



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 78-2009**

**PROVISION OF BUILDING CLEANING SERVICES AT 251 DONALD STREET  
(MILLENNIUM LIBRARY BUILDING AND SKYWALK BRIDGES)**

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 PROVISION OF BUILDING CLEANING SERVICES AT 251 DONALD STREET (MILLENNIUM LIBRARY BUILDING AND SKYWALK BRIDGES)

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 30, 2009.

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 meeting at 10:30am SHARP on March 12 and March 17, 2009 - Bidders shall meet in the front lobby. Attendance is mandatory and any Bidder not having attended will be rejected on the basis that it is non-responsive.

B3.2 The Bidder is advised the Site Investigation includes a walk-through, review of the floor-plans and 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 Meeting 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.

### **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 Division website at <http://www.winnipeg.ca/matmgt/bidopop.asp>
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division website 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 B15.
- 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.
- B6.10 Notwithstanding B6.2 to B6.9 and in accordance with B7.5, deviations inconsistent with the Bid Opportunity document shall be evaluated in accordance with B15.1(a).

## **B7. BID SUBMISSION**

- B7.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
  - (b) Form B: Prices;
  - (c) Technical Plan – which shall be submitted no later than noted in B10.5.
- 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, will be evaluated in accordance with B15.1(a).
- 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 Division  
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 should be printed below such signatures.
- 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.
- B9.1.1 Notwithstanding C11.1.1, 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.
- B9.2 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.
- B9.3 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.

## **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 Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

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 pursuant to The Workplace Safety and Health Act (Manitoba).

B10.4 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.

B10.5 Further to B7. and B11., the Bidder shall submit their Technical Plan within two (2) Business Days of a request by the Contract Administrator.

## **B11. TECHNICAL PLAN**

Bidders are advised to address each area in sufficient depth to show clearly how effectively the Work could be done. All bidders are requested to submit the following information in support of meeting the evaluation criteria. It is recommended that the Technical Plan be submitted following the format below (which should include, but not be limited to the following points):

### **B11.1 Organization and Management**

Demonstrate that the Bidder shall provide all the staff necessary to perform all services as specified in the Statement of Work as it pertains to the team's organization, services to be managed, and proof of the Contractor's resources, if and when needed. Please provide the following (but not limited to):

B11.1.1 Overall Bidder's Organization:

- (a) An organization Chart for the Bidder.
- (b) Key personnel position title and length of time with the Bidder as they relate to the assigned roles and responsibilities.

B11.1.2 Team proposed to be assigned to this Contract:

- (a) An outline indicating the number of personnel that would be utilized to carry out the services. The number of personnel should be broken-down to reflect the number of superintendents, supervisor(s)/cleaners, day cleaners, evening cleaners and weekend cleaners.

B11.1.3 Monitoring of Staff:



- (a) A detailed description of the Bidder's intended methods to supervise and monitor the staff to ensure the work performance adheres to the quality standards specified in this bid opportunity. This should include the number of hours for the working supervisor(s).

**B11.1.4 Absenteeism of Staff:**

- (a) A detailed narrative of how the Bidder would remedy the quality of diminished janitorial services provided due to a high level of absenteeism (staffing approach).

**B11.2 Health & Safety**

A demonstration that the Bidder would adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits, and procedures. In addition, adequate training of personnel assigned to perform operations such as use of chemicals, use of equipment, etc., is also required in relation to the measures the Bidder takes to maintain a healthy and safe working environment, the type of training provided to employees, and the number of employees trained in specific programs. Please provide the following (including but not limited to):

**B11.2.1 Programs:**

- (a) A detailed description of the Health and Safety Program or practices currently in place, including training and monitoring of staff performance necessary to maintain a healthy and safe working environment and adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits, and procedures.

**B11.2.2 Health and Safety Training:**

- (a) Provide name(s) of supervisor(s) and employee(s) and type of training they have completed related to Health and Safety (eg. Health and Safety, SHMIS, First Aid, other).

**B11.2.3 Emergency Cleanups:**

- (a) A detailed Plan for the response to emergency cleanups (eg. bodily fluids spills).

**B11.3 Materials & Equipment**

A demonstration that the Bidder would supply all equipment, materials, or products required to carry out the services as outlined in the Specifications Statement of Work, as it pertains to the type and quantity of equipment the Bidder has available to carry out the services, the type of material or products that the Bidder will use to carry out the services, preferred use of materials and products certified as green seal (environmentally friendly). Please provide the following (but not limited to):

**B11.3.1 Equipment List:**

- (a) A list of mechanical equipment, including specifications (ie. make and model number and/or performance capabilities etc.) the Bidder will have available to carry out the services. For example: vacuums, floor machines, carpet extractors, etc. Include age of equipment (not used for assessment but for information purposes only) and quantities.

**B11.3.2 Materials and Products List:**

- (a) A list of materials or product, including the brand name and/or manufacturer, the Bidder's organization intends to use to carry out the services. The use of materials and products considered environmentally friendly are indicated at the Green Seal web site <http://www.greenseal.org> The Bidder shall indicate if the proposed has environmental certification.

**B11.3.3 Manufacturer's Product Labels:**

- (a) 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.

#### **B11.4 Quality Assurance**

A demonstration that quality standards described herein shall be strictly adhered to as it relates to the Bidder's commitment towards a quality organization and the Bidder's method of maintaining and improving quality services. Please provide the following (but not limited to):

##### **B11.4.1 Quality Assurance (QA) Program:**

- (a) A detailed description of the QA program currently employed by the Bidder, including the employee involvement.

##### **B11.4.2 Quality Assurance Training:**

- (a) Provide detailed description of QA Training and any other courses attended outside the organization given to employees to ensure quality service delivery.

##### **B11.4.3 Resolution of Problems:**

- (a) A detailed description of how the Bidder proposes to resolve contentious issues related to the quality of services.

#### **B11.5 Bidder's Experience and Past Performance**

A demonstration that the Bidder has the ability to successfully carry out and manage the responsibilities as outlined in the Statement of Work, as it related to evidence that the Bidder has the required experience in janitorial services, and has proven past performance in this field of work. Please provide the following (but not limited to):

##### **B11.5.1 Evidence of the Bidder's experience and past performance, which will be assessed on the submission of two (2) contracts or projects rendered for at least six (6) consecutive months within the past three (3) years, wherein the range of janitorial services provided are comparable to those described in this Bid Opportunity. References may be a combination of government and/or other industry contracts, and must be verifiable.**

##### **B11.5.2 If the Bidder submits the reference in excess of the stated requirement above, only the references up to the identified limit will be assessed. If the referenced project has not occurred within the past three (3) years, it will not be assessed.**

##### **B11.5.3 For each reference provided, the Bidder should address the information contained in the following:**

- (a) Reference #1 shall include a combination of government and/or other industry contract;
- (b) Reference #2 shall include a combination of government and/or other industry contract.
  - (i) Name of Client organization or company;
  - (ii) Name, title, telephone number and/or facsimile number of contact;
  - (iii) Provide a detailed description of Project or Contract;
  - (iv) Approximate size in square feet of the cleanable area of the project/contract;
  - (v) Location of the project or contract;
  - (vi) Dollar value of the project or contract;
  - (vii) Performance period of the project or contract.

### **B11.6 Supervisor's Expertise and Experience**

A demonstration that the Bidder has in its employ, or access to, Supervisor(s) with the expertise to effectively supervise the work outlined in the Specifications and Statement of Work, as it pertains to the working Supervisor's janitorial service experience & proven past performance, and a contingency plan to be followed if performance is deemed below quality standards by its senior personnel. Please provide the following (but not limited to):

#### **B11.6.1 Supervisor's Experience and Past Work References:**

- (a) A list of the Bidders working supervisor(s) who would be assigned to this Contract, including the name and number of years of experience as supervisor(s) in janitorial services.
- (b) Evidence of the experience and satisfactory performance of the working supervisor(s) listed above, by referencing two (2) projects/contracts rendered for at least six (6) consecutive months within the past three (3) years, for providing janitorial services in a range comparable in size, scope and complexity to those outlined in the Specifications and Statement of Work. The references must be verifiable.

**B11.6.2** If the Bidder submits the reference in excess of the stated requirement above, only the references up to the identified limit will be assessed. If the referenced project has not occurred within the past three (3) years, it will not be assessed.

- (a) The Bidder should address the information contained in the following for each reference, and each reference shall include a combination of government and/or other industry contract;
  - (i) Name of Client organization or company;
  - (ii) Name, title, telephone number and/or facsimile number of contact;
  - (iii) Provide a detailed description of Project or Contract;
  - (iv) Approximate size in square feet of the cleanable area of the project/contract;
  - (v) Location of the project or contract;
  - (vi) Dollar value of the project or contract;
  - (vii) Performance period of the project or contract.

#### **B11.6.3 Supervisor's Performance:**

- (a) A detailed narrative of how the Bidder's organization would identify the factors that would indicate that the on-site supervisor is not performing duties adequately and what the organization would do to remedy the situation.

### **B12. OPENING OF BIDS AND RELEASE OF INFORMATION**

**B12.1** Bid Submissions will not be opened publicly.

**B12.2** Following the Submission Deadline, the names of the Bidders will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt>

**B12.3** 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 Division website at <http://www.winnipeg.ca/matmgt>

**B12.4** 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.

### **B13. IRREVOCABLE BID**

**B13.1** The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

B13.2 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.

#### **B14. WITHDRAWAL OF BIDS**

B14.1 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.

B14.1.1 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.

B14.1.2 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.

B14.1.3 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 B14.1.3(b), declare the Bid withdrawn.

B14.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B13.2 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.

#### **B15. EVALUATION OF BIDS**

B15.1 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, or acceptable deviation therefrom (pass/fail);
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10.1 (pass/fail);
- (c) Total Bid Price 25 pts.;
- (d) Technical Plan in accordance with B11 75 pts.;
- (e) economic analysis of any approved alternative pursuant to B6;

B15.2 Further to B15.1(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.

B15.3 Further to B15.1(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.

B15.4 Further to B15.1(c), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item, for each year, shown on Form B: Prices.

B15.4.1 Further to B9.1, in the event that a unit price is not provided on Form B: Prices, the City will determine the unit price by dividing the Total Price by the approximate quantity, for the purposes of evaluation and payment.

B15.5 Further to B15.1(d), a maximum of 75 points total shall be assigned to the Technical Plan, which shall include but not be limited to the information requested therein, and which total points shall be distributed amongst the following:

Organization and Management	B11.1;
Health & Safety	B11.2;
Materials & Equipment	B11.3;
Quality Assurance	B11.4;
Contractor's Experience and Past Performance	B11.5;
Supervisor's Experience and Past Performance	B11.6.

B15.6 This Contract will be awarded as a whole.

**B16. AWARD OF CONTRACT**

B16.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B16.2 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.

B16.2.1 Without limiting the generality of B16.2, 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.

B16.3 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 in accordance with B15.

B16.3.1 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.

B16.4 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.

B16.5 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 Division website at [http://www.winnipeg.ca/matmgt/gen\\_cond.stm](http://www.winnipeg.ca/matmgt/gen_cond.stm)
- 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 at 251 Donald street (Millennium Library building and skywalk bridges) for a 2 year period from May 1, 2009 to April 30, 2011.

D2.1.1 The City may elect to extend the Contract for three (3) mutually agreed upon one (1) year extensions.

- (a) 3 months prior to the expiry date of the initial term of the contract, the City will provide written notice of its intention to extend, and fees for the additional year shall be negotiated at that time.

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, 2009.

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) "**C.S.A.**" means the Canadian Standards Association that complies with the latest edition of standards including amendments and supplements in effect on the date of issue of this
- (c) "**User**" means a person, department or other administrative unit of the City authorized by the Contract Administrator to order Work under this Contract;
- (d) "**W.C.B.**" means the Workers Compensation Board.

#### D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Mr. Larry Giesbrecht  
Supervisor of Building Operation Services  
Planning, Property and Development Department  
Building Services Division, 100 Main Street  
Winnipeg MB R3C 1A4

Telephone No. (204) 794-4423  
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.

#### **D6. NOTICES**

D6.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:

The City of Winnipeg  
Chief Financial Officer  
Administration Building, 3rd Floor  
510 Main Street  
Winnipeg MB R3B 1B9  
Facsimile No.: (204) 949-1174

#### **SUBMISSIONS**

#### **D7. AUTHORITY TO CARRY ON BUSINESS**

D7.1 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.

#### **D8. INSURANCE**

D8.1 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.

- D8.2 Deductibles shall be borne by the Contractor.
- D8.3 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.
- D8.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.
- D8.5 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.

## **D9. PERFORMANCE SECURITY**

- D9.1 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 the Year 1 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 the Year 1 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 the Year 1 Contract Price.
- D9.1.1 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.
- D9.2 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.

## **D10. SECURITY CLEARANCE**

- D10.1 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.
- D10.2 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: Vulnerable Sector; 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](http://www.winnipeg.ca/police/BPR/forms/Criminal_Record_Check_P612.doc)
    - (i) Individuals will need to state in Section 2 of the form, that they may be working in City of Winnipeg pools, libraries and community centres;
    - (ii) Individuals will need to sign and date Section 3 of the form.
  - (b) Two (2) pieces of identification as stated in Bureau of Police Records on the website at: [www.winnipeg.ca/police/BPR/id.stm](http://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](http://www.winnipeg.ca/police/BPR/fees.stm)
- D10.2.1 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.
- D10.3 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.
- D10.4 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.
- D10.5 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.
- D10.6 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**

### **D11. COMMENCEMENT**

- D11.1 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.
- D11.2 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 D7;
  - (ii) evidence of the workers compensation coverage specified in C6.14;
  - (iii) evidence of the insurance specified in D8;
  - (iv) the performance security specified in D9; and
  - (v) the security clearances specified in D10.
- (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.
- D11.3 The City intends to award this contract by April 15, 2009.

### **D12. LIQUIDATED DAMAGES**

- D12.1 If the Contractor fails to achieve the Work of the Contract in accordance with E2 to E7 within the time specified in E11 the Contractor shall pay the City Two Hundred dollars (\$200.00) per Working Day for each and every Working Day until the Work is complete.

D12.2 The amount specified for liquidated damages in D12.1 is based on a genuine pre-estimate of the City's damages in the event that the Contractor does not complete the Work by the time fixed herein for same.

D12.3 The City may reduce any payment to the Contractor by the amount of any liquidated damages assessed.

### **D13. ENQUIRIES DURING CONTRACT**

D13.1 The Contractor shall provide a local Winnipeg telephone number or a toll-free telephone number at which enquiries for service may be placed.

D13.2 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.

D13.3 An answering service is acceptable, provided the Contractor returns calls within fifteen (15) minutes of a message from the City.

### **MEASUREMENT AND PAYMENT**

#### **D14. INVOICES**

D14.1 Further to C22.2, the Contractor shall submit monthly invoices to:

City of Winnipeg  
Planning, Property & Development Department  
Building Services Division  
100 Main Street  
Winnipeg MB R3C 1A4  
Attention: Accounts Payable

D14.2 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.

D14.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

#### **D15. PAYMENT**

D15.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D15.2 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

#### **D16. WARRANTY**

D16.1 Notwithstanding C12, the warranty period for the Work performed shall begin on the date of Total Performance and shall expire two (2) months thereafter unless extended pursuant to C12.3, in which case it shall expire when provided for thereunder.

**FORM H1: PERFORMANCE BOND**  
(See D9)

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 for

BID OPPORTUNITY NO. 78-2009

PROVISION OF BUILDING CLEANING SERVICES AT 251 DONALD STREET (MILLENNIUM LIBRARY BUILDING AND SKYWALK BRIDGES)

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 as to Principal if no seal)

\_\_\_\_\_  
(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)



**WINNIPEG POLICE SERVICE  
SECURITY CLEARANCE CHECK  
SERVICES – DIVISION 30**

**NAME OF EMPLOYER &  
BUSINESS ADDRESS:**

NATURE OF WORK BEING DONE FOR WINNIPEG POLICE SERVICE:  
PROVISION OF BUILDING CLEANING SERVICES AT 251 DONALD STREET (MILLENNIUM LIBRARY BUILDING AND  
SKYWALK BRIDGES)

CONTRACT ADMINISTRATOR: ^

**WARNING: ANY FALSE OR INCOMPLETE INFORMATION MAY RESULT IN REJECTION OF THIS APPLICATION**

**EMPLOYEE INFORMATION**

LAST NAME: \_\_\_\_\_ GIVEN NAMES: \_\_\_\_\_

BIRTH NAME OR OTHER NAME(S) USED: \_\_\_\_\_  
*(if different from above)*

MALE  FEMALE DATE OF BIRTH: \_\_\_\_\_ BIRTH PLACE: \_\_\_\_\_  
Y M D

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ PROVINCE: \_\_\_\_\_

POSTAL CODE: \_\_\_\_\_ RESIDENTIAL PHONE: \_\_\_\_\_

**AUTHORIZATION**

I, \_\_\_\_\_ hereby consent to the Winnipeg Police Service collecting my personal  
Information from any public body, person, employer, or government institution for the purposes of conducting a security check in  
connection with my contract or association with the Winnipeg Police Service. This authorization, including a copy of facsimile  
thereof, is my consent to any public body, person, employer or government institution to release true copies of any records  
containing my personal information to the Winnipeg Police Service.

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Signature of Applicant

This personal information will be collected pursuant to *The Freedom of Information and Protection of Privacy Act*  
C.C.S. M.cF175 \_\_\_\_\_ (title, name, phone number of person who) can answer  
questions about the collection of this information.

\_\_\_\_\_  
Date

**WINNIPEG POLICE SERVICE - FOR OFFICE USE ONLY**

**RESULT OF CHECK:**

\_\_\_\_\_ NO POLICE RECORD OF CRIMINAL CONVICTIONS WAS ASSOCIATED TO ANY SUBJECT WITH THE SAME NAME AND DATE OF BIRTH.

\_\_\_\_\_ AN OUTSTANDING CRIMINAL CHARGE AWAITING COURT DISPOSITION WAS ASSOCIATED TO A SUBJECT WITH THE SAME NAME AND DATE OF BIRTH.

\_\_\_\_\_ A POLICE RECORD OF CRIMINAL CONVICTIONS WAS ASSOCIATED TO A SUBJECT WITH THE SAME NAME AND DATE OF BIRTH.

PROCESSED BY: \_\_\_\_\_  
Clerk WPS#

\_\_\_\_\_  
Date



## PART E - SPECIFICATIONS

### GENERAL

#### E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

- E1.1 These Specifications shall apply to the Work.
- E1.2 Two (2) major websites dealing with green cleaning are:  
[www.greenseal.org](http://www.greenseal.org)  
[www.ecologo.org](http://www.ecologo.org)
- E1.3 The Contractor shall not undertake any renovation, alteration, or modification to City premises without written permission from the Contract Administrator.
- E1.4 The Contractor shall be responsible for any deductions or remittances, which may be required by law.
- E1.5 The Contractor shall ensure that all provisions of the Employment Standards Code, C.C.S.M. c.E110 in respect to Wages, hours of Work and Conditions of Employment are adhered to.
- E1.6 Building Cleaning Inspections shall be carried out by the Contract Administrator once a week on random days.
- E1.7 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.
- (a) 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.
- (b) The City will notify the Contractor in writing if any materials, based on the analysis, do not meet the original specifications of this Contract.
- E1.8 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.
- E1.9 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B6.
- E1.10 The following are applicable to the Work - the shaded areas indicates where building cleaning services shall be performed:

<u>Drawing No.</u>	<u>Drawing Name/Title</u>
0251DN01.dwg.A1	Millennium Library – 251 Donald Street – Main Floor
0251DN02.dwg.A1	Millennium Library – 251 Donald Street – Second Floor
0251DN03.dwg.A1	Millennium Library – 251 Donald Street – Third Floor
0251DN04.dwg.A1	Millennium Library – 251 Donald Street – Fourth Floor

#### E2. CGSB AND APPROVED PRODUCTS

- E2.1 The Contractor shall ensure that all materials used meet "Canadian General Standards Board" (CGSB) specifications as listed below, and products used comply with the Approved Products lists.

#### CGSB

- |   |  |
|---|--|
| (a) CAN/CGSB-2.1-96                           | Skin Cleaning Lotion, Type 1                     |
| (b) CAN/CGSB-2.46-95                          | Toilet Bowl and Urinal Cleaning Compound, Type 1 |
| (c) CAN/CGSB-2.55-97                          | Glass Cleaner                                    |
| (d) CAN/CGSB-2.60-92 and Amendment (Apr 1995) | Remover for Water-Emulsion Floor Polish and Wax  |

- |     |                   |   |
|-----|-------------------|---|
| (e) | CAN/CGSB-2.107-92 | General Purpose Built Liquid Detergent        |
| (f) | CAN/CGSB-2.160-95 | General Purpose, Germicidal Detergent, Type 3 |
| (g) | CAN/CGSB-2.180-94 | Carpet and Upholstery Shampoo                 |
| (h) | CAN/CGSB-25.3-92  | Buffable, Water-Emulsion Floor Wax            |
| (i) | CAN/CGSB-25.10-96 | Furniture Polish, Type 1                      |

## APPROVED PRODUCTS

### E2.2 Paper Towels (single fold) shall be:

- (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.

### E2.3 Paper Toilet Tissue (2 ply, white) shall be:

- (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.

## E3. STATEMENT OF WORK – INTERIOR/EXTERIOR OF BUILDING – DAILY

Cleaning Frequency in accordance with Tables A, B, C, D and E. Including 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, and elevator cabs. The Contractor shall ensure the following:

### E3.1 WASTE RECEPTACLES AND CONTAINERS:

- (a) Empty all contents;
- (b) Remove liners;
- (c) Clean both interior and exterior with germicidal detergent;
- (d) Replace liner;
- (e) Return waste receptacles and/or containers in their correct place;
- (f) Where required, the scheduled transportation of recyclables to the designated location takes place.

### E3.2 HARD SURFACE FLOORING:

- (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.
- (b) An effective free rinsing detergent solution shall be used for damp/wet mopping.

### E3.3 RESILIENT AND NON-RESILIENT FLOORS:

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

- (a) Wash floors with neutral detergent.
  - (i) elevators for the main floor locked-out all at once.
  - (ii) elevators for the parkade locked out one at a time.
- (b) Wipe all surfaces of corners, bases and equipment with spray residue.

- E3.4 CARPETED AREAS, INCLUDING STAIRS AND MATS:
- (a) Move all light furniture, excluding desks, screens, and cabinets;
  - (b) Dust/damp mop "carpet saver" mats;
  - (c) Chair "T" mats to be damp cleaned;
  - (d) Vacuum and spot clean carpets, rugs;
  - (e) Vacuum carpet wall to wall;
  - (f) Traffic lane vacuuming;
  - (g) Vacuum only the entrance mats.
- E3.5 STAIRS AND STAIRWAYS:  
Including stairs, handrails, ledges, railings, banisters, walls, ceilings and appurtenances (including doors, frames, trims, mouldings, radiators, grilles) and equipment/fixtures made of glass, vinyl, wood and metal.
- (a) Clean handrails, ledges, railings and banister with germicidal cleaner;
  - (b) Vacuum carpeted stairs;
  - (c) Wet mop washable surfaced stairs, including landings, stair risers and wall bases;
  - (d) Spot clean stairway walls, ceilings and appurtenances with neutral detergent.
- E3.6 DOORS, WOODWORK, GLASS PARTITIONS, and INTERIOR GLASS:
- (a) Keep clean surfaces to 5' heights.
- E3.7 WINDOWS/PLEXIGLASS/LEXAN:  
Including frames, sashes, sills and mouldings.
- (a) Spot clean all interior windows/glass/lexan, entrance glass and sidelights;
  - (b) Spot clean all exterior entrance glass.
- E3.8 CEILINGS , WALLS AND APPURTENANCES:  
Including ceilings, walls, transoms, and other fixtures and fittings attached to walls and ceilings.
- (a) Spot clean with neutral detergent;
  - (b) Keep clean surfaces to 5' heights.
- E3.9 ELEVATORS:  
Including ceilings, walls, transoms, and other fixtures and fittings attached to walls and ceilings.
- (a) Spot clean with neutral detergent;
  - (b) Spot clean elevator walls and both sides of doors, with germicidal cleaner;
  - (c) Clean interior surfaces and both sides of doors of glass elevators with germicidal cleaner.
- E3.10 TELEPHONES, WATER-FOUNTAINS:
- (a) Clean all surfaces with germicidal detergent;
  - (b) Clean walls and floors around the drinking fountain(s);
  - (c) Carefully clean touch pads of all phone, avoiding de-programming.
- E3.11 WASHROOMS (PUBLIC AND PRIVATE), AND ALL AREAS WHERE SINKS/DISPENSERS ARE PRESENT:
- (a) Use separate and identifiable cleaning cloths for the cleaning of washrooms from other facilities;
  - (b) Wash-basins; toilet seats; bowls and bases, exposed flush tanks; urinals; and plumbing fixtures (including exposed pipes); polished chrome, brass or similar fixtures shall be cleaned with germicidal detergent;
  - (c) Toilets and urinals are to be cleaned using separate equipment or cloths;

- (d) 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;
- (e) 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.

E3.11.1 Sanitary and Waste Receptacles:

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

E3.11.2 Toilet Tissue Holders and Dispensers:

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

E3.11.3 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;
- (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.

E3.11.4 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;
- (iv) Clean and polish all mirrors, frames, powder shelves and bright work, including flush meters, piping and toilet seat hinges.

E3.12 JANITORIAL ROOMS:

Including Janitor rooms, utility rooms, paper & waste storage rooms.

- (a) Keep room tidy;
- (b) Empty mop pails after use;
- (c) Sweep and mop floors, ensure all excess water is removed;
- (d) Wash walls from bottom up, avoid streaks, soil spots or line marks on ceiling;
- (e) Empty waste containers. If required, store waste neatly in Janitor's Room;
- (f) Clean interior and exterior of waste containers;
- (g) Clean sinks;
- (h) Keep rooms, particularly sinks and waste containers, free from offensive odours;
- (i) Clean equipment;
- (j) Place equipment in an orderly manner;
- (k) Clean mops and cloths;
- (l) Store mops and cloths neatly;
- (m) Store chemicals, paper products, equipment and materials neatly;
- (n) No soiled mops or cleaning cloths shall be left in use on site;
- (o) Remove and launder or bag-seal for regular scheduled pickup.

E3.13 Keep outside of entrance ways clean during snow-free periods.

**E4. STATEMENT OF WORK – INTERIOR OF BUILDING – WEEKLY**

Cleaning Frequency in accordance with Tables A, B, C, D and E. Including walls, doors, woodwork, interior glass and glass partitions. The Contractor shall ensure the following:

**E4.1 DOORS, WOODWORK, GLASS PARTITIONS, INTERIOR GLASS:**

(a) Keep clean surfaces above the 5' height.

**E4.2 HARD SURFACE FLOORING:**

(a) Burnish all hard surfaces, and wear areas as required;

(b) Re-coat wear areas as required;

(c) Burnish all hard surface areas as required;

(d) Prepare floor by scrubbing and neutralizing prior to a system of finishing, including all elevators. Elevators for the main floor locked-out all at once. Elevators for the parkade locked out one at a time.

**E4.3 WASHROOMS (PUBLIC & PRIVATE):**

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

**E4.4 FURNITURE:**

Including plastic, wood, vinyl, and leather.

(a) Clean all furniture: credenzas, bookcases, desks, file cabinets, tables, furniture glass, and desk lamps;

(b) Clean and polish all furniture framing and trim;

(c) Spot clean fabric as required;

(d) Fabric upholstered furniture – vacuum/dust frames.

**E4.5 WINDOWS AND FINISHINGS:**

(a) Clean windowsills, Window ledges, partition ledges, baseboards and mouldings.

**E5. STATEMENT OF WORK – INTERIOR OF BUILDING – MONTHLY**

Cleaning Frequency in accordance with Tables A, B, C, D and E. Including stairs, handrails, ledges, railings, banisters, walls, ceilings and appurtenances (including doors, frames, trims, mouldings, radiators, grilles) and equipment/fixtures made of glass, vinyl, wood and metal. The Contractor shall ensure the following:

**E5.1 CEILINGS AND WALLS AND APPURTANCES:**

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

(a) Wash with neutral detergent;

(b) When washing walls and ceiling consecutively, walls must be washed before ceilings;

(c) Wash walls from bottom up, staying within ½ inch of ceiling to prevent marks;

(d) Immediately wipe up any water spillage on floors and furniture;

(e) Remove light diffusers, clean and replace after cleaning area above diffusers, in elevator cabs.

- E5.2 WINDOW COVERINGS:  
Including Venetian blinds, vertical blinds, tracks, surfaces and sills.
- (a) Vacuum drapes and curtains, both sides;
  - (b) Vacuum tracks;
  - (c) Curtains and drapes should be left neatly pleated;
  - (d) Dust and damp clean both sides of PVC and Aluminium blinds, etc.;
  - (e) Vacuum both sides of fabric blinds;
  - (f) All tracks, surfaces and sills shall be free of dust and fingerprints, etc.
- E5.3 FURNITURE:  
Including plastic, wood, vinyl, and leather.
- (a) 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);
  - (b) Guidance and direction from the Contract Administrator is to be obtained before cleaning or applying polish to vinyl, arborite and/or other furniture finishes;
  - (c) Vacuum fabric dividers, both sides;
  - (d) In maintaining leather, only an approved, guaranteed light cleaner and conditioner from a professional firm specializing in leather care can be used;
  - (e) Clean vinyl with a waterless hand cleaner (brush if required);
  - (f) Application of a polish/protectant where required, on all vinyl furniture;
  - (g) Clean washable furniture with a neutral detergent;
  - (h) Clean washable wood surfaces with a neutral detergent;
  - (i) Polish wood furniture with the appropriate furniture polish.
- E5.4 AIR VENTS – CEILING AND WALL:
- (a) Clean with a neutral cleaner.
- E5.5 STORAGE AREA  
Including basements and supply vaults.
- (a) Sweep and damp mop floors with a neutral detergent;
  - (b) Dust light fixtures, overhead beams, ledges, pipes, and other hanging objects.
- E6. STATEMENT OF WORK – INTERIOR OF BUILDING – YEARLY**  
Cleaning Frequency in accordance with Tables A, B, C, D and E. The Contractor shall ensure the following:
- E6.1 FLOORS:
- (a) Scrub/strip and remove all soil, stains, seal and old floor finish;
  - (b) Neutralize rinse;
  - (c) Rinse with at least two (2) clear warm water rinses;
  - (d) Wet vacuum each time after rinsing;
  - (e) Re-seal/re-coat floors;
  - (f) Allow sufficient drying time between applications;
  - (g) Refinish floors by applying sufficient coats of slip resistant finish (minimum of four) environmentally responsible finishes to be used;
  - (h) Burnish floors to a uniform sheen, with slip resistant finish.

- E6.2 HIGH CLEANING OF VERTICAL OR HORIZONTAL SURFACES (OTHER THAN WALLS):  
Includes high cleaning down to window sills, partition ledges, doors frames, picture frame and ledges, charts, graphs, wall louvers, exposed pipes, clocks, etc.:
- (a) Dust or wipe with damp cloth and polish where required.
- E7. STATEMENT OF WORK – INTERIOR OF BUILDING – AS REQUIRED**  
Cleaning in accordance with Tables A, B, C, D and E.
- E7.1 FURNITURE – PLASTIC, WOOD, VINYL, AND LEATHER:
- (a) Clean all furniture: credenzas, bookcases, desks, file cabinets, tables, furniture glass and desk lamps;
  - (b) Clean and polish all furniture framing and trim;
  - (c) Spot clean fabric as required.
- E8. CONTRACTOR’S RESPONSIBILITY**  
The Contractor shall supply all materials and equipment necessary to perform the Work. All products and equipment used for the Work shall be available for regular inspection by the Contract Administrator.
- E8.1 **Defective Work:**
- (a) the Contractor will be given a grace period of ten (10) Working Days to learn the building and refine the cleaning methods. The Contractor will then be expected to fully comply with the cleaning requirements outlined in this Contract.
  - (b) Further to E1.6, it shall be at the discretion of the Contract Administrator to impose an inspection fee of \$85.00 per cleaning inspection for all additional inspections required to ensure compliance with specifications, In addition to the fixed sum for Defective Work for this Contract.
  - (c) A “Defective Work” charge of \$225.00 (two hundred and twenty-five dollars) will be applied for each occurrence the Contractor fails to respond to a call for service and/or when the Contractor fails to attend the Work Site.
- E8.2 **Security / Building Systems:**
- (a) The Contractor shall immediately notify the City of Winnipeg - Planning, Property and Development Department - **Central Control Office at 986-2382 (a 24 hour service)** if problems or unusual conditions are observed at the Site (including flooding, building security problems, plumbing requirements etc.).
  - (b) The Contractor shall ensure that City premises are kept secure from entry by unauthorized persons during the course of the Work.
  - (c) The Contractor shall ensure that the facility windows and screens are closed and secured, and all entrances to the building are properly locked with alarms set (as required), upon leaving the building.
  - (d) If a Civic employee remains in the building when the Contractor is leaving, the Contractor shall:
    - (i) leave the security system in OFF mode;
    - (ii) advise the civic employee they are leaving;
    - (iii) inform Central Control at 986-2382 (that they are leaving; that a civic employee remains in the building, and that the security is OFF).
- E8.3 Notwithstanding E5.21, if the City must dispatch personnel to re-set the alarm because the contractor has failed to set the alarm when exiting, a \$50.00 service fee will be levied to the Contractor.
- E8.4 **Training:**
- (a) 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.

**E8.5 Personnel:**

- (a) The Contractor shall ensure that 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.
- (b) The Contractor shall ensure that a minimum of 1 of its employees on site can receive and carry out written and verbal instructions, in English, during the course of the Work.
- (c) 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:
  - (i) are dressed in a clean, neat and respectable manner;
  - (ii) personal hygiene meets acceptable standards;
  - (iii) behave in a courteous and polite manner to City personnel and other persons in the facility;
  - (iv) are careful with all property that is in or a part of the facility;
  - (v) do not smoke while on the premises;
  - (vi) are able to communicate effectively in English;
  - (vii) refrain from using profanity.
- (d) The Contractor shall ensure that all its employees working in these facilities have proper identification in the form of:
  - (i) a uniform bearing the name of the company (only);
  - (ii) a photo identification badge, must be worn at all times while on the premises.

**E8.6 Storage:**

- (a) The Contractor shall store materials and equipment in the designated areas only;
- (b) The Contractor shall clearly identify all containers in the designated area as to material content;
- (c) The Contractor shall post safety precautions regarding the materials in a conspicuous place in the designated storage areas;
- (d) The Contractor shall ensure that storage areas are secured and accessible only by authorized personnel of the Contractor and the City;
- (e) The Contractor shall ensure that 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.

**E8.7 M.S.D.S.:**

- (a) The Contractor shall provide the current manufacturers' Material Safety Data sheets for all cleaning products, on site, in a binder specifically marked M.S.D.S. in each area where chemicals are stored or dispensed.

**E8.8 Chemicals:**

- (a) The Contractor shall ensure only the pre-approved products, chemicals, supplies and equipment are used in the Site.
- (b) Written approval shall be obtained from the Contract Administrator prior to using a product that does not have a current M.S.D.S. If the Contractor has received written approval by the Contract Administrator to use the product which did not have a MSDS, the approval shall be kept in the binder specifically marked M.S.D.S.
- (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.



**E8.9 Process:**

- (a) The Contactor shall utilize an effective germicidal detergent and clean cloths for the Work;
- (b) Paper towels may only be used in the cleaning of glass/mirror type surfaces;
- (c) Cleaning cloths, dry mops, wet mops, finish applicator mops, wall washing mops and extendable dusters shall be of a launderable type;
- (d) Laundered clean and dried mops and cloths shall be on-site and used at the start of each shift and/or cleaning function;
- (e) Washable lambs wool or polywool extendable handle dusters may be used for safety to perform higher level work, however feather dusters and non-launderable (straight string) mops shall not be used;
- (f) when washing walls and ceilings, walls are washed first, then ceilings;
- (g) cleaning solutions from mopping do not collect against and/or under furniture legs and cabinets;
- (h) no evidence of improper finish applications exists after scrubbing and burnishing floor(s);
- (i) any furniture and equipment moved prior to cleaning, is returned to the original location;
- (j) waste/trash resulting from cleaning shall be disposed of in the appropriate receptacles;
- (k) no waste or recycle containers or baskets are to be placed upon desks or tables during cleaning operations;
- (l) cleaning shall comply with Health and Safety standards (including cleaning from 1 surface area to another. Latex gloves shall be worn when disinfecting surfaces (particularly toilets and decontamination sites), and shall not be worn when contacting on other fixtures or handles after that;
- (m) no furniture or equipment is damaged during the course of the work, by either materials or their application.

**E8.10 Equipment:**

- (a) Cleaning equipment, carts, etc., shall be maintained in a clean and operable state, and washable filters, tools, hoses, etc., shall be thoroughly cleaned weekly;
- (b) Vacuums must be a dual motor upright or canister with an electric power head. Vacuums 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. Carpet sweepers shall not permitted;
  - (i) Ergonomic style back-pack vacuums with approved filtration systems may be used for carpeted stairs and traffic lane vacuuming.
- (c) All cleaning equipment, ladders, etc stored or used on site shall be C.S.A. approved, and shall be inspected regularly and maintained in a state acceptable to current W.C.B. regulations.

**E8.11 Washroom Supplies:**

- (a) Washroom supplies shall meet the "Canadian General Standards Board" (CGSB) specifications;
- (b) The Contractor shall supply all washroom supplies including, toilet tissue, and paper towels liquid hand soap, plastic trash bags, deodorant blocks and other similar products;
- (c) Washroom supplies shall fit existing dispensers;
- (d) The Contractor shall supply paper towels and liquid hand soap to lunch rooms, kitchenettes and coffee stations;
- (e) The Contractor shall ensure that all dispensers are filled to adequate levels;
- (f) The Contractor shall provide an extra supply of toilet tissue and paper towels on site;

- (g) The Contractor may install a controlled dispensing system if it is required, however, written approval must be obtained from the Contract Administrator:
  - (i) 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;
  - (ii) 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.
- (h) The Contractor shall use liners for all washroom receptacles.

#### **E8.12 Exclusions from the Work:**

- (a) Office equipment including copying machines, typewriters, adding machines, cash registers, dictating equipment; microfilm readers, audio/visual equipment; computer equipment including keyboards, printers, servers, monitors, CRT terminals;
- (b) Art objects,
- (c) Plants;
- (d) Personal accessories at workstations or on desk including ceramics; ornaments; pictures;
- (e) Mechanical areas including boiler rooms;
- (f) Storage rooms;
- (g) Parking areas.

#### **E9. CITY'S FUNCTIONAL SPECIFICATION FOR THE WORK**

- E9.1 The Contractor shall ensure that the Work meets the optimum standard of workmanship, cleanliness, sanitation, safety and efficiency.
  - (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;
  - (c) remove all waste/trash resulting from cleaning and deposit in designated bins;
  - (d) cleaned surfaces are free of residues, dust or other contaminants, including 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);
  - (e) all rooms are clean, neat and tidy and free of debris; to present an overall attractive appearance of cleanliness;
  - (f) 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;
  - (g) corners, edges and crevices are clean;
  - (h) Floors:
    - (i) Floors exhibit a uniform sheen with reflective properties. This level of floor care is to be maintained at all times;
    - (ii) Sufficient coats of sealer is applied;
    - (iii) Sufficient coats of floor finish to offer floor protection;
    - (iv) All furniture and equipment moved prior to cleaning, is returned to the original location;

- (i) 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.
- (j) For Paper Products:
  - (i) Toilet paper and paper towels must fit existing dispensers and shall be from the Approved Products list. Alternate dispensers must be approved by the Contract Administrator before installation. Once approval has been granted by the Contract Administrator for the installation of alternative dispensers, the dispensers shall become the property of the City of Winnipeg.
- (k) dispensers at each site are filled, including:
  - (i) dispensers located in lunchrooms, kitchenettes, and coffee stations;
  - (ii) paper toilet tissues dispensers/holders;
  - (iii) liquid hand-soap dispensers;
  - (iv) paper towels dispensers/holders.

## **E10. CITY'S RESPONSIBILITY**

- E10.1 The City shall provide a designated storage area for the purpose of storing the cleaning materials and equipment used by the Contractor during the term of this Contract.
- E10.2 The Contract Administrator shall remove and dispose of products found on Site that have no M.S.D.S. or written approval.

## **E11. SCHEDULE OF WORK**

Millennium Library 251 Donald Street: Main, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Floors; - Skywalk Bridges & Skywalk Level.

- E11.1 The Millennium Library building skywalk bridges and skywalk level is locked by Security at 00:30 SHARP.

## **SCHEDULE**

- E11.2 **Winter Hours** - September to May (Labour Day to Victoria Day):

- E11.2.1 1<sup>st</sup> priority - clean and maintain all public washrooms on the following schedule:

- (a) Mondays to Thursdays between 11:00 – 21:00 hours
- (b) Friday and Saturday between 11:00 – 17:00 hours
- (c) Sunday between 14:00 – 17:00 hours

- E11.2.2 2<sup>nd</sup> priority – clean computer operations centre, 3<sup>rd</sup> Floor, on the following schedule:

- (a) Monday to Sunday between 11:00 – 15:30 hours

- E11.2.3 3<sup>rd</sup> priority - clean Millennium Library building after building is closed to public on the following schedule:

- (a) Monday to Thursday between 21:00 and 00:15 hours\*
- (b) Friday, Saturday, Sunday between 17:00 and 00:15 hours\*

- E11.2.4 4<sup>th</sup> priority - clean skywalk bridges on the following schedule:
- (a) Monday to Sunday between 21:00 and 00:15 hours\* including the following days:
    - (i) New Years Day - January 1
    - (ii) Good Friday
    - (iii) Monday following Easter Sunday
    - (iv) Victoria Day
    - (v) Canada Day - July 1st
    - (vi) Civic Holiday - 1st Monday in August
    - (vii) Labour Day - 1st Monday in September
    - (viii) Thanksgiving Day – 2nd Monday in October
    - (ix) Remembrance Day - November 11
    - (x) Christmas Day - December 25
    - (xi) Boxing Day - December 26
- E11.3 **Summer Hours** - May to September (Victoria Day to Labour Day):
- E11.3.1 1<sup>st</sup> priority- clean and maintain all public washrooms on the following schedule:
- (a) Mondays to Thursdays between 11:00 – 21:00 hours
  - (b) Fridays and Saturdays between 11:00 – 17:00 hours
  - (c) Sunday closed
- E11.3.2 2<sup>nd</sup> priority – clean computer operations centre, 3<sup>rd</sup> Floor, on the following schedule:
- (a) Monday to Saturday between 11:00 – 15:30 hours
- E11.3.3 3<sup>rd</sup> priority - clean Millennium Library building after building is closed to the public, on the following schedule:
- (a) Monday to Thursday between 21:00 and 00:15 hours\*
  - (b) Friday and Saturday between 17:00 and 00:15 hours\*
  - (c) Sunday closed
- E11.3.4 4<sup>th</sup> priority – clean skywalk bridges on the following schedule:
- (a) Monday to Sunday between 21:00 and 00:15 hours\* including the following days:
    - (i) New Years Day - January 1
    - (ii) Good Friday
    - (iii) Monday following Easter Sunday
    - (iv) Victoria Day
    - (v) Canada Day - July 1st
    - (vi) Civic Holiday - 1st Monday in August
    - (vii) Labour Day - 1st Monday in September
    - (viii) Thanksgiving Day – 2nd Monday in October
    - (ix) Remembrance Day - November 11
    - (x) Christmas Day - December 25
    - (xi) Boxing Day - December 26

**E12. HOLIDAYS OBSERVED**

E12.1 Normally no cleaning services will be required on the following holidays, unless otherwise stated in E11:

- (a) New Years Day - January 1\*
- (b) Good Friday
- (c) Monday following Easter Sunday
- (d) Victoria Day
- (e) Canada Day - July 1st\*
- (f) Civic Holiday - 1st Monday in August
- (g) Labour Day - 1st Monday in September
- (h) Thanksgiving Day – 2<sup>nd</sup> Monday in October
- (i) Remembrance Day - November 11\*
- (j) Christmas Day - December 25\*
- (k) Boxing Day - December 26\*

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

TABLE A - FLOORS  
 CLEANING REQUIREMENTS

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			D
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		
Carpet Savers							D	

D - Daily  
 W - Weekly  
 A - Annually

**TABLE B - WALLS  
 CLEANING REQUIREMENTS**

<b>LOCATION</b>	<b>Remove Spots, Stains, and Graffiti</b>	<b>Wipe with Cleaner</b>	<b>Disinfect</b>	<b>Vacuum/Wash</b>	<b>Treat with Wood Material</b>
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 – FURNISHINGS & FIXTURES 1**  
**CLEANING REQUIREMENTS**

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		
<b>Recycle Receptacles Contents:</b>									
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						
<b>Appliances:</b> Stoves, Fridges, Microwaves, <i>Exterior Only</i>		D							
Baby Change Tables			D						
Janitor Sink				D					

D – Daily

W – Weekly

TW - Twice Weekly

M – Monthly

Revised May 30/2001



**TABLE D – FURNISHINGS & FIXTURES 2**  
**CLEANING REQUIREMENTS:**

<b>LOCATION</b>	<b>Remove Spots, Stains, and Graffiti</b>	<b>Wipe with Cleaner</b>	<b>Disinfect</b>	<b>Vacuum</b>
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	D	D		W
Furnishings (finished wood/chrome surfaces)	D	D		

Revised Dec 23/05

D - Daily  
 W – Weekly

**TABLE E – FURNISHINGS & FIXTURES 3  
 CLEANING REQUIREMENTS**

<b>LOCATION</b>	<b>Remove Spots, Stains, and Graffiti</b>	<b>Wipe with Cleaner</b>	<b>Dust with Treated Cloth</b>	<b>Disinfect</b>	<b>Vacuum</b>
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			

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