



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 929-2007

**PROVISION OF BUILDING CLEANING SERVICES AT VARIOUS CITY OF
WINNIPEG FACILITIES**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

- B1.1 PROVISION OF BUILDING CLEANING SERVICES AT VARIOUS CITY OF WINNIPEG FACILITIES

B2. SUBMISSION DEADLINE

- B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, May 9, 2008.
- B2.2 Bids determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.
- B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. SITE INVESTIGATION

- B3.1 Further to C3.1, the Bidder shall attend a Site Investigation in accordance with B3.5. Attendance is mandatory, and the Bid of any Bidder not having attended will be rejected on the basis that it is non-responsive.
- B3.2 The Bidder is advised that the Site Investigation includes a walk-through, review of the floor plans and the Work that needs to be done.
- B3.3 The Bidder shall not be entitled to rely on any information or interpretation received at the Site Investigation unless that information or interpretation is the Bidder's direct observation, or is provided by the Contract Administrator in writing.
- B3.4 Questions raised at the Site Investigation will be recorded and the written answers will be issued as an Addendum to this document.
- B3.5 Further to B3.1, Bidders shall meet on the Main Floor, Front lobby at each location. The locations, dates and times are as follows:
- (a) Site: 56 Maple Street
Date: April 28, 2008 or April 30, 2008
Time: 9:00 A.M.
 - (b) Site: 457 Main Street
Date: April 28, 2008 or April 30, 2008
Time: 9:30 A.M.
 - (c) Site: 311 Ross Avenue
Date: April 28, 2008 or April 30, 2008
Time: 10:00 A.M.
 - (d) Site: 770 Ross Avenue
Date: April 28, 2008 or April 30, 2008
Time: 10:30 A.M.
 - (e) Site: 823 Ellice Avenue
Date: April 28, 2008 or April 30, 2008
Time: 11:00 A.M.
 - (f) Site: 20 West Gate
Date: April 28, 2008 or April 30, 2008
Time: 11:30 A.M.
 - (g) Site: 365 Jefferson Avenue
Date: April 29, 2008 or May 1, 2008
Time: 9:00 A.M.

- (h) Site: 2546 McPhillips Street
Date: April 29, 2008 or May 1, 2008
Time: 9:30 A.M.
- (i) Site: 1400 Rothesay Street
Date: April 29, 2008 or May 1, 2008
Time: 10:15 A.M.
- (j) Site: 1050 Henderson Hwy.
Date: April 29, 2008 or May 1, 2008
Time: 11:00 A.M.
- (k) Site: 489 London Street
Date: April 29, 2008 or May 1, 2008
Time: 11:30 A.M.
- (l) Site: 575 Larsen Avenue
Date: April 29, 2008 or May 1, 2008
Time: 12:00 P.M. (NOON)
- (m) Site: 545 Watt Street
Date: April 29, 2008 or May 1, 2008
Time: 12:20 P.M.
- (n) Site: 565 Watt Street
Date: April 29, 2008 or May 1, 2008
Time: 12:40 P.M.
- (o) Site: 180 Poplar Avenue
Date: April 29, 2008 or May 1, 2008
Time: 1:00 P.M.

B4. ENQUIRIES

- B4.1 All enquiries shall be directed to the Contract Administrator identified in D4.1.
- B4.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.
- B4.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.
- B4.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator to all Bidders by issuing an addendum.
- B4.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator only to the Bidder who made the enquiry.
- B4.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B4 unless that response or interpretation is provided by the Contract Administrator in writing.

B5. ADDENDA

- B5.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Bid Opportunity, or clarifying the meaning or intent of any provision therein.
- B5.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Branch internet site for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

B6. SUBSTITUTES

- B6.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.
- B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.
- B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an "approved equal" or as an "approved alternative", or may refuse to grant approval of the substitute.
- B6.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B6.7 If the Contract Administrator approves a substitute as an "approved equal", any Bidder may use the approved equal in place of the specified item.
- B6.8 If the Contract Administrator approves a substitute as an "approved alternative", any Bidder bidding that approved alternative may base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B14.

- B6.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B7. BID SUBMISSION

- B7.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
 - (b) Form B: Prices.
- B7.2 Further to B7.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B6.
- B7.3 All components of the Bid shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Bid.
- B7.4 Bidders are advised not to include any information/literature except as requested in accordance with B7.1.
- B7.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, may result in the Bid being determined to be non-responsive.
- B7.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B7.7 If the Bid is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:
- The City of Winnipeg
Corporate Finance Department
Materials Management Branch
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B7.7.1 Samples or other components of the Bid which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B7.8 If the Bid is submitted by facsimile transmission, it shall be submitted to (204) 949-1178.
- B7.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B7.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.

B8. BID

- B8.1 The Bidder shall complete Form A: Bid, making all required entries.
- B8.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
 - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;

- (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B8.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.
- B8.3 In Paragraph 3 of Form A: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.
- B8.4 Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:
 - (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
 - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
 - (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B8.4.1 The name and official capacity of all individuals signing Form A: Bid shall be printed below such signatures.
- B8.4.2 All signatures should be witnessed, except where a corporate seal has been affixed.
- B8.5 If a Bid is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Bid and the Contract, when awarded, shall be both joint and several.

B9. PRICES

- B9.1 The Bidder shall state a price in Canadian funds for each item of the Work, for each year, identified on Form B: Prices as follows:
 - B9.1.1 The Bidders shall state the monthly price of labour required to provide building cleaning services in accordance with Part E – Specifications, in the Unit Price column of Form B: Prices.
 - B9.1.2 The Bidder shall state the monthly price of materials required to provide building cleaning services, in accordance with Part E – Specifications, in the Unit Price column of Form B: Prices.
 - B9.1.3 The Bidder shall state the minimum number of person hours per month that they will require to provide building cleaning services, in accordance with Part E – Specifications, on Form B: Prices.
- B9.2 Notwithstanding C11.1.3, prices on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.
- B9.3 Further to B9.1.1, the prices bid shall cover the minimum hourly wage as determined by the Province of Manitoba, including payroll costs that are legally required under legislation.
 - B9.3.1 The payroll costs shall include the employer's contribution for the following: CPP deductions, Workers Compensation Coverage (WCB), Employment Insurance.
- B9.4 The provincial minimum wage can be found at:

<http://www.gov.mb.ca/labour/labmgt/resbr/wages/histmin.html>

- B9.5 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Bids.
- B9.6 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.
- B9.7 Further to B14.1(c), the Bid Price shall be the sum of the quantities multiplied by the unit prices for each Section, each Item within a Section, and for each Year shown on Form B: Prices.
- B9.7.1 The payroll costs shall be calculated as follows:
- (a) Canadian Pension Plan – 4.95%;
 - (b) Employment Insurance – $1.4 \text{ (constant)} \times 1.73\% = 2.42\%$;
 - (c) WCB – 1.69% (averaged cost for Janitorial firms);
 - (d) The total payroll costs that are legally required are determined to be 9.06%.
- B9.7.2 The person hours per month shown on Form B: Prices shall be evaluated considering the unit price per month and the person hours stated.

B10. QUALIFICATION

- B10.1 The Bidder shall:
- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
 - (b) be financially capable of carrying out the terms of the Contract; and
 - (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.
- B10.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) be responsible and not be suspended, debarred or in default of any obligations to the City a list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B10.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) have successfully carried out work similar in nature, scope and value to the Work; and
 - (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
 - (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba).
- B10.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B10.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B11. OPENING OF BIDS AND RELEASE OF INFORMATION

- B11.1 Bid Submissions will not be opened publicly.
- B11.2 Following the Submission Deadline, the names of the Bidders and their bid prices (unevaluated, and pending review and verification of conformance with requirements) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B11.3 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B11.4 The Bidder is advised that any information contained in any Bid may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B12. IRREVOCABLE BID

- B12.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.
- B12.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work for the time period specified in Paragraph 9 of Form A: Bid.

B13. WITHDRAWAL OF BIDS

- B13.1 A Bidder may withdraw his Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B13.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.
- B13.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.
- B13.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Bid until after the Submission Deadline has elapsed;
 - (b) open the Bid to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
 - (c) if the notice has been given by any one of the persons specified in B13.1.3(b), declare the Bid withdrawn.
- B13.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B12.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B14. EVALUATION OF BIDS

- B14.1 Award of the Contract shall be based on the following bid evaluation criteria:
- (a) compliance by the Bidder with the requirements of the Bid Opportunity (pass/fail);

- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10.1 (pass/fail);
 - (c) Bid Price;
 - (d) economic analysis of any approved alternative pursuant to B6.
- B14.2 Further to B14.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Bid, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B14.3 Further to B14.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid or in other information required to be submitted, that he is responsible and qualified.
- B14.4 Further to B14.1(c), the Bid Price shall be the sum of the quantities multiplied by the unit prices for each Section, each item within a Section, and for each year within the Section shown on Form B: Prices.
- B14.4.1 The payroll costs will be calculated as follows:
 - (i) Canadian Pension Plan – 4.95%;
 - (ii) Employment Insurance – 1.4 (constant) X 1.73% = 2.42%;
 - (iii) W.C.B – 1.69% (averaged cost for Janitorial firms);
 - (iv) The total payroll costs that are legally required are determined to be 9.06%.
- B14.4.2 The person hours per month shown on Form B: Prices shall be evaluated considering the unit price per month and the person hours stated.
- B14.5 This Contract may be awarded as a whole (Alternative 1) or separately in sections (Alternative 2) (Section A contains A1, A2, A3 and A4; Section B contains B1 and B2; Section contains C1 and C2; Section D contains D1, D2, D3, D4, D5, D6 and D7) as identified on Form B: Prices.
- B14.5.1 Notwithstanding B9.1, the Bidder may, but is not required to, bid on both alternatives, or on any one or more sections in Alternative 2.
- B14.5.2 Notwithstanding B15.3, the City shall not be obligated to award any section to the responsible Bidder submitting the lowest evaluated responsive Bid for that section and shall have the right to choose the alternative which is in its best interests. If the Bidder has not bid on both alternatives or on all sections in Alternative 2, he shall have no claim against the City if his partial Bid is rejected in favour of an award of the Contract on the basis of an alternative or section upon which he has not bid.
- B15. AWARD OF CONTRACT**
- B15.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B15.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Bids are determined to be responsive.
- B15.2.1 Without limiting the generality of B15.2, the City will have no obligation to award a Contract where:
 - (a) the prices exceed the available City funds for the Work;
 - (b) the prices are materially in excess of the prices received for similar work in the past;
 - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
 - (d) only one Bid is received; or
 - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.

- B15.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid.
- B15.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Bid upon written request to the Contract Administrator.
- B15.4 Notwithstanding C4.1 and C4.2, the City will issue a purchase order to the successful Bidder in lieu of the execution of a Contract.
- B15.5 The Contract Documents, as defined in C1.1(n), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.
- C0.1.2 A reference in the Bid Opportunity to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract.

D2. SCOPE OF WORK

- D2.1 The Work to be done under the Contract shall consist of the provision of building cleaning services for the period of July 1, 2008 to June 30, 2011 at:
- (a) 56 Maple Street, approximately 7,401 sq. ft.;
 - (b) 457 Main Street, approximately 56,104 sq. ft.;
 - (c) 311 Ross Avenue, approximately 39,680 sq. ft.;
 - (d) 770 Ross Avenue, approximately 4,312 sq. ft.;
 - (e) 823 Ellice Avenue, approximately 3,716 sq. ft.;
 - (f) 20 West Gate, approximately 7,384 sq. ft.;
 - (g) 365 Jefferson Avenue, approximately 12,409 sq. ft.;
 - (h) 2546 McPhillips Street, approximately 18,116 sq. ft.;
 - (i) 1400 Rothesay Street, approximately 26,025 sq. ft.;
 - (j) 1050 Henderson Hwy, approximately 11,543 sq. ft.;
 - (k) 489 London Street, approximately 7,589 sq. ft.;
 - (l) 575 Larsen Avenue, approximately 5,160 sq. ft.;
 - (m) 545 Watt Street, approximately 5,046 sq. ft.;
 - (n) 565 Watt Street, approximately 2,780 sq. ft.;
 - (o) 180 Poplar Avenue, approximately 6,879 sq. ft.;
- D2.2 Notwithstanding D2.1, the type and quantity of Work to be performed under this Contract is subject to annual approval of monies therefore in a budget by Council. Bidders are advised that monies have been approved for work up to and including December 31, 2008.
- D2.3 Notwithstanding D2.1, in the event that operational changes result in substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of work performed under this Contract, or add or delete locations, or upon thirty (30) Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.
- #### D3. DEFINITIONS
- D3.1 When used in this Bid Opportunity:
- (a) "**C.G.S.B**" means the Canadian General Standards Board that complies with the latest edition of standards including amendments and supplements in effect on the date of issue of this Specification shall apply to the Work;
 - (b) "**User**" means a person, department or other administrative unit of the City authorized by the Contract Administrator to order Work under this Contract;
 - (c) "**W.C.B.**" means the Workers Compensation Board.

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Larry Giesbrecht
Supervisor of Building Operation Services
Planning, Property and Development Department
100 Main StreetWinnipeg MB R3C 1A4

Telephone No. (204) 986-2360
Facsimile No. (204) 986-7311

D4.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D5. CONTRACTOR'S SUPERVISOR

D5.1 Further to C6.19, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his employ.

D5.2 Before commencement of Work, the Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D5.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

SUBMISSIONS

D6. AUTHORITY TO CARRY ON BUSINESS

D6.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

D7. INSURANCE

D7.1 The Contractor shall provide and maintain the following insurance coverage:

- (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;
- (b) if required, automobile liability insurance for owned automobiles used for or in connection with the Work in the amount of at least two million dollars (\$2,000,000.00), to remain in place at all times during the performance of the Work;
- (c) maintain and pay for an Employee Dishonesty Bond in an amount of not less than ten thousand dollars (\$10,000.00) covering all of the Contractor's employees, agents, and subcontractors involved in providing the services, for any direct loss of money or other property caused by a fraudulent or dishonest act, or acts, of the Contractor, Contractor's

employees, agents or subcontractors. The Contractor is to provide a certified true copy of the bond, satisfactory to the Contract Administrator, prior to commencement of Work.

- D7.2 Deductibles shall be borne by the Contractor.
- D7.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than seven (7) Calendar Days from notification of the award of Contract.
- D7.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least fifteen (15) Calendar Days prior written notice to the Contract Administrator.
- D7.5 The City shall have the right to alter the limits and/or coverages as reasonably required from time to time during the continuance of this agreement.

D8. PERFORMANCE SECURITY

- D8.1 The Contractor shall provide and maintain performance security until the expiration of the warranty period in the form of:
- (a) a performance bond of a company registered to conduct the business of a surety in Manitoba, in the form attached to these Supplemental Conditions (Form H1: Performance Bond), in the amount of ten percent (10%) of Year 1 of the Contract Price; or
 - (b) an irrevocable standby letter of credit issued by a bank or other financial institution registered to conduct business in Manitoba and drawn on a branch located in Winnipeg, in the form attached to these Supplemental Conditions (Form H2: Irrevocable Standby Letter of Credit), in the amount of ten percent (10%) of Year 1 of the Contract Price; or
 - (c) a certified cheque or draft payable to "The City of Winnipeg", drawn on a bank or other financial institution registered to conduct business in Manitoba, in the amount of ten percent (10%) of Year 1 of the Contract Price.
- D8.1.1 Where the performance security is in the form of a certified cheque or draft, it will be deposited by the City. The City will not pay any interest on certified cheques or drafts furnished as performance security.
- D8.2 The Contractor shall provide the City Solicitor with the required performance security within seven (7) Calendar Days of notification of the award of the Contract by way of Purchase Order and prior to the commencement of any Work on the Site.

D9. SECURITY CLEARANCE

- D9.1 Each individual proposed to perform Work under the Contract shall be required to obtain a Criminal Record Search Certificate from the police service having jurisdiction at his place of residence.
- D9.2 The Criminal Record Search shall include a Vulnerable Sector Search. This can be obtained by completing and providing the following in person to the Winnipeg Police Service Division 30 Clerk at Main Floor, 151 Princess Street:
- (a) Form P-612 Check the following boxes: Employment – Sensitive Position of Trust; and Other by inputting the Bid Opportunity Number in the space provided. This form can be found on the website at:
www.winnipeg.ca/police/BPR/forms/Criminal_Record_Check_P612.doc
 - (b) Two (2) pieces of identification as stated in Bureau of Police Records on the website at:
www.winnipeg.ca/police/BPR/id.stm
 - (c) Fee for each individual applying for a Criminal Record Search. Fee schedule can be found on the website at:
www.winnipeg.ca/police/BPR/fees.stm

- D9.2.1 The original Criminal Record Search Certificate (Form P-253) will be provided by the Winnipeg Police Service to the individual applicant. The original has a validation sticker from the Winnipeg Police Service in the top right hand corner. The applicant shall:
- (a) Provide the original Criminal Record Search Certificate (Form P-253) to the Contract Administrator.
- D9.3 Prior to the commencement of any Work, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Criminal Record Search Certificate obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform the Work.
- D9.4 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any Work.
- D9.5 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- D9.6 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform any Work.

CONTROL OF WORK

D10. COMMENCEMENT

- D10.1 The Contractor shall not commence any Work until he is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D10.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D6;
 - (ii) evidence of the workers compensation coverage specified in C6.14;
 - (iii) evidence of the insurance specified in D7;
 - (iv) the performance security specified in D8; and
 - (v) the security clearances specified in D9.
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.
 - (c) Materials Safety Data Sheets for all products proposed to use at City of Winnipeg locations.

D11. ENQUIRIES DURING CONTRACT

- D11.1 The Contractor shall provide a local Winnipeg telephone number or a toll-free telephone number at which enquiries for service may be placed.
- D11.2 The Contractor shall provide a telephone number or a toll-free telephone number at which they may be contacted between the hours of 06:00 and 24:00 Sunday to Saturday throughout the year.
- D11.3 An answering service is acceptable, provided the Contractor returns calls within fifteen (15) minutes of a message from the City.

MEASUREMENT AND PAYMENT

D12. INVOICES

- D12.1 Further to C22.2, for all addresses except 1400 Rothesay Street, the Contractor shall submit monthly invoices to The City of Winnipeg, Planning Property and Development Department, Building Services Division, Main Floor, 100 Main Street, Winnipeg MB R3C 1A4.
- D12.2 Further to C22.2 for 1400 Rothesay Street, the Contractor shall submit monthly invoices to The City of Winnipeg, Community Services Department, 395 Main Street, Winnipeg MB R3B 3N8.
- D12.3 A separate invoice must be submitted for each location.
- D12.4 Invoices must clearly indicate, as a minimum:
- (a) the City's order number;
 - (b) date(s) of provision of services;
 - (c) location at which service was provided;
 - (d) type and quantity of services provided;
 - (e) the amount payable with GST and MRST shown as separate amounts; and
 - (f) the Contractor's GST registration number.
- D12.5 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D13. PAYMENT

- D13.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.
- D13.2 Further to C11, effective January 1, 2007 the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

FORM H1: PERFORMANCE BOND
(See D8)

KNOW ALL MEN BY THESE PRESENTS THAT

(hereinafter called the "Principal"), and

_____,
(hereinafter called the "Surety"), are held and firmly bound unto **THE CITY OF WINNIPEG** (hereinafter called the "Obligee"), in the sum of

_____ dollars (\$_____)

of lawful money of Canada to be paid to the Obligee, or its successors or assigns, for the payment of which sum the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has entered into a written contract with the Obligee dated the

_____ day of _____, 20____, for:

BID OPPORTUNITY NO. 929-2007

PROVISION OF BUILDING CLEANING SERVICES AT VARIOUS CITY OF WINNIPEG FACILITIES

which is by reference made part hereof and is hereinafter referred to as the "Contract".

NOW THEREFORE the condition of the above obligation is such that if the Principal shall:

- (a) carry out and perform the Contract and every part thereof in the manner and within the times set forth in the Contract and in accordance with the terms and conditions specified in the Contract;
- (b) perform the Work in a good, proper, workmanlike manner;
- (c) make all the payments whether to the Obligee or to others as therein provided;
- (d) in every other respect comply with the conditions and perform the covenants contained in the Contract; and
- (e) indemnify and save harmless the Obligee against and from all loss, costs, damages, claims, and demands of every description as set forth in the Contract, and from all penalties, assessments, claims, actions for loss, damages or compensation whether arising under "The Workers Compensation Act", or any other Act or otherwise arising out of or in any way connected with the performance or non-performance of the Contract or any part thereof during the term of the Contract and the warranty period provided for therein;

THEN THIS OBLIGATION SHALL BE VOID, but otherwise shall remain in full force and effect. The Surety shall not, however, be liable for a greater sum than the sum specified above.

AND IT IS HEREBY DECLARED AND AGREED that the Surety shall be liable as Principal, and that nothing of any kind or matter whatsoever that will not discharge the Principal shall operate as a discharge or release of liability of the Surety, any law or usage relating to the liability of Sureties to the contrary notwithstanding.

IN WITNESS WHEREOF the Principal and Surety have signed and sealed this bond the

_____ day of _____, 20____.

SIGNED AND SEALED
in the presence of:

(Witness)

(Name of Principal)

Per: _____ (Seal)

Per: _____

(Name of Surety)

By: _____ (Seal)
(Attorney-in-Fact)

All demands for payment shall specifically state that they are drawn under this Standby Letter of Credit.

Subject to the condition hereinafter set forth, this Standby Letter of Credit will expire on

(Date)

It is a condition of this Standby Letter of Credit that it shall be deemed to be automatically extended from year to year without amendment from the present or any future expiry date, unless at least 30 days prior to the present or any future expiry date, we notify you in writing that we elect not to consider this Standby Letter of Credit to be renewable for any additional period.

This Standby Letter of Credit may not be revoked or amended without your prior written approval.

This credit is subject to the Uniform Customs and Practice for Documentary Credit (1993 Revision), International Chamber of Commerce Publication Number 500.

(Name of bank or financial institution)

Per: _____
(Authorized Signing Officer)

Per: _____
(Authorized Signing Officer)

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

- E1.1 These Specifications shall apply to the Work.
- E1.2 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B6.
- E1.3 The following are applicable to the Work:

<u>Specification No.</u>	<u>Specification Title</u>
	Table of Contents

<u>Drawing No.</u>	<u>Drawing Name/Title</u>
0056MP01	56 MAPLE – MAIN FLOOR PLAN CLEANING AREA, FIRE HALL MUSEUM SECTION A1
0056MP02	56 MAPLE – SECOND FLOOR PLAN CLEANING AREA, FIRE HALL MUSEUM SECTION A1
0457MN0B	457 MAIN STREET – BASEMENT FLOOR PLAN CLEANING AREA, CONFEDERATION BUILDING SECTION A2
0457MN01	457 MAIN STREET – MAIN FLOOR PLAN CLEANING AREA, CONFEDERATION BUILDING SECTION A2
0457MN02	457MAIN STREET – SECOND FLOOR PLAN CLEANING AREA, CONFEDERATION BUILDING SECTION A2
0457MN03	457 MAIN STREET – THIRD FLOOR PLAN CLEANING AREA, CONFEDERATION BUILDING SECTION A2
0457MN04	457 MAIN STREET – FOURTH FLOOR PLAN, CONFEDERATION BUILDING SECTION A2
0457MN05	457 MAIN STREET – FIFTH FLOOR PLAN AREAS TO CLEAN, CONFEDERATION BUILDING SECTION A2
0457MN06	457 MAIN STREET – SIXTH FLOOR PLAN AREAS TO CLEAN, CONFEDERATION BUILDING SECTION A2
0457MN07	457 MAIN STREET –SEVENTH FLOOR PLAN AREAS TO CLEAN, CONFEDERATION BUILDING SECTION A2
0457MN08	457 MAIN STREET – EIGHTH FLOOR PLAN AREAS TO CLEAN, CONFEDERATION BUILDING SECTION A2
0457MN09	457 MAIN STREET – NINTH FLOOR PLAN AREAS TO CLEAN, CONFEDERATION BUILDING SECTION A2
0457MN10	457 MAIN STREET – TENTH FLOOR PLAN AREAS TO CLEAN, CONFEDERATION BUILDING SECTION A2
0311RS01	311 ROSS AVENUE – MAIN FLOOR, PLAN AREA TO CLEAN, SECTION A3
0311RS02	311 ROSS AVENUE – SECOND FLOOR PLAN AREAS TO CLEAN, SECTION A3
0311RS03	311 ROSS AVENUE – THIRD FLOOR PLAN AREAS TO CLEAN, SECTION A3
0770RS01	770 ROSS AVENUE – MAIN FLOOR PLAN AREAS TO CLEAN, FLEET MAINTENANCE OFFICE SECTION A4
0823EL01	823 ELLICE AVENUE – MAIN FLOOR AREAS TO CLEAN, WEST END LIBRARY SECTION B1
0020WE0B	20 WESTGATE – BASEMENT FLOOR PLAN AREAS TO CLEAN, CORNISH LIBRARY SECTION B2
0020WE01	20 WESTGATE – MAIN FLOOR PLAN AREAS TO CLEAN, CORNISH LIBRARY SECTION B2
0365JF0B	365 JEFFERSON AVENUE – BASEMENT FLOOR PLAN AREAS TO CLEAN, WEST KILDONAN LIBRARY SECTION C1
0365JF01	365 JEFFERSON AVENUE – MAIN FLOOR PLAN AREAS TO CLEAN, WEST KILDONAN LIBRARY SECTION C1
2546MP01	2546 MCPHILLIPS STREET – PARTIAL MAIN FLOOR PLAN PLUS MEZZANINE AREAS TO CLEAN, FPS TRAINING REPAIR AND STORAGE SECTION C2

1400RO0B	1400 ROTHESAY – PARTIAL CRAWL SPACE FLOOR PLAN AREAS TO CLEAN, CHIEF PEGUIS SCHOOL, ROTHESAY FITNESS CENTRE SECTION D1
1050HN01	1050 HENDERSON HWY – MAIN FLOOR PLAN AREAS TO CLEAN, HENDERSON LIBRARY ROSSMERE SHOPPING CENTRE SECTION D2
0489LN01	489 LONDON STREET – MAIN FLOOR PLAN AREAS TO CLEAN, MUNROE BRANCH LIBRARY SECTION D3
0575LR01	575 LARSEN AVENUE – MAIN FLOOR PLAN AREAS TO CLEAN, EAST END CULTURAL & LEISURE CENTRE SECTION D4
0545WT01	545 WATT STREET – MAIN FLOOR PLAN, SECTION D5
0565WT01	565 WATT STREET – MAIN FLOOR PLAN AREAS TO CLEAN GARAGE SECTION D6
0180PO01	180 POPLAR – MAIN FLOOR PLAN AREAS TO CLEAN, SENIOR CITIZEN CENTRE SECTION D7

- E1.4 Further to E1.2, drawings indicate shaded areas where building cleaning services shall be performed by the Contractor.

E2. WORK - CLEANING STANDARDS

- E2.1 INTERIOR OF BUILDING : Entrances, lobbies, waiting areas, rooms, corridors (open and closed areas), meeting and conference rooms, common areas, coffee stations, coffee-lunch room areas and/or rooms, basements, storage rooms.

E2.1.1 DAILY TASK

(a) WASTE RECEPTACLES AND CONTAINERS:

- (i) Empty all contents;
- (ii) Remove liners;
- (iii) Clean both interior and exterior with germicidal detergent;
- (iv) Replace liner;
- (v) Return waste receptacles and/or containers in their correct place; and
- (vi) Where required, the scheduled transportation of recyclables to the designated location takes place.

(b) TELEPHONES, FURNISHINGS, AND FITTINGS IN PUBLIC ACCESS AREAS:

- (i) Clean with germicidal detergent; and
- (ii) Carefully clean touch pads of office phones, avoiding de-programming.

(c) HARD SURFACE FLOORING:

- (i) Clean floors as follows:
 - A) A water soluble dry mop treatment may be used for dust mopping, however, the electrostatic type which do not require any treatment are preferred; and
 - B) An effective free rinsing detergent solution shall be used for damp/wet mopping.

(d) CARPETED AREAS, INCLUDING STAIRS AND MATS:

- (i) Vacuum and spot clean carpets, rugs:
 - A) Vacuum carpet wall to wall; and
 - B) Vacuum only, entrance mats.
- (ii) Move all light furniture, excluding desks, screens, and cabinets; and
- (iii) Dust/damp mop "carpet saver" mats.

(e) WALLS, DOORS, WOODWORK, GLASS PARTITIONS:

- (i) Spot clean and remove smudges.

(f) WATER FOUNTAINS:

- (i) Clean all surfaces with germicidal detergent; and
- (ii) Clean walls and floors around the drinking fountain(s).

E3. WASHROOM FACILITIES

E3.1 All public and private washrooms and other areas where sinks and/or dispensers are installed.

E3.1.1 DAILY TASK

(a) **INTERIOR AND EXTERIOR SURFACES:**

- (i) Clean with germicidal detergent: wash basins; toilet seats; bowls and bases, exposed flush tanks; urinals; and plumbing fixtures (including exposed pipes); polished chrome, brass or similar fixtures;
- (ii) Use separate and identifiable cleaning cloths for the cleaning of washrooms from other facilities. Toilets and urinals are to be cleaned using separate equipment or cloths;
- (iii) Non acid bowl cleaners are permitted, however, when a phosphoric acid bowl cleaner is used, it must be dispensed using a flip top or a foaming trigger spray head only; and
- (iv) Parazine blocks are not permitted, however, water soluble packets of enzymes, enzyme tablets or granules, or approved urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.

(b) **SANITARY AND WASTE RECEPTACLES:**

- (i) Remove and empty liners;
- (ii) Clean receptacles with germicidal detergent; and
- (iii) Replace liners.

(c) **TOILET TISSUE HOLDERS AND DISPENSERS:**

- (i) Clean interior and exterior of dispensers with germicidal detergent; and
- (ii) Then, restock all toilet tissue holders, soap, sanitary and towel dispensers.

(d) **FLOORS:**

- (i) Wet mop floors and wall bases with a non filming detergent solution,
- (ii) Clean floors, wall bases, and corners;
- (iii) Ensure floor drains are not blocked and no odour emanating from floor drains;
- (iv) Machine scrub floors with detergent solution including toilet bases;
- (v) Apply sealer as required; and
- (vi) Where directed, maintain floors with sufficient coats of water base sealer. A minimum of three coats of finish to be applied over the sealer.

(e) **MISCELLANEOUS:** Partitions, walls, including the enamel surfaces, doors and ledges.

- (i) Spot clean with germicidal cleaner;
- (ii) Clean with germicidal cleaner;
- (iii) Clean partitions and walls from the bottom up; and
- (iv) Clean and polish all mirrors, frames, powder shelves and bright work, including flush meters, piping and toilet seat hinges.

E3.1.2 WEEKLY TASK

(a) **FLOORS:**

- (i) Pour clean water in floor drains, or as directed.

E4. STAIRWAYS

E4.1 Stairs, handrails, ledges, railings, banisters, walls, ceilings and appurtenances (including doors, frames, trims, mouldings, radiators, grilles). Equipment/fixtures made of: glass, vinyl, wood and metal.

E4.1.1 DAILY TASK

- (a) HANDRAILS, LEDGES, RAILINGS AND BANISTERS:
 - (i) Clean with germicidal cleaner.
- (b) WALLS, CEILINGS AND APPURTENANCES
 - (i) Spot clean with neutral detergent.
- (c) STAIRS:
 - (i) Vacuum carpeted stairs; and
 - (ii) Wet mop washable surfaced stairs, including landings, stair risers and wall bases.

E4.1.2 MONTHLY TASK

- (a) WALLS, CEILINGS AND APPURTENANCES :
 - (i) Wash with neutral detergent;
 - (ii) Wash walls first and the ceilings second where walls and ceilings are being washed consecutively;
 - (iii) Wash walls from bottom up, staying within ½ inch of ceiling to prevent marks; and
 - (iv) Immediately wipe up any water spillage on floors and furniture.

E5. ALL RESILIENT AND NON-RESILIENT FLOORS

E5.1 Including vinyl, corlon, mondo, terrazzo, ceramic, and quarry.

E5.1.1 DAILY TASK

- (a) FLOORS:
 - (i) Wash with neutral detergent.
- (b) CORNERS, BASES AND EQUIPMENT:
 - (i) Wipe all surfaces of spray residue.

E5.1.2 WEEKLY TASK

- (a) FLOORS:
 - (i) Burnish all hard surfaces, and wear areas as required; and
 - (ii) Re-coat wear areas as required.

E5.1.3 YEARLY TASK

- (a) FLOORS:
 - (i) Scrub/strip and remove all soil, stains, seal and old floor finish;
 - (ii) Neutralize rinse, then
 - (iii) Rinse with at least two (2) clear warm water rinses; then
 - (iv) Wet vacuum each time after rinsing;
 - (v) Re-seal/re-coat floors;
 - (vi) Allow sufficient drying time between applications;
 - (vii) Refinish floors by applying sufficient coats of slip resistant finish (minimum of four) environmentally responsible finishes to be used; and
 - (viii) Burnish floors to a uniform sheen, with slip resistant finish.

E6. CEILINGS AND WALLS

E6.1 Ceilings, walls, transoms, and other fixtures and fittings attached to walls and ceilings.

E6.1.1 DAILY TASK

- (a) WALLS AND CEILINGS:
 - (i) Spot clean with neutral detergent.

E6.1.2 MONTHLY TASK

(a) WALLS AND CEILINGS:

- (i) Wash with neutral detergent;
- (ii) When washing walls and ceiling consecutively, walls must be washed before ceilings;
- (iii) Wash walls from bottom up, staying within ½ inch of ceiling to prevent marks; and
- (iv) Immediately wipe up any water spillage on floors and furniture.

E7. VENETIAN BLINDS/VERTICAL BLINDS

E7.1 Blinds, tracks, surfaces and sills.

E7.1.1 MONTHLY TASK

(a) BLINDS:

- (i) Dust and damp clean both sides of PVC and Aluminium blinds, etc., and
- (ii) Vacuum both sides of fabric blinds.

(b) TRACKS, SURFACES AND SILLS:

- (i) All surfaces shall be free of dust and fingerprints, etc.

E8. VERTICAL SURFACES, HIGH CLEANING

E8.1 High cleaning down to window sills, partition ledges, including doors/frames, ledges, picture frames, charts, graphs, wall louvers, exposed pipes, clocks, etc.

E8.1.1 YEARLY TASK

(a) VERTICAL AND HORIZONTAL SURFACES OTHER THAN WALLS:

- (i) Dust or wipe with damp cloth and polish where required.

E9. FURNITURE, SHOWCASES, FILE CABINETS, DIVIDERS, DRAPES, ETC.

E9.1 Furniture, showcases, cabinets, bookcases, credenzas, cupboards, file cabinets, dividers, drapes, curtains, etc.

E9.1.1 WEEKLY TASK

(a) FURNITURE: plastic, wood, vinyl, and leather:

- (i) Clean all furniture: credenzas, bookcases, desks, file cabinets, tables, furniture glass, and desk lamps;
- (ii) Clean and polish all furniture framing and trim; and
- (iii) Spot clean fabric as required.
- (iv) Fabric upholstered furniture – vacuum/dust frames
- (v) Sills and ledges – Clean windowsills, partition ledges, baseboards and mouldings.

E9.1.2 MONTHLY TASK

(a) FURNITURE:

- (i) Fabric:
 - A) Vacuum dividers, both sides.
- (ii) Leather:
 - A) In maintaining leather, only an approved, guaranteed light cleaner and conditioner from a professional firm specializing in leather care can be used; and
 - B) Under no circumstances can the following be used: caustic chemicals, leather preparations containing alcohol or petroleum distillates such as

turpentine or mineral spirits, waxes, saddle soap, silicone products, aerosol sprays, Armoral/Protectol or like products or preparations that impair the ability of leather to breath, or stain other fabrics (ie: silk).

- (iii) Vinyl:
 - A) Clean vinyl with a waterless hand cleaner (brush if required);
 - B) Application of a polish/protectant where required, on all vinyl furniture; and
 - C) Clean washable furniture with a neutral detergent.
 - (iv) Wood:
 - A) Clean washable surfaces with a neutral detergent; and
 - B) Polish furniture with the appropriate furniture polish.
 - (v) Guidance and direction from the Contract Administrator is to be obtained before cleaning or applying polish to vinyl, arborite and/or other furniture finishes.
- (b) WINDOW COVERINGS:
- (i) Vacuum drapes and curtains, both sides;
 - (ii) Vacuum tracks; and
 - (iii) Curtains and drapes should be left neatly pleated.

E10. AIR VENTS

E10.1 Ceiling and Wall Type

E10.1.1 MONTHLY TASK

- (a) ALL VENTS
 - (i) Clean with a neutral cleaner.

E11. WINDOWS/PLEXIGLASS/LEXAN

E11.1 Glass, frames, sashes, sills and mouldings.

E11.1.1 DAILY TASK

- (a) INTERIOR:
 - (i) Spot clean all interior glass/Plexiglas/Lexan surfaces.
- (b) INTERIOR AND EXTERIOR:
 - (i) Entrance glass and sidelights.

E12. STORAGE AREA

E12.1 Storage areas, basements and supply vaults.

E12.1.1 MONTHLY TASK

- (a) FLOORS:
 - (i) Sweep and damp mop with a neutral detergent.
- (b) OTHER THAN FLOORS:
 - (i) Dust the following:
 - A) light fixtures;
 - B) overhead beams;
 - C) ledges;
 - D) pipes; and
 - E) other hanging objects.

E13. JANITORIAL ROOMS

E13.1 Janitors' Rooms, Utility Rooms, Paper and Waste Storage Rooms.

E13.1.1 DAILY TASK

(a) ALL ROOMS:

- (i) Keep room tidy;
- (ii) Empty mop pails after use;
- (iii) Sweep and mop floors, ensure all excess water is removed;
- (iv) Wash walls from bottom up, avoid streaks, soil spots or line marks on ceiling;
- (v) Empty waste containers. If required, store waste neatly in Janitor's Room;
- (vi) Clean interior and exterior of waste containers;
- (vii) Clean sinks; and
- (viii) Keep rooms, particularly sinks and waste containers, free from offensive odours.

(b) EQUIPMENT:

- (i) Clean equipment;
- (ii) Place equipment in an orderly manner;
- (iii) Clean mops and cloths;
- (iv) Store mops and cloths neatly;
- (v) Store chemicals, paper products, equipment and materials neatly;
- (vi) No soiled mops or cleaning cloths shall be left in use on Site; and
- (vii) Remove and launder or bag-seal for regular scheduled pickup.

E14. CONTROLLED DISPENSING SYSTEM

E14.1 The Contractor may install a controlled dispensing system if it is required, however, written approval must be obtained from the Contract Administrator:

- (a) The dispensing system must be a type where chemical concentrates are sealed in a bag or container, have a diluted project holding system for filling trigger sprayers and the products are colour coded with corresponding label control; and
- (b) Where the Contractor chooses a controlled dispensing system which is fixed to both the solution and water supply, the Contractor is responsible and liable for the installation and annual inspection of an approved backflow prevention mechanism, unless a controlled dispensing system has previously been installed by the previous Contractor, other than the current Contractor.

E15. PRODUCTS, CHEMICALS, SUPPLIES AND EQUIPMENT

E15.1 The Contractor shall ensure that:

General:

- (a) Only the pre-approved listed products, chemicals, supplies and equipment are within or used in the Site;
- (b) All products, supplies, equipment, etc., for use on the Site meet or exceed the specifications and requirements herein as established by the City of Winnipeg,

Chemicals:

- (c) All chemicals are stored in a safe manner and to the satisfaction of the Contract Administrator;
- (d) All chemical containers are label identified with product name, safety and first aid instruction in accordance with current Workplace Hazardous Material Information Systems (W.H.M.I.S.), whether in their original purchase container, or if they have been transferred to a smaller or larger dispensing container;

- (e) Solvent seals or finish, butyl or butyl by product contained products, bleach, hydrochloric or sulphuric acid, ammonia, phenolic or hydrogen peroxide based germicides, Armoral, Protectol, Saddle Soap or polishers, vinegar, ammoniated or mop on-mop off strippers, Windex or like product, powdered cleansers, SOS pads, Parzine blocks, or carpet cleaning products such as Argosheen or those containing optical brighteners over 0.01%, shall not be used or permitted in the Site;

M.S.D.S.:

- (f) Current Materials Safety Data Sheets (M.S.D.S.) are available for all products on site and be contained in a binder specifically marked M.S.D.S. in each area where chemicals are stored or dispensed;
- (g) Written approval shall be obtained from the Contract Administrator prior to using a product that does not have a current M.S.D.S. The written approval to use the product shall be kept in the M.S.D.S. binder referred to in E15.1(f);

Supplies and Equipment:

- (h) Cleaning cloths, dry mops, wet mops, finish applicator mops, wall washing mops and extendable dusters are of a launderable type;
- (i) Laundered clean and dried mops and cloths are on site and used at the start of each shift and/or cleaning function;
- (j) Feather dusters and non-launderable (straight string) mops are not on, or for use, at the site. However, washable lambs wool or polywool, extendable handle dusters may be used for safety to perform higher level work;
- (k) Cleaning equipment, carts, etc., are maintained in a clean and operable state, and washable filters, tools, hoses, etc., are thoroughly cleaned weekly;
- (l) Carpet sweepers are not permitted on, or for use in the premises, while vacuums must be a dual motor upright or canister with an electric power head. All must have the appropriate tools to vacuum fabric furniture, draperies, corners, edges, etc., and must be complete with filtration efficiency approved by the Contract Administrator;
- (m) Ergonomic style back-pack vacuums with approved filtration systems may be used for carpeted stairs and traffic lane vacuuming;
- (n) All cleaning equipment, ladders, etc., stored or used on site, are inspected regularly and maintained in a state acceptable to current W.C.B. regulations and be C.S.A. approved.
- (o) Where adequate lockable space has been provided, the approved products, electrical and minor equipment, such as floor pails, wringers, vacuums, etc., utilized in the day to day delivery of the service are available for regular inspection, in the provided space. All products and equipment used for the Work shall be subject to inspection by the Contract Administrator;
- (p) Any items, minor equipment, supplies, etc., which do not conform to the specifications contained herein or which the Contract Administrator deems as potentially harmful to persons or surfaces are removed from the Site.

E15.2 The Contract Administrator shall:

- (a) remove and dispose of products found on Site that have no M.S.D.S. or written pre-approval by the Contract Administrator, as will any items, minor equipment, supplies, etc., which have been banned by these Standards or which the Contract Administrator deems as potentially harmful to persons or surfaces, for the protection of the client.

E16. CLEANING RESULTS

E16.1 Mandatory:

- (a) Liners for all washroom receptacles, whereas separate or special liners may be utilized for recyclables;

- (b) The use of an effective germicidal detergent and clean cloths.

E16.2 General:

- (a) The Contractor is advised that in order to meet the requirements of the Specifications, products, chemicals, supplies or equipment, over and above those specified herein and approved by the Contract Administrator may be required.
- (b) The Contractor is reminded that prior to providing any alternate or additional products, chemicals, supplies or equipment on Site, prior written approval of the Contract Administrator must be obtained;
- (c) The Contractor is reminded that the term "Clean" in most cleaning applications within these Specifications means the use of colour coded cleaning cloths, a pail containing appropriate cleaning product and physical handwork to friction clean. Paper towels may only be used in the cleaning of glass/mirror type surfaces.

E16.3 The **objective of the City and expected results of the building cleaning service performed by the Contractor, shall be:**

- (a) All surfaces (horizontal and vertical) clean and free of: finger marks, mop and/or detergent streaks, surface stains, water marks, black marks, soap scum, mildew/mould, dust, spots, surface stains, loose and caked soil; debris, loose paper, mop strings; odours, cleaning solution, heavy accumulation of finish, spray residue, water spillage, washing line marks, and scars from equipment (hand and/or machine);
- (b) Surfaces are clean and bright and in a condition equal to that of the intended finish of the surface, where reasonably possible;
- (c) All rooms/areas specified in E2.1 through and including E13 and E18 are clean, neat and tidy and free of debris, to present an overall attractive appearance of cleanliness;
- (d) Floors exhibit a uniform sheen with reflective properties. This level of floor care is to be maintained at all times;
- (e) All debris and/or other soil matter is removed from wall corners, around the edges of carpet or "T" mats, under furniture, tables, chairs, behind doors, and along baseboards;
- (f) Nap on rugs and carpets are to be laid in one direction.
- (g) No waste or recycle holding containers or baskets are to be placed upon desks or tables during cleaning operations;
- (h) Corners, edges and crevices are clean;
- (i) Bare hands are not used to handle or sort any waste/recyclables for health and safety reasons:
 - (i) Liners are to be removed holding them away from the body.
- (j) When washing both walls and ceilings, wash walls first, then wash the ceilings;
- (k) For Floors:
 - (i) Care must be taken throughout mopping operation to prevent cleaning solutions from collecting against and under furniture legs and cabinets;
 - (ii) After scrubbing, neutralizing, recoating and burnishing, no evidence of improper finish applications to exist;
 - (iii) Sufficient coats of sealer is applied;
 - (iv) Sufficient coats of floor finish to offer floor protection;
 - (v) To clean under furniture and equipment without marring or damaging same;
 - (vi) All furniture and equipment moved prior to cleaning, must be returned to their original locations;
- (l) For Carpets and Rugs:
 - (i) When treating a carpet spot, always to spray from the exterior perimeter into the centre of the stain;

- (ii) Any spots that cannot be removed by conventional/normal methods, shall be reported to the Contract Administrator;
- (m) For Paper Products:
 - (i) Toilet paper and paper towels must fit existing dispensers. Alternate dispensers must be approved by the Contract Administrator before installation.

E17. EXCLUSIONS

E17.1 General:

- (a) Copying machines;
- (b) Typewriters;
- (c) Adding machines;
- (d) Cash registers;
- (e) Dictating equipment;
- (f) Plants;
- (g) Microfilm readers;
- (h) Audio and/or visual equipment;
- (i) Computer equipment, including:
 - (i) keyboards;
 - (ii) printers;
 - (iii) servers;
 - (iv) monitors;
- (j) CRT terminals;
- (k) Art objects;
- (l) Personal accessories, including but not limited to:
 - (i) Ceramics;
 - (ii) Ornaments; and
 - (iii) free standing pictures.
- (m) Mechanical areas;
- (n) Boiler rooms;
- (o) Parking areas; and
- (p) Storage rooms.

E18. LOCATION AND SCHEDULE OF WORK

E18.1 SECTION A1 – 56 Maple Street

- (a) LOCATION: Garage, Main and Second Floors
- (b) SCHEDULE OF WORK:
 - (i) Friday between 16:30 hours and 24:00 hours.
- (c) ADDITIONAL DAILY TASK(S):
 - (i) Garage floor – hose down and mop clean.

E18.2 SECTION A2 – 457 Main St. – Office Building

- (a) LOCATION: Basement, Main, Second, Third, Fourth, Fifth, Sixth, Seventh, Eighth, Ninth and Tenth Floors
- (b) SCHEDULE OF WORK:
 - (i) Basement and Main to Ninth Floor

- | | | |
|------|--|-------------------------------------|
| | Monday to Friday | between 16:30 hours and 24:00 hours |
| (ii) | Tenth Floor | |
| | Monday to Friday | between 08:30 hours and 16:30 hours |
| (c) | ADDITIONAL DAILY TASK(S): | |
| | (i) Remove spider webs etc. from around entrance doors; | |
| | (ii) Keep clean both sides of vestibule glass and entrance glass. | |
| (d) | ADDITIONAL SEMI-ANNUAL TASK(S): | |
| | (i) Hanging light fixtures and lenses to be cleaned in April and October; | |
| | (ii) Remove chain link mat between front doors, clean area and replace mat in April and October. | |

E18.3 SECTION A3 – 311 Ross Avenue

- (a) LOCATION: Main, Second and Third Floors
- (b) SCHEDULE OF WORK:
- (i) Once per week cleaning (22,831 sq. ft.)
Wednesday between 08:30 hours and 14:30 hours.
- (ii) Twice per week cleaning (2,534 sq. ft.)
Tuesdays and Thursdays between 08:30 hours and 14:30 hours.
- (iii) Once per month cleaning (14,315 sq. ft.)
third (3rd) Wednesday of each month between 08:30 hours and 14:30 hours.

E18.4 SECTION A4 – 770 Ross Avenue

- (a) LOCATION: Main Floor and attached Trailer
- (b) SCHEDULE OF WORK:
 - (i) Monday to Friday between 16:30 hours and 24:00 hours
- (c) ADDITIONAL DAILY TASK(S):
 - (i) Keep clean both sides of entrance glass and side lights; and
 - (ii) Remove spider webs etc. from around doors and entrances.

E18.5 SECTION B1 – 823 Ellice Ave. – West End Library

- (a) LOCATION: Main Floor
- (b) SCHEDULE OF WORK:
- (i) Winter Hours
September, Labour Day to May, Victoria Day
Monday, Tuesday, Thursday between 20:30 hours and 24:00 hours
Friday, Saturday between 17:00 hours and 24:00 hours
Sunday and Wednesday CLOSED
- (ii) Summer Hours
May, Victoria Day to September, Labour Day
Monday, Tuesday, Thursday between 20:30 hours and 24:00 hours
Friday, between 17:00 hours and 24:00 hours
Saturday, Sunday and Wednesday CLOSED
- (c) ADDITIONAL DAILY TASK(S):
- (i) Keep clean both sides of entrance glass and outside only of front glass wall;
- (ii) Keep clean, winter and summer, floor between glass wall and public sidewalk at front;
- (iii) Remove spider web etc. from around doors and front canopy area;
- (iv) Empty waste bin outside of front of building.

(d) ADDITIONAL YEARLY TASK(S):

- (i) In October remove light fixture lenses; clean both sides and replace in fixtures 10 feet or less in height from the floor.

E18.6 SECTION B2 – 20 West Gate – Cornish Library

(a) LOCATION: Basement and Main Floor

(b) SCHEDULE OF WORK:

(i) Winter Hours

September, Labour Day to May, Victoria Day

Monday, Tuesday, Thursday between 20:30 hours and 24:00 hours

Friday between 17:00 hours and 24:00 hours

Sunday and Wednesday CLOSED

(ii) Summer Hours

May, Victoria Day to September, Labour Day

Monday, Tuesday, Thursday between 20:30 hours and 24:00 hours

Friday between 17:00 hours and 24:00 hours

Saturday, Sunday and Wednesday CLOSED

(c) ADDITIONAL DAILY TASK(S):

- (i) Empty the trash bin located in front of the building;
- (ii) Keep clean both sides of entrance glass and side lights;
- (iii) Keep clean outside landing and sidewalk from building to public sidewalk during snow-free periods;
- (iv) Remove spider webs, etc. from around doors.

E18.7 SECTION C1 – 365 Jefferson Avenue

(a) LOCATION: Main Floor and Basement

(b) SCHEDULE OF WORK:

(i) Winter Hours

September, Labour Day to May, Victoria Day

Monday, Tuesday, Thursday between 20:30 hours and 24:00hours

Wednesday, Friday, Saturday between 17:00 hours and 24:00 hours

Sunday Closed

(ii) Summer Hours

May, Victoria Day to September, Labour Day

Monday, Tuesday, Thursday between 20:30 hours and 24:00 hours

Wednesday, Friday between 17:00 hours and 24:00 hours

Saturday and Sunday Closed

(c) ADDITIONAL DAILY TASK(S):

- (i) Keep entrances, exits, landings, steps, wheel chair ramps and the front sidewalk from the building to the public sidewalk, clean and debris-free during snow-free periods;
- (ii) Keep clean both sides of entrance glass and side light;
- (iii) Clean graffiti on exterior entrances;
- (iv) Remove spider webs and other debris from underside of entrance canopy; and
- (v) Empty the garbage bin, located at the front sidewalk.

(d) ADDITIONAL YEARLY TASK(S):

- (i) All ceiling light lenses: remove lenses, clean both sides and reinstall, in May of each year.

E18.8 SECTION C2 – 2546 McPhillips Street

- (a) LOCATION: Main Floor and Mezzanine Stores Branch
- (b) SCHEDULE OF WORK:
 - (i) Main Floor:
Monday to Friday between 16:30 hours and 24:00 hours
 - (ii) Mezzanine Store Branch:
Monday to Friday between 13:00 hours and 15:00 hours
 - (iii) Mechanical Repair Office:
Monday to Friday between 13:00 hours and 15:00 hours
- (c) ADDITIONAL DAILY TASK(S):
 - (i) Keep clean both sides of all entrance glass and side lights;
 - (ii) Keep all outside of entrances clean during snow-free periods; and
 - (iii) Remove spider webs and other debris from around entrance doors and canopies.
- (d) ADDITIONAL YEARLY TASK(S):
 - (i) All ceiling light lenses: remove lenses, clean both sides and reinstall, in May of each year; and
 - (ii) All office ceiling vents, clean in May of each year.

E18.9 SECTION D1 – 1400 Rothesay St. – Peguis Trail Fitness Centre

- (a) LOCATION: Basement
- (b) SCHEDULE OF WORK:
 - Monday to Thursday between 22:00 hours and 02:00 hours
 - Friday between 21:00 hours and 01:00 hours
 - Saturday and Sunday between 16:00 hours and 24:00 hours
- (c) ADDITIONAL DAILY TASK(S):
 - (i) Keep clean both sides of entrance glass.

E18.10 SECTION D2 – 1-1050 Henderson Hwy. – Henderson Library

- (a) LOCATION: Main Floor
- (b) SCHEDULE OF WORK:
 - (i) Winter Hours
September, Labour Day to May, Victoria Day
Monday, Tuesday,
Wednesday, Thursday between 20:30 hours and 24:00 hours
Friday, Saturday between 17:00 hours and 24:00 hours
Sunday CLOSED
 - (ii) Summer Hours
May, Victoria Day to September, Labour Day
Monday, Tuesday,
Wednesday, Thursday between 20:30 hours and 24:00 hours
Friday, Saturday between 17:00 hours and 24:00 hours
Saturday, Sunday CLOSED
- (c) ADDITIONAL DAILY TASK(S):
 - (i) Keep clean both sides of entrance glass and sidelights.

E18.11 SECTION D3 – 489 London St. – Munroe Library

(a) LOCATION: Main Floor

(b) SCHEDULE OF WORK:

(i) Winter Hours

September, Labour Day to May, Victoria Day

Monday, Tuesday, Thursday between 20:30 hours and 24:00 hours

Friday, Saturday between 17:00 hours and 24:00 hours

Sunday and Wednesday CLOSED

(ii) Summer Hours

May, Victoria Day to September, Labour Day

Monday, Tuesday, Thursday between 20:30 hours and 24:00 hours

Friday between 17:00 hours and 24:00 hours

Saturday, Sunday and Wednesday CLOSED

(c) ADDITIONAL DAILY TASK(S):

(i) Keep clean both sides of entrance glass and side lights.

E18.12 SECTION D4 – 575 Larsen Avenue

(a) LOCATION: Main Floor

(b) SCHEDULE OF WORK:

(i) Winter Hours

September, Labour Day to June 15

Sunday to Saturday between 22:00 hours and 07:00 hours.

(ii) Summer Hours

June 16 to September, Labour Day

Sunday to Saturday between 22:00 hours and 07:00 hours

Clean Rooms 1 and 2 and Hallway as marked on the drawing.

(c) ADDITIONAL DAILY TASK(S):

(i) Keep clean both sides of entrance glass;

(ii) Keep front entrance clean during snow-free periods;

(iii) Clean graffiti from interior walls and exterior of entrances; and

(iv) All waste collected from the public areas must be removed from the facility and disposed of by the Contractor, in a professional manner, at a location of his/her choosing, and the Contractor's expense.

E18.13 SECTION D5 – 545 Watt Street

(a) LOCATION: Main Floor

(b) SCHEDULE OF WORK:

(i) Monday to Friday

between 16:30 hours and 24:00 hours.

(c) ADDITIONAL DAILY TASK(S):

(i) Keep front and back entrances clean during snow-free periods; and

(ii) Keep clean both sides of entrance glass and side lights.

E18.14 SECTION D6 – 565 Watt Street

(a) LOCATION: Main Floor

(b) SCHEDULE OF WORK:

(i) Monday to Friday

between 16:30 hours and 24:00 hours.

(c) ADDITIONAL DAILY TASK(S):

- (i) Keep clean both sides of entrance glass.

E18.15 SECTION D7 – 180 Poplar Avenue

- (a) LOCATION: Main Floor
- (b) SCHEDULE OF WORK:
 - (i) Monday to Saturday between 16:30 hours and 24:00 hours.
- (c) ADDITIONAL DAILY TASK(S):
 - (i) Remove graffiti from interior walls and exterior of entrances;
 - (ii) Keep entrances clean during snow-free periods; and
 - (iii) All waste collected from the public areas must be removed from the facility and disposed of by the Contractor, in a professional manner, at a location of his/her choosing and at the Contractor's expense.

E19. CLEANING FREQUENCY

E19.1 The Contractor shall provide cleaning services in accordance with the Cleaning Requirements.

E19.2 The frequency of cleaning shall be as indicated by the following code:

Code Frequency

- D Daily – Sunday through Saturday
- W Weekly – each Friday
- TW Twice – Weekly (Preferably Tuesday and Thursday)
- M Monthly – First Friday of each Month
- A Annually/Yearly
- SM Semi-Annually (April and October)

E20. HOLIDAYS OBSERVED

E20.1 Normally no cleaning services will be required on the following holidays, unless otherwise stated in E18:

- (a) New Years Day - January 1*
- (b) Louis Riel Day – 3rd Monday in February
- (c) Good Friday
- (d) Monday following Easter Sunday
- (e) Victoria Day
- (f) July 1st*
- (g) 1st Monday in August
- (h) 1st Monday in September
- (i) Thanksgiving Day
- (j) Remembrance Day - November 11*
- (k) Christmas Day - December 25*
- (l) Boxing Day - December 26*

* or the first subsequent working day if these statutory holidays fall on a Saturday or a Sunday.

E21. MATERIALS AND EQUIPMENT

E21.1 The Contractor shall supply all materials and equipment necessary and advisable to perform the services to the standard specified in this Contract, including but not limited to:

- (a) Sufficient materials to be applied in accordance with the manufacturer's instructions. All materials that are used must meet "Canadian General Standards Board" (CGSB) specifications as listed below:
 - (b) CAN/CGSB-2.1-96 Skin Cleaning Lotion, Type 1
 - (c) CAN/CGSB-2.46-95 Toilet Bowl and Urinal Cleaning Compound, Type 1
 - (d) CAN/CGSB-2.55-97 Glass Cleaner
 - (e) CAN/CGSB-2.60-92 Remover for Water-Emulsion Floor Polish and Wax and Amendment dated Apr. 1995
 - (f) CAN/CGSB-2.107-92 General Purpose Built Liquid Detergent
 - (g) CAN/CGSB-2.160-95 General Purpose, Germicidal Detergent, Type 3
 - (h) CAN/CGSB-2.180-94 Carpet and Upholstery Shampoo
 - (i) CAN/CGSB-25.3-92 Buffable, Water-Emulsion Floor Wax
 - (j) CAN/CGSB-25.10-96 Furniture Polish, Type 1
 - (k) Paper Towels (singlefold) shall be from the following approved products list:
 - (i) Approved Products list:
 - A) Product No. 101766, Décor White by Cascades; or
 - B) Product No. SB1840, Main Street White by SCA; or
 - C) Product No. SK1850E, Main Street Natural by SCA; or
 - D) Product No. 01010(West), Embassy Premium by Scott Paper; or
 - E) Product No. 01900(West), White Swan by Scott Paper.
 - (l) Paper Toilet Tissue (2 ply, white) shall be from the following approved products list:
 - (i) Approved Products list:
 - A) Product No. 74045, New Horizon by Cascades; or
 - B) Product No. 74058, North River by Cascades; or
 - C) Product No. 48040, Scott (Surpass) by Kimberly-Clark; or
 - D) Product No. 05131, Embassy by Scott Paper; or
 - E) Product No. 5700(W), Purex by Scott Paper.
 - (m) Jumbo Roll Paper Toilet Tissue (2 ply, white) shall be of equivalent quality (in Jumbo roll) to the approved 2 ply paper toilet tissue stated in E21.1 (l) (i).
 - (n) Jumbo Roll Paper Towels shall be from the following approved products list:
 - (i) Approved Products List:
 - A) Product No. 314, Ecosoft Kraft Controlled White by BayWest; or
 - B) Product No. 20870, Décor Natural by Cascades; or
 - C) Product No. 20805, North River Ultra by Cascades; or
 - D) Product No. 01040, Scott Kleenex by Kimberly Clark.
- E21.2 The Contractor shall supply all washroom supplies including, without limitation, toilet tissue, and paper towels (to fit existing dispensers), liquid hand soap, plastic trash bags, deodorant blocks and other similar products. All washroom supplies shall meet the "Canadian General Standards Board" (CGSB) specifications.
- E21.3 The Contractor shall provide an extra supply of toilet tissue and paper towels on Site for emergency replacement by building Users.
- E21.4 Where required, the Contractor shall supply paper towels and liquid hand soap to lunch rooms, kitchenettes and coffee stations.
- E21.5 The Contractor shall ensure that all dispensers are filled to adequate levels with the supplies identified in Clause No. E21.2, E21.3, and E21.4.

- E21.6 The Contractor shall ensure that all employees engaged in the execution of the Contract are properly trained in the handling of cleaning materials and equipment, in accordance with the "Workplace Hazardous Materials Information System" (WHMIS) legislation, and keep on the premises in a prominent place within the janitor storage area, a three-ring binder containing current manufacturers' Material Safety Data sheets for all cleaning products used on Site.

E22. IDENTIFICATION OF MATERIALS

- E22.1 The Bidder shall identify all materials proposed to be used, and shall provide within 48 hours of a request by the Contract Administrator, verification consisting of manufacturers' product labels, manufacturers' technical bulletins, independent laboratory tests, or equivalent documentation evidencing that all materials proposed to be used meet or exceed the specified Canadian General Standards Board (CGSB) standards.

E23. TESTING OF MATERIALS

- E23.1 The City may periodically take samples of cleaning materials for analysis by an independent laboratory to ensure uniform quality of materials during the term of the Contract.
- E23.2 The cost of the laboratory analysis will be borne by the City, except when the analysis indicates that the materials are not as specified or approved, in which case the cost of the laboratory analysis will be borne by the Contractor.
- E23.3 The City will notify the Contractor in writing if any materials, based on the analysis, do not meet the original specifications of this Contract.
- E23.4 The Contractor shall during the term of the Contract, use only such materials as specified herein or such other materials as shall be approved from time to time by the Contract Administrator.

E24. GENERAL STANDARDS AND QUALITY OF SERVICE

- E24.1 The Contractor shall ensure that all services expressly described (and reasonably implied in this Contract in the opinion of the Contract Administrator) and materials to be provided meet the optimum standard of workmanship, cleanliness, sanitation, safety and efficiency and shall without limitation:
- (a) ensure that no surfaces are damaged by materials or their application;
 - (b) all residues of cleaning materials, dust and other matter are removed at the completion of each cleaning; and
 - (c) remove all waste/trash resulting from cleaning and deposit in designated bins.

E25. STORAGE

- E25.1 The City of Winnipeg shall make available designated storage areas for the purpose of storing the cleaning materials and equipment used by the Contractor during the term of this Contract and any renewals.
- E25.2 The Contractor shall:
- (a) store materials and equipment in the designated areas only;
 - (b) clearly identify all containers in the designated area as to material content;
 - (c) post in a conspicuous place in the designated storage areas safety precautions regarding the materials;
 - (d) ensure that all storage areas used by the Contractor are secured so as to be accessible only by authorized personnel of the Contractor and the City;
 - (e) ensure that all equipment and tools are properly cleaned and stored at the end of each daily cleaning operation in such a manner as not to present any fire hazard or cause any unsanitary or unsafe condition or odour.

E26. SECURITY OF FACILITY

- E26.1 The Contractor shall ensure that, at all times, when his employees or representatives are in the facility that the facility is kept secure from entry by unauthorized persons.
- E26.1.1 Upon leaving the building, these employees or representatives of the Contractor shall ensure that all windows and screens are closed and secured, and all entrances to the building are properly locked with alarms set as required.
- E26.1.2 If security system is to be left in the OFF mode, because a Civic employee is still in the building, the Contractor must first advise the Civic employee that he has completed their Work and is leaving and secondly inform Central Control at 986-2382 that he is leaving the security OFF because a Civic employee is still in the building.
- E26.1.3 Failure by the Contractor to set the alarms, as required, causing the City to dispatch City personnel to set the alarm(s), will result in a \$55.00 Service Fee, per occasion, charged to the Contractor.

E27. DEFECTIVE WORK

- E27.1 The sum fixed for Defective Work for this Contract, per scheduled Working Day, per location, as follows:
- | | |
|-----------------------------|-----------|
| (a) 56 Maple Street. | \$ 65.00 |
| (b) 457 Main Street. | \$125.00 |
| (c) 311 Ross Avenue. | \$ 75.00 |
| (d) 770 Ross Avenue. | \$ 65.00 |
| (e) 823 Ellice Avenue. | \$ 55.00 |
| (f) 20 West Gate. | \$ 65.00 |
| (g) 365 Jefferson Avenue. | \$ 75.00 |
| (h) 2546 McPhillips Street. | \$ 85.00 |
| (i) 1400 Rothesay Street. | \$ 105.00 |
| (j) 1050 Henderson Hwy. | \$ 75.00 |
| (k) 489 London Street | \$ 65.00 |
| (l) 575 Larsen Avenue | \$ 65.00 |
| (m) 545 Watt Street | \$ 65.00 |
| (n) 565 Watt Street | \$ 55.00 |
| (o) 180 Poplar Avenue | \$ 65.00 |
- E27.2 Further to E27.1, the Contractor will be given a grace period of ten (10) Working Days to learn the building and refine his cleaning methods. He/she will then be expected to comply fully with the cleaning requirements outlined in the Contract.
- E27.3 Building Cleaning Inspections are carried out at each location once a week on random days. In addition to the fixed sum for Defective Work for this Contract, the Contract Administrator, at his discretion, will impose an inspection fee of \$85.00. per cleaning inspection, for all additional inspections required to ensure compliance with specifications.
- ## **E28. NOTIFICATION OF PROBLEMS**
- E28.1 The Contractor shall immediately notify the City of Winnipeg, Central Control Office at 986-2382 (24 hour service) if any problems or unusual conditions are observed at the Site.

E29. PERSONNEL

- E29.1 The Contractor shall ensure that all their employees engaged in the execution of this Contract are experienced janitors and are properly trained in the handling of cleaning materials and equipment including use and storage according to manufacturer's instructions.
- E29.2 The Contractor shall supervise their employees and shall ensure that all such employees behave at all times in a manner appropriate to persons in a Civic facility and shall without limitation ensure that all the Contractor's employees:
- (a) are dressed in a clean, neat and respectable manner;
 - (b) personal hygiene meets acceptable standards;
 - (c) behave in a courteous and polite manner to City personnel and other persons in the facility;
 - (d) are careful with all property that is in or a part of the facility;
 - (e) do not smoke while on the premises;
 - (f) are able to communicate effectively in English; and
 - (g) refrain from using profanity.
- E29.3 The Contractor shall ensure that all its employees working in these facilities have proper identification in the form of:
- (a) a uniform bearing the name of the company (only);
 - (b) a photo identification badge, must be worn at all times while on the premises.

E30. COMMUNICATION

- E30.1 The Contractor shall have on the Site, a minimum of one (1) employee during all service scheduled Work, who can receive and carry out written and verbal instructions in English or requests that fall within the Contract requirements, and to effectively relay in a timely manner any which fall outside the Contract requirements, such as flooding, building security problems, plumbing needs, etc.
- (a) Further, it is expected that this person will be familiar with the Site Task Schedule and the Cleaning Requirements, all of which form part of the Contract.
 - (b) The Contractor shall provide to the Contractor's employees performing Work at the Site, a copy of: Part E-Specifications, Drawings, and Table A – Cleaning Requirements, and the copy shall be kept in the janitor's storage room for their referral.

**TABLE A - CLEANING REQUIREMENTS: FLOORS
 FOR VARIOUS LOCATIONS**

PUBLIC WORKS DEPARTMENT
 BUILDING SERVICES DIVISION
 OPERATIONS BRANCH

LOCATION	Remove Spots, Stains, and Graffiti	Sweep with Broom and/or Treated Mop	Hand or Machine Wash with Cleaner	Spray Buff, Polish and/or Burnish	Strip and Refinish Floor	Vacuum	Damp Mop	Disinfect
Floor Tile (Asphalt, Vinyl, Mastic)	D	D	D	W	A			
Quarry Tile – Glazed	D	D	D					
Quarry Tile – Unglazed	D	D	D		A			
Ceramic Tile – Glazed	D	D	D					D
Ceramic Tile – Unglazed	D	D	D		A			D
Marble	D	D	D					
Terrazzo	D	D	D	W	A			
Concrete Stairwells (no drain)	D	D	D					
Concrete Floor Areas (no drain)	D	D	D					
Carpeted Stairwells	D					D		
Carpet Traffic Lanes	D					D		
Carpet – Wall to Wall	D					D		
Rugs	D					D		
Door Mats						D		
Walk-on Mats (fabric covered)						D		
Walk-on Mats (rubber/vinyl)						D	D	
Sheet Flooring	D	D	D	W	A			
Wood Stairwells	D	D	W					
Elevator Door Sills (car & floor)	D	D				D		
Escalator Stair Treads and Risers	D	D				D		
Carpet Savers							D	

Revised July 12/99

D - Daily
 W - Weekly
 A - Annually

**TABLE B - CLEANING REQUIREMENTS: WALLS
 FOR VARIOUS LOCATIONS**

PUBLIC WORKS DEPARTMENT
 BUILDING SERVICES DIVISION
 OPERATIONS BRANCH

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Disinfect	Vacuum/Wash	Treat with Wood Material
Carpet Wall	D			M	
Ceramic Wall Tile	D	D	D		
Concrete (painted/unpainted)	D				
Plaster, Drywall (painted/unpainted)	D	W			
Concrete Block (painted/unpainted)	D	W			
Wood Panelled Wall	D				M
Vinyl Covered Wall	D	D			
Marble	D	D			
Limestone	D				
Brick/Brick Veneer	D				
Base Cove	D	M			
Partition (fabric covered) Not full ceiling height	D			M	
Partitions (metal, painted) Not full ceiling height	D	D	W		
Metal (Painted) Wall	D	D			
Stainless Steel Surfaces	D	D			
Plastic Laminate Surfaces	D	D			
Wallpaper	D				
Fabric Covered Wall	D			M	

Revised July 12/99

D - Daily
 W - Weekly
 M – Monthly

TABLE C - CLEANING REQUIREMENTS: FURNISHINGS & FIXTURES - 1
 FOR VARIOUS LOCATIONS

PUBLIC WORKS DEPARTMENT
 BUILDING SERVICES DIVISION
 OPERATIONS BRANCH

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Disinfect	Vacuum / Wash	Empty & Clean	Remove Refuse to Designated Area	Supply Plastic Trash Bags	Refill Dispensers	Remove Recyclables to Designated Area
Ashtrays (exterior of building)					D				
Waste Receptacles	D	D	D		D	D	D		
Recycle Receptacles Contents:									
Paper									TW
Glass									W
Plastics									W
Aluminium									W
Sinks	D	D	D						
Drinking Fountains	D	D	D						
Dispensers	D	D	D					D	
Toilets & Seats	D	D	D						
Urinals	D	D	D						
Plumbing Fixtures (chrome)	D	D	D						
Mirrors	D	D							
Interior Glass (up to normal door height)	D	D							
Interior Glass (above door height)		M							
Window Blinds (Venetian)	D			M					
Window Sills & Ledges	D	D							
Railings, Banisters	D	D	W						
Appliances: Stoves, Fridges, Microwaves, <i>Exterior Only</i>		D							
Baby Change Tables			D						
Janitor Sink				D					

Revised May 30/2001

D - Daily
 W - Weekly
 TW - Twice Weekly
 M – Monthly

TABLE D - CLEANING REQUIREMENTS: FURNISHINGS & FIXTURES – 2
 FOR VARIOUS LOCATIONS

PUBLIC WORKS DEPARTMENT
 BUILDING SERVICES DIVISION
 OPERATIONS BRANCH

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Disinfect	Vacuum
Desk Side Panels & Legs	D	D		
Tables & Legs	D	D		
Counter Tops & Sides	D	D	D	
Filing Cabinets	D	D		
Credenzas	D	D		
Cabinets	D	D		
Desk Lamps		D		
Bookcases	D	D		
Library Book Shelves	D	W		
Telephones (incl. Payphones & enclosures)	D	D	D	
Chairs (vinyl/plastic only)	D	W	D	
Chairs and Chesterfields (fabric covered)	D			W
Furnishings (finished wood/chrome surfaces)	D	D		

Revised July 12/99

D - Daily
 W – Weekly

TABLE E - CLEANING REQUIREMENTS: FURNISHINGS & FIXTURES – 3
 FOR VARIOUS LOCATIONS

PUBLIC WORKS DEPARTMENT
 BUILDING SERVICES DIVISION
 OPERATIONS BRANCH

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Dust with Treated Cloth	Disinfect	Vacuum
Coat Racks and Hat Shelves	D	W	D		
Stainless Steel Surfaces	D	D			
Doors, Frames and Hardware	D	D			
Grilles (Air Supply & Exhaust)		M			M
Lockers (steel/wood)	D	D		W	
Radiators	D	D			
Shelves (other than library bookshelves)	D				
Directory Cases	D	D			
Display Cases	D	D			
Entrance & Exit Gates	D	D			
Plastic Signs		M			
Study Desks	D	D			
Light Fixtures & Lenses & Diffusers (Both Sides)		A			
Escalator Rubber Handrails	D	D		D	

Revised July 12/99

D - Daily
 W - Weekly
 M - Monthly
 A – Annually

TABLE F - CLEANING REQUIREMENTS: FLOORS, WALLS, FURNISHINGS & FIXTURES – 4
 FOR SECTION L – 1400 ROTHESAY STREET ONLY

PUBLIC WORKS DEPARTMENT
 BUILDING SERVICES DIVISION
 OPERATIONS BRANCH

LOCATION	Vacuum/Wash	Wipe with Cleaner	Disinfect	Remove Refuse to Designated Area	Supply Plastic Bags
Main Entrance and Stairway to Basement – Floor	D				
Hallway Outside Washroom – Floor	D				
Reception Desk Area – Floor	D				
Locker Bay Area – Floor	D				
Both Sides of Entrance Glass		D			
Track Area – Floor	TTW				
Punching Bag Area – Floor	TTW				
Weight Equipment Area – Floor	TTW				
Warm Up Area - Floor	TTW				
Aerobic Area – Floor	TTW				
Bike and Steppers Area – Floor	TTW				

Both Washrooms – Floors, Walls & Fixtures	D	D	D	D	D
All Hanging Pipes, Fixtures etc. – From Ceiling		SA			
All Black Matting not already mentioned - Floor	TTW				

Revised July 12/99

D - Daily

W – Weekly

TTW – Three times a week

A – Annually

SA – Semi Annually