use. Employees using ladders must do so in a safe and responsible manner. Any defective ladders are to be tagged as such and removed from site;
- (g) Working at heights: It is the Contractor's responsibility to select the appropriate fall protection measures for the work to be performed. When working at heights, the area below is to be cordoned off as the work area protection requires. Contractors must be able to demonstrate that all equipment has current inspection certificate(s) and is maintained as per regulatory requirements and that all personnel have current and appropriate training;
- (h) Scaffolding: All scaffolding is to be erected, maintained and inspected in accordance with all applicable regulations, codes and engineering practices. The Contractor is to ensure competent supervision of any modification process and have written approvals of such modifications. Precautions must also be taken to ensure that each scaffold does not exceed structural or design limits set out by applicable provincial legislation. The Contractor must also provide all scaffolds and safety equipment required for the entire project. Copies of the inspection reports are to be available upon request; and
- (i) Mixing Cleaning Chemical Dispenser Systems: The provision and use of any mixing cleaning chemical dispenser systems (wall (including metering equipment) or cart) will be the responsibility of the Contractor. The Contractor will be expected to remove any existing equipment (if any), dispose of as requested by the City in an environmentally friendly manner; supply new dispensing equipment, install, and maintain all dispensers throughout the Sites as well as be responsible for any replacement dispensers as existing dispensers become obsolete throughout the Term. The Contractor should provide dispensing equipment that reduces the worker exposure to chemicals and promotes the appropriate use of the cleaners.

Note: The Contractor is not required to supply, deliver or install consumable product dispensers. (e.g. soap dispensers, towel dispensers, toilet tissue dispensers, sanitizer dispensers, toilet seat cover dispensers, etc.). The City will provide the appropriate dispenser when required.

### **5.3 Materials (Cleaning Supplies and Consumables)**

For materials specifications, with reference products, alternative products will be considered providing they meet the minimum performance criteria (i.e., they meet or exceed the minimum performance specifications and are suitable for the intended use).

The City is looking to reduce hazardous materials in cleaning supplies used within City buildings in order to reduce air and water pollution and to protect human health and safety in the workplace. The City also aims to reduce the overall waste and results from the City's janitorial operations by ensuring that packaging is minimized and is reused or recycled.

The Contractor should purchase cleaning supplies and materials that are made with natural ingredients without dyes and or perfumes and are not tested on animals and above all are 100% biodegradable. The Contractor will discontinue using any cleaning chemicals, materials or equipment which in the reasonable opinion of the Department Representative determines is unsuitable for the purpose, or may cause any damage to the building or pose any health risk to the users of the building.

(a) Cleaning Supplies: The Contractor shall furnish, pay for and maintain an adequate inventory of all cleaning supplies required to perform the Services.

Contractor-furnished cleaning supplies include, but are not limited to, the following:

- Air Sanitizer
- Batteries for Air Sanitizer and for other uses
- Brooms (all types)
- Brushes (all types)
- Caddy Bags
- Carpet Cleaner/Shampoo
- Carpet De-Foamer
- Carpet Deodorizer
- Carpet Spotter
- Cleaning Cloths (Designated Colours)
- Cleaner, All-Purpose
- Cleaner, Degreaser
- Cleaner, Glass
- Cleaner, Multipurpose
- Cleaner, Stainless Steel
- Cleanser
- Dust Pans
- Electrical Cords
- Floor Finish (Hi-Solids)
- Floor Sealer
- Floor Stripper
- Furniture Polish
- Toilet Plunger
- Gloves, Latex
- Graffiti Remover
- Vacuum Bags
- Insect Spray
- Mop Bucket/Wringer
- Mop
- Mop Heads
- Pad (various) for floor machine
- Pads (various) for Floor Machine
- Polish Metal
- Polish Wood
- Polishing and Scouring Pads, Floor Machine
- Rags
- Safety Equipment
- Safety Signs; "WET FLOOR", etc.
- Sanitary Napkin Disposal Bags
- \*Sanitary Napkins/Tampons
- Sanitary Napkin Disposal Bags
- Scouring Pads
- Scrapers
- Sponges
- Spray Bottles
- Squeegee
- Stripping Pads
- Toilet Bowl Cleaner
- Toilet Bowl Mops
- Urinal Mats
- Paper products used in the cleaning process

To achieve compliance with the Green Cleaning Program, a minimum of 30% of the total annual purchases (at cost) of these cleaning and maintenance products must meet at least one of the following sustainability criterions:

- Environmental Choice - Ecologo certified <http://www.ecologo.org/en/>
- Green Seal certified <http://www.greenseal.org/>
- Greenguard certified <http://www.greenguard.org/>
- Carpet & Rug Institute <http://www.carpet-health.org/>

All cleaning agents and chemicals that will be used at the City must have prior approval from the City and be accompanied by a Material Safety Data Sheet (MSDS).

It is not the City's intention to require specific brands of products to be used but all products should meet the City's Green Cleaning Program requirements for each category. Products should be purchased in quantities that minimize the amount of packaging. If re-usable cleaning supplies can be purchased, such as micro-fibre towels and cloths, that is preferred.

The City is looking to reduce hazardous materials in cleaning supplies used within City buildings in order to reduce air and water pollution and to protect human health and safety in the workplace. The City also aims to reduce the overall waste and results from the Contractor's janitorial operations by ensuring that packaging is minimized and is reused or recycled.



The Contractor will discontinue using any cleaning chemicals, materials or equipment which in the reasonable opinion of the Department Representative determines is unsuitable for the purpose, or may cause any damage to the building or pose any health risk to the users of the building.

A current copy of Material Safety Data Sheet (MSDS) for each chemical used on site is to be stored in a binder located at each janitorial closet and to be easily accessible to cleaning staff and the Department Representative.

(b) Consumables: The City will furnish and pay for an adequate inventory of the following consumable items:

- Paper products – toilet tissue, paper towels (folded or rolled to fit dispenser installed in each Site) toilet seat sanitary protective covers;
- Hand Cleaners;
- Hand Soap, Liquid(Pink Liquid, Lanolin)/Foam and Powdered hand soaps including dispensers (not anti-bacterial);
- Organic Liners, and
- Trash can liners (trash bags).

## **6. CONTRACT SERVICES**

6.1 The City prefers one (1) cleaning personnel who shall perform cleaning tasks services. Day porter is not required.

The Services shall be performed seven (7) days per week on a **Monday** through **Sunday** from 11:00 a.m. Services for the night shift shall be seven (7) days per week **Monday through Friday** from 10:00 p.m. Monday through Friday.

The Department Representative will coordinate the service hours with the Contractor for the day and night shifts. The hours of operation for Saturdays and Sundays are from 8:00 am to 8:00 pm. The Services on these days will be on an “as required” basis and is subject to approval of the Department Representative.

### **6.2 CLEANING TASKS**

During the course of the day, the cleaning personnel will be expected to carry out the following variety of services.

- (a) Keep the main entrance areas to the building clean at all times;
- (b) Pick up and collect litter, and recycling materials located within interior space(s) and pick up and collect litter, recycling, and tobacco waste within 10m of exterior entrances, and designated smoking areas for removal and disposal;
- (c) Interior and exterior doorway entrance floor surfaces shall be monitored and maintained in a safe condition free of slipping hazards;
- (d) Using an appropriate glass cleaner, completely clean both sides of all window glass in entry ways. All glass areas immediately adjacent to exterior doors, such as light panels, vestibules and double door airlock entries, including frames and sills, will be cleaned at this time. After

cleaning, these surfaces will present a uniform appearance free of all streaks, smudges, fingerprints, non-permanent stains, lint, etc.;

- (e) Clean and maintain public areas as required, empty and clean garbage containers remove gum, remove posters, remove smoking debris and maintain smoking shelters;
- (f) Clean all corridors and utility areas daily;
- (g) Ensure that all stairwell areas are cleaned daily;
- (h) Spot clean handrails, doorknobs, and horizontal surfaces and vertical surfaces;
- (i) Clean all washrooms keeping them in clean and sanitary condition. Washrooms will be monitored as needed to ensure the cleanliness of the entire washroom throughout the day;
- (j) Ensure that the washrooms (WC) are fully re-supplied with the necessary sanitary supplies (e.g. toilet tissue, soap and towels);
- (k) Clean up of all body fluid spills of urine, feces, blood and vomit, including disinfection steps;
- (l) Clean, disinfect and maintain in clean and sanitary condition all change rooms, showers stalls, exercise rooms, and recreation spaces;
- (m) Clean lunch room(s) (break room(s) areas, as needed to ensure cleanliness;
- (n) Clean all conference rooms/meeting rooms, on call after they have been used during the day to insure that they are ready for re-use;
- (o) Maintain the City's recycle program;
- (p) Replenish cleaning products and consumables in janitorial storage areas;
- (q) Notify the City's Facilities Work Control of light bulbs and tubes that may have burned out, or other maintenance issues (i.e. electrical, plumbing, etc.); and,
- (r) Perform such other general cleaning, as time may permit, or as directed by the Department Representative.

**Special Instructions:** No alkaline soaps, coarse scouring powders, coarse paste cleaners, solvents, paraffin, white spirits, gas and the like are to be used.

The City reserves the right to schedule daytime cleaning as required within the facility as service level areas and functions change, at no additional charge.

## **7. CONTRACTOR'S PERSONNEL**

The Contractor should:

- (a) **Cleaning Personnel:** Assign one (1) cleaning personnel and provide their name, address and telephone number must be provided to the Department Representative upon commencement of Services; and
- (b) **Site Supervisor:** Designate a site supervisor who will be responsible for overall management and coordination of the work under this Contract. The project manager shall be available at all times during the normal cleaning hours and shall act as the central point of contact with the City. When Services is performed other than the normal cleaning hours, an individual may be designated by Contractor to act for the project manager. The Contractor shall provide to the Department Representative the names, addresses and telephone numbers of such person(s) and shall keep this information current at all times. The City has designated the Department Representative who will be the Contractor's point of contact for all day-to-day activities, questions and issues relating to the Work.
- (c) **Contractual Employees:**
- must not have relatives or other personal visitors at the work site;
  - must not consume food or beverages in public view while in the performance of the cleaning duties;
  - must not consume alcoholic beverages nor use narcotics while in the performance of the cleaning duties, nor be under the influence when reporting to duty;
  - must not use the telephones (except in emergency), office equipment (e.g.) computers, photocopiers, radios, T.V. sets, or, any other equipment belonging to the City;
  - must not play radio's or other sound equipment;
  - must not fraternize with City staff, clients, tenants, or visitors to the building nor unnecessarily disrupt business while performing their contractual duties;
  - must not interfere with building or staff property;
  - must be able to communicate (speak, read and understand) in the English language; and,
  - successfully completed B.S.W Certificate, as a minimum, and completed training specified in Section 8 - Training.

Smoking is not permitted on-site. At its own discretion the Department Representative may permit smoking in specifically designated areas within the Site.

The City may require the Contractor to immediately remove any contractual employee(s) from the City premises for cause. The Contractor will assume any and all responsibilities. Any employee so removed may not be placed in another City building.

The City reserves the right for final determination of a contractual employee's suitability for assignment to a specific location. Problems of this nature will be addressed with the Contractor's management.

## **8. TRAINING**

8.1 The Contractor shall provide an employee training program covering the safe and proper use of janitorial products and equipment, and all phases of the custodial maintenance and janitorial services including individual job responsibilities detailed in this Contract.

8.2 The plan shall include the following:

- (a) have all appropriate professional training, licenses and certifications required for the work being performed;
- (b) give clear guidance to cleaning staff on handling cleaning chemicals;
- (c) provide easily understood directions to cleaning staff including graphic representation for the dilution of chemical cleaning products;
- (d) track the quantities of cleaning chemicals used over time on at least a quarterly basis;
- (e) use a chemical measuring and dilution control system that limits worker exposure to chemical concentrates while facilitating the proper dilution of these concentrates (e.g., wall-mounted dispensing systems where concentrates are sequestered and dispensed remotely and cleaning chemical is automatically mixed with water for proper end-use dilution without the worker needing to touch concentrates);
- (f) use the appropriate technology (coarse spray or squirt bottles, automatic chemical dispensers on powered equipment, etc.) for applying the chemical product to avoid aerosolization, overuse, or waste;
- (g) provide directions for the proper rinsing and disposal of expended or empty chemical solution containers;
- (h) prevent other building areas from being adversely affected; and
- (i) reduce, minimize, or eliminate the need for using cleaning chemicals if possible.

- 8.3 The plan must be acceptable to the City. The Contractor shall not begin work until the plan, incorporating any changes required, has been approved by the City. The Contractor shall maintain and update the plan annually.
- 8.4 The Contractor shall keep accurate records of employee's initial and ongoing training. The Contractor shall provide training at its expense and no additional compensation will be provided by the City.
- 8.5 The Contractor shall update its training program to keep current with new procedures, products, equipment, and facilities from time to time.
- 8.6 The Contractor is required to submit monthly reports proving the compliance with the equipment purchasing and training requirements as stated in City's Green Cleaning Program. Additionally, it is expected that all staff are to be trained in accordance to the City's Green Cleaning Program. These reports shall illustrate a breakout of green/non-green products, and reveal where the products will be used
- 8.7 The Contractor must ensure cleaning personnel and supervisors are trained on the City's Green Cleaning Program and procedures. The Contractor shall maintain and submit a monthly training log and equipment maintenance/purchasing log. The training log shall list the employees, training topics covered and number of hours spent in training. The equipment log shall show a current equipment list that details the make/model of equipment, year purchased and condition, along with a record of maintenance activities:

## **9. UNIFORMS AND IDENTIFICATION BADGES**

- 9.1 Cleaning personnel shall arrive to work in the appropriate uniform of the Contractor. Uniforms shall be in a good state of repair, clean, pressed, fitted properly, in good condition, and shall present a professional appearance and Contractor furnished identification badges.

- 9.2 Uniforms are defined as clean, long or short-sleeved (no sleeveless, smocks or tank tops) shirt with collar, worn with pants (no mid-calf, Bermuda or short pants) accompanied by shoes that cover the entire foot (shoes or slippers with open toe or exposed heel are unacceptable) with the company name on the shirt in a conspicuous location. Jackets with a collar may be worn. The jackets shall have the company name located in a conspicuous location. All uniforms are to be of same colour. Contractor is responsible for all uniforms and attire worn by custodial staff.
- 9.3 The Contractor is to provide at its expense, photo identification badges/cards. Photo identification badges/cards must include, as a minimum, the company name, employee name and current photograph. The badges must be worn on the outside of clothing in the chest area.
- 9.4 The Contractor shall be responsible and ensure that all employees are in compliance with these requirements.
- 9.5 All clothing and name badge maintenance and replacements will be the sole responsibility of the Contractor.

## **10. INCLEMENT WEATHER**

- 10.1 The Contractor shall make every reasonable effort to provide cleaning services regardless of snow or other inclement weather.

## **11. UNOCCUPIED SPACE**

- 11.1 There may be times when a portion of the building becomes “unoccupied” for various reasons. Upon notice by the City, the Contractor will be instructed to cease cleaning the unoccupied area(s), and the City shall receive a credit based on the Global Square Footage Cost each day unoccupied. The total square footage of the unoccupied space will be multiplied by the Global Square Foot Cost and subtracted from the total monthly cost. Should the site become re-occupied, the full cost per month shall apply, unless such changes result in an increase or decrease in contract requirements.
- 11.2 In the event of a Site undergoing renovations during the Term of the Contract, there will be no adjustments made to the Contract Price for services rendered related to the construction. As areas are decommissioned, the labour and materials which is attributed to those areas will be used for construction clean-up at the Site.

## **12. CONTRACTOR'S REPORTING METHOD (EMERGENCIES)**

- 12.1 Items requiring emergency repairs such as flooding due to broken pipes, plugged toilets, serious leaks or any health, life and safety concerns shall be reported immediately, upon discovery to the City's Corporate Facilities Department, Work Control. The Department Representative will provide the appropriate contact list to the Contractor for this purpose.

## **13. CONTRACTOR'S REPORTING METHOD (DAY-TO-DAY)**

- 13.1 All communications from the Contractor's employees shall be directed through the Contractor's site supervisor using the on-site “Daily Report Log Book”. At no time shall the Contractor's employees leave written messages, instructions or requests at City employee workstations or in offices.

- 13.2 Any items requiring maintenance or repairs such as: leaking fixtures or pipes, broken or cracked windows, loose flooring, ceiling or wall tiles, inoperative or broken fixtures, lights, outlets and switches, shall be reported daily to the City's Corporate Facilities, Work Control at Telephone: 604-590-7201, Fax: 604-599-8794. A message can be left for follow through if the notification is after 4:00 p.m. Monday through Friday, or on weekends.
- 13.3 Contractor shall fax or e-mail a written report the next workday to the Department Representative when an unusual occurrence, malfunction or property damage is noted or has occurred. Failure to provide the Department Representative, or designate with this information will be considered a failure to perform and may lead to Contract termination.

#### **14. QUALITY ASSURANCE PLAN**

- 14.1 While Time is of the Essence with respect in the performance of the Services, quality assurance/quality control is of paramount importance to the success of the Services and the requirement for the provision of a competent and qualified quality control staff and for the implementation and adherence to the quality assurance plan cannot be overstated.
- 14.2 The Contractor will be required to submit a Quality Assurance Plan acceptable to the City. The Contractor shall not commence with Services until the Quality Assurance Plan, incorporating any changes required has been approved by the City. The Contractor shall maintain and update the plan annually. The Contractor's Quality Assurance Plan shall include:

##### **14.2.1 General**

- (a) The Contractor will establish, document, implement and maintain a Quality Assurance Plan and associated procedures throughout the Term to ensure that the Services comply with the requirements of the specifications;
- (b) The Department Representative shall within a reasonable amount of time from receipt either approve the Quality Assurance Plan and Procedures, or reject it, giving reasons for the rejections;
- (c) The Contractor shall rectify the deficiencies and resubmit a Quality Assurance Plan and associated Procedures for approval;
- (d) Failure to establish, document, implement and maintain a Quality Assurance Plan and associated Procedures in accordance with this specification shall be deemed to be a default by the Contractor; and,

The Quality Assurance Plan and procedures information should be brief and concise and written in a format that can be easily understood by all parties.

##### **14.2.2 The Plan**

The plan shall include:

- (a) Methods of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable, with descriptions;

- (b) Methods of documenting and enforcing quality assurance operation, including inspections;
- (c) The format for the Contractor's Quality Assurance Report; and
- (d) Method of controlling keys, access cards and locks; and

#### **14.2.3 The Procedures**

The procedures shall include:

- (a) **Quality Assurance Files:** A file of all quality assurance inspections, inspection results, and any corrective action required and/or performed, shall be maintained by the Contractor throughout the Term of the Contract. This file shall be the property of the City and be made available upon request to the Department Representative within ten days after completion or prior to termination of the contract. Final payment will be withheld pending receipt of quality assurance files;
- (b) **Quality Assurance Reports:** The Contractor shall submit to the Department Representative by close of business the fifth working day of each month, a Quality Assurance Report listing the result of the previous month's Quality Assurance Inspections;
- (c) **Acceptability:** For purposes of acceptance, the Contractor's Quality Assurance Plan will be considered as work of service and shall be subject to acceptance throughout the Term of the Contract, to include any extension of contract term. The Contractor shall notify the Department Representative in writing of any proposed change to the Contractor's Quality Assurance Plan. No change will be implemented prior to review and approval by the Department Representative; and,
- (d) **Materials:** Procedures to ensure all cleaning supplies provided by the Contractor are in accordance with the standards required by the Contract.

### **15. JANITOR ROOM AND CONTRACTOR'S SPACES**

#### **15.1 STORAGE OF CONTRACTOR'S EQUIPMENT, MATERIALS AND SUPPLIES**

If available, the City will provide at each Site a locked storage room for the storage of equipment, materials, and supplies (cleaning chemicals and consumables), as may be necessary for the Contractor to carry out the Contractor's duties and obligations under this Contract. The City will not be responsible in any way for the Contractor's cleaning supplies, materials, equipment and consumables or personal belongings that may be damaged or lost by fire, theft, or accident. Equipment, materials and supplies (cleaning chemicals and consumables), shall only be kept in areas reserved for such equipment, materials and supplies (cleaning chemical and consumables). The Contractor will be responsible for adequately insuring its equipment stored on the City's premises against loss by fire, theft, accident, or otherwise.

The Contractor will not leave any soiled mops or cleaning cloths at the building and will remove and launder same on an as used basis.



## 15.2 MAINTENANCE OF STORAGE AREAS

.1 The Contractor will be responsible to maintain custodial closets and/or storage areas in a clean, orderly and safe manner at all times. The Contractor shall ensure that basic equipment and cleaning chemicals are always available in these areas for emergency clean-up use by Contractor's staff during working hours. Contractor shall ensure that equipment; supplies and chemicals are stored in such a manner as to maintain the required access, paths and clearances to and from such items as electrical panels, hot water tanks, telephone racks or other similar items for regulatory requirements. The Contractor must ensure MSDS sheets for all cleaning chemicals are clearly posted.

.2 Continued failures to maintain these areas in a safe and orderly fashion in violation of fire, and safety codes will be considered a failure to perform and will lead to contract termination.

.3 No inflammable substances shall be permitted on or about the premises without the Department Representative's written consent. Cleaning waste and other materials wholly or partially impregnated with any inflammable substance shall be removed from the premises on the completion of each day's cleaning operations.

## 16. CITY'S REPORTING METHOD

16.1 The Department Representative may use a fax form or e-mail to communicate with the Contractor any concerns or problems that need to be resolved.

16.2 The Department Representative shall be the first point of contact for the Sites, on all modifications or issues, unless other arrangements are provided and agreed to in writing.

## 17. BUILDING SECURITY

17.1 No one is allowed into the Site premises other than those individuals responsible for performing the Services. Where required by the City, the Contractor will ensure that all contractors, suppliers and service representatives that enter the Sites report to the Department Representative so that the Department Representative will be aware of who is on the Site and the duration of the visit.

17.2 **Keys/security system codes:** The Contractor will be provided with keys, access cards and security system codes for the purposes of accessing the Site(s). The Contractor must not label the keys and access cards with the name of the City, or, makes duplicate keys and shall take all care to prevent theft or loss of the keys and access cards. The Contractor must provide a list of employees name and addresses that are assigned or possess access cards, keys and security system codes. This list shall include the identification numbers of each access card, and key assigned. The Contractor shall provide and maintain a current record of all access cards, keys and provide it to the Department Representative within 72 hours of letter of intent. The Contractor shall not reassign any keys, or access cards, without prior approval from the Department Representative. All keys and access cards shall be returned upon the termination or cancellation of this Contract. Failure to return keys and access cards to the Department Representative within three (3) working days will incur a fee of \$100.00 per day. Contractor shall contact the Department Representative not later than 10:00 a.m. next day after discovery, of a lost or stolen key, or access card(s). The Contractor will be responsible for the cost of

replacing lost or stolen or unaccounted for keys and/or access cards, including re-keying doors, gates or locks.

- 17.3 In the event a master key is lost or duplicated, the City will replace all locks and keys for that system and the Contractor shall pay the total cost of replacement.
- 17.4 Contractor shall use the keys and security system as properly instructed by the Department Representative. If additional alarm system training is required, Contractor shall submit a written request to the Department Representative. Training will be scheduled for a date and time acceptable to the Department Representative.
- 17.5 Charges due to responses to false alarms resulting from the Contractor's action or lack thereof will be deducted from the current monthly invoice or will be credited to a future invoice. This fee will be based on the current response fee charged to the City by the City's Security Contractor or local law enforcement agency. Continued alarm responses by the Security Contractor or local law enforcement agency due to Contractor's action or lack thereof will be considered a failure to perform and will lead to contract termination.
- 17.6 The Contractor shall be liable and responsible for any costs incurred in making changes to the security systems due to the contractor's willful, negligent, or accidental release of security codes to unauthorized persons which results in breach of security or confirmed theft of goods or equipment owned by the City or its employees.
- 17.7 **Building security and access:** The Contractor will be responsible for the security of the building while working inside and for securing the building upon departure. All exterior doors and ground floor windows shall be kept closed and locked while work is being performed in or about the office and building area. All building exits shall be secured/locked upon arrival of the cleaning crew; no exterior exits shall be left unlocked or blocked open during the shift. Interior door security shall be maintained in the individual areas within the building during the work shift. Doors to unattended rooms shall be closed and secured during the shift except while being serviced. Any exterior exit being used to remove supplies, trash or equipment through shall not be blocked open or left unattended. These security procedures shall be strictly followed.
- 17.8 Only the Contractor and its employees are authorized access to the building. The Contractor's personnel must use their identification access card whenever entering or exiting any building or any secured area within a building. Personnel are not permitted to follow another employee or a City employee through a door without first displaying their access card to the card reader separately. Any Contractor's personnel who knowingly allow persons to enter any building who are not authorized under this Contract will be removed from the performance of the Services immediately, and the Contractor may be deemed in default of the Contract. Any problems or questions dealing with individuals requesting access without an entrance key, access card or proper authorization or unauthorized people, theft or vandalism will be immediately reported by phone to the Department Representative or, contract security personnel.
- 17.9 **BREACH OF SECURITY SHALL BE CAUSE FOR IMMEDIATE TERMINATION OF THE CONTRACT.**
- 17.10 Upon completion of the work shift, the Supervisor or lead person shall physically check and lock all exterior doors, close and secure interior doors, windows and gates. Failure to comply may result in cancellation of the Contract.

- 17.11 Turn off all lights other than those used for security and night lighting and the following electrical equipment only when observed and only at the switch: fans, air conditioners, heaters, Christmas lights, coffee pots, and radios.

## **18. SECURITY OF DOCUMENTS AND PROPERTY**

All City property, materials and documents and all personal property of City employees are to be left undisturbed and are not to be handled, removed, read or otherwise used by Contractor or Contractor's employees. Contractor shall consider all documents

- 18.1 The Contractor's personnel are prohibited from using any City offices, business equipment or supplies as well as reading, disturbing or removing from the premises any information found on/in notice boards, computer systems, garbage cans, confidential bins or television screens, etc. The Contractor shall consider all documents confidential. Any breach, disclosure of confidential information, or, removal of City property by Contractor or Contractor's employees shall be cause for the immediate removal of the employee from performing work. Continued documented violations will be considered a failure to perform and will lead to Contract termination.
- 18.2 Any liability, including but not limited to attorney fees, arising from any action or suit brought against the City because of Contractor's willful, negligent or accidental release of information, or theft of documents or property shall be borne by the Contractor.

## **19. HEALTH, SAFETY AND PROTECTION**

- 19.1 The Contractor shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the Services. The Contractor shall take every precaution to instruct employees about and otherwise safeguard them against any possible injuries associated with cleaning agents and equipment as well as other potential hazards within the building. The Contractor shall provide its employees with all personal protective equipment and training required by Municipal, Provincial and Federal Regulations when using chemical cleaning products. The Contractor shall provide adequate supervision to ensure its employees are in compliance with this requirement.
- 19.2 The Contractor shall conform to all applicable Federal, Provincial and local laws, and to the requirements of this Contract. In performing work under this contract the contractor shall:
- (a) Take all reasonable steps and precautions to prevent accidents and to preserve the health and safety of visitors, contractor personnel, and City personnel performing or in any way coming into contact with the performance of this Contract;
  - (b) Take all reasonable precautions to prevent the release of hazardous chemicals into the environment;
  - (c) Take such additional precautions as the Department Representative may reasonable require for health, safety and environmental protection; and,
  - (d) Any violation of these health, safety and environmental rules and regulations, unless promptly corrected as directed by the Department Representative shall be grounds for termination of this contract in accordance with the Default Clause of this Contract.

- 19.3 **Damage Reports:** In all instances where City's property or equipment is damaged, the Contractor shall submit to the Department Representative a full report of the incident and extent of the damage – verbally within one hour, and in writing within 24 hours of the occurrence.
- 19.4 **Accident Reports:** The Contractor shall comply with all WCB regulations and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The Contractor shall provide a verbal report to the Department Representative within one hour of occurrence and a written follow-up report to the Department Representative within 24 hours of the occurrence.
- 19.5 **Chemical Spills:** The Contractor shall provide a plan addressing incidental and emergency spills of any chemicals brought on-site.
- 19.6 **Hazard Communications:** The Contractor must maintain two, updated Material Safety Data Sheet (MSDS) binders, one placed in the office of the Department Representative and the second in the Contractor's storage room for all products used in the performance of the Services. Products which contain hazardous chemicals, must be labeled, tagged or marked with the following information:
- Identity of the hazardous chemical(s);
  - Appropriate hazard warning; and
  - Name and address of the chemical manufacturer, importer or other responsible party.

It is the responsibility of the Contractor to ensure that this information is kept current.

- 19.7 **Personal Protective Equipment (PPE):** The Contractor is responsible for conducting job assessments to determine the appropriate PPE necessary for the work being conducted and is responsible for its provision. Contractors must also be able to demonstrate that the employees have been trained in and conducted proper inspection, maintenance, and safe use of that equipment.

## **20. FIRE PRECAUTIONS**

- 20.1 No inflammable substances shall be permitted on or about the Sites without the Department Representative's written consent. Cleaning waste and other materials wholly or partially impregnated with any inflammable substance shall be removed from the Sites on the completion of each day's cleaning operations.

## **21. LOST AND FOUND ARTICLES**

- 21.1 Lost and found articles from each day are to be turned over to the Department Representative by next business day.

## **22. DRUG AND ALCOHOL POLICY**

- 22.1 The Contractor will develop in a form satisfactory to the City's Representative a Drug and Alcohol Policy for its personnel.

## **23. WASTE MANAGEMENT**

- 23.1 As portions of the Services is a LEED project, as such all rubbish, debris, surplus materials, packaging, and all other items not scheduled to remain on the City's Site resulting from the operations of the Services, should be sorted on-site, removed from the Site and disposed of in accordance with LEED requirements.
- 23.2 The Contractor shall use the waste disposal unit located at the rear of each Site (if available) for disposal of debris, trash and unsuitable recyclable materials collected under this Contract. The Contractor will be responsible to sort their own materials and put into the appropriate waste container(s). Failure to do so may result in additional charges to have it done by others for which costs shall be assessed back to the Contractor. The Contractor is solely responsible for any and all damages done or regulations violated in the disposal of waste materials and for any other actions which the Contractor performs.
- 23.3 The Contractor warrants that it will not produce or discharge in any manner or form, directly or indirectly, chemicals or toxic substances into the environment and that all equipment used will not pose a hazard to, or harm or adversely affect anyone coming into contact with it and covenants and agrees to provide the City with an environmental plan (where applicable), acceptable to the City, which plan shall outline the procedures to be followed by the Contractor to prevent the production or discharge of chemicals or toxic substances into the environment and the actions to be taken should the discharge occur.
- 23.4 The Contractor shall be responsible to take all necessary measures to comply with the requirements of the Federal and Provincial environmental protection agencies, City by-laws, the Waste Management Act, R.S.B.C. 1996, c. 482, as amended and any other applicable acts and regulations in respect to air, earth and water pollutants.

## **24. SPECIAL EVENTS OR EMERGENCY CALLOUTS**

- 24.1 **Special Event:** The Contractor shall also provide cleaning personnel for special events. The City shall make all reasonable attempts of notification of any non-scheduled work assignment(s) to the Contractor at least forty-eight (48) hours before the start of such special event. Special events and the number of cleaning staff required for service at each site will be determined and scheduled by the City. The Contractor shall ensure that the rooms/areas are completely cleaned for the function. Cleaning costs associated with special functions shall be considered as Extra Work to the Contract and is to be invoiced separately. Cleaning required to maintain conference rooms, meeting rooms, lecture rooms, etc. be used under normal designated use will not be considered as Extra Work.
- 24.2 **Emergency Callouts:** The Contractor shall maintain a 365/24/7 emergency service for the duration of the Contract. The Contractor shall provide emergency cleaning personnel on an "as required" basis at any of the buildings listed in this RFP. This service may be requested at any time day or night, weekends and statutory holidays. Normally, the services of one cleaner is required to handle emergency callouts, but two or more personnel shall be made available to respond in the shortest time possible, but no more than two (2) hours of receiving the call.

## **25. DAMAGES TO FINISHES AND APPURTENANCES**

- 25.1 Damage Reports: In all instances where City property or equipment is damaged, the Contractor shall submit to the City a full report of the incident and extent of the damage – verbally within one hour, and in writing within 24 hours of the occurrence.
- 25.2 Building finishes or appurtenances soiled or damaged due to the Contractor's operations must be cleaned, repaired, replaced, or restored to a condition not less than that existing immediately prior to the damage and without cost to the City. Misuse or abuse of City property will be reason for action under the terms of the Contract. Chairs or other furniture will not be abused. Caster furniture will not be used as carts for transporting trash cans, etc.
- 25.3 If property damage resulting from the Contractor's negligence has to be repaired and/or replaced by the City, the expense for such work shall be deducted from the monies due the Contractor. The City reserves the right to pursue claims for damages through any and/or all-legal means available to the City.

## **26. BREAKAGE POLICY**

- 26.1 Accidents occur in the normal course of work and the Contractor will be required to repair, replace or pay for breakage. When an item is broken you are required to leave a note reporting the breakage on the desk of the proper party. Also, the employee will be required to report any breakage to the Contractor's Supervisor and the City.

The Contractor shall agree and understand that the City shall have the right to approve/disapprove the use of any cleaning supplies and materials used in the performance of the Services.

## **27. RESTRICTED ACCESS ROOMS REQUIREMENTS**

- 27.1 Rooms designated as "Restricted Access" are not to be entered unless specifically instructed. When instructed to clean these areas, any article, piece of equipment or receptacle displaying information or materials **are not to be touched**. Garbage and debris identified and generated from "Restricted Access" rooms shall be placed in specified waste collection locations and is to be disposed of in the appropriate manner for such waste.
- 27.2 Rooms marked with **"NO CLEANING"** signs are not to be entered under any circumstances.
- 27.3 Any area(s) designated as "Restricted Access" will remain so, unless otherwise changed by the Department Representative. The Contractor's employees will be accompanied by staff when cleaning is required in any of these areas. The Department Representative may deem as it becomes necessary any area(s) restrictive or non-restrictive without notification to the Contractor.

## **28. STATUTORY HOLIDAYS**

- 28.1 Contract Services will not be required on the following statutory holidays, unless emergency occurs. The Contractor will not be required to work, and will not be paid for these days:

New Year's Day

Family Day

Good Friday

Easter Monday

Queen Victoria Day

Canada Day

Labour Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day

British Columbia Day

**-END OF PAGE-**



## SCHEDULE A-1 REGULAR CLEANING TASK SCHEDULES

### DAILY TASKS

| AREA                                   | TASK                                 | Description   |
|--|--------------------------------------|---|
| <b>Lower Lobby Men's Washroom</b>      | Sinks, counter tops & mirrors        | Clean and sanitize  |
|  | Toilets seats & urinals              | Clean and sanitize  |
|  | Floor                                | Dry mop and wet mop all floors                                |
|  | Walls, dividers (partitions) & doors | Clean and sanitize all door handles and plates                |
|  |                                      | Spot clean any markings or stains on walls, dividers or doors |
|  | Dispensers & supplies                | Refill supplies (soap and toilet paper)                       |
|  |                                      | Wipe and sanitize dispensers, receptacles                     |
|  | Drains, plumbing & fixtures          | Service, clean and disinfect all drains as necessary          |
|  |                                      | Leave note if any plumbing problem persists                   |
| <b>Lower Lobby Women's Washroom</b>    | Sinks, counter tops & mirrors        | Clean and sanitize  |
|  | Toilets seats                        | Clean and sanitize  |
|  | Floor                                | Dry mop and wet mop all floors                                |
|  | Walls, dividers (partitions) & doors | Clean and sanitize all door handles and plates                |
|  |                                      | Spot clean any markings or stains on walls, dividers or doors |
|  | Dispensers & supplies                | Refill supplies (soap and toilet paper)                       |
|  |                                      | Wipe and sanitize dispensers, receptacles                     |
|  | Drains, plumbing & fixtures          | Service, clean and disinfect all drains as necessary          |
|  |                                      | Leave note if any plumbing problem persists                   |
| <b>Lower Lobby Accessible Washroom</b> | Sinks, counter tops & mirrors        | Clean and sanitize  |
|  | Toilets seats & urinals              | Clean and sanitize  |
|  | Floor                                | Dry mop and wet mop all floors                                |
|  | Walls, dividers (partitions) & doors | Clean and sanitize all door handles and plates                |
|  |                                      | Spot clean any markings or stains on walls, dividers or doors |
|  | Dispensers & supplies                | Refill supplies (soap and toilet paper)                       |
|  |                                      | Wipe and sanitize dispensers, receptacles                     |
|  | Drains, plumbing & fixtures          | Service, clean and disinfect all drains as necessary          |
|  |                                      | Leave note if any plumbing problem persists                   |

| AREA                                   | TASK                                 | Description   |
|--|--------------------------------------|---|
| <b>Lower Lobby Men's Change Room</b>   | Sinks, counter tops & mirrors        | Clean and sanitize  |
|  | Toilets seats & urinals              | Clean and sanitize  |
|  | Floor                                | Dry mop and power scrub all floors                            |
|  | Walls, dividers (partitions) & doors | Clean and sanitize all door handles and plates                |
|  |                                      | Spot clean any markings or stains on walls, dividers or doors |
|  | Dispensers & supplies                | Refill supplies (soap and toilet paper)                       |
|  |                                      | Wipe and sanitize dispensers, receptacles                     |
|  | Drains, plumbing & fixtures          | Service, clean and disinfect all drains as necessary          |
|  |                                      | Leave note if any plumbing problem persists                   |
| <b>Lower Lobby Women's Change Room</b> | Sinks, counter tops & mirrors        | Clean and sanitize  |
|  | Toilets seats                        | Clean and sanitize  |
|  | Floor                                | Dry mop and power scrub all floors                            |
|  | Walls, dividers (partitions) & doors | Clean and sanitize all door handles and plates                |
|  |                                      | Spot clean any markings or stains on walls, dividers or doors |
|  | Dispensers & supplies                | Refill supplies (soap and toilet paper)                       |
|  |                                      | Wipe and sanitize dispensers, receptacles                     |
|  | Drains, plumbing & fixtures          | Service, clean and disinfect all drains as necessary          |
|  |                                      | Leave note if any plumbing problem persists                   |
| <b>Upper Lobby Men's Washroom</b>      | Sinks, counter tops & mirrors        | Clean and sanitize  |
|  | Toilets seats & urinals              | Clean and sanitize  |
|  | Floor                                | Dry mop and wet mop all floors                                |
|  | Walls, dividers (partitions) & doors | Clean and sanitize all door handles and plates                |
|  |                                      | Spot clean any markings or stains on walls, dividers or doors |
|  | Dispensers & supplies                | Refill supplies (soap and toilet paper)                       |
|  |                                      | Wipe and sanitize dispensers, receptacles                     |
|  | Drains, plumbing & fixtures          | Service, clean and disinfect all drains as necessary          |
|  |                                      | Leave note if any plumbing problem persists                   |

| AREA                                | TASK                                 | Description  |
|-------------------------------------|--------------------------------------|--|
| <b>Lower Lobby Floors</b>           | Non-carpeted flooring                | Sweep and wet mop flooring all non-carpet flooring   |
|                                     | Bins<br>(recycling/garbage/compost)  | Empty all garbage containers, recycling bins, bottle recycling and organic waste into designated bins. |
|                                     |                                      | Replace lining bags as needed  |
|                                     |                                      | Spot clean exterior of bins  |
|                                     |                                      | Transport all waste outside to appropriate disposal area after 6:00 a.m. Mondays – Fridays)            |
| <b>Upper Lobby Women's Washroom</b> | Sinks, counter tops & mirrors        | Clean and sanitize   |
|                                     | Toilets seats                        | Clean and sanitize   |
|                                     | Floor                                | Dry mop and wet mop all floors   |
|                                     | Walls, dividers (partitions) & doors | Clean and sanitize all door handles and plates   |
|                                     |                                      | Spot clean any markings or stains on walls, dividers or doors  |
|                                     | Dispensers & supplies                | Refill supplies (soap and toilet paper)  |
|                                     |                                      | Wipe and sanitize dispensers, receptacles  |
|                                     | Drains, plumbing & fixtures          | Service, clean and disinfect all drains as necessary   |
|                                     |                                      | Leave note if any plumbing problem persists  |
| <b>Upper Lobby Floors</b>           | Non-carpeted flooring                | Sweep and wet mop flooring all non-carpet flooring   |
|                                     | Bins<br>(recycling/garbage/compost)  | Empty all garbage containers, recycling bins, bottle recycling and organic waste into designated bins. |
|                                     |                                      | Replace lining bags as needed  |
|                                     |                                      | Spot clean exterior of bins  |
|                                     |                                      | Transport all waste outside to appropriate disposal area after 6:00 a.m. Mondays – Fridays)            |
| <b>Multi-Purpose Room Floor</b>     | Non-carpeted flooring                | Sweep and wet mop flooring all non-carpet flooring   |
|                                     | Bins<br>(recycling/garbage/compost)  | Empty all garbage containers, recycling bins, bottle recycling and organic waste into designated bins. |
|                                     |                                      | Replace lining bags as needed  |
|                                     |                                      | Spot clean exterior of bins  |
|                                     |                                      | Transport all waste outside to appropriate disposal area after 6:00 a.m. Mondays – Fridays)            |
| <b>Seniors Lounge Floor</b>         | Non-carpeted flooring                | Sweep and wet mop flooring all non-carpet flooring   |
|                                     | Bins<br>(recycling/garbage/compost)  | Empty all garbage containers, recycling bins, bottle recycling and organic waste into designated bins. |
|                                     |                                      | Replace lining bags as needed  |
|                                     |                                      | Spot clean exterior of bins  |
|                                     |                                      | Transport all waste outside to appropriate disposal area after 6:00 a.m. Mondays – Fridays)            |
| <b>Kitchen Floor</b>                | Receptacle bins                      | Empty, replace liner and spot clean exterior   |
|                                     | Floor                                | Sweep and damp mop   |

| AREA                              | TASK                                | Description  |
|-----------------------------------|-------------------------------------|--|
| <b>Crafts Room 1 and 2 Floors</b> | Floor                               | Sweep and damp mop   |
|                                   | Receptacle bins                     | Empty, replace liner and spot clean exterior   |
| <b>Youth Lounge Floor</b>         | Non-carpeted flooring               | Sweep and wet mop flooring all non-carpet flooring   |
|                                   | Bins<br>(recycling/garbage/compost) | Empty all garbage containers, recycling bins, bottle recycling and organic waste into designated bins. |
|                                   |                                     | Replace lining bags as needed  |
|                                   |                                     | Spot clean exterior of bins  |
|                                   |                                     | Transport all waste outside to appropriate disposal area after 6:00 a.m. Mondays – Fridays)            |
| <b>Gym 1, 2 &amp; 3</b>           | Mop                                 | Spot mop daily<br>Full Damp Mop once per week  |
|                                   | Sweep                               | Dry mop each night   |
| <b>Kids Play Park</b>             | Floor                               | Vacuum Carpet  |
| <b>Weight room</b>                | Floor                               | Vacuum & Spot Mop  |
|                                   | Receptacle Bins                     | Empty, replace liner and spot clean exterior   |
|                                   | Dispensers & supplies               | Refill supplies (soap, paper towel and toilet paper)   |
|                                   |                                     | Wipe and sanitize dispensers, receptacles  |
| <b>Running Track</b>              | Floor                               | Dry mop and spot damp mop Daily<br>Auto scrubber once a month  |
| <b>Spin Room</b>                  | Floor                               | -Sweep & Spot Damp Mop weekly<br>-Full Damp mop 1 week   |
| <b>Main Stairway</b>              | Stairs                              | Wet mop stairs every second night  |
| <b>Stairwell 5</b>                | Stairs                              | Wet mop stairs every second night  |

## SCHEDULE A-2

### REGULAR CLEANING TASK SERVICES PERFORMANCE STANDARDS (INCLUDES GREEN CLEANING PROGRAM)



### REGULAR CLEANING TASK SERVICES PERFORMANCE STANDARDS



**DISCLAIMER:**

The intent of the City of Surrey's (the "City"), Green Cleaning Program (**GC**) for cleaning products and services document (the "Guidelines") is to provide a written overview of the City's minimum performance standards (procedures) with respect to sustainable janitorial cleaning and maintenance services. In preparation of these guidelines, every effort has been made to offer the most current, correct, and clear information possible. Nevertheless, inadvertent errors in information may occur. In particular but without limiting anything here, the City disclaims any responsibility for typographical errors and other inadvertent errors in the information contained in these guidelines. If misleading, inaccurate, or inappropriate information is brought to the attention of the City, a reasonable effort will be made to fix or remove it.

Products and methods discussed in these guidelines are not necessarily suitable for use in all situations. The City does not represent or warrant that the products and methods discussed herein are suitable for particular applications. Persons using products or methods described in these guidelines should independently verify that the product or method is suitable and safe for the particular situation in which use of the product or method is proposed. Where applicable, the City may provide to the contractor additional green cleaning performance procedures, relating to specific site or job requirements, which the contractor shall comply with. This document may be modified at any time at the City's discretion.

By using the information in these guidelines, you assume all risks associated with the use of referenced products and methods discussed herein. The City shall not be liable for any special, incidental, or consequential damages, including, without limitation, lost revenues, or lost profits, resulting from the use or misuse of the information contained in these guidelines.

Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily imply its endorsement, recommendation, or favoring by the City.

**AUDITING:**

The City reserves the right to audit the contractor for its adherence to the green cleaning performance standards and requirements of the work being performed. An audit may include workplace inspections, visual observations, interviews and document review, including training records, certifications and any related statistics.

The City of Surrey assumes no liability as to content, use and application of these performance standards.

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## **APPENDIX 1 JANITORIAL QUALITY ASSURANCE AUDIT FORMS SAMPLE DOCUMENTS.28**



## A. GREEN CLEANING PROGRAM

### 1. INTRODUCTION

---

This **Green Cleaning Program (GC)** has been designed to implement a fully comprehensive **GC** for the City of Surrey (the "City"). Used in conjunction with City's cleaning specifications, it includes industry best practices as well as green cleaning processes to ensure a healthy and safe environment for the people who visit or work in various City buildings.

All work shall be performed in a manner which maintains the original condition of the building and furnishings. The Contractor shall thoroughly clean, sanitize and polish the building including washable surfaces of walls, partitions, columns, glass surfaces, doors, door hardware, door glass, elevators, stairways, hand railings, mirrored surfaces, vestibules, furniture, fixtures and appliances. The Contractor shall employ appropriate cleaning techniques and use **Green Seal Approved** products and equipment to ensure a first-class professionally maintained appearance. The Contractor must use germicidal detergent in restrooms, locker rooms, food areas and drinking fountains. The Contractor must clean Plexiglas surfaces with a soft cloth and Plexiglas cleaner. The Contractor must clean and polish wood surfaces with a soft cloth and wood polish, using no water or detergents. Upon completion of general cleaning, all surfaces must be free from soil, smudges, fingerprints, gum, marks or streaks. General cleaning is not spot cleaning, rather, total surface areas within the building must be cleaned.

Properly cleaned and disinfected doors, walls, partitions, trim, baseboards, handrails/stair rails, frames, window sills, ledges and horizontal surfaces including their component parts, must be clean and free from dirt, dust, film, streaks, smudges, lint and cobwebs. Restroom/locker room areas, stall partitions, doors and walls must be free from stains, graffiti, spots, streaks and cobwebs. Works standards that state "disinfect" are considered disinfected when the Contractor uses a liquid or spray product identified as a disinfectant and applies the product in accordance with the manufacturer's instructions.

### 2. OVERVIEW

---

To demonstrate its commitment to sustainable greening of its facilities, the City has begun its efforts to move toward the "greening" of its janitorial operations. The purpose of this **GC** is to cover the potential cleaning activities conducted in each civic facility. It covers aspects pertaining to cleaning procedures and performance standards, the selection of supplies, products and cleaning equipment, Contractor's training of the staff, and quality assurance and quality control procedures.

Also, the City as part of its supplier partnership vision, will be working towards a strategic sourcing program to achieve the City's goals of an e-sourcing program for environmentally preferred cleaning products and materials. It is intended that the Contractor will be the driving force to work with each City facility to move them towards a minimum of 30% green cleaning products purchased.

### 3. KEY OBJECTIVES

---

Our **GC** program identifies the drivers to implementing a **GC** program. The following key objectives will enable the Contractor to be aware of the major areas that the **GC** program will address and what the program is expected to achieve. These objectives should lend themselves to measurable results through performance metrics, broader organizational strategies (e.g., corporate environmental policy and goals, environmental management system requirements).

| Category                      | Objectives   |
|-------------------------------|--|
| <b>Economic</b>               | Obtain a cost effective, work performance solution   |
| <b>Operational Efficiency</b> | <p>Obtain a work force with a high level of skills to respond under the workloads anticipated now and in the future.</p> <p>To establish an agreed upon a high quality and reliable janitorial and custodial maintenance cleaning service with quality dedicated personnel which includes the flexibility to revise or replace the Services, in whole or in part, to deal with poor service performance.</p> <p>Minimizing of customer complaints, confusion and service disruptions, particularly during the initial implementation of the Services.</p> <p>Flexibility to allow for the introduction of new services and for the modification of the services where appropriate.</p> |
| <b>Environmental</b>          | <p>Reduction of adverse environmental impacts from the performance of the Services, including the adoption of the City's Green Cleaning Performance Standards.</p> <p>Maintain compliance with all regulations relating to the provision of the Goods and performance of the Services including WorkSafeBC coverage, and Workplace Hazardous Materials Information System (WHMIS).</p>   |

#### **Potential Benefits of Green Cleaning Program**

- a) Reduces exposure to toxic chemicals
- b) Improvement in indoor air quality
- c) Improved training programs for City staff and Contractor's staff
- d) Provides for better and safer handling of chemicals (automatic dilution dispensers)
- e) Better training program offerings from Contractor
- f) Improvements to cleaning chemical inventories and storage requirements
- g) Required improvements to maintenance of cleaning equipment
- h) Reduction in the amount of dirt and debris entering the facility
- i) Contractor provided training on cleaning procedures with the goal of improvements in efficiency
- j) Reduction in the frequency of cleaning tasks (i.e. floor re-finishing) through the use of less intensive cleaning and maintenance activities
- k) Reduction in the overall number of chemicals consumed and the number of chemicals required
- l) Promotes a healthier work space and general use area environment
- m) Provides for each facility staff to participate in the program to increase its chances of a successful program
- n) reduces environmental footprint of each facility

#### **4. PURPOSE OF GREEN CLEANING**

Many janitorial cleaning products have been shown to degrade indoor air quality, pollute the water, and negatively impact the health of sensitive occupants. In effort to maintain a clean facility, service providers and facility managers often use harsh solutions that, while disinfecting the building, contaminate the indoor air. It is the City's desire to maintain both clean facilities and healthy environments for their occupants and are therefore committed to the **GC** practices in this program.

## 5. CONTRACTOR PARTICIPATION

---

The City recognizes that the participation of all cleaning staff and supervisors is an essential component of a successful **GC**. Therefore, the City is including the requirements associated with **GC** in its cleaning scope of work, as it strives toward a fully comprehensive **GC** program. The Contractor must demonstrate an ability to incorporate the following elements into the cleaning process: green product specification, staff training, solution storage, dilution and safe handling and equipment specifications and must also demonstrate a willingness to continue to develop these aspects of the program.

## 6. STAFFING

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The Contractor will maintain an appropriate staffing plan that is consistent with the cleaning specifications as detailed in the contract.

## 7. CHEMICAL STORAGE GUIDELINES

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The Contractor must comply with the City's desire to reduce the exposure of the building occupants to potentially dangerous chemical, biological, and particle contaminants which adversely impact air quality, health, and the environment.

1. Any chemical stored in the janitor's closets has a locked container which encloses the liquid cleaning products and delivers out proper specified measurement for dilution.
2. The cleaning chemical solutions used by the Contractor are to be stored in the janitor's closet(s) and the janitorial staff must follow these guidelines:
  - a. Material Safety Data Sheets (MSDS) for all chemicals and cleaning products must be available to all employees and stored on site with the chemicals.
  - b. Janitors are trained on MSDS and chemical handling annually
  - c. All containers must be properly labeled to be easily identifiable
  - d. All cleaning products must be properly and safely stored.
    - i. No liquids will be placed on shelves above eye level
  - e. Janitors must use appropriate personal protective equipment when required (e.g. gloves, proper footwear, etc.)
  - f. Chemical dilution systems must be adhered to
  - g. Unnecessary amounts of chemicals should not be stored in the janitor's closet.

## 8. JANITORIAL TRAINING REQUIREMENTS

---

The Contractor will be responsible for including a procedural requirement for its cleaning staff to comply with the cleaning task services requirements, including a written program for training and implementation. The program will include comprehensive training of personnel in the cleaning task services requirements including scheduling, chemical handling, mixing and storage, equipment operation and maintenance, and safety procedures including how to address accidents such as air contamination caused by chemical reactions, spills and/or water leaks, etc. Training shall be a combination of on-site, site specific training tailored to the special needs of the building and annual training regarding basics for safety, tools, techniques and applicable environmental standards. Records shall be kept documenting every employee's training.

**The Contractor must provide the City with monthly training logs indicating the attendees and the training topic.**

## **9. COMMUNICATIONS**

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A communication protocol shall be developed so that there is an open line of communication between the company, the cleaning staff, and the City, including building occupants, so that suggestions can be communicated freely to reduce inefficiencies or wasteful practices either by building occupants or by cleaning staff. A protocol shall be set up to address occupant concerns regarding hazardous chemicals or potential contaminants, or to address concerns by occupants about the use or presence of certain cleaning products/chemicals, etc. The City shall be provided a list of all chemicals/products that may potentially be used to maintain the building. Cleaning staff shall communicate to the City about the presence of pests and any maintenance issues discovered while performing its duties.

## **10. SCHEDULING**

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The **GC** program will include a routine cleaning schedule tailored to the frequency of use of an area. High traffic and special needs areas such as building entryways, washrooms, applicable hallways, and food preparation areas will be cleaned more frequently, and low traffic areas with less frequency as needed. Cleaning schedules will also take into account building material manufacturer's specifications for cleaning. The schedule will be reviewed periodically for adequacy and possible adjustment. The scheduling plan will also include regular scheduled maintenance of equipment to ensure proper operation. The company will provide a weekly checklist showing each scheduled day's tasks accomplished and will post this checklist next to the janitorial room door.

These checklists will be submitted to the City during the scheduled facility walkthrough inspection. The company shall be available for on-call services due to emergencies or special requests when requested by the City. The company will be required to provide documentation of staff training, tracking the purchasing of cleaning supplies by type (including verification of Green Seal certifications, recycled content information, Carpet and Rug Institute Green Label certification, etc.), consumption rates of cleaning products, maintenance records of the powered cleaning equipment, and periodic reports (quarterly at a minimum) by cleaning staff's manager on the activities/tasks accomplished and adherence to the written standards.

## **11. CLEANING MATERIALS**

---

All cleaning supplies/products will be required to meet the Green Seal Program (e.g. GS-34, GS-37 and GS-40) requirement. This will ensure that all cleaning products are low VOC, non-toxic, non-carcinogenic, non-skin-irritating, non-combustible, non-animal tested, biodegradable, non-eutrophic, come with recyclable or recycled content packaging, and come in concentrate form. The Contractor shall maintain Material Safety Data Sheets (MSDS) which shall be made available to management, and cleaning staff, upon request in a timely fashion.

## **12. POWERED CLEANING EQUIPMENT**

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All powered cleaning equipment shall be required to meet the **Green Seal Program** (e.g. GS-42, Section 3.3) requirements. This includes vacuum cleaners with a Carpet and Rug Institute Green Label Program Certificate, floor equipment with low emission propane engines, other floor maintenance equipment fitted with devices to capture particulates, and power scrubbing machines equipped with a control method for variable rate cleaning fluid dispensing (to optimize fluid use). All machinery shall operate at a noise level of less than 70 dBA to the extent possible. Documentation by the Contractor shall be required to

demonstrate compliance with these requirements. A log shall be kept for all powered janitorial equipment to document the date of equipment purchase and all repair and maintenance activities and include manufacturer's technical materials for each type of equipment in use in the logbook.

### **13. REPORTING**

---

The Contractor must provide documentation of its comprehensive **GC** program upon contract award and must also provide written updates, including a monthly record of supply purchases, equipment purchases and training on at least a quarterly basis.

The Contractor should keep an ongoing log book that documents the Contractor's compliance with all green cleaning requirements (supplies purchased, current equipment, MSDS sheets, equipment repairs, equipment taken out of service, new equipment brought on site during the term of the contract, training topics/dates/sign-off sheets, entryway cleaning log and any other green cleaning requirements).

### **14. CITY STAFF FEEDBACK**

---

The City will collect building occupant feedback on an ongoing basis in order to improve its housekeeping program. The City will use formal surveys as well as a complaint response system to discover and respond to City staff ideas and complaints. The Contractor will operate with a "continuous improvement" mindset and will be open to new ideas, technologies, procedures and processes. The City will document survey results, as well as the steps taken in response to the survey.

### **15. QUALITY CONTROL MEASURES**

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The City is committed to maintaining its civic facilities in an environmentally preferable way that will benefit the health of the City staff, visitors, maintenance personnel and the natural environment. To this end, the City routinely evaluates the successes and shortcomings of all employed practices and makes immediate alterations accordingly. Building and site walk-throughs are completed routinely by City staff to ensure adoption and proper application. A cleaning audit will be conducted routinely to assess the quality of the janitorial and custodial maintenance services. Facility staff are highly encouraged to report any outstanding custodial issues to the Department Representative, or designate. New technologies for environmentally sensitive cleaning will be continuously monitored and assessed as they become available and adopted when they are applicable. Similarly, this **GC** Program will be updated as needed to ensure that current and successful procedures are being carried out. As such, this program is applicable from the date indicated in the header until an updated version is drafted when deemed necessary.

## **B. REGULAR CLEANING TASK SERVICES PERFORMANCE WORK STANDARDS**

### **1. GENERAL**

---

The following City of Surrey "Regular Cleaning Task Services Performance Work Standards" are supplemental specifications to the scope of Services, and take precedence over Schedule A – Specifications of Goods and Scope of Services (where applicable).

All work shall be performed in a manner which maintains the original condition of the building and furnishings. The Contractor shall thoroughly clean, sanitize and polish the building including washable surfaces of walls, partitions, columns, glass surfaces, doors, door hardware, door glass, elevators, stairways, hand railings, mirrored surfaces, vestibules, furniture, fixtures and appliances. The Contractor shall employ appropriate cleaning techniques and use Green Seal Approved products and equipment to ensure a first-class professionally maintained appearance. The Contractor must use germicidal detergent in restrooms, locker rooms, food areas and drinking fountains. The Contractor must clean Plexiglas surfaces with a soft cloth and Plexiglas cleaner. The Contractor must clean and polish wood surfaces with a soft cloth and wood polish, using no water or detergents. Upon completion of general cleaning, all surfaces must be free from soil, smudges, fingerprints, gum, marks or streaks. General cleaning is not spot cleaning, rather, total surface areas within the building must be cleaned.

Properly cleaned and disinfected doors, walls, partitions, trim, baseboards, handrails/stair rails, frames, window sills, ledges and horizontal surfaces including their component parts, must be clean and free from dirt, dust, film, streaks, smudges, lint and cobwebs. Restroom/locker room areas, stall partitions, doors and walls must be free from stains, graffiti, spots, streaks and cobwebs. Works standards that state "disinfect" are considered disinfected when the Contractor uses a liquid or spray product identified as a disinfectant and applies the product in accordance with the manufacturer's instructions; and

The following coloured cloths are to be used as follows:

**(1) Blue Cloth:**

- This cloth is for cleaning toilets and urinals,
- Wipe down the outside of the fixtures only, as a toilet brush is used for the cleaning of the inside of toilets and urinals, and
- This cloth is only used in washrooms and with disinfectant. No other areas;

**(2) Green Cloth:**

- This cloth is used to wipe down all other surfaces within a washroom, but is never used on the toilets or urinals, and
- The green cloth is used only in washrooms with disinfectant. No other areas; and

**(3) White Cloth:**

- This cloth is used with a neutral cleaner and can be used in all areas for wiping down desks/ledges/counters and all smooth surfaces to remove dust and general types of soil, and
- The white cloth can never be used in washrooms; and

**(4) Latex gloves:**



- Cleaning personnel shall wear protective gloves when cleaning bathrooms and break rooms. Disposable gloves shall be disposed of and proper hand washing procedures must be followed after cleaning in each area to prevent cross contamination. When non-disposable gloves are used, these must be properly washed and disinfected before used in another area to prevent cross contamination. The Contractor is to supply gloves at its sole expense.

## **2. ENTRYWAYS AND LOBBY CLEANING**

---

In a **GC** Program the primary effort should be a strategy built around improving indoor air quality, or one that minimizes the need to strip and recoat a floor, or extract a carpet. Entryways are the first line of defense against contaminants.

Ensure the use of walk-off mats both outside the entryways, as well as just inside the doors. Mats should be at a minimum, 6-10 feet of scraper/wiper matting, followed by 6-10 feet of wiper matting, for an overall total of 12-20 feet of matting for every entry point into the building. Walk-off mats should not just be used during inclement weather, but all year round.

Vacuum walk-off mats at least daily and more frequently in high traffic entryways using a high filtration vacuum with a beater bar to prevent migration of contaminants into the building.

### **Focus on Preventative Measures**

- Keep areas outside entryways clean to prevent soils from being tracked into the facility. This may include sweeping, use of a power sprayer, etc.
- Use entry mats to capture soils and moisture from shoes. The mats should be large enough for each shoe to hit the mat three times (twelve to twenty feet total).
- Frequent vacuuming of entryway mats and grating systems.
- Frequent dust mopping of resilient tile floors, especially close to entryways and other sources of particulates (i.e. near copier rooms).
- Periodically clean under floor mats to reduce the potential for moisture leading to bacterial and fungal growth. Floor mats should be replaced when saturated with dry mats.
- Safety first - during snow and ice, procedures need to be put in place to first protect occupants and visitors from slips and falls.

### **.1 ENTRYWAYS AND EXTERIOR WALKWAYS**

Indoor air quality and environmental impact start at the door. Appropriate matting, properly placed and maintained, will prevent indoor floor surfaces from wearing prematurely and decrease contaminants inside the building. All public points of entry into buildings should be equipped with walk-off mats. All walk-off mats at each facility entrance should measure a combined minimum of 10 linear feet in the direction of ingress.

Entryways are the first line of defense against many contaminants. Thus, special effort should be focused in these areas.

### **.2 ENTRANCE MATS**

Entrance matting will be provided by the City but it is the contractor's responsibility to maintain the matting cleaning system and ensure that mats are in the correct locations. Begin by cleaning outside walkways leading into the facility, especially during inclement weather.



Entrance mats located in either the exterior or the interior of entrances shall be cleaned. Vacuum the matting daily or more frequently if required (e.g., in very high traffic areas or soiling conditions) using a high filtration vacuum with a beater bar to prevent migration of contaminants into the building. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust, and any other debris.

**.3 ENTRANCE DOORS**

Completely clean both sides of glass entrance door and windows immediately adjacent to the entrance doors. Spot clean both sides of the entrance door frames. After cleaning, the surface shall present a uniform appearance free of all smudges, fingerprints, stains, streaks, lint, etc.

**.4 ENTRANCE FLOORS INSIDE**

The surfaces shall be swept or dust-mopped prior to wet mopping to remove all loose soil and dust. All accessible areas shall be mopped to remove all soil, scuff marks, and non-permanent stains. After mopping, the floor shall have a uniform appearance with no streaks, film, swirl marks, detergent residue, mop strings or other evidence of soil. Baseboards shall be wiped to remove all splash marks.

**.5 ENTRANCE GLASS**

Using an appropriate glass cleaner, completely clean both sides of all window glass in entry ways. All glass areas immediately adjacent to exterior doors, such as light panels, vestibules and double door airlock entries, including frames and sills, will be cleaned at this time. After cleaning, these surfaces will present a uniform appearance free of all streaks, smudges, fingerprints, non-permanent stains, lint etc.

Surrounding areas soiled by the cleaning process will be cleaned and restored.

**.6 CIGARETTE CONTAINER(S) (IF ANY)**

Verify all cigarette butts and ashes are extinguished and cool. Empty reservoir or strain the sand to remove ashes and debris. Loosen and level the sand, add additional sand, as required, to maintain appropriate level. Pick up and dispose of all cigarette butts located within 5 feet of all cigarette containers.

**.7 EXTERIOR CLEANING - ENTRANCES AND STEPS**

(a) **Exterior Cleaning:** The Contractor shall provide standard services and standard planned services of a custodial nature for the exterior of various facilities.

(b) **General Appearance and Monitoring:** The Contractor shall provide exterior standard services for the work items listed below

All exterior entrance areas such as steps, stairs, ramps, landings, walks, etc. shall be swept and cleaned of debris. Upon completion of this task, a 180-degree area 20 feet from each exterior entrance (as applicable to each site) shall be clear of litter, trash, cigarette butts, heavy soil, etc. Waste receptacles (if any) adjacent to the entrance shall be emptied and cleaned.

The Contractor shall ensure all exterior areas are clean in appearance, free of litter, dirt, trash, debris and discarded items with no obvious signs of removable stains or foreign matter on concrete, brick, or other hard surfaces. The Contractor shall ensure all exterior areas surrounding the building shall be monitored at a frequency to prevent trash and debris accumulating.

## **.8 EXTERIOR ENTRANCE MATS**

Entrance mats located in either the exterior or the interior of entrances shall be cleaned. If vacuuming does not remove the soil, the mats shall be taken outside and swept with a stiff broom until all visible soil has been removed. Entrance mats shall be lifted to remove soil and moisture underneath, and shall then be returned to the normal location after cleaning. No entrance mat shall be placed upon a damp or wet floor surface. Outside entrance mats shall be picked up and shaken to remove sand, dirt, dust, and any other debris.

## **.9 ENTRANCE FLOORS INSIDE**

The surfaces shall be swept or dust-mopped prior to wet mopping to remove all loose soil and dust. All accessible areas shall be mopped to remove all soil, scuff marks, and non-permanent stains. After mopping, the floor shall have a uniform appearance with no streaks, film, swirl marks, detergent residue, mop strings or other evidence of soil. Baseboards shall be wiped to remove all splash marks.

# **3. RESTROOM CLEANING**

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## **3.1 GENERAL**

While procedures for cleaning restrooms in a green cleaning services program are similar to those in a traditional cleaning program, because of their heavy use and moisture, restrooms should be cleaned frequently using appropriate cleaning products.

The cleaning must be done thoroughly, including hard-to-reach areas such as behind toilets and around urinals. Periodically deep-or machine-scrub restroom floors with a disinfectant, following the label directions for appropriate dilution and recommended dwell time to enable thorough germ-kill. Dwell time for many disinfectants is from several to 10 minutes. Many restroom cleaning products are hazardous, such as drain cleaners and toilet bowl cleaners, although less toxic alternatives are available. Make sure that appropriate personal protective equipment recommended by product manufacturers is used. Never mix chemical products.

.1 Use only City approved disinfectants with a DIN from Health Canada.

.2 Perform cleaning survey of all areas – note problems with lights, faucet leaks, flush valves, floor tiles, drains, etc. Prepare the area. Place a “Restroom Closed” sign at the door, if applicable.

.3 Clean and disinfect, using a germicidal cleaner, a clean sponge, abrasive pad, toilet bowl mop, clean cloth and cleanser to completely clean and disinfect all exposed surfaces of sinks, toilets, urinals, walls, entry doors, partition walls, restroom walls and doors, plumbing fixtures, dispensers, shelves, countertops, trash and sanitary napkin receptacles. The cleaning is to include the drying and polishing of all exposed hardware.

.4 Remove any non-permanent stains, spots, streaks, graffiti and dirt using appropriate cleaning tools, chemicals and supplies. After cleaning, these surfaces will have a uniform appearance free from dust, lint, streaks, stains and non-permanent markings.

.5 Inspect your work. If you are satisfied with your work, allow the floor to dry and re-open the restroom.

### **3.2 COUNTER TOPS, SINKS AND MIRRORS**

.1 Completely clean and disinfect all exposed surfaces of the sink(s) using an approved germicidal detergent.

.2 A non-abrasive cleaner and polish shall be used on the exposed hardware. The cleaning includes the drying and polishing of all exposed hardware. After cleaning, the fixture shall present a clean, bright and shiny appearance and shall be free of all visible soil, streaks, oily smudges, residue of cleaning agents, etc.

.3 Mirrors shall be cleaned using an approved glass cleaner to remove soil, streaks, smudges, film, etc. from the mirror's surface. The mirror's surface will be polished dry so that no visible signs of streaks, smudges, lint, film, etc. are present, leaving a uniform, clean appearance. The frame of the mirror will also be cleaned.

.4 Inoperable or broken fixtures shall be reported immediately to the City's Facilities Work Control for repair.

### **3.3 BRIGHT METAL POLISHING**

Bright metal polishing may be performed by damp-wiping and drying with a suitable cloth if a polished appearance is attained. However, if a polished appearance cannot be produced, use of a metal polish may be used but the type of polish needs to be pre-approved by the City. Over-spray or chemicals will not be allowed on surrounding walls, floor or fixtures.

### **3.4 CLEAN AND DISINFECT TOILETS, TOILET SEATS AND URINALS**

Note: Separate blue cloth is to be used for the cleaning of toilets, toilet seats and urinals. Separate cloths to be used for cleaning counter surfaces, dispensers, and walls.

.1 Using an approved disinfectant cleaner, clean and disinfect all exposed surfaces of the toilets, toilet seats and urinals. Remove urinal screens.

.2 Interior and exterior surfaces of the toilets, toilet seats, bases, bowls, urinals are to be scoured using a bowl mop and the appropriate cloth. After the interior has been scoured, the fixture(s) are to be flushed and the water level followed down with a circular motion of the bowl mop to remove stains and chemical rings. After cleaning, the fixture(s) shall present a clean, bright, shiny appearance. Fixture(s) shall be free of all visible soil, scales, blood, feces, rust stains, scum, streaks, oily smudges, mineral deposits, and other foreign substances.

.3 Wash up to six (6) feet of the surrounding walls and stall partition surfaces (including graffiti removal) and include back and sides and/or six (6) feet of the surrounding areas of urinals. Clean partition walls and doors with a germicidal solution, making sure to thoroughly rinse. Clean and buff vinyl composite floors, with special attention to corners of floor, baseboards, and stalls. Thoroughly clean, scrub by agitation (with hand brush or mechanical machines), all ceramic tile

surface floors, with special attention to grouting, corners of floor, baseboards, and stalls. Grout and other sealants shall be scrubbed clean and present a uniformly clean and hygienic appearance.

.4 All foreign materials will be removed from the urinal drain trap. Any cleaning tools, such as brushes, cloths, sponges etc., used to clean toilets and urinals shall be used only for that purpose and shall not be used to clean any other surfaces such as sinks and counters. After cleaning, all fixtures shall present a clean, bright, shiny appearance and will be free of all streaks, spots, non-permanent stains or rings, etc.

.5 All metal hardware such as flush valves, faucet valves and faucets are to be wiped dry and be free of streaks, spots, stains, etc. Toilet seats will be maintained in good condition.

.6 Inoperable or broken fixtures are to be immediately reported to the City's Facilities Work Control.

.7 Attempt to clear toilet and sink stoppages by use of a plunger only. If attempt to clear the stoppage(s) has failed the Contractor is to post an "Out of Order" sign on the sink, urinal or toilet stall door, and shall report the stoppage to the City's Facilities Work Control.

.8 After cleaning toilet bowls and urinals, cleaning personnel must ensure no chemicals are left in the bowls and urinals. Toilets and urinals must be flushed after cleaning to ensure no chemicals are left behind that could splash upward and contact exposed skin.

.9 Odour counteraction – water soluble packets of enzymes, enzyme tablets or granules, or approved urinal maintainers formulated with acids and detergents held in a mat format may be used as necessary.

### **3.5 DE-SCALE TOILETS AND URINALS**

.1 Remove scale, mineral deposits and non-permanent stains, etc. from the interior of toilet bowls and urinals, using approved cleaning products. After cleaning, toilets and urinals shall be free from rings, mineral deposits and non-permanent stains, and will have a uniform, bright and clean appearance. Acid type bowl cleaner must not be used on floor, walls or any surfaces other than inside bowls and urinals.

### **3.6 SWEEP AND WET MOP RESTROOM FLOORS**

.1 Prior to mopping, the floor surface will be swept with a broom and/or dust mopped to remove all loose dirt and fine soil.

.2 Specific attention shall be given to the floor surface around and behind urinals and water closets. Floor surfaces around these areas shall be scrubbed using an appropriate cleaning tool and approved cleanser to remove non-permanent staining and build up prior to wet mopping. All floor surfaces shall then be cleaned with a hot water and germicidal detergent solution. The solution must be allowed to remain on the floor for three (3) to five (5) minutes and then shall be agitated using a scrub brush. High pressure cleaning or machine scrub is not to be used on a regular basis. The Contractor can use high pressure cleaning to remove build-up in hard to reach areas that regular cleaning cannot eliminate.

.3 The cleaning solution is to be removed using a well-wrung out mop or it may be squeegeed to the floor drain (where applicable).

.4 After wet mopping is complete, the floor surface shall be rinsed by mopping the floor surface with clean, clear water, using a separate mop. At the completion of task, the floor will have a uniform appearance free of odour, spots, spills, stains, dirt, oily film, mop strings, etc.

.5 When cleaning operation is being undertaken in any portion of a building, the Contractor shall install warning signs (e.g. "CAUTION WET FLOOR" signs shall be used when damp, wet mopping, washing or power scrubbing all hard surfaced floors ("WASHROOM CLEANING", etc.) indicating the hazard, or portable standards together with ropes where necessary to bar access to the area being cleaned. Signs must not be removed until floors are completely dry.

### **3.7 PAPER PRODUCT DISPENSERS**

.1 Restock all paper towel dispensers to full levels.

.2 Replace consumed toilet tissue rolls and partial rolls which are down to the last few sheets.

.3 Toilet seat cover dispensers shall be filled with a new package when empty or when only a few sheets remain in the package. The dispenser's exterior and adjacent surfaces shall be cleaned with an approved germicidal detergent to remove fingerprints and smudges after filling.

.4 No unwrapped toilet paper is permitted in the restrooms unless it is properly installed in the toilet paper dispenser. Any roll of paper left on the stall shelves/counters must be in the original wrappers. No rolls of toilet paper are to be left on the floor.

.5 No restroom products are to be stored in the restrooms.

.6 Dispensers shall be checked for proper operation after filling and any inoperable devices will be reported immediately to the City's Facilities Work Control for repair at 604-590-7201 (24-hr. Service Request Line).

.7 As applicable to paper towel dispenser, change batteries as indicated by the dispensers low battery indicator light. Generally, operates on 4 "D" sized alkaline batteries.

.8 Paper products must be of the same brand as the dispensing system.

### **3.8 SOAP DISPENSERS**

.1 For manual fill soap dispensers either bulk fill to within 1/2 inch of the top with either powder or a liquid anti-bacterial soap on a daily basis, or replace with refill cartridges as they become empty.

.2 For touch free soap dispensers refill with either instant hand sanitizer foam (or skin nourishing foam), or the traditional instant soap product.

.3 The dispenser's exterior surfaces will be cleaned with an approved germicidal detergent to remove fingerprints and smudges after filling. The dispenser shall be checked after filling for proper operation.

.4 Any inoperable devices will be reported immediately to the City's Facilities Work Control for repair.

5. As applicable to touch free soap dispensers, change batteries as indicated by the dispensers low battery indicator light. Generally, Operates on three C-size alkaline batteries.

.6 Soap product should be of the same brand as the soap dispensing system.

### **3.9 COIN-OPERATED SANITARY NAPKIN/TAMPON DISPENSERS (WHERE APPLICABLE)**

.1 The Contractor shall complete the following with respect to the sanitary napkin/tampon dispensers:

(a) Restock daily those located in the:

- (i) Women's lobby washroom;
- (ii) Women's locker room; and
- (iii) Women's upstairs washroom next to the lunch room.

(b) It is preferred that the Contractor sell only the following products from the sanitary napkin/tampon dispensers:

- (i) Item Code #106004 – Maxithin Sanitary Napkin #4; and
- (ii) Item Code #106011 – Tampax Tampons.

(c) The dispensing fee for each item is to be set at a maximum of Fifty (\$0.50) Cents unless an increase is agreed to by both parties.

(d) The Contractor will at its own expense restock, service and maintain each sanitary napkin/tampon dispenser in accordance with the manufacturer's specifications. The Contractor will cover all parts, labour and components subject to wear and tear for all sanitary napkin/tampon dispensers under this Contract.

(e) In the event the Contractor cannot repair the sanitary napkin/tampon dispensers that are not functioning properly, the Contractor will replace that item with a model of like or superior specifications without any additional cost to the City.

(f) The money collected from the sanitary napkin/tampon dispensers shall be retained by the Contractor.

(g) After cleaning, the exterior of the sanitary napkin/tampon dispensers they shall be free of fingerprints and smudges.

### **3.10 SHOWER DEEP CLEANING PROCEDURE**

.1 Using an approved disinfectant cleaner, thoroughly clean and disinfect all shower walls, stalls and shower floors (including plug covers), shower doors (including entrance doors inside and outside, as applicable) including all exposed surfaces and exposed plumbing. Rinse thoroughly as needed. The cleaning shall include the drying and polishing of all exposed hardware. After cleaning the fixtures are to present a clean, bright, shiny appearance. Fixtures are to be free of all visible soil. All metal hardware such as faucets are to be wiped dry and be free of streaks, spots, stains, etc. Showerheads will be operational and mildew free. Inoperable or broken fixtures are to be immediately reported to the City's Facilities Work Control.



## 4. FLOOR CARE MAINTENANCE

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### 4.1 GENERAL

At a minimum, daily maintenance should be performed in all heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas. Light traffic areas including conference rooms, administrative offices, auditoriums, media centers, limited access areas and other areas or spaces with limited or periodic use should be scheduled as appropriate to maintain cleanliness.

The procedures for floor care in a **GC** program are similar in most instances to those of a traditional program. Floor care in a **GC** program addresses the selection of environmentally preferable products and equipment, along with minor modifications of the procedures themselves.

In a **GC** program, the primary effort should be a pollution prevention strategy, or one that minimizes the need to use strong chemicals, scrub, strip and recoat a floor, or extract (e.g. deep clean) a carpet. Thus, the focus is on preventative measures. As described above to keep outside entryways and mats clean and vacuumed, a dust mop or vacuum will clean resilient tile floors, especially those close to entryways and other sources of particulates (i.e. near copier rooms). Periodically cleaning underneath floor mats reduces the potential for moisture leading to bacterial and fungal growth. (Floor mats should be replaced with dry mats when saturated with moisture.). In summary, the goal is intensive cleaning of entryways to capture soils at the entries rather than to remove them after they have spread throughout the Site.

In addition to the traditional procedures for dusting and dust mopping it is preferable to minimize chemical dust treatments.

- The most preferred method is to use a high filtration vacuum cleaner fitted with either a pull out wand or a back-pack vacuum.
- Do not use dust cloths unless the surface is too high or too uneven to accommodate a vacuum.
- If a dust cloth is used it is recommended to use a damp micro-fibre cloth to minimize spread of dust in the air.
- If a traditional dust mop should be used, use a neutral cleaner as a treatment.
- Feather dusters should not be used. To dust mop floors, walls and ceiling without a vacuum you can DAMP DUST MOP (see below)

### **PROCEDURES FOR DAMP DUST MOPPING WITH A MICRO FIBER FLAT MOP**

1. Fill a properly labeled trigger spray bottle with, a neutral cleaner, or prepare a bucket equipped with micro fibre flat mop wringer. Mix according to label directions.
2. Spray a coarse stream of onto the micro fibre flat mop or dip flat mop into bucket.
3. Dust mop the area, use a continuous motion, without lifting the mop from the floor.
4. Begin with the mop next to the wall. Walk to the other end of the work area. At the opposite end, pivot the dust mop so that the leading edge remains the same. Return to the opposite end. Overlap the previously mopped path by 2 to 4 inches, to ensure complete coverage.
5. If using the spray method, replace the micro fibre flat mop when dirty with a new clean one. If using the bucket method rinse micro fibre flat mop when dirty. Continue the damp dust mopping



process until the entire area has been dust mopped. When completely finished, pick up the collected debris using a counter brush and dustpan.

6. Launder soiled mop heads. Soak mop heads overnight in a neutral pH cleaning solution. Rinse thoroughly, wring out and hang to dry.

#### **4.2 CLEAN LOCKER ROOM FLOORS (AS APPLICABLE)**

.1 All floor surfaces shall then be cleaned with a hot water and environmentally friendly germicidal detergent solution. The solution must be allowed to remain on the floor for three (3) to five (5) minutes and then shall be agitated using a scrub brush. High-pressure cleaning or machine scrub is not to be used on a regular basis. The Contractor can use high pressure cleaning to remove build-up in hard to reach areas that regular cleaning cannot eliminate.

.2 The cleaning solution is to be removed using a well-wrung out mop or it may be squeegeed to the floor drain (where applicable).

.3 After wet mopping is complete, the floor surface shall be rinsed by mopping the floor surface with clean, clear water, using a separate mop. At the completion of task, the floor will have a uniform appearance free of odour, spots, spills, stains, dirt, oily film, mop strings, etc.

.4 An adequate number of "caution wet floor" signs must be used instead of moving one or two around as crews clean the area. Signs must not be removed until floors are completely dry.

#### **4.3 VACUUM CARPET (TRAFFIC AND HEAVY USE AREAS)**

.1 Thoroughly vacuum all carpeted areas. All high use areas such as entrances, vestibules, lobbies, break areas, cafeterias and all heavily traveled aisles, corridors and walkways shall be vacuumed daily.

.2 Prior to vacuuming, easily moved furniture and items such as chairs, carpeted floor mats, trash and recycle receptacles, etc. will be relocated as necessary to allow vacuuming underneath, and surface litter such as paper, gum, rubber bands, paper clips, etc. will be removed. Carpet surfaces are to be free of dirt, dust, crumbs, and other debris. Vacuuming shall be done at a minimum frequency that will protect the integrity of the carpet and prolong wear. Basic vacuuming (e.g. all high traffic areas and main hallways/walkways) shall be done on a daily basis. Detail vacuuming (e.g. all high traffic areas, all main hallways/walkways, all offices, all conference rooms, cubicles, and all workrooms) shall be done once daily.

#### **4.4 VACUUM CARPET (GENERAL USE AREAS)**

.1 Vacuuming shall be performed in offices, storage and general use areas, in and around workstations, under desks, tables and equipment.

.2 Prior to vacuuming, easily moved furniture and items such as chairs, carpeted floor mats, trash and recycle receptacles, etc. will be relocated as necessary to allow vacuuming underneath, and surface litter such as paper, gum, rubber bands, paper clips, etc. will be removed. The Contractor shall ensure employees use commercial vacuuming equipment and accessories that pass without objection in the cleaning trade and that are appropriate for the specific tasks being performed (e.g. a wide area vacuum is appropriate for hallways and corridors; an upright or backpack vacuum w/power head is appropriate around desks and workstations; and a canister or upright vacuum w/power head is appropriate for narrow aisles, path ways and offices). All units shall be equipped with beater bars and an approved dual dust filtration system. After vacuuming,

the carpeted surfaces, edges and corners shall be free of visible litter and debris, and all items that were moved shall be returned to the original position.

#### **4.5 CARPET AND UPHOLSTERY MAINTENANCE (SPOT REMOVAL)**

.1 Carpeted and upholstered surfaces (such as carpeted floors, upholstered furniture and cloth covered partitions) shall be checked and spills, spots, marks or blots removed daily. For the purpose of this section, carpet maintenance is considered to be the treatment and removal of singular or multiple spills, spots, marks or blots on a carpeted or upholstered surface which causes a difference in color from that of the surrounding material. Traffic or wear patterns are outside the scope of this section. These areas shall be treated as soon as discovered. The Contractor shall follow the carpet manufacturer's procedures for the specific materials involved. After cleaning, the area should be free from visible spots and non-permanent stains. The Contractor shall ensure through proper training, supervision, equipment and materials that this task is performed consistent with current standards within the industry and appropriate for the type of materials involved. The material manufacturer's recommendations shall be followed whenever possible.

.2 Areas where spilled materials are unable to be removed shall be brought to the Contractor's supervisors attention and inspected immediately for further remedial action. Incident location and ongoing status reports will be noted in the on-site log by the Contractor's employee for all stains requiring further action until the issue is resolved. The Contractor's supervisor shall also contact the department representative, or designate to discuss further removal procedures as soon as possible to prevent permanent staining.

#### **4.6 CARPET CLEANING**

.1 Carpeted areas and carpeted floor mats shall be cleaned in accordance with manufacturer's recommendations and/or industry standards. All carpet cleaning shall be scheduled and coordinated with the department representative, or designate. The Contractor shall use a skilled contractor. The Contractor shall be responsible for ensuring the proper ventilation and drying of these areas.

#### **4.7 NON-CARPETED FLOORS**

.1 All non-carpeted office and or warehouse areas (as applicable) shall be swept (or dust mopped using a treated floor mop with a non-oily floor mop dressing) including behind doors, under coin operated machines, desks and other non-moveable furniture and equipment.

.2 Prior to sweeping/dust mopping, easily moved furniture and items such as chairs, carpeted floor mats, trash and recycle receptacles, etc. will be relocated as necessary to allow sweeping/dust mopping underneath, and all large surface litter, dry soil, spills and debris will be removed. After sweeping/dust mopping, non-carpeted surfaces, including corners, abutments, edges and places accessible to the broom or dust mop, shall be free of visible dust, dirt, litter or debris, and all items that were moved shall be returned to the original position.

#### **4.8 DAMP MOP NON-CARPETED FLOORS**

.1 Dust mop floors prior to damp mopping to remove and collect loose dirt and dust. Contractor shall use clean, warm water and a mild detergent solution to remove stains and soil not removed by dry cleaning methods. Prior to damp mopping, easily moved furniture and items such as chairs, carpeted floor mats, trash and recycle receptacles, etc. will be relocated as necessary to allow mopping underneath, and all large surface litter, dry soil, spills and debris will be removed.

.2 After damp mopping, the floor surface will present a clean appearance, free of odour, spills, spots, film and other nonpermanent stains and soiling. Scrub heavily soiled areas as needed with mop or scrubbing equipment and cleaning solution to remove all heavy soil, stains, and traffic marks. There shall be no splashes left on walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp and not wet. If a strong cleaning solution is used, floor shall be rinsed with clean water, and if necessary with a neutralizing cleaner. When the floor surface is completely dry all items that were moved shall be returned to the original position.

#### **4.9 WET MOP NON-CARPETED FLOORS**

.1 All accessible non-carpeted areas, such as behind doors and under equipment and furniture, shall be wet mopped using clean hot water and appropriate chemical detergent and then rinsed with clean water. Prior to wet mopping, easily moved furniture and items such as chairs, carpeted floor mats, trash and recycle receptacles, etc. will be relocated as necessary to allow mopping underneath, and all large surface litter, dry soil, spills and debris will be removed.

.2 After wet mopping is complete, the non-carpeted floor surface shall have a uniform appearance, free of odour, streaks, spots, film, swirl marks, detergent residue, mop strings, nonpermanent stains or other evidence of soil. Any splash marks on baseboards or walls shall be removed.

.3 When the floor surface is completely dry, all items that were moved shall be returned to the original position.

The Contractor shall ensure floors maintain their natural luster and not have a dull appearance.

#### **4.10 SURFACE CARE, NON-CARPETED FLOORS**

.1 This task shall include the stripping, waxing, sealing, buffing and patch waxing of all varieties of floor surfaces. There are no written specifications for these tasks, although these tasks are to be performed to the highest industry standards as to pass without objection in the trade.

.2 Before starting work make sure to put a "**WET WAX**" sign in the work area.

.3 In addition, Contractor's employees shall follow product and equipment manufacturer's guidelines and recommendations in applying products and performing these tasks.

.4 All easily moved furniture and items such as chairs, carpeted floor mats, trash and recycle receptacles, etc. will be relocated as necessary, and floor surfaces shall be wet or damp mopped as appropriate before the surface care process begins. When the floor surface is completely dry all items that were moved shall be returned to the original position.

Safety Tip - Floor finish is very slippery so always remember to work ahead of the wax as you apply it to the floor and watch your step. Refinishing floors can be very tiring for your back so remember to stretch your back to avoid back strain if you do a large amount of waxing during your work day. Make sure you have good ventilation when performing this work.

##### **Personal Protective Equipment**

1. Safety shoes

## 5. TRASH AND RECYCLING RECEPTACLES

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.1 All waste receptacles, recycling containers, and other trash receptacles within the building shall be emptied each night and returned to their original locations.

.2 Cardboard, cans, papers, etc. marked "**TRASH**" or "**GARBAGE**" will be removed from all building areas. All trash and paper left in corridors or near trash receptacles and obviously intended as trash shall be collected or removed to the designated dumpster / collection site. Any questionable items shall be verified as intended. Staff is to be trained specifically on disposal of items near and around trash receptacles.

**Note:** Items / materials near or around trash cans shall not be considered trash if they are not marked as trash. The Contractor shall only remove items that are actually in the trash receptacles or specifically labelled as "trash". The Contractor shall emphasize this procedure with all cleaning staff.

.3 All debris from trash receptacles will be removed from the area and emptied into the appropriate exterior trash container in such a manner as to prevent the adjacent area from becoming littered by trash. Interior of trash receptacles will be cleaned with an approved disinfectant to remove any debris and liquid due to leakage of plastic liners. Plastic liners shall be replaced when obviously soiled or torn or have been used to dispose of food items, but as a minimum they are to be replaced weekly.

.4 Contractor(s) employees shall not remove any article or material from the premises, regardless of the value or regardless of any employee's permission. This is to include the contents of or any item found in the trash containers in or around the premises. All trash will be put into dumpsters as designated by the City.

## 6. TRASH AND RECYCLING STORAGE AREAS

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All trash shall be placed inside trash dumpsters. All recycling shall be placed inside recycling totes or dumpsters. The area around all dumpsters shall be kept clean of all materials, paper, litter, etc. Dumpsters shall be closed after use. Recycling container areas shall be kept clean and free of trash. Recycling materials shall not be placed in trash dumpsters. Note: For health and safety reasons, no person is permitted to handle or sort any waste/recyclables with bare hands.

## 7. SPOT CLEANING

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.1 Using appropriate tools and chemicals for the surfaces to be cleaned, remove smudges, fingerprints, marks, spots, streaks, heavy dust, soil and other non-permanent stains, etc. from the following areas: entry way glass, interior glass, non-carpeted floor surfaces and all washable surfaces in hallways, stairs, landings, offices, entries, break rooms, lounges, lobbies, kitchens/kitchenettes, coffee/copy rooms, etc. Washable surfaces include: dispensers, sinks, mirrors, plumbing fixtures, exterior of refrigerators and microwaves, light switches and fixtures, fire extinguisher cabinets, walls, cabinets, interior and exterior doors, door handles, door casings, door frames, push and kick plates, etc. After cleaning, surfaces shall have a uniform appearance free of all smudges, marks, fingerprints, non-permanent stains and streaks etc.

## 8. DUST FURNITURE

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.1 When dusting is performed only a process that utilizes dust control methods and minimizes airborne particles is to be used. Dusting is to be done after sweeping and vacuuming. Feather dusters are not recommended.

.2 Furniture includes, but is not limited to desks, tables, reading tables, meeting room tables, chairs, reception area partitions, and any other free standing case goods.

.3 Using a treated dusting tool or cloth, remove all dust, lint, dirt, debris, etc. from all exposed surfaces of workstations, desks, chairs, cabinets, bookcases, shelves, and other furniture located within the work site.

.4 Fabric surfaces of upholstered furniture will be vacuumed. Items on top of furniture shall not be disturbed or moved.

## **9. DUSTMOP AND SWEEPING BUILDING SURFACES**

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.1 Using a treated dusting tool or cloth, remove dust, lint, dry soil and cobwebs from the surface of moldings, baseboards, fire extinguisher cabinets, door and window ledges, door, window and relite casings, venetian blinds, art work, HVAC deflectors, gratings and covers, etc. Cobwebs on pictures, walls, corners and ceilings shall also be removed at this time. After dusting, these surfaces will have a uniform appearance free from smudges, lint, cobwebs, etc. Any nonpermanent soil will be completely removed from these surfaces at this time.

## **10. CLEAN DRINKING FOUNTAINS**

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.1 Remove all fingerprints, debris, streaks, etc. from drinking fountain basin and cabinet.

.2 Clean and disinfect all drinking fountains as follows: Using an approved germicidal cleaning product, disinfect all metal surfaces including the orifice and drain.

.3 Stainless steel sections will be polished with an appropriate cleaner. After cleaning, the entire drinking fountain will be free from streaks, non-permanent stains, spots, smudges, scale, film and other removable soil.

.4 Porcelain type fountains shall be deep-cleaned using a cream type cleaner to remove any mineral deposits.

## **11. CLEAN TABLES, COUNTER TOPS, CHAIRS, ETC.**

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.1 Clean the following areas with an approved germicidal detergent: tables, counter tops and cabinet surfaces, as well as all non-upholstery chair surfaces located in lobbies, kitchens, cafeterias, break rooms, lounges, interview booths, training, meeting and conference rooms. After cleaning, all cleaned areas shall be dry and have a uniform appearance, free from soil, streaks, smudges, dirt, nonpermanent stains, litter, etc.

.2 Items found on top of these areas in conference, meeting and training rooms shall not be disturbed or moved.

.3 In areas such as lobbies, break rooms, lounges, kitchens and cafeterias, items such as newspapers, magazines, etc. found on these surfaces will only be moved to clean and dry the surface and replaced to give an organized and neat appearance.

## 12. CLEAN DESKS AND TELEPHONES

---

.1 In offices, desk/ledges/counters are to be cleaned using a white cloth, which is frequently and totally submerged in a solution with a neutral cleaner. Telephones are to be cleaned (ear and mouth pieces) with a disposable cloth and not the white cloth. The white cloth must be submerged in the solution prior to proceeding to a different workstation.

## 13. SPECIALIZED FACILITIES - FITNESS CENTRE (AS APPLICABLE TO SITE)

---

.1 The Contractor shall clean and sanitize fitness centres, as applicable. Contractor shall comply with manufacturer recommendations. The Contractor shall regularly and thoroughly sanitize and disinfect common areas. The general work component for specialized facilities – fitness centre shall include but not limited to the following:

.2 **Surfaces:** All metal (door frames and handles, fixtures, exercise equipment) and glazed surfaces (including partitions), shall be free of smears, finger marks, and streaks. All metal and glaze surfaces shall have a uniform appearance.

Wipe down ledges/counters, equipment, and clean mirrors with a white cloth, which is frequently and totally submerged in a solution with a mild disinfectant solution. The white cloth must be submerged in the solution prior to proceeding to the next piece of equipment. Vacuum the floor matting and damp mop any hard floor surfaces with a neutral floor soap.

.3 **Equipment:** All vinyl surfaces of exercise equipment and exercise mats shall be free of dust, dirt, spots, streaks and smudges. Thoroughly clean and disinfect fitness equipment inside and outside. Use proper chemicals for surface to be cleaned at proper dilution. After item has been cleaned completely, wipe and allow to air dry.

.4 **Specialized Flooring:** Services provided shall be consistent with the “Floor Services” specifications of this guidebook unless otherwise noted by manufacturer needs or specialized flooring materials, such as fitness centre rubber mat flooring.

## 14. ARRANGE FURNITURE (RESETTING)

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.1 Furniture such as chairs and tables, which have been displaced during the performance of cleaning tasks or during normal daily use, shall be arranged in a pattern consistent with the intended use of the area.

.2 Lobbies, conference, training and meeting rooms, lounge and break areas shall be arranged in a uniform appearance with tables and chairs in straight and evenly spaced rows.

.3 Designated aisles will be evenly spaced with sufficient width for occupant movement.

## 15. CLEAN MARKER BOARDS IN CONFERENCE/MEETING ROOMS

---

.1 Remove all marks, fingerprints and dust from writing surface of **EMPTY** marker boards. No written information is to be removed. Under no circumstances will anything other than an approved cleaning product be used to clean dry marker boards. After cleaning, the writing surface will have a uniform appearance with no remaining marks, streaks, or excess dust, etc.



.2 The board's rails and moulding shall be wiped clean of dust or debris. Marker boards containing written data shall not be erased or cleaned.

## **16. STAIRS AND STAIRWAYS AND LANDINGS**

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.1 Hand Rails and Walls – Using a clean cloth and or a clean sponge with an approved cleaning solution, to remove all dust, dirt, cobwebs, grease, oily film, fingerprints, stains, soils and other foreign substances, without causing damage. These surfaces shall appear visibly and uniformly clean.

.2 Stairs and Landings - Shall be free of dust, dried soil, gum, stains and debris. This shall include risers and cove bases. These surfaces shall appear uniformly smooth and clean without leaving dust streaks, lint, standing water, cleaner residue or film.

## **17. CONFERENCE AND MEETING ROOMS (AS APPLICABLE TO SITE)**

---

### **.1 Cleaning of Conference and Meeting Rooms**

- Daily clean **(including vacuuming)** of all conference rooms/meeting rooms, after they have been used during the day to ensure that they are ready for re-use;
- Reset the furniture and equipment in all areas to standard setup configurations room is clean, windows and doors are locked;
- Remove foodstuffs, cups and mugs etc.;
- Empty wastebaskets, and transport other trash and waste to disposal areas;
- Cleaning required to maintain seminar rooms, meeting rooms, lecture rooms operating under normal designated use will not be considered an extra; and
- Do not spray air freshener.

### **.2 Meeting and Conference Room Set –ups:**

- Set up tables and chairs each morning; and
- Leave rooms in a presentable state.

## **18. MISCELLANEOUS METAL WORK**

---

.1 Metalwork shall be wiped clean and left in a bright condition free of marks, stains and streaks.

## **19. ELEVATORS (AS APPLICABLE TO SITE)**

---

.1 Remove all soil, dirt, graffiti, and fingerprint marks with an approved cleaner. Polish metal surfaces with an approved metal polish; the surface shall be free of smudges, soil, and excess polish and have a shiny appearance. If the inside is of a wood material, this shall be cleaned and polished with an approved wood cleaner/polish. Non-carpeted elevator floors shall be swept, vacuumed, and wet mopped. Carpeted elevator floors shall be vacuumed. Exhaust fan vents shall be cleaned. Threshold tracks shall be cleaned of dirt on a weekly basis.

## **20. DISINFECTION**

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.1 Disinfection is particularly important on touch points in restrooms, community rooms, gymnasium and workout areas, daycare / preschool surfaces (e.g., desktops and toys), and other high-touch locations.

.2 Cleaning staff should:

(a) Perform disinfection in areas or on surfaces where pathogens collect and breed, such as in restrooms, on door handles, exercise and playground equipment, and other surfaces that can harbour and transmit germs. However, use disinfectants only where required to minimize their use.

(b) Disinfect using only disinfectants or devices that can document disinfecting properties.

(c) Follow product label directions for preparation of chemical disinfecting solutions (e.g., dilution rate), and the appropriate disinfecting and cleaning method for the area to be cleaned (e.g., dwell time and pre-cleaning as required).

## **21. BUILDING SECURITY CHECK (LIGHTING, EQUIPMENT, DOORS AND WINDOWS)**

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.1 Upon completion of the work shift, Contractor's supervisor or lead person shall check and lock all exterior doors, close and secure interior doors, windows and gates.

.2 Turn off all lights other than those used for security and night lighting and the following electrical equipment only when observed and only at the switch: fans, air conditioners, heaters, Christmas lights, coffee pots, and radios.

## **22. EXTERIOR EXCREMENT REMOVAL (HUMAN)**

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.1 The Contractor shall ensure all steps and stairs, entrances, sidewalks, arcades, landings, balconies, and ledges shall be cleaned of all excrement while following established safety precautions. The Contractor shall maintain knowledge of cautionary requirements in cleaning areas contaminated by human excrement. The Contractor shall fully train all employees designated to perform these services. NOTE: Historically, excrement removal practices often mandate the application of a disinfectant on the excrement prior to its removal and/or on the affected surfaces after the removal process. Nowadays, most authorities agree that there is no need to apply anything to the excrement except water, although the use of a detergent will help remove the excrement from the surface. Since the route of the infection with harmful organisms living in the excrement is via respiration, they are rendered biologically neutral if they are not airborne. In many cases, the most efficient way to apply water under low pressure to dry excrement is by means of a hand-operated sprayer.

## **23. JANITORIAL SIGN IN/SIGN OUT**

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.1 Sign-In/Sign Out Log – The Contractor shall provide and maintain a sign in/sign out log book in each site. The sign-in log shall include legibly written names of all Contractor's staff, a date and time and a place for their signature. This log shall note the time of arrival and departure of all Contractor's staff. All entries are to be legible. The logbooks are to be kept neat/orderly and are not to be removed from the site or altered.

- .2 The Contractor shall keep the log books in the janitorial closet.

## **24. CONTRACTOR'S REPORTING METHOD (EMERGENCIES)**

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.1 Items requiring emergency repairs such as flooding due to broken pipes, plugged toilets, serious leaks or any health, life and safety concerns shall be reported immediately, upon discovery to Corporate Facilities, Work Control. The Department Representative, or designate will provide the appropriate contact list to the Contractor for this purpose.

## **25. CONTRACTOR'S REPORTING METHOD (DAY-TO-DAY)**

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.1 All communications from the Contractor's employees shall be directed through the Contractor's on-site supervisor, using the on-site Security Record and Log Report. At no time shall the Contractor's employees leave written messages, instructions or requests at City employee workstations or in offices.

.2 Contractor's employees shall review the log each workday for required actions and or responses to issues. The Department Representative, or designate will review the Security Record and Log Report periodically to ensure that items are being noted, and deficiencies are being corrected.

.3 Any item requiring maintenance or repair such as: slow draining sinks or toilets, leaking fixtures or pipes, broken or cracked windows, loose flooring, ceiling or wall tiles, inoperative or broken fixtures, lights, outlets and switches, etc. shall be reported daily. These items shall be written into the Security Record and Log Report, and verbal notification is to be provided to Corporate Facilities, Work Control via telephone. A message can be left for follow through if the notification is after 4:00 p.m. Monday through Friday, or on weekends.

.4 Contractor shall fax a written report the next workday to the Department Representative, or designate, when an unusual occurrence, malfunction or property damage is noted or has occurred. Failure to provide the Department Representative, or designate with this information will be considered a failure to perform and may lead to Agreement termination.

.5 The Security Record and Log Report will be available and reviewed by the Department Representative, or designate, and the Contractor during all walk-through inspections.

## **26. CITY'S REPORTING METHOD**

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.1 The Department Representative, or designate may use a fax form or e-mail to communicate to the Contractor any concerns or problems that need to be resolved.

.2 The Department Representative, or designate shall be the first point of contact for the facility, on modifications or issues, unless other arrangements are provided and agreed to in writing.

## **27. HEALTH, SAFETY AND PROTECTION**

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.1 The Department Representative, or designate may use a fax form or E-mail to communicate with the Contractor any concerns or problems that need to be resolved.

.2 The Department Representative, or designate shall be the first point of contact for the facility on all modifications or issues, unless other arrangements are provided and agreed to in writing.

.3 Damage Reports: In all instances where City of Surrey property or equipment is damaged, the Contractor shall submit to the Department Representative, or designate a full report of the incident and extent of the damage – verbally within one hour, and in writing within 24 hours of the occurrence.

.4 Accident Reports: The Contractor shall comply with all WCB regulations and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The contractor shall provide a verbal report to the Contract Administrator within one hour of occurrence and a written follow-up report to the Department Representative, or designate within 24 hours of the occurrence.

.5 Chemical Spills: The Contractor shall provide a plan addressing incidental and emergency spills of any chemicals brought on-site.

.6 Hazard Communications: The Contractor must maintain two, updated Material Safety Data Sheet (MSDS) binders, one placed in the office of the Department Representative, or designate and the second in the Contractor's storage room. Products which contain hazardous chemicals, must be labeled, tagged or marked with the following information:

- Identity of the hazardous chemical(s);
- Appropriate hazard warning; and
- Name and address of the chemical manufacturer, importer or other responsible party.

It is the responsibility of the Contractor to ensure that this information is kept current.

**APPENDIX 1**  
**JANITORIAL QUALITY ASSURANCE AUDIT FORMS – SAMPLE DOCUMENTS**



**JANITORIAL QUALITY ASSURANCE AUDIT FORMS**  
**SAMPLE DOCUMENTS**

- 1 - WASHROOM CARE DAILY RESTROOM INSPECTION REPORT**
- 2 – QUALITY CONTROL INSPECTION REPORT – WEEKLY JANITORIAL INSPECTION FORM**
- 3 – CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)**

# SAMPLE 1 - WASHROOM CARE DAILY RESTROOM INSPECTION REPORT



## WASHROOM CARE DAILY Restroom Inspection Report

Janitor Instructions: Place ✓ in time box as each item is serviced.

FOR THE WEEK OF (From) \_\_\_\_\_ (e.g. May 25) (To) \_\_\_\_\_ (e.g. May 30) (date).

|                                    |                                    | STOCKING             |                    | TRASH        |               | CLEANING            |            |                     |              |                           |                                    |                    |          |
|------------------------------------|------------------------------------|----------------------|--------------------|--------------|---------------|---------------------|------------|---------------------|--------------|---------------------------|------------------------------------|--------------------|----------|
|                                    | Men's<br>Women's<br>State<br>Floor |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
|                                    |                                    | Soap & Toilet Tissue | Sanitary Dispenser | Paper Towels | Trash Recept. | Sanitary Receptacle | Clean Sink | Clean Toilet/Urinal | Clean Mirror | Clean Baby Changing Table | Hot Air Hand Dryer Check Operation | Sweep & Mop Floors | Initials |
| Mon                                |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 9:00 a.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 11:00 a.m.                         |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 1:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 3:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Facility Representative Inspection |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Tue                                |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 9:00 a.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 11:00 a.m.                         |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 1:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 3:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Facility Representative Inspection |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Wed                                |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 9:00 a.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 11:00 a.m.                         |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 1:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 3:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Facility Representative Inspection |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Thurs                              |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 9:00 a.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 11:00 a.m.                         |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 1:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 3:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Facility Representative Inspection |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| Fri                                |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 9:00 a.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 11:00 a.m.                         |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 1:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |
| 3:00 p.m.                          |                                    |                      |                    |              |               |                     |            |                     |              |                           |                                    |                    |          |

2015 City of Surrey, General Services Form JAN01 (ed. 05/14)

## SAMPLE 2 - QUALITY CONTROL INSPECTION FORM - WEEKLY JANITORIAL INSPECTIONS FORM)

### SECURITY SERVICES OFFICE

| Checked | Requires Attention |   | Comments |   |    |
|---------|--------------------|---|----------|---|----|
|         |                    |   | NS       | S | ES |
|         |                    | Carpeting and hard flooring (as applicable) are clean and in good condition.                |          |   |    |
|         |                    | Dust levels minimal. Dusting performed with damp cloths or microfiber cloths.               |          |   |    |
|         |                    | Vertical Surfaces are clean.  |          |   |    |
|         |                    | Horizontal Surfaces are clean.  |          |   |    |
|         |                    | Office partitions (especially, if fabric covered) are clean and dust free, (if applicable). |          |   |    |
|         |                    | Telephones, door knobs and light switches are clean and disinfected.                        |          |   |    |
|         |                    | Glass and light fixtures are clean and operating properly (if required).                    |          |   |    |
|         |                    | Draperies and blinds are clean and dust free (if required).                                 |          |   |    |
|         |                    | Garbage cans clean and emptied daily (no noticeable odour)                                  |          |   |    |

### FITNESS ROOM

| Checked | Requires Attention |   | Comments |   |    |
|---------|--------------------|---|----------|---|----|
|         |                    |   | NS       | S | ES |
|         |                    | Carpeting and hard flooring (as applicable) are clean and in good condition.                |          |   |    |
|         |                    | Dust levels minimal. Dusting performed with damp cloths or microfiber cloths.               |          |   |    |
|         |                    | Vertical Surfaces are clean.  |          |   |    |
|         |                    | Horizontal Surfaces are clean.  |          |   |    |
|         |                    | Office partitions (especially, if fabric covered) are clean and dust free, (if applicable). |          |   |    |
|         |                    | Telephones, door knobs and light switches are clean and disinfected.                        |          |   |    |
|         |                    | Glass and light fixtures are clean and operating properly (if required).                    |          |   |    |
|         |                    | Draperies and blinds are clean and dust free (if required).                                 |          |   |    |
|         |                    | Garbage cans clean and emptied daily (no noticeable odour)                                  |          |   |    |

### WOMEN'S WASHROOM, LOCKER ROOM AND SHOWERS

| Checked | Requires Attention |  | Comments |   |    |
|---------|--------------------|--|----------|---|----|
|         |                    |  | NS       | S | ES |
|         |                    | Floors, countertops, basins and toilets are disinfected/sanitized daily. |          |   |    |
|         |                    | Walls including partitions are clean and disinfected/sanitized.          |          |   |    |
|         |                    | Shower stall floors, walls and seats scrubbed clean and fresh smelling.  |          |   |    |
|         |                    | Restroom dispensers restocked and operating properly.                    |          |   |    |
|         |                    | Mirrors cleaned with no smudges or streaks                               |          |   |    |
|         |                    | Spot cleaning of walls, doors, etc.                                      |          |   |    |
|         |                    | Graffiti removed (if any)  |          |   |    |
|         |                    | No evidence of bio-contamination   |          |   |    |
|         |                    | Water faucets and toilets are operating properly.                        |          |   |    |
|         |                    | Garbage cans clean and emptied daily.                                    |          |   |    |

## SAMPLE 2 - HOUSEKEEPING AUDIT FORM - WEEKLY INSPECTIONS (CONT'D)

### MEN'S WASHROOM, LOCKER ROOM AND SHOWERS

| Checked | Requires Attention |  | Comments |   |    |
|---------|--------------------|--|----------|---|----|
|         |                    |  | NS       | S | ES |
|         |                    | Floors, countertops, basins and toilets are disinfected/sanitized daily. |          |   |    |
|         |                    | Walls including partitions are clean and disinfected/sanitized.          |          |   |    |
|         |                    | Shower stall floors, walls and seats scrubbed clean and fresh smelling.  |          |   |    |
|         |                    | Restroom dispensers restocked and operating properly.                    |          |   |    |
|         |                    | Mirrors cleaned with no smudges or streaks.                              |          |   |    |
|         |                    | Spot cleaning of walls, doors, etc.                                      |          |   |    |
|         |                    | Graffiti removed (if any).   |          |   |    |
|         |                    | No evidence of bio-contamination   |          |   |    |
|         |                    | Water faucets and toilets are operating properly.                        |          |   |    |
|         |                    | Garbage cans clean and emptied daily.                                    |          |   |    |

### WEIGHT ROOM AND EQUIPMENT INCLUDING DRINKING FOUNTAIN

| Checked | Requires Attention |  | Comments |   |    |
|---------|--------------------|--|----------|---|----|
|         |                    |  | NS       | S | ES |
|         |                    | Carpeting and flooring are clean and in good condition.                                    |          |   |    |
|         |                    | Dust levels minimal. Dusting performed with damp cloths or microfiber cloths.              |          |   |    |
|         |                    | Exercise Equipment surfaces are wiped clean and disinfected.                               |          |   |    |
|         |                    | Door knobs and light switches are clean and disinfected.                                   |          |   |    |
|         |                    | Glass and light fixtures are clean and operating properly (if required).                   |          |   |    |
|         |                    | Draperies and blinds are clean and dust free (if required).                                |          |   |    |
|         |                    | Garbage cans clean and emptied daily (no noticeable odour).                                |          |   |    |
|         |                    | Drinking Fountain entire exterior surface area thoroughly clean dry wipe to bright finish. |          |   |    |

### FOOD PREPARATION

| Checked | Requires Attention |  | Comments |   |    |
|---------|--------------------|--|----------|---|----|
|         |                    |  | NS       | S | ES |
|         |                    | Floors should be clean and free of debris or food scraps, or any signs and cleaned daily.          |          |   |    |
|         |                    | Paper Towel Dispenser serviced daily.  |          |   |    |
|         |                    | All surfaces that come in contact with food preparation are clean, free of food scraps and debris. |          |   |    |
|         |                    | Tables (tops and undersides) and chairs are cleaned and sanitized after every meal or use.         |          |   |    |
|         |                    | Washing area and appliances are clean.   |          |   |    |
|         |                    | Garbage cans clean and emptied daily.  |          |   |    |
|         |                    | No evidence of insects, or rodents.  |          |   |    |



## SAMPLE 2 – HOUSEKEEPING AUDIT FORM – WEEKLY INSPECTIONS (CONT'D)

### GARBAGE AND RECYCLING BINS AREA

| Checked | Requires Attention |   | Comments |   |    |
|---------|--------------------|---|----------|---|----|
|         |                    |   | NS       | S | ES |
|         |                    | Carpeting and flooring are clean and in good condition.                       |          |   |    |
|         |                    | Dust levels minimal. Dusting performed with damp cloths or microfiber cloths. |          |   |    |
|         |                    | Office partitions (especially, if fabric covered) are clean and dust free.    |          |   |    |
|         |                    | Telephones, door knobs and light switches are clean and disinfected.          |          |   |    |
|         |                    | Glass and light fixtures are clean and operating properly (if required).      |          |   |    |
|         |                    | Draperies and blinds are clean and dust free (if required).                   |          |   |    |
|         |                    | Garbage cans clean and emptied daily (no noticeable odour).                   |          |   |    |

Legend: NS: Not to Standard  
S: Standard  
ES: Exceeds Standard

## SAMPLE 3 – CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

### CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

|                     |          |          |                  |          |          |
|---------------------|----------|----------|------------------|----------|----------|
| Probationary period | Pass [ ] | Fail [ ] | Contract renewal | Pass [ ] | Fail [ ] |
|---------------------|----------|----------|------------------|----------|----------|

Period Report from \_\_\_\_\_ to \_\_\_\_\_

|                             |                           |
|-----------------------------|---------------------------|
| Contractor name:            |                           |
| Contract description:       |                           |
| Contract reference number:  | Contract value:           |
| Contract start date:        | Contract completion date: |
| Name and title of assessor: |                           |

**RATING SCALE** (enter score from 0-4 in Contractor Evaluation on following page):

**Exceptional (4):**

- performance meets contractual requirements and exceeds to City's benefit
- few minor problems for which corrective actions taken by contractor were highly effective
- no delays in performance or delivery, no cost issues, no quality problems, and responses to inquiries and technical/administrative/service issues were effective and responsive

**Very Good (3):**

- performance meets contractual requirements and exceeds some to City's benefit
- some minor problems for which corrective actions taken by the contractor were effective
- quality non-conformances, cost issues, and performance or delivery delays do not impact achievement of contract requirements
- responses to inquiries and technical/service/administrative issues were usually effective and responsive.

**Satisfactory (2):**

- performance meets contractual requirements
- some minor problems for which corrective actions were taken and appear or were effective
- non-conformance(s), cost issues, and performance or delivery delays require minor City resources to ensure achievement of contract requirements
- responses to inquiries and technical/service/administrative issues were somewhat effective and responsive

**Marginal (1):**

- performance does not meet all contractual requirements
- serious problem(s) for which the contractor has not yet identified corrective actions
- contractor's proposed actions appear only marginally effective or were not fully implemented
- non-conformance(s), cost issues, and performance or delivery delays require major City resources to ensure achievement of contract requirements
- responses to inquiries and technical/service/administrative issues were marginally effective and responsive.

**Unsatisfactory (0):**

- performance does not meet most contractual requirements and recovery is not likely in a timely manner
- serious problems for which the contractor's corrective actions appear or were ineffective
- non-conformances, cost issues, and performance or delivery delays are compromising the achievement of contract requirements despite use of City resources
- responses to inquiries and technical/service/administrative issues were not effective and responsive

**ONCE COMPLETED, EMAIL THIS FORM TO [PURCHASING@SURREY.CA](mailto:PURCHASING@SURREY.CA).**

| <b>CONTRACTOR EVALUATION</b> (Summarize contractor performance and indicate the performance rating for the following areas):   | <b>Past Rating:</b> | <b>Current Rating:</b> |
|--|---------------------|------------------------|
| <b>A. Quality/Technical Performance</b><br>Assess contractor's conformance to contract requirements, specifications, contract clauses pertaining to technical requirements, standards of good workmanship (e.g. commonly accepted technical or professional standards), and accuracy of reports as well as technical excellence  |                     |                        |
| <b>B. Timeliness of Performance</b><br>Assess timeliness of the contractor against the completion of the contract, task orders, milestones, delivery schedules, administrative requirements, etc. Assess contractor's adherence to required delivery schedule by assessing contractor's efforts during the assessment period that contribute to or effect the schedule variance. Also consider: is the contractor reliable and responsive to technical direction?  |                     |                        |
| <b>C. Cost Control</b><br>Assess the contractor's effectiveness in forecasting, managing, and controlling contract cost. Also consider: was the work performed within budget? Were invoices and billings current, accurate and complete? Were change orders or add-ons issued?   |                     |                        |
| <b>D. Business Relations</b><br>Assess timeliness, completeness, and quality of problem identification, corrective action plans, proposal submissions, and contractor's history of reasonable and cooperative behaviour. Assess contractor's success with timely award and management of sub-contracts. Assess extent to which the contractor discharges its responsibility for integration and coordination for all activity needed to execute the contract. Also consider: responsiveness to contract requirements, professional correspondence and administration, prompt notification of problems, flexibility, cooperativeness, and proactive contractor recommended solutions. |                     |                        |
| <b>E. Management of Key Personnel</b><br>Assess contractor's performance in selecting, retaining, supporting, and replacing (when necessary) key personnel.  |                     |                        |
| <b>Mean Score</b> (add the numerical ratings and divide by 5):   |                     |                        |

|   |
|---|
| <b>Comments and/or Recommendations (MUST be provided for any score 2 or lower):</b> |
| A.  |
| B.  |
| C.  |
| D.  |
| E.  |



**IMPORTANT:** This CPAR form may be subject to Freedom of Information (FOI) requests and its contents discussed with the contractor as a form of feedback. The CPAR should reflect the public nature of the document. Submit the completed CPAR form to the Purchasing Section to keep on file.

## APPENDIX 1 PRIME CONTRACTOR DESIGNATION – LETTER OF UNDERSTANDING

As per the requirements of the *Workers' Compensation Act* Part 3, Division 3, Section 118 (1-3), which states?

### Coordination of multiple-employer workplaces

**118 (1)** *In this section:*

**"multiple-employer workplace"** means a workplace where workers of 2 or more employers are working at the same time:

**"prime contractor"** means, in relation to a multiple-employer workplace,

- (a) the directing contractor, employer or other person who enters into a written agreement with the owner of that workplace to be the prime contractor for the purposes of this Part, or
- (b) if there is no agreement referred to in paragraph (a), the owner of the workplace.

(2) The prime contractor of a multiple-employer workplace must

- (a) ensure that the activities of employers, workers and other persons at the workplace relating to occupational health and safety are coordinated, and
- (b) do everything that is reasonably practicable to establish and maintain a system or process that will ensure compliance with this Part and the regulation in respect to the workplace.

(3) Each employer of workers at a multiple-employer workplace must give to the prime contractor the name of the person the employer has designated to supervise the employer's workers at that workplace.

By signing this Agreement, the Contractor accepts all responsibilities of a prime contractor as outlined in the *Workers' Compensation Act*, and WorkSafeBC OH&S Regulation.

As a Contractor signing this Prime Contractor Designation form with the City of Surrey (the "owner"), you are agreeing that your company, management staff, supervisory staff and workers will comply with the *Workers' Compensation Board (WCB) Occupational Health and Safety Regulation* and the *Workers' Compensation (WC) Act*.

Any WorkSafeBC OH&S violation by the prime contractor may be considered a breach of contract resulting in possible termination or suspension of the agreement and/or any other actions deemed appropriate at the discretion of the City.

Any penalties, sanctions or additional costs levied against the City, as a result of the actions of the prime contractor are the responsibility of the prime contractor.

The Contractor acknowledges having read and understood the information above.

By signing this Prime Contractor Designation form, the Contractor agrees as a representative of the firm noted below, to accept all responsibilities of the prime contractor for this project.

**The Contractor understands and accepts the responsibilities of the prime contractor designation in accordance with the *Workers' Compensation Act* while contracted by the City for project and will abide by all Workers' Compensation Board Regulation requirements.**

Project File No.: **1220-040-2017-069**

Project Title and Site Location: **Janitorial Services Guildford Recreation Centre Overnight Cleaning**

Prime Contractor Name: *Name of Contractor*

Prime Contractor Address:

Telephone/Fax Numbers:                      Phone:                      Fax:

Name of Person in Charge of Project:

Name of Person Responsible for Coordinating Health & Safety Activities:

Phone:

Prime Contractor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return a signed copy of this memo to the City of Surrey, Finance & Technology Department, Purchasing Section, 13450 – 104 Avenue, Surrey, British Columbia, V3T 1V8

## **APPENDIX 2**

### **CONTRACTOR HEALTH & SAFETY EXPECTATIONS RESPONSIBILITY OF CONTRACTOR(S)**

The City strives to maintain a safe work environment for employees and contractors and insists upon the enforcement of safe practices and procedures in all premises and in all work activities. It is essential that all contractors and their employees and sub-contractor(s) perform in the same manner. It is every employers and contractors responsibility to ensure that staff and public are protected from workplace hazards.

As a Contractor to the City of Surrey, you are expected to conform to the requirements of the Workers' Compensation Act, the WCB Occupational Health and Safety Regulation and to all federal, provincial and local laws and regulations. The City of Surrey Building Owner, Project Manager, and the Manager, Occupational Health & Safety or designate have the authority to order an unsafe act to cease or to have an unsafe piece of equipment removed from the premises or, in extreme situations, to shut down a job entirely. Any City Employee that observes a safety infraction by a contractor performing work for the City should bring it to the attention of a manager immediately or Occupational Health & Safety (604-591-4131).

The following information is provided as typical City requirements, but does not relieve the Contractor from complying with all applicable local, provincial and federal laws, regulations and bylaws.

#### **PERSONNEL**

1. You are expected to inform your employees of any potential hazard in the workplace and advise of appropriate action to be taken should a hazard be found or a fire or accident occur.
2. Contractors will restrict persons invited on the premises to employees only. No families or friends are permitted.
3. The Contractor will advise the City of any on-site accidents involving the Contractor's employees, or injuries to others caused by the Contractor's business.

#### **SAFETY MANAGEMENT SYSTEM**

1. Contractors will ensure their employees utilize proper safety equipment and clothing as required for job site activities.
2. Contractors must follow and have on site proper written safe work procedures for hazardous work, e.g. Fall protection, confined space entry, hotwork, lockout, excavations and shoring, traffic management, etc.
3. Contractor must Identify workplace risk and implement suitable controls.
4. Contractor must provide safety training and education to staff and have training records available for review.
5. Contractor must have a health & safety program for its workers and sub-contractors
6. Contractor will provide appropriate First-Aid coverage for their workers and subcontractors.
7. Contractor must forward a weekly work task list prior to work commencement.
8. The qualified safety coordinator must participate in the City OHS Orientation or attend the Prime Contractor's Orientation.

#### **WORK AREAS –City Facilities**

No work by contractors shall occur in any area without prior consent of the Department Representative, or his designated representative. Work during normal business hours of the City shall not create undue

noise, smells or otherwise unduly disturb the work of City staff or the public. If an activity requires that a disturbance is likely, the contractor shall whenever possible only do that work outside normal business hours.

All activities that create a hazard (i.e. work from a ladder, removal of a floor tile, emission of VOC's, etc.) to persons outside the contractor's supervision shall have warning devices, delineation or barriers, sealed spaces, etc. as would normally be required to protect any person from that hazard.

## **SAFETY ATTITUDE**

Your safety record and attitude are important criteria used to judge your qualification for future bidding on solicitations with the City.

You can help ensure employee safety and your eligibility for future business with the City if you exhibit and practice a "Safe Work - Safe City" attitude.

The City is concerned about the health, safety and wellbeing of all employees and contractors. It is essential we maintain a healthy, safe and productive work environment.

### **All Employees & Contractors:**

It is everyone responsibility to:

- ❖ know and comply with WCB regulations and
- ❖ follow established safe work procedures
- ❖ immediately report any work related injury to his/her supervisor; and to the city representative
- ❖ not remain on the work site while his/her ability to work is in any way impaired
- ❖ report unsafe acts and conditions to their supervisor
- ❖ correct unsafe conditions immediately whenever it is possible to do
- ❖ take reasonable care to protect your health & safety and the health safety of other persons who may be affected by your act's or omissions at work



so  
and

An employee must refuse to work if continuing to do so would endanger the health and safety of the employee, fellow employees or others. The worker must immediately report the circumstances of the unsafe condition to his or her supervisor or manager. If the unsafe condition is not remedied or the issue is not resolved the Manager, Occupational Health & Safety must be contacted.

**A common sense approach usually resolves the issue.**

## **GENERAL RULES**

1. For all secured worksites, contracted workers are required to sign in and sign out each day
2. (Access cards may be issued – a worker may need to provide an Identification document (i.e. Driver's License) in exchange).
3. Personal protective equipment, as determined by the City, through consultation with the Contractors Health and Safety Representatives must be worn when and where required. (Hard Hats, Safety Footwear, Safety Vests and Safety Glasses must be worn on active construction sites. Hearing Protection must be worn when noise levels are above 85dBA.)
4. Horseplay, gambling and the use of alcohol or narcotics will not be tolerated.



5. No Smoking within 7.5M of a City owned buildings door exits, windows and vents.
6. Report **ALL** injuries to your supervisor immediately and notify the City's site representative.
7. Report any unsafe conditions, including someone under the influence or hazards, which may allow an injury to occur to you, a fellow worker, or others on the worksite.
8. Report any property damage, regardless of how minor.
9. Restricted and controlled products will be labeled, used and stored in accordance with the associated regulations, e.g. WHMIS. Follow all procedural instructions when using or handling hazardous materials/controlled products and ensure that all containers of hazardous/controlled product materials are properly labelled and stored in designated areas.
10. Obey all posted signs and notices. Do not venture into areas that you are not authorized to enter.
11. Always use the correct posture when lifting and get assistance if the weight is excessive.
12. Do not work within the limits of approach to high voltage equipment.
13. If working at heights greater than 10 feet a Fall Protection system must be in place. The appropriate Fall Protection equipment must be worn at all times.
14. **Housekeeping** (Orderliness and good housekeeping are basic requirements and must be maintained at all times):
  - a) Aisles are to be kept clear at all times.
  - b) Individual work areas are to be kept clean and tidy.
  - c) All materials, tools, products and equipment are to be kept in their designated areas.
  - d) Liquid spills are to be cleaned up immediately to prevent slips and falls.
  - e) Accumulation of oily rags, combustible refuse or similar fire hazards will not be tolerated.
15. **Fire Prevention:**
  - a) Become familiar with Surroundings and emergency exit.
  - b) Ensure aisles and exits are not blocked at any time.
  - c) Anytime a fire extinguisher is used, report it immediately to your supervisor, so that it can be recharged.
16. **Equipment Operation** (Any equipment, which could create a hazard, must be maintained in good condition):
  - a) Equipment must not be repaired, adjusted or operated unless by a "competent person" who understand the safe operating procedures.
  - b) Always be aware of the use and location of the "EMERGENCY STOP" button, if equipment is so equipped, before using the equipment.
  - c) Loose clothing, jewelry and long hair must be secured to prevent becoming entangled with equipment.
  - d) The Operator must check all safety devices on equipment before operation.
  - e) All equipment must be turned off and the appropriate "lock-out" procedure followed, prior to repairs, cleaning, adjustment or lubrication.
  - f) Radio/Walkman/I-pod Head phones are not allowed to be worn during regular work operations.
  - g) All ladders must be of an approved type and length. Unacceptable ladders must be removed immediately from the premises.
  - h) All vehicles and equipment on City property must be kept in safe mechanical condition at all times, and be operated only by persons with a valid driver's license and/or proper training and qualifications.
  - i) Contractors will not operate any equipment, valves, switches, etc., which are part of the City's operation, unless specific permission is received from the Department Representative.
17. **Ground Disturbance** –Every time you dig in the ground, with a shovel or mechanized equipment, you run the risk of loss of life or damage to property if you hit any of the many buried cables,



conduits, gas or oil pipelines and/or other underground facilities that serve our city, **BC One Call**  
**Must be called and a ticket obtained prior to commencing any ground disturbance activities.**

|                     |   |
|---------------------|---|
| <b>Issued By:</b>   | <b>Occupational Health &amp; Safety Section - Contractor Coordination Program</b>   |
| <b>Date:</b>        | <b>Revised: January 14, 2015      Original: August 15, 2014</b>                     |
| <b>Distributed:</b> | <b>Via Email &amp; Posted on Intranet: January 16, 2015: <u>August 15, 2014</u></b> |

**This document does not replace the Workers' Compensation Act or WorkSafeBC OH&S regulation. Each individual Contractor must have specific health and safety safe work rules and procedures that apply to their work tasks. Each Contractor must comply with the Workers' Compensation Act and WorkSafeBC Occupational Health & Safety Regulation and to all federal, provincial and local laws and regulations. If a contractor is unable to comply they must bring this to the attention of their qualified safety representative and to the Prime Contractor safety representative immediately.**

**Authorized Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**(Please Print)**

**Date:** \_\_\_\_\_



## SCHEDULE B – FORM OF QUOTATION

RFQ Title: **JANITORIAL AND CUSTODIAL MAINTENANCE SERVICES  
GUILDFORD RECREATION CENTRE OVERNIGHT CLEANING**

RFQ No: 1220-040-2017-069

### CONTRACTOR

**Legal Name:** \_\_\_\_\_

**Contact Person and Title:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**Business Telephone:** \_\_\_\_\_

**Business Fax:** \_\_\_\_\_

**Business E-Mail Address:** \_\_\_\_\_

### CITY OF SURREY

City Representative: Richard D. Oppelt, Purchasing Manager

Address: Surrey City Hall  
Finance & Technology Department – Purchasing Section  
Reception Counter – 5<sup>th</sup> Floor West  
13450 - 104 Avenue, Surrey, B.C., Canada, V3T 1V8

E-mail for PDF Files: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

1. If this Quotation is accepted by the City, a contract will be created as described in:
  - (a) the Agreement;
  - (b) the RFQ; and
  - (c) other terms, if any, that are agreed to by the parties in writing.
2. Capitalized terms used and not defined in this Quotation will have the meanings given to them in the Contract and RFQ. Except as specifically modified by this Quotation, all terms, conditions, representations, warranties and covenants as set out in the Contract and RFQ will remain in full force and effect.

3. I/We have reviewed the RFQ Attachment 1 – Draft Agreement. If requested by the City, I/we would be prepared to enter into that Agreement, amended by the following departures (list, if any):

**Section**

**Requested Departure(s) / Alternative(s)**

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4. The City requires that the successful Contractor have the following in place **before providing the Goods and Services**:

- (a) Workers' Compensation Board coverage in good standing and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided, Workers' Compensation Registration Number \_\_\_\_\_;
- (b) Prime Contractor qualified coordinator is Name: \_\_\_\_\_ and Contact Number: \_\_\_\_\_;
- (c) Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City's sample insurance certificate form available on the City's Website [Standard Certificate of Insurance](#);
- (d) City of Surrey or Intermunicipal Business License: Number \_\_\_\_\_;
- (e) If the Contractor's Goods and Services are subject to GST, the Contractor's GST Number is \_\_\_\_\_; and
- (f) If the Contractor is a company, the company name indicated above is registered with the Registrar of Companies in the Province of British Columbia, Canada, Incorporation Number \_\_\_\_\_.

As of the date of this Quotation, we advise that we have the ability to meet all of the above requirements **except as follows** (list, if any):

**Requested Departure(s) / Alternative(s)**

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5. The Contractor acknowledges that the departures it has requested in Sections 3 and 4 of this Quotation will not form part of the Agreement unless and until the City agrees to them in writing by initialing or otherwise specifically consenting in writing to be bound by any of them.

#### SECTION B-1

#### **Changes and Additions to Specifications:**

6. In addition to the warranties provided in the Agreement, this Quotation includes the following warranties:

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7. I/We have reviewed the RFQ Attachment 1, Schedule A – Specifications of Goods and Scope of Services, to Attachment 1. If requested by the City, I/we would be prepared to meet those requirements, amended by the following departures and additions (list, if any):

**Requested Departure(s) / Alternative(s) / Addition(s)**

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**SECTION B-2**

**Fees and Payments**

8. The Contractor offers to supply to the City of Surrey the Goods and Services for the prices plus applicable taxes as follows:

**TABLE A – CONTRACT SERVICES - FIXED FEE SCHEDULE**

| Category  | Enter Estimated # of Cleaning Personnel Provided | Enter Estimated Total Monthly Cleaning Service Hours | Enter <sup>1</sup> Hourly Rate (Per Billable Hour) | Enter Price Per Month (C x D) | Enter Estimated Amount Year 1 (Per Month x 12) |
|---|--|--|--|-------------------------------|--|
| A   | B  | C  | D  | E                             | F  |
| <b>1. LABOUR (CLEANING PERSONNEL)</b>                       |  |  |  |                               |  |
| a) Regular Shift<br>Monday through Sunday<br>from 11:00a.m. |  |  | \$   | \$                            | \$   |
| b) Night Shift<br>Monday through Friday<br>from 10:00p.m.   |  |  | \$   | \$                            | \$   |
| c) Other Services<br>Specify: _____                         |  |  | \$   | \$                            | \$   |
| <b>Total:</b>   |  |  |  | \$                            | \$   |

| Contractor Supplied Cleaning Supplies and Consumables   | Enter Price Per Month | Enter Estimated Amount Year 1 (Per Month x 12) |
|---|-----------------------|--|
| <b>2. MATERIALS (CLEANING SUPPLIES AND CONSUMABLES)</b> |                       |  |
| <i>(Refer to Section 5.3 of Schedule A)</i>             | \$                    | \$   |

## SUMMARY

|  |    |
|--|----|
| <b>SUB TOTAL (SUM OF ITEMS 1 &amp; 2 ABOVE):</b> | \$ |
| <b>GST (5%):</b>                                 | \$ |
| <b>TOTAL QUOTATION PRICE:</b>                    | \$ |

There are no additional fees to be paid to the Contractor other than the hourly rates charged for hours worked in the categories above. The City will only pay for the cleaning hours provided by the Contractor. Should the scope of work change and necessitate a reduction, the amount paid by the City shall be adjusted by the "price per month" Quotation price. Increases in scope and amount to be negotiated as needed.

The pricing sheet at minimum should cover the scope of Services provided, the expected frequency and the monthly rate. In addition, identify any special services that require separate pricing and scheduling and which are beyond the services highlighted in this RFQ. The pricing sheet can be used as a guide when preparing a response.

Standard, agreed upon rates will apply for all hours. No overtime for either regularly scheduled or special event personnel will be paid by the City for cleaning personnel supplied by the Contractor.

<sup>1</sup>Hourly Rate (\$) Billing Rate shall include but not limited to:

- (a) is a fixed, all inclusive hourly rate for the supply of the Services;
- (b) includes all vehicle, equipment and fuel costs;
- (c) includes all labour costs including wages, salaries, benefits, dues, holiday and vacation pay, employment insurance, workers' compensation insurance, training and all other charges, costs and expenses;
- (d) shall apply to all seasonal and weather related conditions and whether or not the Services are provided during the normal scheduled hours or outside of normal scheduled hours;
- (e) takes into account Schedule A – Scope of Services; and
- (f) shall be in effect for the duration of the Contract subject to adjustment as provided in the Contract.

### Extra Work (ON DEMAND)

The following are the maximum all-inclusive hourly rates (on-site) the Contractor may charge for the following personnel for approved demand emergency call outs and special events. The City will request a quotation based on these hourly labour rates. (Use the spaces provided and/or attach additional pages, if necessary):

No payment will be made for travel time to and from each site and such time shall not be included in the time measured for payment.

**TABLE B – EXTRA WORK (On Demand)**

| Labour Classification  | Maximum Hourly Labour Rates<br>by Labour Classification |                                     |
|------------------------|---|-------------------------------------|
|                        | Straight Time/hr<br>(excluding GST)                     | Overtime Rate/hr<br>(excluding GST) |
| 1. Site Supervisor     | \$  | \$                                  |
| 2. Light Duty Cleaners | \$  | \$                                  |
| 3. Heavy Duty Cleaners | \$  | \$                                  |
| Others (please state): |   |                                     |
| 4.                     | \$  | \$                                  |

**Payment Terms:**

A cash discount of \_\_\_\_\_% will be allowed if account is paid within \_\_\_\_\_ days, or the \_\_\_\_\_ day of the month following, or net 30 days, on a best effort basis.

**SECTION B-3**

**Time Schedule: NOT APPLICABLE TO THIS QUOTATION**

9. Contractors should provide an estimated schedule, with major item descriptions and times indicating a commitment to provide the Goods and perform the Services within the time specified (use the spaces provided and/or attach additional pages, if necessary).

MILESTONE DATES \_\_\_\_\_

| ACTIVITY | SCHEDULE |   |   |   |   |   |   |   |   |    |
|----------|----------|---|---|---|---|---|---|---|---|----|
|          | 1        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |
|          |          |   |   |   |   |   |   |   |   |    |

**SECTION B-4**

**Key Personnel & Sub-Contractors:**

10. Contractors should provide information on the background and experience of all key personnel proposed to provide the Goods and Services. Provide a description of the responsibilities such personnel will have in the performance of the Services and a description of the relevant experience of such personnel, using a format similar to the following: (use the spaces provided and/or attach additional pages, if necessary)

### Key Personnel

Name: \_\_\_\_\_  
Experience: \_\_\_\_\_  
Dates: \_\_\_\_\_  
Project Name: \_\_\_\_\_  
Responsibility: \_\_\_\_\_

11. Contractors should provide the following information on the background and experience of all sub-contractors and material suppliers proposed to undertake a portion of the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

| <i>Description Of<br/>Goods &amp; Services</i> | <i>Sub-Contractors &amp;<br/>Material Suppliers Names</i> | <i>Years Of<br/>Working With<br/>Contractor</i> | <i>Telephone Number<br/>And Email</i> |
|--|---|---|---------------------------------------|
|  |   |   |                                       |
|  |   |   |                                       |
|  |   |   |                                       |

### SECTION B-5

#### **Experience and References:**

12. **Experience:** Contractor's should provide information on their relevant experience and qualifications in delivering Goods and Services similar to those required by the Contract (use the spaces provided and/or attach additional pages, if necessary):

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13. **References:** Contractor's should provide information on their relevant references (name and telephone number). The City's preference is to have a minimum of three references. Previous clients of the Contractor may be contacted at the City's discretion (use the spaces provided and/or attach additional pages, if necessary):

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14. Provide a detailed description of monitoring procedures that the Contractor will use to ensure that its cleaning personnel are performing their duties in accordance with the scope of Services. Provide sample report if available.



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15. What follow-up steps would the Contractor take with individual personnel who are found not to be performing the required cleaning services.

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16. **Training Program:** Describe your company's training program. Describe any refresher or upgrade training that your company provides for its existing employees, including examples of subjects covered, materials, and frequency.

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17. **Quality Assurance Program:** Describe your Quality Assurance Program. Provide sample if available.

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18. **Health and Safety:** Utilization of Occupational Health and Safety (OH&S) – Contractor should provide evidence of a current program in place, a sample or example OH&S program with general safety program for all workers.

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Do you have specific Health and Safety Training Program for supervisors? ☐ Yes ☐ No

Have your employees received the required Health and Safety training and retraining?

☐ Yes ☐ No

☐ Corporate OH&S policy attached (please tick to confirm).

19. **Contracts**

(a) Has your firm or any predecessor firm defaulted on a contract or had work terminated for non-performance within the last five (5) years? ☐ Yes ☐ No If "Yes", Contractor should briefly describe the circumstances/reason(s):

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(b) Contractor should identify projects where there were any outstanding deficiencies. List any contractor charge backs for failure to perform services in full or in part:

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20.. **Customer Service:**

Contractor should briefly describe your company's standards and associated process with respect to response time regarding resolution of service issues.

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21 **Sustainability:** Provide information on any initiatives, programs implemented (i.e. alternative fuel vehicles) that the Contractor has made that could be considered environmental, financial/economic, social/ethically sustainable value.

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22. I/We the undersigned duly authorized representatives of the Contractor, having received and carefully reviewed the RFQ and the Contract, submit this Quotation in response to the RFQ.

**This Quotation** is offered by the Contractor this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

**CONTRACTOR**

**I/We have the authority to bind the Contractor**

\_\_\_\_\_  
(Legal Name of Contractor)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

**This Quotation** is accepted by the City this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

**CITY OF SURREY**

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Purchasing Representative)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name of Purchasing Representative)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)