

**PART E**  
**SPECIFICATIONS**

## PART E - SPECIFICATIONS

### GENERAL

#### E1. APPLICABLE SPECIFICATIONS, STANDARD DETAILS AND DRAWINGS

E1.1 These Specifications shall apply to the Work.

E1.2 The following Drawings are applicable to the Work:

<u>Drawing No.</u>	<u>Drawing</u>
0227PV01.DWG	227 Provencher Blvd. – Court of Queens Bench Main Floor Plan
0365Main/Misc/Cleaning.DWG	365 Main Street - Portage & Main Concourse Cleaning Route
0365Main/Clean2000.DWG	365 Main Street - Portage & Main Concourse – Street Level Drawing
0365MNSP.DWG	365 Main Street - Portage & Main Concourse – Concourse Level Below
0299FT01.DWG	299 Fort Street - Parking Level 1 Floor Plan
0299FT02.DWG	299 Fort Street - Parking Level 2 Floor Plan
0299FT03.DWG	299 Fort Street - Parking Level 3 Floor Plan
0185KG0P.DWG	185 King Street - Garage Level Plan – Common Areas
0185KG01.DWG	185 King Street - Main Floor Plan – Common Areas
0185KG02.DWG	185 King Street - Second Floor Plan – Common Areas
0185KG03.DWG	185 King Street - Third Floor Plan – Common Areas
0185KG04.DWG	185 King Street - Fourth Floor Plan – Common Areas and Water & Waste Department
0821EG01.DWG	821 Elgin Avenue - Main Floor Plan
0821EG02.DWG	821 Elgin Avenue - Second Floor Plan
1539WV01-NORTH.DWG	1539 Waverley Street - Main Floor Plan A – page 1
1539WV01-SOUTH.DWG	1539 Waverley Street - Main Floor Plan B – page 2
1539WV02.DWG	1539 Waverley Street - Second Floor Plan
2724PB01.DWG	2724 Pembina Hwy. - Main Floor Plan
1168DK01.DWG	1168 Dakota Street - Main Floor Plan
1201AB01.DWG	1201 Archibald Street - Main Floor Plan
0849RA01.DWG	849 Ravelston Avenue - Main Floor Plan
1229SF01.DWG	1229 Springfield Road - Main Floor Plan

E1.3 Further E1.2, drawings indicate shaded areas where building cleaning services shall be performed by the Contractor:

E1.4 Drawings will be provided to Bidders at the Site Investigations but Bidders will only have a copy of the drawings during the Site Investigation and must return the drawings to the City Representative prior to the Bidder leaving the premises.

E1.4.1 The Contractor will receive the Drawings upon Award of Contract.

#### E2. WORK - CLEANING STANDARDS

E2.1 **IIINTERIOR 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 - 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:**

E14.1.1 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:**

E15.1.1 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 (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.

E15.1.2 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:**

E16.1.1 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.

E16.1.2 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 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.

E16.1.3 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 A – 227 Provencher Blvd – Court of Queens Bench**

- (a) LOCATION: Main Floor
- (b) SCHEDULE OF WORK:
  - (i) Monday to Friday between 16:30 and 24:00 hours.
- (c) ADDITIONAL DAILY TASK(S):
  - (i) Keep clean both sides of entrance glass and side lights;
  - (ii) Keep entrances, exits, landings, steps and wheel chair ramp clean during snow-free periods.

E18.2 SECTION B – 365 Main Street/299 Fort Street

- (a) LOCATION: 365 Main St. – Underground Concourse and Street Level; 299 Fort St. – Elevator Lobbies and Stairways on Levels 1, 2 and 3 and Stairways to street level.
- (b) SCHEDULE OF WORK:
  - (i) Sunday to Saturday between 21:00 hours and 06:00 hours.  
**N.B. Bidders must note that this facility is open to the public 24 hours per day 7 days per week, resulting in greater workload for cleaning staff.**
- (c) ADDITIONAL DAILY TASK(S):
  - (i) 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;
  - (ii) Keep all street-level entrances and outside stairways to the Concourse clean, during snow-free periods;
  - (iii) The Transit Ticket Office and Washroom shall be cleaned five days per week excluding weekends and statutory holidays, between 13:30 hours and 14:30 hours; or as mutually agreed upon by the Contract Administrator and Contractor;
  - (iv) Keep clean both sides of all entrance glass and side lights, also both sides of interior glass;
  - (v) Keep clean all wheelchair lifts and escalators; and
  - (vi) Keep clean both sides of glass and ledges in elevator lobbies at 299 Fort Street.
- (d) ADDITIONAL WEEKLY TASK(S):
  - (i) The three foot (3') diameter pipes passing through the Concourse area shall be cleaned weekly. (Drape the dry cleaning cloth over the pipe with both ends of the cloth draped to each side of the pipe. While holding the two cloth ends together, pull the cloth forward along the full length of the pipe to clean the pipe.);
  - (ii) Pressure wash stairways at 299 Fort Street; and
  - (iii) Clean both sides of all stairway doors.
- (e) ADDITIONAL MONTHLY TASK(S):
  - (i) The wall light reflectors around the "design" wall shall be cleaned with a soft dry cloth in the Concourse area;
  - (ii) All ceiling light lenses: remove lenses and clean both sides and reinstall, in stairways at the Can West Global Centre entrance to the Concourse and 299 Fort Street;
  - (iii) Keep clean all exposed pipes, video camera enclosure, windows and ledges at the Can West Global Centre entrance;
  - (iv) The Historical Arch (near Scotia Bank) shall be dusted and damp cloth cleaned.

E18.3 SECTION C – 185 King Street

- (a) LOCATION: Parkade level, Main, Second, Third and Fourth Floors – Common Areas, Fourth Floor – Water & Waste Offices
- (b) SCHEDULE OF WORK:
  - (i) Common Areas:  
Monday to Friday from 07:00 hours to 11:00 hours.  
This area requires one cleaner to work four hours daily.
  - (ii) 4<sup>th</sup> Floor Water & Waste Offices:  
Monday to Friday between 16:30 and 24:00 hours.
- (c) ADDITIONAL DAILY TASK(S):

- (i) Brass fixtures, handles and railings to be kept polished;
- (ii) Keep clean both sides of entrance glass and side lights inner and outer doors, main and second floors;
- (iii) Keep clean both sides of glass divider under brass handrail;
- (iv) Clean elevators including door tracks;
- (v) Keep clean all stairwells by sweeping and damp mopping;
- (vi) Keep clean loading dock area outside of overhead door.

E18.4 SECTION D – 821 Elgin Avenue

- (a) LOCATION: Main Floor, Mezzanine (Technical Section) and Second 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 entrance clean during snow-free periods.

E18.5 SECTION E – 1539 Waverley Street

- (a) LOCATION: Main and Second Floors
- (b) SCHEDULE OF WORK:
  - (i) Monday to Friday between 18:00 and 24:00 hours for all areas
  - (ii) Monday to Friday between 18:00 and 22:30 hours for South End Mechanic's Area
- (c) ADDITIONAL DAILY TASK(S):
  - (i) Keep clean both sides of entrance glass and side lights inner and outer doors;
  - (ii) Keep clean outside of entrances during snow-free periods;
  - (iii) Empty ash trays and trash bins outside of entrances;
  - (iv) Remove spider webs etc. from under canopies and around doors at entrances.
- (d) ADDITIONAL SEMI-ANNUAL TASK(S):
  - (i) Clean hanging fluorescent lights fixtures and lenses April and October;
  - (ii) Clean top of front entrance enclosure April and October.

E18.6 SECTION F – 2724 Pembina Hwy

- (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 and 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 inner and outer doors;
- (ii) Keep clean area outside of front doors to driveway during snow-free periods;
- (iii) Remove spider webs etc. from under canopy and around doors.

E18.7 SECTION G – 1168 Dakota Street

- (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 and 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 inner and outer doors;
  - (ii) Keep clean outside landing at front entrance from doors to driveway;
  - (iii) Remove spider webs etc. from around doors and underside of front and rear entrance canopies;
  - (iv) Keep clean handles and door frames at front entrances.
- (d) ADDITIONAL SEMI-ANNUAL TASK(S):
  - (i) In April and October, remove lenses on hanging fluorescent light fixtures, clean both sides and reinstall lenses.

E18.8 SECTION H – 1201 Archibald Street

- (a) LOCATION: Main Floor
- (b) SCHEDULE OF WORK:
  - (i) Tuesday and Friday between 16:30 and 24:00 hours

E18.9 SECTION I – 849 Ravelston Avenue

- (a) LOCATION: Main Floor
- (b) SCHEDULE OF WORK:
  - (i) Monday to Friday between 16:30 and 24:00 hours
- (c) ADDITIONAL DAILY TASK(S):
  - (i) Keep clean both sides of entrance glass and side lights;
  - (ii) Keep the outside to all entrances clean during snow-free periods.

E18.10 SECTION J – 1229 Springfield Road

- (a) LOCATION: Main Floor
- (b) SCHEDULE OF WORK:
  - (i) Tuesday and Friday between 16:30 and 24:00 hours.

## **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 unless otherwise stated)
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) Good Friday
- (c) Monday following Easter Sunday
- (d) Victoria Day
- (e) July 1st\*
- (f) 1st Monday in August
- (g) 1st Monday in September
- (h) Thanksgiving Day
- (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.

## **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) CAN/CGSB-9.14-94 Paper Towels for Institutional Use, Type 4
- (l) CAN/CGSB-9.13-94 and Amendment dated Nov. 1996, Paper Toilet Tissue for Institutional Use, Type 1 – Rolls, except that it shall be:
  - (i) two ply;
  - (ii) minimum grammage shall be 25.0 g/m<sup>2</sup>;
  - (iii) roll length shall not be less than 40 m/ approximately 131.24 feet; and
  - (iv) rolls shall be individually wrapped.

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/she has completed their work and is leaving and secondly inform Central Control at 986-2382 that he/she 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 \$50.00 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) 227 Provencher Blvd. – Court of Queens Bench \$55.00
  - (b) 365 Main Street \$85.00

(c)	185 King Street	\$65.00
(d)	821 Elgin Avenue	\$35.00
(e)	1539 Waverley Street	\$75.00
(f)	2724 Pembina Hwy.	\$55.00
(g)	1168 Dakota Street	\$55.00
(h)	1201 Archibald Street	\$35.00
(i)	849 Ravelston Avenue	\$55.00
(j)	1229 Springfield Road	\$35.00

E27.2 Further to E27.1, the Contractor will be given a grace period of then (10) Working Days to learn the building and refine his/her 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 \$^ per cleaning inspection, for all additional inspections required to ensure compliance with specifications.

## **E28. PERSONNEL**

E28.1 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.

E28.2 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.

E28.3 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.

## **E29. COMMUNICATION**

E29.1 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 Tables A, B, C, D and E – 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**

<b>LOCATION</b>	<b>Remove Spots, Stains, and Graffiti</b>	<b>Sweep with Broom and/or Treated Mop</b>	<b>Hand or Machine Wash with Cleaner</b>	<b>Spray Buff, Polish and/or Burnish</b>	<b>Strip and Refinish Floor</b>	<b>Vacuum</b>	<b>Damp Mop</b>	<b>Disinfect</b>
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**

<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 - 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		
<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					

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