



REQUEST FOR QUOTATIONS

Title: Janitorial and Custodial Maintenance Services
Semiahmoo & Ocean Park Libraries

Reference No.: 1220-040-2016-045

FOR THE SUPPLY OF GOODS AND SERVICES

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

(General Services)
October 27, 2016

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REQUEST FOR QUOTATIONS

1. INTRODUCTION

- 1.1 The City of Surrey (the “**City**”) and the Surrey Public Library (the “**Library**”) wish to invite interested janitorial companies that employ environmentally preferable “green” practices and use environmentally preferable products as part of their janitorial service to provide a quotation on the form attached as Schedule B (the “**Quotation**”) for the following facilities:

FACILITY NAME	ADDRESS
Semiahmoo Library	1815 - 152nd Street, Surrey, B.C.
Ocean Park Library	12854 - 17th Avenue, Surrey, B.C.

- 1.2 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**”).

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.

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 four (4) copies (five (5) 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, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8

3. DATE

The City would prefer to receive Quotations on or before **November 22, 2016**. 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

Reference: 1220-040-2016-045

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 (the "**BC Bid Website**") and the City Website at 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 RFP 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 the authorized signatory has signed on behalf of the City. Delivery of the signed Quotation by the City may be by fax or pdf email.

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. All housekeeping personnel shall at all times during the Term of this Agreement, be fully qualified, (BSW trained & certified) competent, and current with any necessary licenses to perform the Services set forth in this Agreement.

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 and the Library, its elected or appointed officials or employees. The City and the Library may rely on such disclosure.

11. SOLICITATION OF COUNCIL MEMBERS, CITY AND LIBRARY STAFF AND CITY CONSULTANTS

Contractors and their agents will not contact any member of the City Council, City and Library 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 Library'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, November 15, 2016

Time: 1:30 p.m. – 3:30 p.m.

Location: (1) Semiahmoo Library
1815-152nd Street, Surrey B.C.

Then to:

(2) Ocean Park Library
12854-17th Avenue, Surrey, B.C.

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.

15. MULTIPLE PREFERRED CONTRACTOR

The City reserves the right and discretion to divide up the Goods and Services, either by scope, geographic area, or other basis as the Library may decide, and to select one or more Contractors to perform a portion or portions of the Goods and Services as described in Schedule A. If the City exercises its discretion to divide up the Goods and Services, the City will do so reasonably having regard for the RFQ and the basis of Quotations.

In addition to any other provision of this RFQ, Quotations may be evaluated on the basis of advantages and disadvantages to the City that might result or be achieved from the Library dividing up the Goods and Services and entering into one or more agreements with one or more Contractors.

-END OF PAGE-

ATTACHMENT 1



AGREEMENT

between

CITY OF SURREY

and

[CONTRACTOR]

for

**JANITORIAL & CUSTODIAL MAINTENANCE SERVICES
SEMAIHMUO & OCEAN PARK LIBRARIES**

REFERENCE No.: 1220-040-2016-045

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

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**AGREEMENT
JANITORIAL AND CUSTODIAL MAINTENANCE SERVICES
[NAME OF LIBRARY]**

THIS AGREEMENT dated for reference this ____th day of _____, 2016.

AGREEMENT No.: 1220-040-2016-045

BETWEEN:

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

AND:

(***Insert Full Legal Name and Address of Proponent***)

(the "**Contractor**")

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

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) "**Agreement**" means this agreement and all schedules attached hereto;
- (b) "**Calendar Year**" means the time period from January 1st to December 31st;
- (c) "**City**" means the City of Surrey;
- (d) "**Consumer Price Index**" has the meaning as specified in Section 6.4;
- (e) "**Fees**" means the price set out in Section B to Attachment 1, for the provision of Goods and Services, unless otherwise agreed by the parties in writing;
- (f) "**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 4 of Schedule A;
- (g) "**Contractor**" means **[NAME OF CONTRACTOR]** and includes the Contractor's authorized representative as designated to the City in writing;
- (h) "**Contractor's Representative**" means the person appointed by the Contractor to represent the Contractor for the purposes of this Contract and so notified to the City in writing;
- (i) "**Department Representative**" means the Manager, Administrative Services (Library), or designate, who shall represent the City for the purposes of this Agreement, or such other person who may subsequently be appointed in writing by the Department Representative and so notified to the Contractor;
- (j) "**Dispute**" has the meaning set out in Section 22;

- (k) **"Extra Work"** means as specified in Section 7 of Schedule A;
- (l) **"Goods"** means the equipment or materials (if any) as described generally in Schedule A including anything and everything required to be done for the fulfilment and completion of this Agreement;
- (m) **"Indemnitees"** has the meaning described in Section 17.2;
- (n) **"Project Services"** means as specified in Section 6 of Schedule A;
- (o) **"RFQ"** means the Request for Quotations;
- (p) **"Services"** means the services as described generally in Schedule A including anything and everything required to be done for the fulfilment and completion of this Agreement;
- (q) **"Term"** has the meaning set out in Section 4; and
- (r) **"Year of the Term"** as used herein shall mean each twelve-month period commencing on [START DATE].

1.2 This Agreement 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 are agreed to by the parties in writing.

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

Schedule A	Specifications of Goods & Scope of Services;
Schedule A1	Supplementary Information;
Schedule A2	Regular Cleaning Task Services Schedule;
Schedule A3	Project Cleaning Task Services Schedule;
Schedule A4	Regular Cleaning Task Services Schedule Performance Standards;
Schedule A5	Project Cleaning Task Services Schedule Performance Standards.
Attachment 1	Prime Contractor Designation – Letter of Understanding;
Attachment 2	Contractor Health & Safety Expectations – Responsibility of Contractor;
Attachment 3	Procedure for Disposing Hypodermic Needles found in the Facility; and

Schedule B Quotation

2. **GOODS AND SERVICES**

2.1 The Contractor covenants and agrees to provide the Goods and Services in accordance with this Agreement. The Goods and Services provided will meet the specifications and scope set out in Schedule A through A5 inclusive and as described in Schedule B.

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.

2.3 The Contractor will, if required in writing by the City, provide additional goods or services. The terms of this Agreement 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. 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 provide Goods 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 provide the Services.

3. PERFORMANCE SECURITY

- 3.1 Before the Contract takes effect, the Contractor shall at its sole expense furnish to the City, performance security, in the form of a certified cheque or Letter of Credit in the amount of **Twenty Thousand Dollars (\$20,000.00)** as a guarantee for the due and faithful performance of the Contract by the Contractor.
- 3.2 The City may spend the performance security to remedy any breach of the 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.
- 3.3 The City shall not be responsible nor shall it pay to the Contractor any interest on the performance security.
- 3.4 The performance security shall remain throughout the Term of this Contract and any extensions authorized by the City.
- 3.5 The cost of such performance security shall be solely borne by the Contractor.

4. TERM

- 4.1 The Term of this Agreement shall be for a period of twelve (12) months commencing on execution of the Agreement.
- 4.2 The City may at any time prior to 30 days before the end of the Term, by written notice to the Contractor, extend the Term for a period of time not to exceed four (4) additional twelve (12) month renewal periods or parts thereof. Said options will only be exercised upon satisfactory performance. If the City elects to extend the Term, the provisions of this Agreement will remain in force, including the Fees, except where amended in writing by the parties.
- 4.3 At the expiration of this Agreement any holding over for any cause shall be considered to be an extension on a month to month basis on the terms and conditions expressed herein, in so far as they are applicable. "Holding Over" includes, but is not limited to, time employed by the Contractor in removing equipment at the expiration of this Agreement.

5. TIME

- 5.1 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

"A", "A1", "A2" & "A3", 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.

6. FEES

6.1 The City will pay the Fees to the Contractor in accordance with this Agreement. Payment by the City of the Fees will be full payment for the Goods and Services and the Contractor will not be entitled to receive any additional payment from the City.

(a) **Contract Services:** _____ Dollars and _____ Cents (\$_____) including 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 the Contract 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.

(b) **Project Services:** _____ Dollars and _____ Cents (\$_____) including GST, for Project Services provided in accordance with the performance of the Contract throughout the Term payable upon performance, in arrears, and after receipt of an Invoice. The cost for Project Services must not exceed the unit cost per occurrence specified in Contract for those Project 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. When Project Services are performed in conjunction with Contract Services, the Contractor shall not receive additional compensation for labour.

6.2 For greater certainty, costs of general management, non-technical supporting services and general overhead are deemed to be covered by the Fees and will not be subject to additional payment by the City. The Fees shall also include without limitation all costs of boxing, packing, crating, and loading and unloading the Goods at the prescribed destination.

6.3 All amounts are in Canadian funds.

6.4 The parties agree that all Fees as set out in this Agreement 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 Consumer Price Index ("CPI"), or any successor government agency for the Calendar Year immediately preceding the applicable January 1st of the current Calendar Year.

6.5 The City shall not be responsible for costs incurred by the Contractor in excess of the agreed amounts as set out herein.

7. PAYMENT

7.1 The Contractor shall submit invoice(s) by the 5th of each month for Services performed in accordance with the performance of the Agreement in the preceding calendar month (the "Billing

Period"). Any/all Extra Work as approved by the Department Representative during each calendar month must be clearly identified and quantified on a separate invoice(s).

- 7.2 The invoice(s) submitted for each Billing Period shall be clearly itemized to the amount of Services performed, the billing rates, show an invoice number, firm name (complete), address, telephone number, reference a **Purchase Order number XXXX** and the name & location of contact employee, and reference a work order number, and in an itemized manner the amount due for each section serviced, GST and a grand total. This grand total will be subject to payment deduction if, in the opinion of the Department Representative or designate, any portion of the materials supplied, or furnished, or Services performed under this Agreement is defective, or, not in accordance with the performance requirements, or is not otherwise to the satisfaction of the Department Representative or designate, he may make such deductions therefrom in the payments due or, to become due to the Contractor as the representatives of the City may deem just and reasonable.
- 7.3 Payments to Contractors can be made through Electronic Funds Transfer (EFT), directly into the Contractor's bank account. An EFT application form can be provided to the successful Contactor for completion.

SUBMITTING YOUR ELECTRONIC INVOICE

Please send electronic invoices to the City of Surrey by email to 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 City Representative invoice is directed to.
- Include Purchase Order number **XXXX**.
- 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 Library 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.

- 7.4 No amount claimed on any invoice shall be paid by the City unless the invoice is certified for payment by the Department Representative, or designate and includes the attendance management and log report sheets and the Contractors inspection sheets for the corresponding month. If this back-up is not provided the Department Representative, or designate shall not approve an invoice for payment until such back-up documentation is provided.
- 7.5 The City will pay the portion of an Invoice which the City determines is payable within 30 days of the receipt of the Invoice, except 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.
- 7.6 The City shall not be liable for interest or overdue charges on any invoice.
- 7.7 Unless otherwise provided, all dollar amounts referred to in this Agreement are in lawful money of Canada.
- 7.8 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.

8. CONTRACTOR RESPONSIBILITIES

- 8.1 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.
- 8.2 The Contractor shall:
- (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 Agreement and at all times act in accordance with all applicable professional standards, principles and practices;
 - (b) supply all 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 personnel are able to speak, read and write in the English language;
 - (f) provide the Department Representative, or designate, the names, addresses and telephone numbers of such 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) provide the Contract Services and Project Services as specified in this Agreement on the premises during the Term of this Agreement;
 - (i) 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;

- (j) 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;
- (k) provide the Department Representative, or, designate a training and development plan, acceptable to the Department Representative, or, designate, prior to the start of the Services;
- (l) carry out the Services by the Contractor's employees, approved by the City;
- (m) provide for, maintain and require its employees to wear at all times, neat, clean uniforms and Contractor furnished employee identification badges;
- (n) promptly remove all garbage, compost and recyclable materials from all staff and service level areas in the libraries' designated locations.
- (o) comply with and ensure that the Contractor's agent(s) and employees comply with the terms and conditions of this Agreement;
- (p) not use the City or the Library's name for any advertising, or, referencing purposes without the expressly written approval of the Department Representative, or designate;
- (q) ensure all cleaning chemicals and supplies, where required, conform to Workplace Hazardous Materials Information Systems (WHMIS) standards;
- (r) obtain all applicable Material Safety Data Sheets (MSDS) for all cleaning chemicals and supplies;
- (s) provide and maintain current at all times, for the Department Representative, or, designate an identical copy of the MSDS binder for all cleaning chemicals and supplies stored within the building; and,
- (t) provide performance security for the full and due performance of the work provided for herein at the unit prices as specified payable to the City in the form acceptable to the City and in the amount of Twenty Thousand Dollars (\$20,000) for each facility as applicable.

9. PROBATIONARY PERIOD

- 9.1 Notwithstanding anything to the contrary contained in this Agreement, 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 Agreement may be terminated at the sole discretion of the City.
- 9.2 The City reserves the right to extend the probationary period when insufficient data exists to determine acceptance of the Contractor.

10. INSPECTION AND CORRECTION OF DEFICIENCIES

- 10.1 The Department Representative, or designate will complete monthly performance reviews using the form referred to in **Schedule A4, Regular Cleaning Task Services Performance Standards, "Janitorial Quality Assurance Audit Forms"** to inspect the Contractor's performance of the Services and review whether the Services supplied by the Contractor is adequate in all aspects of conformity with the requirements.
- 10.2 If, in the opinion of the Department Representative, or designate the Contractor is not meeting the requirements of the Agreement, the Contractor shall be notified within the monthly performance evaluations.

- 10.3 Performance evaluation deficiency corrections must be initiated within 24 hours by providing the Department Representative in writing, a completion timeline for approval.
- 10.4 The Contractor should confirm in writing when the deficiencies are corrected.
- 10.5 For any deficiency that the City determines as requiring immediate correction, the Contractor shall have two (2) hours from time of notice to initiate corrective action in any specific instance. Completion of the corrected deficiency must be confirmed.
- 10.6 In the event the Contractor has not initiated corrective action for the service(s) within the specified time frames, has not completed the corrective action within the approved completion timeline or not completed the services to the City's satisfaction, 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.
- 10.7 Should the Contractor not furnish the designated approved supplies in adequate quantities, the City will purchase the needed supplies and charge them against the Contractor's invoice at City's cost plus twenty percent (20%). A deficiency notice will be issued to document the inadequate provisions.
- 10.8 Failure to correct a deficient item of work or other contract 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 Agreement 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 contract 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 Department Representative to declare the Contractor in default and cancel the contract.
- 10.9 Any inspections carried out by the City do not relieve or release the Contractor in any way from responsibility for the supervision of its operations under this Agreement, from making its own inspections, and otherwise ensuring that the Services are being performed in full conformity with all terms and conditions of the Agreement.
- 10.10 The Department Representative, or designate shall make the final decision as to whether or not any Service has been satisfactorily performed.
- 10.11 If it is determined that the task has not been properly performed as intended, the Contractor must make the necessary changes at their own cost.
- 10.12 The City may use the reviews, notices and claims for evaluation of the Contractor's performance in the assessment of future procurement opportunities.

- 10.13 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 monthly deficiency notices or deficiency claims.

11. CONTRACTOR'S PERFORMANCE REVIEW

- 11.1 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, or designate using the form referenced to in **Schedule A4, Regular Cleaning Task Services Performance Standards, Section C.3 – "Contractor Performance Assessment Report (CPAR)"**;
 - (b) The Department Representative, or designate shall liaise with the Contractor in completing the Report although the Department Representative, or designate reserves the ultimate right to complete the report (other than the Contractor's comments); and,
 - (c) The City may use this report for evaluation of the Contractor's performance in the assessment of future procurement opportunities.
- 11.2 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.

12. RECORD KEEPING AND REPORTS

- 12.1 The Contractor will prepare and maintain proper records (the "**Records**") related to the performance of the Services, including records, receipts and invoices. On request from the City, the Contractor will make the records available open to audit examination by the City at any time during regular business hours during the time the Contractor is providing the Services and for a period of six years after the Services are complete.

13. SUSPENSION OF WORK

- 13.1 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, or designate. 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 Agreement, but no such delay shall vitiate or void this Agreement, or any part thereof, or the obligation hereby imposed, or any concurrent or other bond of security for the performance of this Agreement, 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.
- 13.2 Notwithstanding the preceding paragraph, the Contractor may not carry out the Services outside the customary working hours or ordinary working days without the prior approval of the Department Representative, or designate, where it is necessary in the interests of safety. In such circumstances the Contractor shall inform the Department Representative, or designate in writing of the circumstances as early as possible.

14. USE OF WORK PRODUCT

- 14.1 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.

15. PERSONNEL

- 15.1 The Contractor will provide only key personnel who have sufficient abilities, skills, knowledge, training, qualifications, and experience to perform the Services. All housekeeping personnel shall at all times during the Term of this Agreement, be fully qualified, (BSW trained & certified) competent, and current with any necessary licenses to perform the Services set forth in this Agreement.
- 15.2 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.
- 15.3 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.
- 15.4 The Contractor will not engage any personnel, or sub-contractors, or subcontract or assign its obligations under this Agreement, in whole or in part, without the prior written approval of the City.
- 15.5 The Contractor will preserve and protect the rights of the City with respect to any Goods provided and Services performed under sub-contract and incorporate the terms and conditions of this Agreement into all sub-contracts as necessary to preserve the rights of the City under this Agreement. The Contractor will be as fully responsible to the City for acts and omissions of sub-contractors and of persons directly or indirectly employed by them as for acts and omissions of persons directly employed by the Contractor.

16. LIMITED AUTHORITY

16.1 Agent of City

The Contractor is not and this Agreement 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 Agreement, 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.

16.2 Independent Contractor

The Contractor is an independent contractor. This Agreement 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 Goods and 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 Services and may not delegate or assign any Services to any other person except as provided for in these terms and conditions. The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners, employees or sub-contractors.

17. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

- 17.1 Except as provided for by law or otherwise by this Agreement, 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 Agreement, 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 Agreement, except as reasonably required to provide the Goods or complete the Services.
- 17.2 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.
- 17.3 The Contractor agrees to return to the City all of the City's property at the completion of this Agreement, including any and all copies or originals of reports provided by the City.

18. WARRANTIES

- 18.1 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 Agreement, 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.
- 18.2 The Contractor warrants and guarantees that Goods and Services delivered under this Agreement 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 Agreement.

19. INSURANCE AND DAMAGES

- 19.1 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 Agreement, or any wrongful or negligent act or omission of the Contractor or any employee or agent of the Contractor.
- 19.2 The indemnities described in Sections 18.2, 19.1 and 23.4 will survive the termination or completion of this Agreement and, notwithstanding such termination or completion, will continue in full force and effect for the benefit of the Indemnitees.
- 19.3 The Contractor will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this Agreement 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 operators' 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;
 - (c) Comprehensive Dishonesty, Disappearance and Destruction Bond for Commercial Business: Insurance covering loss of money, securities and other property which the insured and the City shall sustain, to an amount not less than Twenty-five Thousand Dollars (\$25,000.00) for any one loss or in aggregate, resulting directly from fraudulent or dishonest act(s) committed by an employee or employees of the insured, acting alone or in collusion with others; and
 - (d) Contractors' equipment insurance in an all risks form covering construction machinery and equipment used for the performance of the Services.
- 19.4 The Contractor will provide the City with evidence of the required insurance prior to the commencement of this Agreement. 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.

- 19.5 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.
- 19.6 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.
- 19.7 The Contractor hereby waives all rights of recourse against the City for loss or damage to the Contractor's property.

20. DEFAULT AND TERMINATION

- 20.1 In the event the Contractor does not deliver the Goods and Services by the date specified in this Agreement, then:
- (a) the City reserves the right to terminate this Agreement, in whole or in part, and in the event of such termination no payment will be owing by the City on account of this Agreement 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 Agreement 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.
- 20.2 The City may by written notice at any time cancel this Agreement with respect to Goods which, as of the date of cancellation, have not been shipped.
- 20.3 The City may at any time and for any reason by written notice to the Contractor terminate this Agreement before the completion of all the Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, the Contractor will perform no further Services other than the work which is reasonably required to terminate the Services and return the City's property to the City. Despite any other provision of this Agreement, if the City terminates this Agreement before the completion of all the Services, the City will pay to the Contractor all amounts owing under this Agreement for 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 Services not performed or other profit opportunities.

- 20.4 The City may terminate this Agreement 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 Agreement 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 Agreement, 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 Agreement by giving the Contractor further written notice.
- 20.5 If the City terminates this Agreement as provided by Section 20.4 then the City may:
- (c) enter into contracts, as it in its sole discretion sees fit, with other persons to complete the Services;
 - (d) withhold payment of any amount owing to the Contractor under this Agreement for the performance of the Services;
 - (e) set-off the total cost of completing the Services incurred by the City against any amounts owing to the Contractor under this Agreement, and at the completion of the Services pay to the Contractor any balance remaining; and
 - (f) if the total cost to complete the Services exceeds the amount owing to the Contractor, charge the Contractor the balance, which amount the Contractor will forthwith pay.
- 20.6 The City will not accept nor be responsible for any restocking charges for any Goods shipped to the City and then, for whatever reason, returned to the Contractor pursuant to this Contractor. The Contractor is to bear all costs including shipping and handling of returned Goods.

21. CURING DEFAULTS

- 24.1 If the Contractor is in default of any of its obligations under this Agreement, then the City may without terminating this Agreement, 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 Agreement will be interpreted or construed to mean that the City has any duty or obligation to remedy any default of the Contractor.

22. DISPUTE RESOLUTION

- 22.1 The parties will make reasonable efforts to resolve any dispute, claim, or controversy arising out of this Agreement or related to this Agreement ("**Dispute**") using the dispute resolution procedures set out in this section.
- 22.2 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.
- 22.3 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.

- 22.4 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.

23. WCB AND OCCUPATIONAL HEALTH AND SAFETY

- 23.1 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 the supply of the Goods and Services. 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 will have the right to withhold payment under this agreement until the Workers' Compensation Board premiums, assessments or penalties in respect of the Goods and Services have been paid in full.
- 23.2 The Contractor will 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 agreement.
- 23.3 The Contractor agrees that it is the prime contractor for the Services as defined in the *Workers Compensation Act*. The Contractor will have a safety program in place that meets the requirements of the Workers' Compensation Board Occupational Health and Safety Regulation and the *Workers Compensation Act*. As prime contractor, the Contractor will be responsible for appointing a qualified coordinator for insuring the health and safety activities for the location of the Services. That person will be the person so identified in Appendix 4 of this agreement, and the Contractor will advise the City immediately in writing if the name or contact number of the qualified coordinator changes.
- 23.4 Without limiting the generality of any other indemnities granted by the Contractor in this agreement, the Contractor shall indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages, costs, liabilities, expenses, judgements, penalties and proceedings (including all actual legal costs) which any of the Indemnitees incur, suffer or are put to 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 agreement 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.
- 23.5 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 the *Workers Compensations Act* and Regulations pursuant thereto.
- 23.6 The City may, on twenty-four (24) hours written notice to the Contractor, install devices or rectify any conditions creating an immediate hazard existing that would be likely to result in injury to any person. However, in no case will the City be responsible to ascertaining or discovering, through

inspections or review of the operations of the Contractor or otherwise, any deficiency or immediate hazard.

- 23.7 The Contractor understands and undertakes to comply with all Workers' Compensation Board 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 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

24. BUSINESS LICENSE

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

25. COMPLIANCE

- 25.1 The Contractor will provide the Services in full compliance with all applicable laws, building codes and regulations.
- 25.2 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 Agreement, then the City will pay the additional costs, if any, of making alterations so as to conform to the required interpretation.

26. JURISDICTION OF COUNCIL AND NON-APPROPRIATION

- 26.1 Nothing in this Agreement limits or abrogates, or will be deemed to limit or abrogate, the jurisdiction of the City Board in the exercise of its powers, rights or obligations under any public or private statute, regulation or by-law or other enactment.
- 26.2 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 Agreement. 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 Agreement.

27. WAIVER

27. 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 Agreement 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.

28. APPLICABLE LAW

- 28.1 This Agreement 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 Agreement shall be brought in such courts.

29. NOTICES

- 29.1 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.

- 29.2 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.

30. MERGER AND SURVIVAL

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

31. ENTIRE AGREEMENT

- 31.1 This Agreement, including any other documents expressly included by reference in this Agreement, contains the entire agreement 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 Contractor. This Agreement supersedes and cancels all previous agreements between the parties relating to the Goods and Services.

- 31.2 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 Agreement are expressly rejected by the City.

32. WASTE SITES

- 32.1 The Contractor shall use the waste disposal unit located at the designated area for disposal of debris, trash, compost and unsuitable recyclable materials collected under the Agreement. 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.

- 32.2 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.
- 32.3 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.
- 32.4 The Contractor shall be responsible for transporting trash, compost and recycling from the building receptacles to the designated trash, compost and recyclable dumpsters, ensuring that exterior dumpster storage is kept locked and secured. The Contractor shall transport all materials in such a way that no residue is left along the path from leaking bags. The City shall work with the Contractor to provide training for all trash, compost and recyclable dumpster locations.
- 32.5 The Contractor shall abide by all the City's policies regarding its compost and recycling program. The program may change from time to time throughout the life of the Agreement because of best practices, the City/ and/or government policy changes, and amendments to the law. Currently, the City recycles paper, cans, plastics and corrugated cardboard.
- 32.6 Recycling containers are strategically located throughout the building to facilitate the recycling effort. Additional containers for paper are located at desk-side workstations. All public space containers shall be collected on a daily basis.

33. SIGNATURE

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

34. ENUREMENT

34.1 This Agreement 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 Agreement 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)

-END OF PAGE-

SCHEDULE A SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES

1. PURPOSE

- 1.1 The City seeks Quotations from experienced and qualified janitorial companies that employ environmentally preferable “green” practices and use environmentally preferable products as part of their janitorial services to meet the City’s janitorial and custodial maintenance requirements at the following locations:

- Semiahmoo Library, 1815-152nd Street, Surrey, B.C.
- Ocean Park Library, 12854-17th Avenue, Surrey, B.C.

- 1.2 The preferred janitorial and custodial maintenance services include regular and project specific cleaning tasks as specified in Schedules A through A5 (the “Services”). These Services must be performed to the complete satisfaction of the City. Representatives of the Library will inspect all serviced areas and to provide direction, coordination and to ensure that work is completed to the satisfaction of the Library.

2. SCOPE OF SERVICES

- 2.1 The Contractor agrees to provide all of the requirements of the Agreement including without limitation any and all cleaning agents, cleaning equipment, cleaning materials and consumables required in the performance of the Services, but not supplied by the City, including all skilled labour and transportation.

The Contractor shall use only those Contractor furnished items that are determined to be satisfactory by the Department Representatives, or designate in performance of the Agreement.

The City reserves the right to make necessary scheduling changes, including day time scheduled cleaning at no additional charge.

- 2.2 Schedules A1 through A5 describe the required Services, frequencies and standards including any specific, unique requirements for each service location. In addition, there are some unique cleaning requirements which may exceed and supplement these general standards due to the nature of the building, and the building occupants. It is the intent that the Library 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.

3. LABOUR, EQUIPMENT AND MATERIALS (CLEANING PRODUCTS AND CONSUMABLES)

3.1 Labour:

(a) The Contractor shall at all times during the term of this Agreement, have an on-site Supervisor charged with the responsibility of supervising the cleaning operations at the Library facilities.

(b) The Contractor will from time to time upon written request from the City provide the Department Representative, or designate 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 insure that its performance under this Agreement 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; and,

(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 Agreement.

3.2 Equipment: The Contractor must provide all equipment (professional/commercial quality) necessary for the performance of the Agreement. In addition, the Contractor shall comply with the following:

(a) 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 and custodial carts. 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;

(b) All equipment and tools must be used in such a manner that will not 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;

(c) The Contractor shall ensure that appropriate equipment, including any required safety equipment such as floor signs, temporary barricades and stanchions is available on-site when needed;

(d) The Contractor shall provide employees with protection against safety and health hazards by furnishing them with all the protective equipment needed. Areas that require the wearing of protective clothing or where protective equipment is necessary must be identified to employees during training and by the use of adequate signs;

(e) 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;

(f) 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. The Contractor 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;

(g) 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

(h) Mixing Cleaning Chemical Dispenser Systems (where applicable): 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.

3.3 Materials (Cleaning Supplies and Consumables)

(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
- 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

- Electrical Cords
- Floor Finish (Hi-Solids)
- Floor Sealer
- Floor Stripper
- Furniture Polish
- Toilet Plunger
- Gloves, Latex
- Graffiti Remover
- Vacuum Bags

- 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 Library must have prior approval from the Library 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, or designate 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, or designate.

(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;
- Organic Liners, and
- Trash can liners (trash bags).

4. CONTRACT SERVICES – ALL LOCATIONS

- 4.1 Regular Cleaning Tasks Services Schedule details general task frequencies to be done on a daily, weekly and monthly basis. The City reserves the right to designate specific cleaning times for those service level areas. Notwithstanding any time indicated in the schedule, at any time during the Term of this Agreement 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.

If there are any tasks listed in - **Regular Cleaning Task Services Schedule** 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 Library business.

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

5. GENERAL CLEANING STANDARDS AND TECHNICAL REQUIREMENTS

- 5.1 The Contractor shall perform the Services in accordance with the standards listed **Regular Cleaning Task Services Performance Standards in Schedule A4**. 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.
- 5.2 The City has established these cleaning performance work requirements to standardize and optimize the cleaning programs across the various Library 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.
- 5.3 Neither the Regular Cleaning Task Services Schedule nor the Regular Cleaning Task Services Performance Standards shall be used alone. Services 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.
- 5.4 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 environmentally friendly cleaning products, materials 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 plexiglass surfaces with a soft cloth and plexiglass 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.

- 5.5 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.

6. PROJECT SERVICES

6.1 GENERAL

- (a) The Contractor may be required to perform Project Services in accordance with **Project Cleaning Task Services Performance Standards in Schedule A5**. It is a condition of this Agreement that the City is not obligated at any time to make a request to the Contractor to perform Project Services. The City reserves the right to retain the services of other independent contractor(s) or utilize its own employees to perform any Project Services or Extra Work that is required to be performed and the Contractor and its subcontractors, if any, shall cooperate fully with other independent contractor(s) retained by the City to perform and/or complete any Project Services or 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.
- (b) Within the general scope of this Agreement, Project Services may be required to meet the desired conditions and/or services not covered in the Contract Services. Project Services must be performed in accordance with all provisions of this Agreement plus any special provisions issued with respect to authorization.
- (c) The cost for Project Services will be determined at a cost mutually agreed upon by the parties. When Project Services are performed in conjunction with the Contract Services, the Contractor shall not receive additional compensation for labour.

6.2 PROJECT WORK SCHEDULE

- (a) The City may invite the Contractor to provide a Quotation to perform Project Services as part of the Agreement. The Contractor shall notify the Department Representative, or designate of any work to be performed in the building under his control that would tend to disrupt the conduct of normal Library business. The Contractor must receive prior approval from the Department Representative, or designate before commencing any project work.
- (b) Project work requires advanced scheduling with the Library. This assures that the building occupants will have ample time to prepare for the service. It also gives the building occupants the opportunity to identify any particular problem areas that should be addressed. The Contractor is required to submit, in advance, a written schedule showing

the exact date of all monthly, quarterly, semi-annual and annual work to the Department Representative.

- (c) The Contractor is under no obligation to accept an invitation to perform Project Services and the City is under no obligation to offer work that might be undertaken by the Contractor as Project Services.
- (d) Project work must be logged into the project work cleaning book as they are completed and signed off by the Department Representative verifying their satisfactory completion. The log book is to be provided at the expense of the Contractor.
- (e) If the City issues a written request for Project Services, the Contractor shall promptly either decline the opportunity to perform the Project Services, or respond with a Quotation.
- (f) The City is under no obligation to accept the Contractor's Quotation for Project Services and may elect to have the Project Services performed by others.
- (g) In no event shall the Contractor proceed with any work that the Contractor intends or expects to be treated as Project Services without prior written approval from the Department Representative, or designate the work as Project Services.

6.3 PROJECT CLEANING TASK SERVICES PERFORMANCE STANDARDS

The referenced **Project Cleaning Task Services Performance Standards in Schedule A5** 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 Contractor shall perform as a minimum, the work requirements in accordance with these Project Cleaning Task Services Performance Standards.

7. EXTRA WORK

The City may invite the Contractor to perform Extra Work as part of this Agreement by issuing a written notice of request for the Extra Work.

Contractor will be required to furnish all labour, materials/supplies and equipment, as required, to clean an area(s) for a special occasion, or on an emergency situation basis. The number of person(s) on the special/emergency cleaning crew shall be approved in advance by the Department Representative, or designate.

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.

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.

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.

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 approval from the Department Representative, or Designate for the work as Extra Work.

8. GENERAL DUTIES AND RESPONSIBILITIES

8.1 The Contractor should:

- (a) assign one (1) cleaning personnel and provide their name, address and telephone number to the Department Representative, or designate;
- (b) designate an on-site supervisor, who will be responsible for overall management and coordination of the work under the Agreement. The on-site supervisor shall be available at all times during the normal cleaning hours for janitorial staff and also during business hours for Library and Department Representatives, and shall act as the central point of contact with the Library. The Contractor shall provide to the Department Representatives, or, designate 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, or designate who will be the Contractor's point of contact for all day-to-day activities, questions and issues relating to the Services; and,
- (c) should provide fully trained and certified (Building Service Worker and Basic Building Operations course) cleaning personnel in sufficient numbers so as to meet the identified on-site needs for such Services, and to perform all of the aforementioned functions.

8.2 Contractor Employees:

- (a) must not have relatives or other personal visitors at the work site;
- (b) must not consume food or beverages in public view while in the performance of the cleaning duties;
- (c) may use during normal breaks and lunch period, the staff lunchroom(s);
- (d) must not consume alcoholic beverages or use narcotics while in the performance of the cleaning duties, nor be under the influence when reporting to duty;
- (e) 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;
- (f) must not play radio or other sound equipment without the approval of the Department Representative, or designate;
- (g) must not fraternize with Library staff, clients, tenants, or visitors to the building nor unnecessarily disrupt business while performing their contractual duties;
- (i) specifically assigned to carry out the Services will only be allowed to enter the facility. Failure to abide by this requirement will subject the Contractor to default of the Agreement;
- (j) must not interfere with building or staff property; and,
- (k) must be able to communicate (speak, read and understand) in the English language.

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

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

9. TRAINING AND DEVELOPMENT

- 9.1 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 Agreement.
- 9.2 The plan must be acceptable to the City. The Contractor shall not begin work under this Agreement until the training and development plan, incorporating any changes required, has been approved by the City. The Contractor shall maintain and update the plan annually.
- 9.3 The Contractor shall update its training program to keep current with new procedures, products, equipment, and facilities from time to time.
- 9.4 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
- 9.5 The Contractor must ensure cleaning staff 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.

10. APPEARANCE (UNIFORMS AND IDENTIFICATION BADGES)

- 10.1 Cleaning personnel shall arrive to work with a professional appearing uniform. The Contractor shall supply each cleaning personnel with sufficient uniforms so that uniforms are always neat and presentable and are in good condition. Uniforms must be recognizable as to the Contractor.
- 10.2 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.
- 10.3 The Contractor is to provide at its expense, clearly readable photo identification badges/cards. Employees shall wear an identification badge with the employee's picture, name and company name on the face of the badge. The badge must be worn in plain sight, above the waist at all times while the employee is on City property. The Contractor's employees are required to provide proper identification when requested by City or security personnel. Any employee that does not comply with this requirement shall be required to leave the facility. There is no exception to this requirement, which is to ensure only authorized Contractor employees are in Library facilities. It is also desirable that vehicles used by the Contractor's employees be identifiable. This could be accomplished by temporary fixation of signage on the dashboard indicating the Contractor's name, or other method mutually agreed upon by Contractor and City.

10.4 The Contractor shall be responsible and ensure that all employees are in compliance with these requirements.

10.5 All clothing and name badge maintenance and replacements will be the sole responsibility of the Contractor.

10.6 The uniform shall be compliant with all Occupational Health and Safety Standards as applicable.

11. INCLEMENT WEATHER

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

12. UNOCCUPIED SPACE

12.1 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.

12.2 In the event of a site undergoing renovations during the Term of the Agreement, there will be no adjustments made to the Fees 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.

13. CONTRACTOR'S REPORTING METHOD (EMERGENCIES)

13.1 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 Department Representative, or designate. The Department Representative, or designate will provide the appropriate contact list to the Contractor for this purpose.

14. CONTRACTOR'S REPORTING METHOD (DAY-TO-DAY NEEDS)

14.1 All communications from the Contractor's employees shall be directed through the Contractor's on-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 Library employee workstations or in offices.

14.2 The Contractor and the Department Representative, or designate, shall cooperate in developing an on-site log book, for communicating day to day needs, requests or observations requiring action by the Contractor or the City. Contractor's employees and the Department Representative or designate shall review the log book each workday for required actions and or responses to issues.

14.3 Any item requiring maintenance or repair such as: slow draining sinks or toilets, leaking fixtures or pipes, broken or cracked windows or glass, loose flooring, ceiling or wall tiles, inoperative or broken fixtures, lights, outlets and switches, shall be reported daily to the Department

Representative, or designate. A message can be left for follow through if the notification is after 4:00 p.m. Monday through Friday, or on weekends.

- 14.4 Contractor shall fax or e-mail 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 Contract termination.

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

15.1 STORAGE OF CONTRACTOR'S EQUIPMENT, MATERIALS AND SUPPLIES

The City may provide at each floor a locked storage room(s) 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 Agreement. 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 City 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.

The Contractor shall ensure that the storage room is locked when unoccupied by cleaning staff.

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 REPORTING METHOD

- 16.1 The Department Representative, or designate may use telephone, fax or e-mail to communicate with Contractor any concerns or problems that need to be resolved.
- 16.2 The Department Representatives, or designate shall be the first point of contact for the City, on all modifications or issues, unless other arrangements are provided and agreed to in writing.

17. TELEPHONE USAGE

- 17.1 Contractor shall not use Library telephones. Exceptions will be allowed for emergencies involving life or property.

18. BUILDING SECURITY

18.1 Keys/security system codes

The Contractor will be provided with keys, access cards and security system codes for the purposes of accessing the facility. The Contractor must not label the keys; 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 shall provide a list of employee names 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, or, designate within 72 hours of receiving a letter of intent. The Contractor shall not reassign any keys, or access cards, without prior approval from the Department Representative, or, designate. All keys and access cards shall be returned upon the termination or cancellation of this Agreement. Failure to return keys and access cards to the Department Representative, or, designate within three (3) working days will incur a fee of \$100.00 per day. Contractor shall contact the Department Representative, or, designate, 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.

- 18.2 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.
- 18.3 The Contractor shall use the keys and security system as properly instructed by the Department Representative, or designate. If additional alarm system training is required, Contractor shall submit a written request to the Department Representative, or designate. Training will be scheduled for a date and time acceptable to Department Representative, or designate.
- 18.4 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.
- 18.5 The Contractor shall be liable and responsible for any costs incurred in making changes to the security systems due to the contractor's wilful, 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.

- 18.6 **Building security and access:** The Contractor will be responsible for the security of the building while working inside and for securing the facility 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. 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.
- 18.7 Only the Contractor and its employees are authorized access to the facility. Once a building is locked, the custodians will not open doors to allow a person to enter. Only people with the appropriate access key, card, security code and proper authorization shall be allowed in the building after hours. 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 problems or questions dealing with individuals requesting access without an entrance key, card or proper authorization or unauthorized people, theft or vandalism will be immediately reported by phone to the Department Representative, or designate.
- 18.8 BREACH OF SECURITY SHALL BE CAUSE FOR IMMEDIATE TERMINATION OF THE CONTRACT.
- 18.9 The Contractor shall be allowed only in the areas specified in this Agreement. Some areas may be considered off limits to the Contractor. Contractor shall be notified of any such areas.
- 18.10 The Contractor's employees shall leave the premises promptly upon completion of their work. Loitering more than 30 minutes prior to the beginning of the scheduled work shift or more than 30 minutes after the scheduled work shift shall not be permitted.
- 18.11 **Security checks for contractor's employees:** Upon the City's request, the Contractor shall provide to the Department Representative, or designate within thirty (30) days of contract award/renewal, a letter verifying that each employee performing work under this Agreement 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, or designate. 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 Agreement, 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
- 18.12 **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 confidential. Any breach, disclosure of confidential information, or, removal of City's 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 Agreement termination.

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 Agreement. In performing work under this Agreement 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 Agreement
 - (b) Take all reasonable precautions to prevent the release of hazardous chemicals into the environment;
 - (c) Take such additional precautions as the Department Representative, or designate 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, or designate shall be grounds for termination of this Agreement in accordance with the Default Clause of this Agreement.
- 19.3 **Damage Reports:** In all instances where City's property or equipment is damaged, the Contractor shall submit to the Department Representatives, 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.
- 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, or designate within one hour of occurrence and a written follow-up report to the Department Representative, or designate 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) files on-site; one placed in the office of the Department Representative, or designate and the second in the Contractor's storage room(s). 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.

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 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.

21. EVENT SUPPORT SERVICES OR EMERGENCY CALLOUTS

21.1 Event Support Services: The City may have a number of events that occur at facility. Events will occur on the weekdays, weekends, days and nights. It may be requested at times that the Contractor assist the City in providing coverage for specific events when requested by the City. The Contractor shall support the events per the City's instructions, which may include set-ups, tear downs, pre-cleaning, mid-event cleaning, and post event clean-up activities, sometimes on very short notice. The City shall compensate the Contractor based on pre-established all-inclusive hourly rates for the Extra Work (included in Schedule B-2 – Table 3 – Extra Work (On-Demand)). Event duties must be well managed and are subject to the same high expectation levels as the routine cleaning services.

21.2 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 agreement. 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.

22. RESTRICTED ACCESS ROOMS REQUIREMENTS

22.1 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.

22.2 Rooms marked with **"NO CLEANING"** signs are not to be entered under any circumstances.

22.3 Any area(s) designated as "Restricted Access" will remain so, unless otherwise changed by the Department Representative or designate. The Contractor's employees will be accompanied by staff when cleaning is required in any of these areas. The Department Representative or

designate may deem as it becomes necessary any area(s) restrictive or non-restrictive without notification to the Contractor.

23. STATUTORY HOLIDAYS

- 23.1 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

N.B. Libraries are closed on the Sunday adjacent to Monday statutory holiday

-END OF PAGE-

SCHEDULE A1 SUPPLEMENTARY INFORMATION

A. SEMIAHMOO LIBRARY

1. FACILITY OVERVIEW

- 1.1 The Semiahmoo Library achieved the Leadership in Energy and Environmental Design (LEED) rating: LEED Silver. As such, it is essential that the janitorial service provider understands green building practices including the use of environmentally preferable products. We seek a proven, high-performing Contractor with management, staff and significant corporate commitment to achieve the City's objectives.



Location: 1815 - 152nd Street, Surrey, BC V4A 9Y9

Hours:

Monday to Thursday: 9:30 am to 9 pm

Friday: 9:30 am - 5 pm

Saturday: 10 am - 5 pm

Sunday: 1 - 5 pm

The Semiahmoo Library / RCMP District Office were developed on a 3-storey building plus a parking structure. The RCMP occupies approximately 9,000 square feet on the ground level, and the library occupies approximately 22,000 square feet on the second level. The public, through a shared 1,200 square foot ground floor lobby, would access both areas. The 21,000 square foot underground parking level provides for both staff parking and for public parking for library patrons.

NOTE: Services for the RCMP District Office is **NOT** included in this RFQ.

2. AREAS WITHIN THE FACILITY TO BE SERVICED

2.1 The areas to be serviced include, but not limited to the following:

Ground floor Split Level

- Public entrance area
- Lobby
- Multi-purpose room
- Storage room/Receiving Storage
- Internal & Public staircases
- Elevator
- Public and staff Washrooms (WC) Male and Female (All)

Second floor

- Reception and Lobby Areas
- General Circulation Workroom
- Children's section
- Electronic Classroom
- Living Room/Lounge Seating
- Circulation Supply Room
- Quiet Study Room
- Public and staff Washrooms (WC) Male and Female (All)
- Corridors/Hallways

Second floor/Mezzanine

- Lobby
- Enclosed Workstations/Closed Offices
- Locker Rooms
- Work area
- Staff Lounge
- Corridors/Hallways
- Staff Washrooms (WC) Male and Female

3. CONTRACT SERVICES FOR THIS SITE

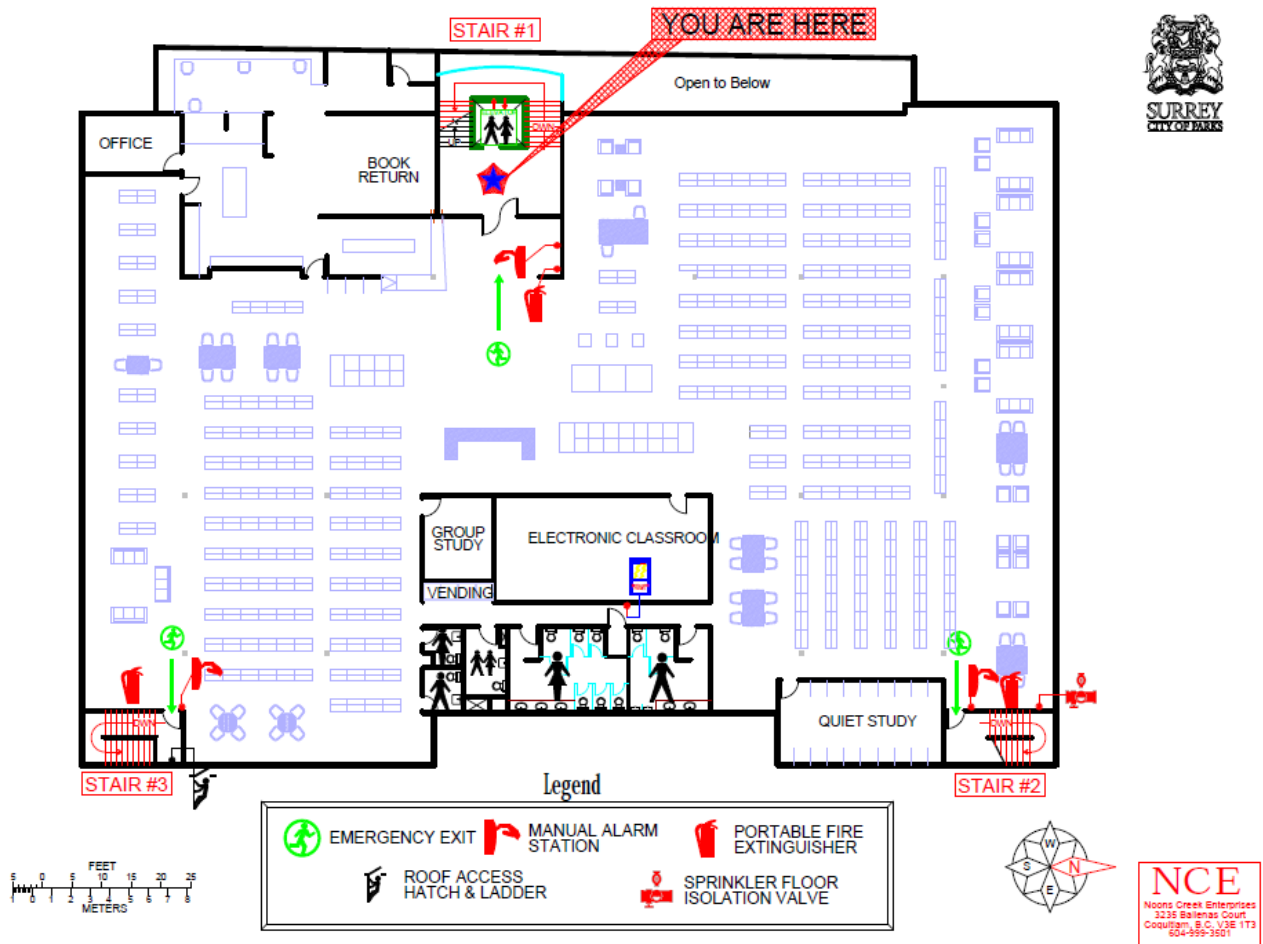
3.1 The referenced general cleaning standards & technical requirements as written in Schedule A-2 – REGULAR CLEANING TASK SERVICES are stated in general terms and in reference to the building(s) design, layout and/or condition. The lack and/or omission of any detailed specifications does not minimize acceptable levels of service and only the best commercial practices are acceptable.

3.2 In accordance with this Schedule A-2 the Contractor shall perform the general task frequencies on a daily, weekly and monthly basis, as indicated. The Services shall be performed seven (7) days per week, Monday through Thursday, from 9:00 p.m. to 2:00 a.m. and on Friday through Sunday from 5:00 p.m. to 10:00 p.m. The Department Representative, or designate will coordinate the Service hours with the Contractor. The City reserves the right to designate specific cleaning times for those service level areas. Notwithstanding any time indicated in the schedule, at any time during the Term of this Agreement 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. Work schedules are not subject to change without the prior written approval of the Department Representative, or designate.

- 3.3 The City prefers one (1) cleaning personnel who shall perform cleaning tasks Services. The Contract Services to be provided under this Agreement comprise the cleaning of offices, washrooms, and various public spaces on a daily basis.

4. INDICATIVE FLOOR PLAN



**SCHEDULE A1
SUPPLEMENTARY INFORMATION (CONTINUED)**

B. OCEAN PARK LIBRARY

1. FACILITY OVERVIEW

- 1.1 The Ocean Park Library is used heavily by the public. Regular janitorial and custodial maintenance services are required to maintain an acceptable level of cleanliness and an attractive appearance.



Location: 12854 - 17th Avenue, Surrey, BC V4A 1T5

Hours:

Monday to Thursday: 9:30 am to 9 pm

Friday: 9:30 am - 5 pm

Saturday: 10 am - 5 pm

Sunday: 1 - 5 pm

2. AREAS WITHIN THE FACILITY TO BE SERVICED

- 2.1 The areas to be serviced include, but not limited to the following:

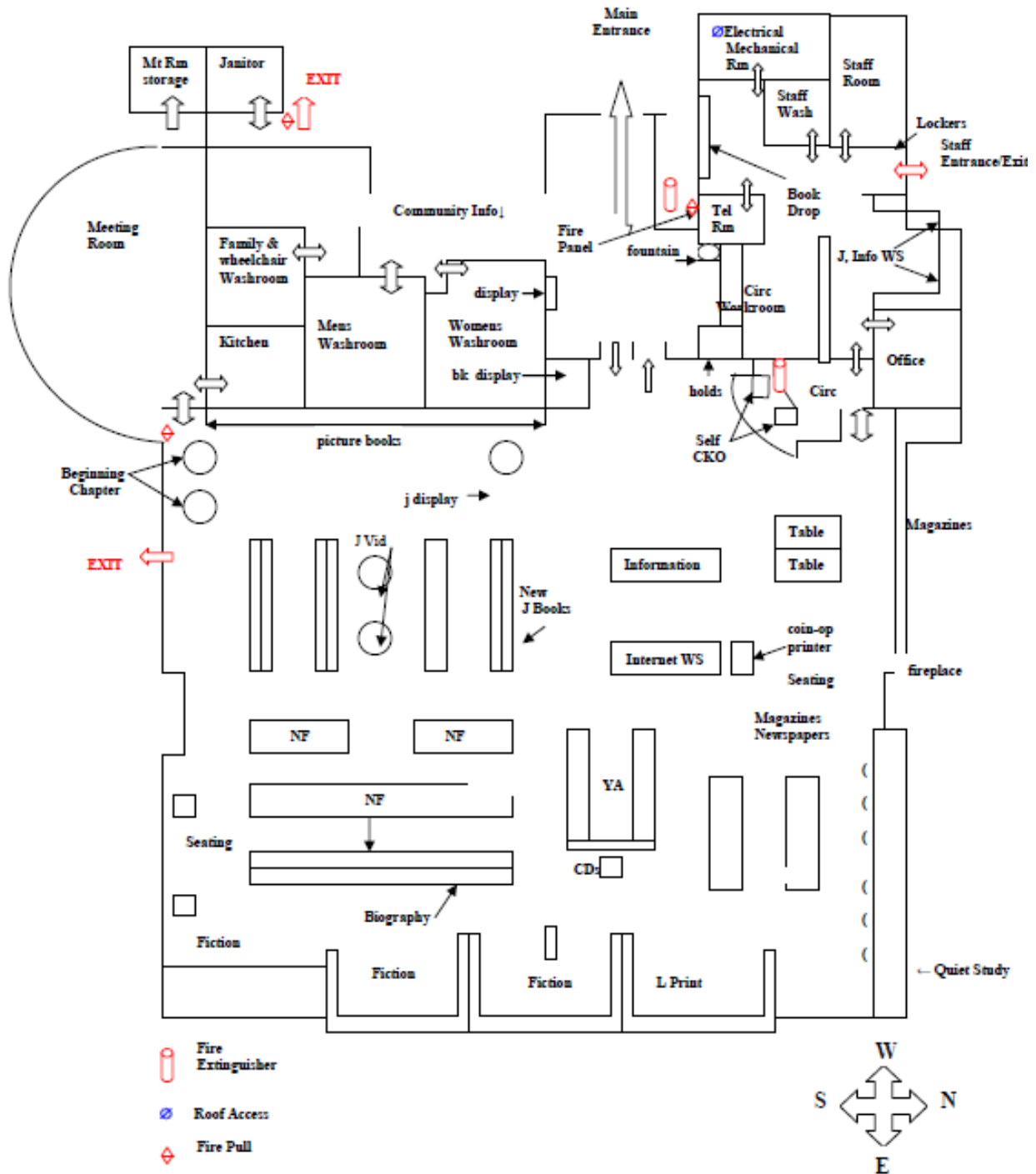
- Administration Offices
- Reception and Lobby and Public Reading Areas
- Enclosed Workstations/Closed Offices
- Open Workstations / Cubicles
- Staff kitchens
- Kitchenette
- Corridors/Hallways
- All public areas in the library
- Locker Rooms
- Storage Areas and Closets
- Circulation department
- Conference Meeting Rooms
- Public and staff Washrooms (WC) Male and Female (All)
- Public entrance area

3. CONTRACT SERVICES

- 3.1 The referenced general cleaning standards & technical requirements as written in Schedule A-2 – REGULAR CLEANING TASK SERVICES 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 does not minimize acceptable levels of service and only the best commercial practices are acceptable.
- 3.2 In accordance with this Schedule A-2 the Contractor shall perform the general task frequencies on a daily, weekly and monthly basis, as indicated. The Services shall be performed seven (7) days per week, Monday through Thursday, from 9:00 p.m. to 2:00 a.m. and on Friday through Sunday from 5:00 p.m. to 10:00 p.m. The Department Representative, or designate will coordinate the Service hours with the Contractor. The City reserves the right to designate specific cleaning times for those service level areas. Notwithstanding any time indicated in the schedule, at any time during the Term of this Agreement 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. Work schedules are not subject to change without the prior written approval of the Department Representative, or designate. In all cases, the Services shall be performed with the least inconvenience to Library or Library personnel.
- 3.3 The City prefers one (1) cleaning personnel who shall perform cleaning tasks Services. The Contract Services to be provided under this Agreement comprise the cleaning of offices and public spaces on a daily basis.

4. INDICATIVE FLOOR PLAN

Ocean Park Library Floor Plan



SCHEDULE A2 – SEMIAHMOO LIBRARY REGULAR CLEANING TASK SERVICES SCHEDULE

1. SEMIAHMOO LIBRARY

DAILY

AREA	DAILY TASK	DESCRIPTION
Staff & public areas (Foyers, waiting areas, offices rooms and corridors)	Carpets	Vacuum all public and staff main traffic areas Spot clean carpet stains, mats including corners and edges.
	Non-carpeted stairwell & flooring	Sweep and wet mop all non-carpet flooring in staff and public areas
	Bins (recycling/garbage/comp ost)	Empty all garbage, recycling, and compost bins
		Replace lining bags
		Spot clean exterior of the bins and wall behind them
	Furniture (chairs, tables, file cabinets, desks and book shelves)	Spot clean/damp dust furniture, frames, file cabinets, book cases. Spot clean fabric and all markings on furniture. Clean telephones using germicide detergent.
Washrooms	Windows	Dusting the window ledges in common areas
	Counter tops Sinks & mirrors	Clean and disinfect using approved germicidal detergent
		Clean all mirrors, brightwork, etc.
	Toilets, toilet seats & urinals	clean and disinfect all exposed surfaces using disinfectant de-scale toilets and urinals
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Sweep, damp mop and sanitize
	Walls, dividers & doors	Clean and sanitize all door handles and plates
		Spot clean any markings or stains on walls, partitions, tiles, etc. Leave note if marking persists.
	Dispensers & supplies	Refill Supplies (soap and toilet paper)
		Wipe and sanitize dispensers
	Plumbing	Minor plumbing if plugged Leave note if any plumbing problem persists
Stairways, Elevators	Stairs	Clean stairs, risers and landings
		Clean handrails, ledges, etc.
	Carpets	Vacuum carpeted areas
	Elevators	.Clean all surfaces of elevators and floor
Kitchens (staff room and meeting room)	Kitchen Cabinetry	Clean countertops, sinks and surrounding walls
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Vacuum and spot clean
	Furniture	Wipe and clean all table tops
		Wipe and spot clean all chairs and sofas
Storage Rooms (including janitorial room)	Floors	Sweep and make sure floors/pathways are clear of supplies and materials
	Sink, walls and shelves	Keep clean and organized
	General	WHIMS/MSDA binder is accessible in Janitorial Closet
		Maintain equipment and label all chemicals
		Storage areas must be cleaned and kept tidy at the end of shift

Note: cleaning includes causes such as bodily fluids (saliva, blood, vomit, urine, feces, etc.)

WEEKLY

AREA	WEEKLY TASK	DESCRIPTION
Staff & public areas	Bins (recycling/garbage/compost)	Clean the exterior of regular size and larger indoor recycling and composting bins
	Carpets	Vacuum under bookshelves
		Vacuum under desks and footrests, and behind bins
	Furniture (chairs, tables and desks)	Spot clean all arm chairs
		Wipe markings off desks in the public area as necessary
	Walls & ledges	Spot clean all vertical surfaces below 2 meters, e.g. Baseboards, sills, partitions, fireplace and walls
		Dust and clean countertops of all public service desks
	Doors. Window	Clean all metal and painted surfaces including grills and vents
		Spot clean plexiglass Clean entrance(s) glass
	Vertical Surfaces, High Cleaning to Window Sills	Dust, clean all pictures, frames, etc
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.
Washrooms	Floors, mirrors, walls	Damp mop all floors with disinfectant solution, metal and mirrors of restroom walls.
Staff area	Book drop bins (staff area)	Vacuum all book drop bins
	Non-carpeted stairwell & flooring	Sweep and vacuum staff stairwell
		Clean and sanitize stairwell handrails
	Kitchen	Clean exterior of refrigerator, microwave and stove
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.

MONTHLY

AREA	MONTHLY TASK	DESCRIPTION
Staff & public areas	Doors	Clean & sanitize doors and glass, as well as handles
	Books	Dust bottom row of books in all collection areas using duster
	Bins	Scrub and disinfect interior garbage, recycling, and compost bins (large and small)
	Blinds	Dust and damp clean horizontal blinds
	Book shelves	Dust top of book shelves
Kitchens	Appliances	Inspect behind the fridge and stove and clean if necessary
	Cabinets	Wipe and clean cabinet doors and top
Washrooms	Walls (tiles & partitions)	Clean and wipe down all doors, partitions and tiled washroom walls
	Light fixtures	Dust light fixtures

**SCHEDULE A2 – OCEAN PARK LIBRARY
REGULAR CLEANING TASK SERVICES SCHEDULE (CONTINUED)**

2. OCEAN PARK LIBRARY

DAILY

AREA	DAILY TASK	DESCRIPTION
Staff & public areas (Foyers, waiting areas, offices rooms and corridors)	Carpets	Vacuum all public and staff main traffic areas
		Spot clean carpet stains, mats including corners and edges.
	Non-carpeted stairwell & flooring	Sweep and wet mop all non-carpet flooring in staff and public areas.
	Bins (recycling/garbage/com post)	Empty all garbage, recycling, and compost bins
		Replace lining bags
		Spot clean exterior of the bins and wall behind them
	Furniture (chairs, tables, file cabinets, desks and book shelves)	Spot clean/damp dust furniture, file cabinets, book cases, credenzas, TV's. Spot clean fabric and all markings on furniture.
		Clean telephones using germicide detergent.
		Clean water fountains with germicide detergent
Washrooms	Counter tops Sinks & mirrors	Clean and disinfect sinks, showers, tubs, using approved germicidal detergent
		Clean all mirrors, brightwork, etc.
	Toilets, toilet seats & urinals	clean and disinfect all exposed surfaces using disinfectant de-scale toilets seats and urinals using germicide detergent
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Sweep, damp mop and sanitize
	Walls, dividers & doors	Clean and sanitize all door handles and plates
		Spot clean any markings or stains on walls, partitions, tiles, etc. Leave note if marking persists.
	Dispensers & supplies	Refill Supplies (soap and toilet paper)
		Wipe and sanitize dispensers
	Plumbing	Minor plumbing if plugged
		Leave note if any plumbing problem persists
Kitchens (staff room and meeting room)	Kitchen Cabinetry	Clean countertops, sinks and surrounding walls
		Empty, replace liner and spot clean exterior
	Floor	Vacuum and spot clean - <i>Sweep, damp mop</i>
	Furniture	Wipe and clean all table tops
		Wipe and spot clean all chairs and sofas
Storage Rooms (including janitorial room)	Floors	Sweep and make sure floors/pathways are clear of supplies and materials
	Sink, walls and shelves	Keep clean and organized
	General	WHIMS/MSDA binder is accessible in Janitorial Closet
		Maintain equipment and label all chemicals
		Storage areas must be cleaned and kept tidy at the end of shift

Note: cleaning includes causes such as bodily fluids (saliva, blood, vomit, urine, feces, etc.)

WEEKLY

AREA	WEEKLY TASK	DESCRIPTION
Staff & public areas	Bins (recycling/garbage/compost)	Clean the exterior of regular size and larger indoor recycling and composting bins – as necessary
	Carpets	Vacuum under bookshelves
		Vacuum under desks and footrests, and behind bins
	Furniture (chairs, tables and desks)	Spot clean all arm chairs
		Wipe markings off desks in the public area as necessary
	Walls & ledges	Clean all vertical surfaces below 2 meters, including radiators, baseboards, sills, and partitions, etc.
		Dust and clean countertops of all public service desks
	Doors. Window	Clean all metal and painted surfaces including door hardware, handrails, grills, vents, exterior of refrigerators, microwaves.
		Clean entrance(s) glass
		Dust, damp clean and vacuum venetian blinds/vertical blinds/curtains
	Vertical Surfaces, High Cleaning to Window Sills	Dust, clean all pictures, frames, etc
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.
Staff area	Book drop bins (staff area)	Vacuum all book drop bins
	Non-carpeted flooring	Sweep and vacuum staff stairwell
		Clean and sanitize stairwell handrails
	Kitchen	Clean exterior of refrigerator, microwave and stove

MONTHLY

AREA	MONTHLY TASK	DESCRIPTION
Staff & public areas	Doors	Clean & sanitize doors and glass, as well as handles
	Books	Dust bottom row of books in all collection areas using duster
	Bins	Scrub and disinfect interior garbage, recycling, and compost bins (large and small)
	Blinds	Dust and damp clean horizontal blinds
	Book shelves	Dust top of book shelves
	Floors	Scrub clean burnish, apply finish to wear areas
Kitchens	Appliances	Inspect behind the fridge and stove and clean if necessary
	Cabinets	Wipe and clean cabinet doors and top
Washrooms	Walls (tiles & partitions)	Clean and wipe down all doors, partitions and tiled washroom walls
	Light fixtures	Dust light fixtures

SCHEDULE A3 PROJECT CLEANING TASK SERVICES SCHEDULE

1. SEMIAHMOO LIBRARY

PROJECT CLEANING TASK SCHEDULE														
Semiahmoo Library		Frequency (times per year)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Standard #	TASK (Refer to Standards)													
301	Stairways													
	1. Dust walls 2. Dust and Wash walls													
	1. Dust ceilings (metal bars) 2. Dust and	2	X						X					
	Professional scrub/ w ater extract carpet													
302	All Resilient and Non-Resilient Floors - Washrooms and All other Floors													
	Washroom floors (strip, seal and finish)													
	Meeting Room Floors (Linoleum)				X						X			
303	All Carpet and Matting - All carpet													
	Scrub/w ater extract high traffic carpet areas	2			X								X	
	Scrub/ w ater extract all carpet	1							X					
304	Ceilings/Walls													
	High Dusting, including light fixtures	1						X						
305	Venetian and Vertical Blinds/Curtains.													
	Professionally dry clean, wash tracks													
	Draperies/Tracks Vacuum/dust													
	Professionally dry clean, wash tracks													
306	Vertical Surfaces, High Cleaning (approx 70" or more above floor)													
	.1 Vacuum/dusting w all, ceiling area, railings, w all mounted framed pictures, ledges and sills and w indow sills.	2			X						X			
	.2 Clean all exposed pipes, w all louvers, clock, fire bells, fire extinguishers, cabinets	2			X						X			
307	Furniture Deep clean vinyl													
	.1 Chairs	2			X						X			
	.2 Professionally clean upholstery													
	.3 Professionally deep clean upholstery	2			X						X			
308	Light Fixtures and Vents	2	X					X						
	Wash w all, door and ceiling vents													
	Wash Air diffusers													
	Dust Air diffusers													
	Wash light fixtures, lenses													
309	Windows and Plexiglas													
	309.1 Wash inside	2			X						X			
	309.2 Wash Outside													
	Wash Partition glass - included w ith 309.1													
310	Pressure Wash exterior walkways	1				X								
Special Requirements:														
ALL PROJECT WORK TO BE CONFIRMED AND SCHEDULED PRIOR TO BEING UNDERTAKEN														

2. OCEAN PARK LIBRARY

PROJECT CLEANING TASK SCHEDULE														
Ocean Park Library		Frequency (times per year)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Standard #	TASK (Refer to Standards)													
301	Stairways													
	1. Dust w alls 2. Dust and Wash w alls													
	1. Dust ceilings 2. Dust and Wash ceilings													
	Professional scrub/ w ater extract carpet													
302	All Resilient and Non-Resilient Floors - Washrooms and All other Floors													
	Washroom floors (strip, seal and finish)	3	X				X				X			
	Floors (buffer, strip, seal and finish)	2				X					X			
303	All Carpet and Matting - All carpet													
	Scrub/w arer extract high traffic carpet areas	2			X							X		
	Scrub/ w ater extract all carpet	1							X					
304	Ceilings/Walls													
	High Dusting, including light fixtures	2				X						X		
305	Venetian and Vertical Blinds/Curtains.													
	Professionally dry clean, wash tracks	1				X								
	Draperies/Tracks Vacuum/dust													
	Professionally dry clean, wash tracks													
306	Vertical Surfaces, High Cleaning (approx 70" or more above floor)													
	.1 Vacuum/dusting w all, ceiling area, railings, w all mounted framed pictures, ledges and sills and w indow sills.	2			X						X			
	.2 Clean all exposed pipes, w all louvers, clock, fire bells, fire extinguishers, cabinets													
307	Furniture Deep clean vinyl													
	.1 Chairs	2			X						X			
	.2 Professionally clean upholstery													
	.3 Professionally deep clean upholstery	2			X						X			
308	Light Fixtures and Vents	2			X						X			
	Wash w all, door and ceiling vents													
	Wash Air diffusers													
	Dust Air diffusers													
	Wash light fixtures, lenses													
	Wash Parabolics													
309	Windows and Plexiglas													
	309.1 Wash inside	2			X						X			
	309.2 Wash Outside	2			X						X			
	Wash Partition glass - included with 309.1													
310	Pressure Wash exterior walkways													
Special Requirements:														
ALL PROJECT WORK TO BE CONFIRMED AND SCHEDULED PRIOR TO BEING UNDERTAKEN														

SCHEDULE A4

REGULAR CLEANING TASK SERVICES PERFORMANC STANDARDS (INCLUDES GREEN CLEANING PROGRAM)



REGULAR CLEANING TASK SERVICES PERFORMANCE STANDARDS



DISCLAIMER:

The intent of the City of Surrey (the “City”) and Surrey Public Library Board’s (the “Library”), Green Cleaning Program (GC) for cleaning products and services document (the “Guidelines”) is to provide a written overview of the City/Library’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/Library 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/Library, 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/Library 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/Library 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/Library’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/Library 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/Library.

AUDITING:

The City/Library 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 and Surrey Public Library Board assume no liability as to content, use and application of these performance standards.

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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") and Surrey Public Library Board (the "Library"). Used in conjunction with City/Library'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/Library has begun its efforts to move toward the "greening" of its janitorial operations. To achieve this end, this **GC** has been structured based on the LEED-SILVER rating system, which is the most standardized, followed and well-documented green cleaning protocol currently in practice. The buildings pursuing LEED certification must use the green cleaning strategies described in this document in at least 90% of its useable space. 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/Library as part of its supplier partnership vision, will be working towards a strategic sourcing program to achieve the City/Library'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/Library 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
Economic	Obtain a cost effective, work performance solution
Operational Efficiency	<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>
Environmental	<p>Reduction of adverse environmental impacts from the performance of the Services, including where appropriate the adoption of Leadership in Energy and Environmental Design ("LEED™") compliant janitorial services and the City/Library'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/Library 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
- o) Earn Leadership in Energy and Environmental Design (LEED) certification program credits

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/Library'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/Library recognizes that the participation of all cleaning staff and supervisors is an essential component of a successful GC. Therefore, the City/Library 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

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

7. CHEMICAL STORAGE GUIDELINES

The Contractor must comply with the City/Library'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/Library with monthly training logs indicating the attendees and the training topic.

9. COMMUNICATIONS

A communication protocol shall be developed so that there is an open line of communication between the company, the cleaning staff, and the City/Library, 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/Library 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/Library about the presence of pests and any maintenance issues discovered while performing its duties.

10. SCHEDULING

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/Library during the facility walkthrough inspection. The company shall be available for on-call services due to emergencies or special requests when requested by the City/Library. 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

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/LIBRARY STAFF FEEDBACK

The City/Library will collect building occupant feedback on an ongoing basis in order to improve its housekeeping program. The City/Library will use formal surveys as well as a complaint response system to discover and respond to City/Library 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/Library will document survey results, as well as the steps taken in response to the survey.

15. QUALITY CONTROL MEASURES

The City/Library is committed to maintaining its civic facilities in an environmentally preferable way that will benefit the health of the City/Library staff, visitors, maintenance personnel and the natural environment. To this end, the City/Library 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/Library 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 is 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 "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.

C. REGULAR CLEANING TASK SERVICES PERFORMANCE WORK REQUIREMENTS

The following definitions outline minimum acceptable standards for the activity to be performed.

1. 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 must be cleaned 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/Library 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 CONTAINERS(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.

2. RESTROOM CLEANING

2.1 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/Library 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.

2.2 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/Library's Facilities Work Control for repair.

2.3 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/Library. Over-spray or chemicals will not be allowed on surrounding walls, floor or fixtures.

2.4 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/Library'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 /Library'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 counteractions – 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.

2.5 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.

2.6 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.

2.7 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/Library'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.

2.8 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/Library'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 products should be of the same brand as the soap dispensing system.

2.9 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 sells 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/Library.
- (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.

2.10 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/Library's Facilities Work Control.

3. FLOOR CARE MAINTENANCE

3.1 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.

3.2 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.

3.3 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.

3.4 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.

3.5 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.

3.6 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.

3.7 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.

3.8 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.

3.9 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.

3.10 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

4. TRASH AND RECYCLING RECEPTACLES

.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/Library.

5. TRASH AND RECYCLING STORAGE AREAS

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. Recycle 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.

6. SPOT CLEANING

.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.

7. DUST FURNITURE

.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.

8. DUSTMOP AND SWEEPING BUILDING SURFACES

.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.

9. CLEAN DRINKING FOUNTAINS

- .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.

10. CLEAN TABLES, COUNTER TOPS, CHAIRS, ETC.

- .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.

11. 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.

12. 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 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.

.3 **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.

13. ARRANGE FURNITURE

.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.

14. 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.

15. STAIRS AND STAIRWAYS AND LANDINGS

.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.

16. 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.

17. MISCELLANEOUS METAL WORK

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

18. 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.

19. DISINFECTION

.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).

20. BUILDING SECURITY CHECK (LIGHTING, EQUIPMENT, DOORS AND WINDOWS)

.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.

21. EXTERIOR EXCREMENT REMOVAL (HUMAN)

.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.

22. JANITORIAL SIGN IN/SIGN OUT

.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.

23. CONTRACTOR'S REPORTING METHOD (EMERGENCIES)

.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.

24. CONTRACTOR'S REPORTING METHOD (DAY-TO-DAY)

.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/Library 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 The 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.

25. CITY/LIBRARY'S REPORTING METHOD

.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.

26. HEALTH, SAFETY AND PROTECTION

.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/Surrey Public Library Board's 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.

- END -

D. JANITORIAL QUALITY ASSURANCE AUDIT FORMS SAMPLE DOCUMENTS

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 26) (To) _____ (e.g. May 30) (date).

		STOCKING		TRASH		CLEANING							
	Men's Women's State Floor												
		Soap & Toilet Tissue	Sanitary Dispenser	Paper Towels	Trash Receipt	Sanitary Receipts	Clean Sink	Clean Toilet/ Urinal	Clean Mirrors	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													
Thur													
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.													

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2. QUALITY CONTROL INSPECTION- WEEKLY JANITORIAL INSPECTIONS FORM

BASEMENT LEVEL P-1 WEEKLY

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.			

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.			

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

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.

CONTRACTOR EVALUATION (Summarize contractor performance and indicate the performance rating for the following areas):	Past Rating:	Current Rating:
A. Quality/Technical Performance 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. Timeliness of Performance 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?		
C. Cost Control 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?		
D. Business Relations 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.		
E. Management of Key Personnel Assess contractor's performance in selecting, retaining, supporting, and replacing (when necessary) key personnel.		
Mean Score (add the numerical ratings and divide by 5):		

Comments and/or Recommendations (MUST be provided for any score 2 or lower):

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.

SCHEDULE A5



PROJECT CLEANING TASK SERVICES PERFORMANCE STANDARDS

DISCLAIMER:

The intent of the City of Surrey (the "City") and the Surrey Public Library (the "Library"), Project Cleaning Task Performance Guidelines (Additional Services) document (the "Guidelines") is to provide a written overview of the City/Library's minimum performance standards (procedures) with respect to periodic cleaning requirements. This handbook does not address all periodic cleaning performance standards which may arise during the performance of the work. Nor is this document intended to address or replace the Contractor's duties and requirements with respect to regulatory compliance and best practices, and in conducting the work in a manner that creates a safe and healthy environment for its own employees, the City/Library's staff and the public. It is the responsibility of the Contractor to operate in compliance with all applicable legislation and regulations that may pertain to its activities. Compliance with these guidelines does not relieve the Contractor from any liability that may result for the Contractor's actions or from failure to act in accordance with applicable legislation. Where applicable, the City/Library 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/Library's discretion.

PURPOSE:

The purpose of this document is to assist contractors in understanding the City/Library's minimum cleaning requirements while undertaking the work. This document is a general overview of the City/Library's green cleaning performance protocols and should be used in conjunction with the Contractor's own general cleaning procedures and programs.

Conditions for use may require additions, deletions or amendments to these guidelines so as to conform to project specific site conditions.

AUDITING:

The City/Library reserves the right to audit the Contractor for its adherence to the cleaning task 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/Library of Surrey assumes no liability as to content, use and application of these performance standards.

PROJECT CLEANING TASK PERFORMANCE STANDARDS

The City/Library may invite the Contractor to perform Project Cleaning Task Services as part of a contract. Project Services will be performed only on an "as and when requested" by the City/Library. In no event shall the Contractor proceed with any work that the Contractor intends or expects to be treated as Project Services without first receiving prior approval of the work from the department representative, or designate, except in emergencies.

The Contractor shall notify the department representative, a minimum of 72 hours in advance of such scheduled Project Services. The Contractor shall reschedule any work that the department representative, deems necessary to avoid unacceptable disruptions of normal City/Library business.

The Contractor shall provide the department representative, with a written detailed schedule listing:

- (a) the type of Project Services planned;
- (b) the anticipated performance date(s); and
- (c) a written detailed schedule of the number of person hours to complete each task.

The Contractor is to perform as a minimum, the Project Services in accordance with the following referenced cleaning practices/standards (**results expected**). These cleaning practices/standards as written are stated in general terms to establish a minimum quality of service for each cleaning activity. The lack and/or omission of any detailed performance practices/standards does not minimize acceptable levels of service and only the best commercial practices are acceptable.

1. #301 - STAIRWAYS

.1 **Project Standard #301 – Task #301.1 (Dust and Wash Walls).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

.2 **Rails and Walls** – Shall be free of dust, dried soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue.

.3 **Steps 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.

2. #302 – ALL RESILIENT AND NON-RESILIENT FLOORS

.1 **General:** Resilient flooring shall be swept/dust damp mopped and stripped to remove all built-up wax and imbedded dirt prior to re-waxing. The Contractor shall use a liquid wax system containing not less than 18% solids. After application of wax, areas shall be buffed (if required) sufficiently for maximum gloss and uniform sheen from wall to wall, including corners. The re-waxed floor shall present a clean appearance free

from scuff marks or dirt smears. Furniture or other equipment moved during floor stripping and re-waxing shall be returned to their original positions.

.2 **Project Standard #302 – Task #302.2 (Print Shop Only).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

.3 **Project Standard #302 - Task #302.3 (All Floors).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

3. **#303 - All CARPET AND MATTING**

.1 **General:** Prior to **professional** shampooing, carpets and matting shall be vacuumed free of all loose soil and debris. Carpets and matting shall be professionally shampooed free of streaks, stains, and spots, and shall have a bright uniform color. Shampooing shall be done by the water extraction method. After drying, furniture or other equipment moved for the shampooing shall be returned to their original positions.

.2 **Project Standard #303 – Task #303.1 (Traffic Lanes).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

.3 **Project Standard #303 – Task #303.3 (All Carpets).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

4. **#304 - CEILINGS/WALLS**

Ceilings, walls, transoms and other fixtures and fittings attached to walls and ceilings.

.1 **General:** Shall be free of dust, dried soil and soil without causing damage. These surfaces shall appear visibly and uniformly clean. Walls, ceilings, appurtenances (including doors, frames, glass, vinyl, wood and metal), and surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.

.2 **High Dusting/Cleaning:-** High cleaning includes cleaning horizontal and vertical surfaces above 7'-0" from floor level including all overhead piping and ceiling areas. All dust, lint, litter, and soil shall be removed from all surfaces. Walls shall be free of dirt, smudges, and markings. Ceilings are to be free of cobwebs and loose dirt.

.3 **Project Standard #304 – Task #304.2 (Dust and Wash Walls).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

Wash walls by applying detergent from the bottom up. Where walls and ceilings are being cleaned concurrently, the walls are to be cleaned first and the ceilings second.

5. **#305 - VENETIAN BLINDS/VERTICAL BLINDS / CURTAINS**

Venetian, PVC, aluminum and fabric blinds both vertical and horizontal (interior and exterior).

.1 **General:** Venetian Blinds and Vertical Blinds shall be free of dust, dried soil and soil without causing damage and appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue. Prior to **professional** dry-cleaning of draperies, they shall be vacuumed free of all loose soil and debris. All to be re-hung in working order. If repairs are required contact the Department Representative prior to completion of any repairs.

.2 **Project Standard #305 – Task #305-A Venetian Blinds / Vertical Blinds / Curtains.** (Professionally dry clean, wash tracks). This task is expected to be performed in accordance with task schedule to industry standards and to pass without objection in the trade. Both sides of the blinds are to be **professionally** cleaned and completely dried after cleaning. After cleaning, the blinds are to be free from all smudges, streaks, visible soil, nonpermanent stains, etc. Hardware is not to be damaged and the blinds shall operate properly. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

.3 **Project Standard #305 – Task #305-B Draperies/Tracks** (Professionally Dry Clean and Wash Tracks). This task is expected to be performed in accordance with the task schedule during the Term to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

6. **#306 - VERTICAL SURFACES, HIGH CLEANING**

Vertical and horizontal surfaces other than walls, high cleaning down to window sills, partition ledges. All surfaces including doors/frames, door grilles, ledges, picture frames, charts, graphs, wall louvres, exposed pipes, switch plates and surrounding wall areas, clocks, fire equipment/extinguishers (cabinets inside and out), etc.

.1 **General:** High cleaning. Clean by dusting or vacuuming surfaces and objects in the building approximately 70" or more above the floor. This includes the wall and ceiling area adjacent to ventilating and air conditioning outlets. Dust all fixtures, railings, wall mounted framed pictures, ledges, and sills

.2 **Project Standard #306 – Task (Dusting).** Dusting shall be accomplished according to the schedule. Care shall be exercised to avoid damaging painted or wooden surfaces and lighting of the cleaned areas. Appropriate cleaning agents shall be used and shall be tested in inconspicuous areas before general use.

The Contractor shall use HEPA type vacuum with dusting tools and treated dust cloth to remove all dust, spider webs, dry soil, litter, etc., from all fixtures and surfaces from the floor up to and including the ceiling that are visible from the floor surface below or adjacent floor levels, balconies, stairs, etc. This includes exposed surfaces of lights, ledges, walls, ceilings, ceiling mounted fans, partitions, rails.

Appropriate cleaning agents, polishes, cloths, etc. shall be used according to the type and composition of the structure or object. Any items or furnishings moved during the procedure shall be replaced to the proper position. Care shall be taken to keep dust dispersion to a minimum. Dusted surfaces shall be free from dust, lint, grime, cobwebs. If treated dust cloths are used, there shall be not oil streaks left on the surface.

7. **#307 – FURNITURE, SHOWCASES, FILE CABINETS, DIVIDERS, DRAPES, ETC.**

Furniture showcases, cabinets, bookcases, credenzas, cupboards, TVs, file cabinets, dividers, drapes, curtains, etc.

.1 **General:** Shall be free of dust, dried soil and soil without causing damage and appear visibly and uniformly clean. This shall include the elimination of film, streaks and cleaner residue. Prior to professional upholstery cleaning, they shall be vacuumed free of all loose soil and debris. After drying, furniture moved for the shampooing shall be returned to their original positions.

.2 **Project Standard #307 – Task #307.1 (Wash/polish furniture including wood surfaces - trims, counters, tables & chairs).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

.3 **Project Standard #307 – Task #307.2 (Professionally clean upholstery).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

.4 **Project Standard #307 – Task #307.3 (Professionally clean fabric dividers).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

8. **#308 - LIGHT FIXTURES, PARABOLIC, AIR AND WALL VENTS**

.1 **Project Standard #308 – Task #308-A (Wash Walls, Doors and Ceiling Vents).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

.2 **Project Standard #308 – Task #308-B (Vacuum, Wash Air Diffusers).** This task is expected to be performed in accordance with the task schedule to industry standards and to pass without objection in the trade. Upon completion all visible dirt, dust and debris shall have been removed giving a clean appearance.

9. **#309 – WINDOWS/PARTITIONS – GLASS/PLEXIGLASS®/LEXAN**

.1 **General**

Cleaning Exterior Glass: The Contractor shall thoroughly clean all exterior glass surfaces, window frames, sills, and sashes, from the ground line up to and including the second floor. All glass surfaces shall be cleaned and left free of streaks and stains, and shall be wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed. Where storm windows exist, exterior window cleaning shall include both sides of the storm window and the outside of the inner glass, and shall be counted as three separate surfaces for reimbursement purposes.

Cleaning Interior Glass: The Contractor shall thoroughly clean all interior glass surfaces and associated window frames, sills, and sashes. All glass surfaces shall be cleaned and left free of streaks and stains, and all adjacent surfaces wiped dry. All paint, putty, film, and foreign matter found on glass surfaces shall be removed.

.2 **Project Standard #309 – Task #309.1 (Wash Inside including partition glass).** This task is expected to be performed in accordance with the schedule time during the Term. Using an appropriate glass cleaner, completely clean both sides of all interior window and relite glass on interior offices, doors, partitions and workstations including window sills and ledges. All areas adjacent to the window glass, including the frame and sills will also be cleaned. After cleaning, these surfaces will present a uniform appearance free of all smudges, fingerprints, nonpermanent stains, streaks, lint, etc. Areas adjacent to any windows that become soiled by the cleaning of the glass will be cleaned and restored.

.3 **Project Standard #309 – Task #309.2 (Clean exterior window glass).** This task is expected to be performed in accordance with the schedule during the Term. Using an appropriate glass cleaner, completely clean both sides of all interior window and relite glass on interior offices, doors, partitions and workstations including. All areas adjacent to the window glass, including the frame and sills will also be cleaned.

Note: When cleaning Plexiglas® or Lexan type surfaces, paper towels or abrasive products are NOT to be used. Clean using only those products identified on the label as safe for use on these surfaces.

10. #310 – STORAGE AREAS AND BASEMENTS

.1 **Project Standard.** This task is expected to be performed in accordance with the schedule during the Term. Storage areas in a clean tidy state free from accumulation of waste materials resulting from this work and at the completion of each day, all rubbish, tools, equipment and materials shall be stored in a safe and orderly manner.

11. #311 – JANITOR ROOM AND CONTRACTOR'S SPACES

.1 **Project Standard.** This task is expected to be performed in accordance with the schedule during the Term. Janitor room and Contractor's spaces areas shall be maintained in a clean tidy state free from accumulation of waste materials resulting from this work and at the completion of each day, all rubbish, tools, equipment and materials shall be stored in a safe and orderly manner.

12. #312 – BUILDING EXTERIOR

.1 **Project Standard.** Selected task is expected to be performed in accordance with the schedule during the Term. Completely clean all areas. After cleaning, these surfaces will present a uniform appearance free of all dirt. Areas adjacent to any windows that become soiled by the cleaning of the glass will be cleaned and restored.

- END -

**ATTACHMENT 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 / Surrey Public Library Board (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 Library.

Any penalties, sanctions or additional costs levied against the Library, 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 Library for project and will abide by all *Workers' Compensation Board Regulation* requirements.

Project File No.: **1220-040-2016-045**

Project Title and Site Location: **Janitorial and Custodial Services – Library**

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

If you have any questions, please contact the City of Surrey, Manager Occupational Health & Safety at 604-591-4658.

ATTACHMENT 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 and safety of other persons who may be affected by your act's or omissions at work



so

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.

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

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: _____

ATTACHMENT 3
PROCEDURES FOR DISPOSING HYPODERMIC NEEDLES FOUND IN FACILITY

Janitor

- Ask Security Officer or Librarian (if available) to secure area where needle is found.
- Put needle in sharps container using safety measures outlined in training.

Staff

- When needle is found, secure site and alert the Librarian in Charge. If the Janitor is available, the Janitor will follow steps to dispose of needle.
- If janitor is not available, contact the Librarian in Charge, who will dispose of needle following steps outlined in Section 4.3 of Security Manual.
- Library staff will complete a problem report.

Calling Stericycle for pick-up

- Librarian in Charge is responsible to call Stericycle to arrange pick-up once we have collected few needles in sharps container. Pickups can be requested at our discretion.



SCHEDULE B - QUOTATION

**RFQ Title: Janitorial and Custodial Maintenance Services
Semiahmoo and Ocean Park Libraries**

RFQ No: 1220-040-2016-045

CONTRACTOR

Legal Name (or Business Name): _____

Address: _____

Phone: _____

Fax: _____

Email: _____

CITY OF SURREY

City Representative: Richard D. Oppelt, Purchasing Manager

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

E-mail for PDF Files: 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 Agreement and RFQ. Except as specifically modified by this Quotation, all terms, conditions, representations, warranties and covenants as set out in the Agreement and RFQ will remain in full force and effect.

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

Section

Requested Departure(s) / Alternative(s)

4. The Library 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 Agreement as a minimum, naming the Library as additional insured and generally in compliance with the City's sample insurance certificate form (available on the City's web site at www.surrey.ca see [Standard Certificate of Insurance](#));
- (d) City of Surrey 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)

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 Library agrees to them in writing by initialing or otherwise specifically consenting in writing to be bound by any of them.

Changes and Additions to Specifications:

-
-
-

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

This image shows a blank sheet of white paper with horizontal black ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

SCHEDULE B – QUOTATION (CONT'D)

SECTION B-2

FEES

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

FEES SUMMARY TABLE:

CONTRACT SERVICES FEE SCHEDULE		Enter Estimated Amount Year 1
1	Semiahmoo Library	\$
2	Ocean Park Library	\$
	SUB. TOTAL:	\$
	GST (5%):	\$
	TOTAL QUOTATION PRICE:	\$

TABLE A – CONTRACT SERVICES

1) Semiahmoo Library

Category	Estimated # of Cleaning Personnel Provided	Enter Estimated Total Monthly Cleaning Service Hours	Enter 1 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
1. Labour:					
(a) Cleaning Personnel	1		\$	\$	\$
(b) Site Supervisor	1		\$	\$	\$
2. Contractor Supplied Cleaning Equipment Supplies and Consumables (Refer to Section 3.3 of Schedule A)				\$	\$
Sub Total (sum of items 1 & 2 above): <i>(carry this amount forward to Fee Summary Table)</i>					\$

2. Ocean Park Library

Category	Estimated # of Cleaning Personnel Provided	Enter Estimated Total Monthly Cleaning Service Hours	Enter 1 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
1. Labour:					
(a) Cleaning Personnel	1		\$	\$	\$
(b) Site Supervisor	1		\$	\$	\$
2. Contractor Supplied Cleaning Equipment Supplies and Consumables (Refer to Section 3.3 of Schedule A)				\$	\$
Sub Total (sum of items 1 & 2 above): <i>(carry this amount forward to Fee Summary Table)</i>					\$

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 Library 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.

¹Hourly 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 Agreement subject to adjustment as provided in the Agreement.

TABLE 2 – PROJECT CLEANING SERVICES

1) **Semiahmoo Library** (Refer to Semiahmoo Library – Project Cleaning Task Services Schedule)

TASK ITEM No.	WORK ITEM	ESTIMATED OCCASIONS	UNIT PRICE	AMOUNT
301	Stairways 1.Dust ceilings (metal bars) 2. Dust and Wash ceilings	2	\$	\$
302	All Resilient and Non- Resilient floors Meeting Room Floors (Linoleum)	2	\$	\$
303	All Carpet and Matting – All Carpets Scrub/water extract high traffic carpet areas	2	\$	\$
	Scrub/water extract all carpet areas	1	\$	\$
304	Ceilings/Walls High Dusting, including light fixtures	1	\$	\$
306	Vertical Surfaces, High Cleaning (approx 70" or more above floor)			

	.1 Vacuum/dusting wall, ceiling area, railings, wall mounted framed pictures, ledges and sills and window sills.	2	\$	\$
	.2 Clean all exposed pipes, wall louvers, clock, fire bells, fire extinguishers, cabinets and doors.	2	\$	\$
307	Furniture deep cleaning (vinyl chairs)			
	.1 Chairs	2	\$	\$
	.3 Professionally deep clean upholstery	2	\$	\$
308	Light Fixtures and Vents Wash wall, door and ceiling vents Wash Air diffusers Dust Air diffusers Wash light fixtures, lenses	2	\$	\$
309	Windows & Plexiglas .1 Wash inside	2	\$	\$
310	Pressure Wash exterior walkways	1	\$	\$
Sub. Total				\$
GST (5%)				\$
TOTAL				\$

2) Ocean Park Library (Refer to Strawberry Hill Library – Project Cleaning Task Services Schedule)

TASK ITEM No.	WORK ITEM	ESTIMATED OCCASIONS	UNIT PRICE	AMOUNT
302	All Resilient and Non- Resilient floors Washroom floors (strip, seal and finish)	3	\$	\$
	Floors (buffer, strip, seal and finish)	2	\$	\$
303	All Carpet and Matting – All Carpets Scrub/water extract high traffic carpet areas	2	\$	\$
	Scrub/water extract all carpet areas	1	\$	\$
304	Ceilings/Walls High Dusting, including light fixtures	2	\$	\$
305	Venetian and Vertical Blinds/Curtains Professionally dry clean, wash tracks	1	\$	\$
306	Vertical Surfaces, High Cleaning (approx 70" or more above floor)			
	.1 Vacuum/dusting wall, ceiling area, railings, wall mounted framed pictures, ledges and sills and window sills.	2	\$	\$

307	Furniture deep cleaning (vinyl chairs)			
	.1 Chairs	2	\$	\$
	.3 Professionally deep clean upholstery	2	\$	\$
308	Light Fixtures and Vents Wash wall, door and ceiling vents Wash Air diffusers Dust Air diffusers Wash light fixtures, lenses	2	\$	\$
309	Windows & Plexiglas .1 Wash inside	2	\$	\$
	.2 Wash Outside	2	\$	\$
Sub. Total:				\$
GST (5%)				\$
TOTAL				\$

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 maintenance calls. The Library 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 3 – EXTRA WORK (On Demand) (Refer to Section D of Schedule A)

1) SEMIAHMOO LIBRARY

Labour Classification	Maximum Hourly Labour Rates by Labour Classification	
	Straight Time/hr (excluding GST)	Overtime Rate/hr (excluding GST)
1. Site Supervisor	\$	\$
2. Light Duty Cleaners	\$	\$
3. Heavy Duty Cleaners	\$	\$
Others (please state):		
4.	\$	\$
5.	\$	\$

2) **OCEAN PARK LIBRARY**

Labour Classification	Maximum Hourly Labour Rates by Labour Classification	
	Straight Time/hr (excluding GST)	Overtime Rate/hr (excluding GST)
1. Site Supervisor	\$	\$
2. Light Duty Cleaners	\$	\$
3. Heavy Duty Cleaners	\$	\$
Others (please state):		
4.	\$	\$
5.	\$	\$

TABLE 4 – PRICING DISCOUNT

Pricing Discount	(%)
% discount if awarded both facilities	

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

A. MANAGEMENT CRITERIA

EXPERIENCE REPUTATION AND RESOURCES

10. Contractor's relevant experience and qualifications in performing the Services similar in size, scope and complexity to those required by the Agreement (use the spaces provided and/or attach additional pages, if necessary):

Note: Quotations should include definitive information regarding the experience and qualifications of the Contractor. The Contractor may be required, before the award of any contract, to show, to the complete satisfaction of the Library, that it has the necessary facilities, ability, experience, and financial resources to provide the Goods and Services specified herein in a satisfactory manner.

11. Contractor's relevant references:

List current major customers that are comparable to Library's requirements insofar as size and Green Cleaning requirements are concerned. Provide company name, telephone number, location and size (use the spaces provided and/or attach additional pages, if necessary). The Library's preference is to have a minimum of three references. Previous clients of the Contractor may be contacted at the Library's discretion.

12. Identify key personnel who will be responsible for the Services, together with 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):

Name: _____

Responsibilities: _____

Experience: _____

SECTION B-5

B. TECHNICAL CRITERIA

13. Contractor should provide a brief description of the monitoring procedures that the Contractor could use to ensure that its cleaning personnel are performing their duties in accordance with the scope of Services. Provide sample report if available. What follow-up steps would the Contractor take with individual personnel who are found not to be performing the required cleaning services?

14. The Contractor agrees to provide inspection/deficiency, performance assessment or client satisfaction survey (computerized or manual). The Contractor should enclose with their submission various samples of reports that may be available to the Library.

15. Refer to Table 3 – Extra Work on Schedule B-2, describe duties of “Light Duty Cleaners” and “Heavy Duty Cleaners” your pricing Quotation.

Light Duty Cleaners: _____

Heavy Duty Cleaners: _____

16. 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.

17. Quality Assurance and Customer Service:
Describe how quality assurance and customer satisfaction is accomplished:

18. Describe your training and development program and the number of hours of training a new employee receives.

19. Describe how you will ensure that the Library's performance standards are adhered to and how you would maintain and monitor these performance standards.

20. 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.

21. I/We the undersigned duly authorized representatives of the Contractor, having received and carefully reviewed the RFQ and the Agreement, 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)

-END OF CONTRACT-