

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>
0185TE01.DWG	185 Tecumseh Street, Main Floor
0195TE01.DWG	195 Tecumseh Street, Main Floor
0195TE02.DWG	195 Tecumseh Street, Mezzanine Floor
0215TE01.DWG	215 Tecumseh Street, Main Floor

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

E2. WORK - CLEANING STANDARDS

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

E2.1.1 DAILY TASK

(a) WASTE RECEPTACLES AND CONTAINERS:

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

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

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

(c) HARD SURFACE FLOORING:

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

(d) CARPETED AREAS, INCLUDING STAIRS AND MATS:

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

- (e) WALLS, DOORS, WOODWORK, GLASS PARTITIONS:
 - (i) Spot clean and remove smudges.
- (f) WATER FOUNTAINS:
 - (i) Clean all surfaces with germicidal detergent; and
 - (ii) Clean walls and floors around the drinking fountain(s).

E3. WASHROOM FACILITIES

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

E3.1.1 DAILY TASK

- (a) INTERIOR AND EXTERIOR SURFACES:
 - (i) Clean with germicidal detergent: wash basins; toilet seats; bowls and bases, exposed flush tanks; urinals; and plumbing fixtures (including exposed pipes); polished chrome, brass or similar fixtures;
 - (ii) Use separate and identifiable cleaning cloths for the cleaning of washrooms from other facilities. Toilets and urinals are to be cleaned using separate equipment or cloths;
 - (iii) Non acid bowl cleaners are permitted, however, when a phosphoric acid bowl cleaner is used, it must be dispensed using a flip top or a foaming trigger spray head only; and
 - (iv) Parazine blocks are not permitted, however, water soluble packets of enzymes, enzyme tablets or granules, or approved urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.
- (b) SANITARY AND WASTE RECEPTACLES:
 - (i) Remove and empty liners;
 - (ii) Clean receptacles with germicidal detergent; and
 - (iii) Replace liners.
- (c) TOILET TISSUE HOLDERS AND DISPENSERS:
 - (i) Clean interior and exterior of dispensers with germicidal detergent; and
 - (ii) Then, restock all toilet tissue holders, soap, sanitary and towel dispensers.
- (d) FLOORS:
 - (i) Wet mop floors and wall bases with a non filming detergent solution,
 - (ii) Clean floors, wall bases, and corners;
 - (iii) Ensure floor drains are not blocked and no odour emanating from floor drains;
 - (iv) Machine scrub floors with detergent solution including toilet bases;
 - (v) Apply sealer as required; and
 - (vi) Where directed, maintain floors with sufficient coats of water base sealer. A minimum of three coats of finish to be applied over the sealer.
- (e) MISCELLANEOUS: Partitions, walls, including the enamel surfaces, doors and ledges.
 - (i) Spot clean with germicidal cleaner;
 - (ii) Clean with germicidal cleaner;
 - (iii) Clean partitions and walls from the bottom up; and
 - (iv) Clean and polish all mirrors, frames, powder shelves and bright work, including flush meters, piping and toilet seat hinges.

E3.1.2 WEEKLY TASK

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

E4. STAIRWAYS

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

E4.1.1 DAILY TASK

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

E4.1.2 MONTHLY TASK

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

E5. ALL RESILIENT AND NON-RESILIENT FLOORS

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

E5.1.1 DAILY TASK

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

E5.1.2 WEEKLY TASK

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

E5.1.3 YEARLY TASK

- (a) FLOORS:
 - (i) Scrub/strip and remove all soil, stains, seal and old floor finish;
 - (ii) Neutralize rinse, then
 - (iii) Rinse with at least two (2) clear warm water rinses; then
 - (iv) Wet vacuum each time after rinsing;

- (v) Re-seal/re-coat floors,
- (vi) Allow sufficient drying time between applications;
- (vii) Refinish floors by applying sufficient coats of slip resistant finish (minimum of four) environmentally responsible finishes to be used; and
- (viii) Burnish floors to a uniform sheen, with slip resistant finish.

E6. CEILINGS AND WALLS

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

E6.1.1 DAILY TASK

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

E6.1.2 MONTHLY TASK

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

E7. VENETIAN BLINDS/VERTICAL BLINDS

E7.1 Blinds, tracks, surfaces and sills.

E7.1.1 MONTHLY TASK

- (a) BLINDS:
 - (i) Dust and damp clean both sides of PVC and Aluminium blinds, etc., and
 - (ii) Vacuum both sides of fabric blinds.
- (b) TRACKS, SURFACES AND SILLS:
 - (i) All surfaces shall be free of dust and fingerprints, etc.

E8. VERTICAL SURFACES, HIGH CLEANING

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

E8.1.1 YEARLY TASK

- (a) VERTICAL AND HORIZONTAL SURFACES OTHER THAN WALLS:
 - (i) Dust or wipe with damp cloth and polish where required.

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

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

E9.1.1 MONTHLY TASK

- (a) FURNITURE - plastic, wood, vinyl, and leather:
 - (i) Fabric:

- A) Vacuum dividers, both sides; and
- B) Vacuum fabric furniture.
- (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. PRODUCTS, CHEMICALS, SUPPLIES AND EQUIPMENT:

E14.1.1 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.

E14.1.2 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.

E15. CLEANING RESULTS:

E15.1.1 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.

E15.1.2 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.

E15.1.3 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 E17 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.

E16. EXCLUSIONS

E16.1 General:

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

E17. LOCATION AND SCHEDULE OF WORK

- (a) Hours of cleaning at the locations:
 - (i) Monday to Thursday between 5:00 p.m. – Midnight (12:00 a.m.);
and one of the following days:
 - (ii) Friday between 5:00 p.m. – Midnight (12:00 a.m.); or
 - (iii) Saturday between 8:00 a.m. – 6:00 p.m.; or
 - (iv) Sunday between 8:00 a.m. – 6:00 p.m.

E18. CLEANING FREQUENCY

E18.1 The Contractor shall provide cleaning services in accordance with Tables A, B, C, D, and E - Cleaning Requirements.

E18.2 The frequency of cleaning shall be as indicated by the following code:

Code Frequency

D	Daily – Sunday through Saturday
W	Weekly – each Friday
M	Monthly – First Friday of each Month
4A	Quarterly (every 3 months)
SM	Semi-Annually (March and September)

E18.3 Inspections are carried out on a regular basis as per E23.2.

E19. HOLIDAYS OBSERVED

E19.1 Normally no cleaning services will be required on the following holidays:

- (a) New Years Day - January 1*
- (b) Good Friday
- (c) Monday following Easter Sunday
- (d) Victoria Day
- (e) Canada Day - July 1st*
- (f) 1st Monday in August
- (g) Labour Day - 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.

E20. MATERIALS AND EQUIPMENT

E20.1 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:

E20.1.1 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, or products approved by the Contract Administrator, as listed below:

- (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 Remover for Water-Emulsion Floor Polish and Wax and Amendment dated Apr. 1995
- (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
- (j) CAN/CGSB-9.14-94 Paper Towels for Institutional Use, Type 4
- (k) 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/m²;
 - (iii) roll length shall not be less than 40 m/ approximately 131.24 feet; and
 - (iv) rolls shall be individually wrapped.

E20.2 The City will supply and stock at each site:

- (a) Cloth Roll Towels; and
- (b) Special cleaning hand soap for the shop washrooms.

E20.3 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 or products approved by the Contract Administrator.

E20.4 The Contractor shall provide an extra supply of toilet tissue and paper towels on site for emergency replacement by building Users.

E20.5 Where required, the Contractor shall supply paper towels and liquid hand soap to lunch rooms, kitchenettes and coffee stations.

E20.6 The Contractor shall ensure that all dispensers are filled to adequate levels with the supplies identified in Clause No. E20.3, E20.4, and E20.5.

E20.7 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.

E21. IDENTIFICATION OF MATERIALS

E21.1 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.

E22. TESTING OF MATERIALS

E22.1 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.

E22.2 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.

E22.3 The City will notify the Contractor in writing if any materials, based on the analysis, do not meet the original specifications of this Contract.

E22.4 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.

E23. GENERAL STANDARDS AND QUALITY OF SERVICE

E23.1 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.

E23.2 The Contractor shall inspect each site weekly and leave a copy of a written report of the Work performed, identifying any deficiencies and the corrective action taken.

E24. STORAGE

E24.1 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.

E24.2 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.

E25. SECURITY OF FACILITY

E25.1 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.

E25.1.1 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.

E25.1.2 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 \$75.00 Service Fee, per occasion, charged to the Contractor.

E25.1.3 The Contractor shall, only for an emergency situation limited to the Work at the facilities, refer to the Duty Supervisor call out sheet. The Contractor will be provided a copy of the call out sheet upon Award of Contract.

E26. DEFECTIVE WORK

E26.1 The sum fixed for Defective Work for this Contract, per scheduled Working Day, per location, as follows:

- | | |
|-------------------------|---------|
| (a) 185 Tecumseh Street | \$30.00 |
| (b) 195 Tecumseh Street | \$30.00 |
| (c) 215 Tecumseh Street | \$30.00 |

E26.2 Further to E26.1, the Contractor will be given a grace period of ten (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.

E26.3 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 \$60.00 per cleaning inspection, for all additional inspections required to ensure compliance with the specifications.

E27. PERSONNEL

E27.1 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.

E27.2 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.

E27.3 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.

E28. COMMUNICATION

E28.1 The Contractor shall have on the Site, a minimum of one (1) employee during all service scheduled Work, who can receive and carry out written and verbal instructions in English or requests that fall within the Contract requirements, and to effectively relay in a timely manner any which fall outside the Contract requirements, such as flooding, building security problems, plumbing needs, etc.

- (a) Further, it is expected that this person will be familiar with the site Task Schedule and the Cleaning Requirements, all of which form part of the Contract.

- (b) The Contractor shall provide to the Contractor's employees performing Work at the Site, a copy of: Part E-Specifications, Drawings, and Table A, B, C, D, and E – Cleaning Requirements, and the copies shall be kept in the janitor's storage room for their referral.

TABLE A - CLEANING REQUIREMENTS: FLOORS

**PUBLIC WORKS DEPARTMENT – FLEET MANAGEMENT DIVISION
 LOCATIONS: 185, 195 AND 215 TECUMSEH STREET**

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	Pick Up Debris
Floor Tile (Asphalt, Vinyl, Mastic)	D	D	D	W	M		D
Asphalt Planking	D	D	D				D
Walk-on Mats (fabric covered)						D	D
Walk-on Mats (rubber/vinyl)						D	D
Linoleum	D	D	D	W	M		D
Carpeting						D	D

D – Daily
 W – Weekly
 M – Monthly

TABLE B - CLEANING REQUIREMENTS: WALLS

**PUBLIC WORKS DEPARTMENT – FLEET MANAGEMENT DIVISION
 LOCATIONS: 185, 195 AND 215 TECUMSEH STREET**

Cleaning all unobstructed horizontal and vertical surfaces

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Dust with Treated Mop	Treat with Wood Finish Material	Wash with Sponge Mop and Cleaner
Concrete (painted/unpainted)	D				SM
Plaster, Drywall (painted/unpainted)	D				SM
Concrete Block (painted/unpainted)	D				SM
Wood Panelled Wall	D		D	SM	SM
Vinyl Covered Wall	D	D			SM
Base Cove	D	D			W
Stainless Steel Surfaces	D	D			W
Plastic Laminate Surfaces	D	D			W
Ceilings					SM

D – Daily
 W – Weekly
 SM – Semi-Annually

TABLE C - CLEANING REQUIREMENTS: FURNISHINGS & FIXTURES – 1

**PUBLIC WORKS DEPARTMENT – FLEET MANAGEMENT DIVISION
 LOCATIONS: 185, 195 AND 215 TECUMSEH STREET**

Cleaning all unobstructed horizontal and vertical surfaces

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Dust with Treated Cloth	Disinfect & Deodorize	Wash	Empty and Clean	Remove Refuse to Designated Areas	Refill Dispensers
Waste Receptacles	D	D		D		D	D	
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	D	D						
Cubicle Doors	D	W			M			
Window Blinds	D				M			
Window Sills and Ledges	D	D	D					

D – Daily
 W – Weekly
 M – Monthly

TABLE D - CLEANING REQUIREMENTS: FURNISHINGS & FIXTURES – 2

**PUBLIC WORKS DEPARTMENT – FLEET MANAGEMENT DIVISION
 LOCATIONS: 185, 195 AND 215 TECUMSEH STREET**

Cleaning all unobstructed horizontal and vertical surfaces

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Dust with Treated Cloth	Disinfect & Deodorize	Vacuum	Wash
Desk Side Panels & Legs	D	D	D			M
Tables & Legs	D	D	D			M
Counter Tops & Sides	D	D	D			M
Filing Cabinets	D	D	D			M
Credenzas	D	D	D			M
Cabinets	D	D	D			M
Desk Lamps	D	D	D			M
Bookcases	D	D	D			M
Library Book Shelves	D	W	D			M
Telephones (incl. Payphones & enclosures)	D	D		W		
Upholstered Easy Chairs					M	
Chairs (Vinyl & Fabric Covered)		D (vinyl)			M	
Chairs (vinyl/plastic only)	D	D				M
Furnishings (finished wood/chrome surfaces)	D	D				M

D – Daily
 W – Weekly
 M – Monthly

TABLE E - CLEANING REQUIREMENTS: FURNISHINGS & FIXTURES – 3

**PUBLIC WORKS DEPARTMENT – FLEET MANAGEMENT DIVISION
 LOCATIONS: 185, 195 AND 215 TECUMSEH STREET**

Cleaning all unobstructed horizontal and vertical surfaces

LOCATION	Remove Spots, Stains, and Graffiti	Wipe with Cleaner	Dust with Treated Cloth	Wash	Vacuum
Coat Racks and Hat Shelves	D	W	D	SM	
Stainless Steel Surfaces	D	D		M	
Doors, Frames and Hardware	D	D		M	
Vending Machines (including top of machine)	D	D		M	
Grilles (Air Supply & Exhaust)				SM	M
Shelves	D		D	M	
Plastic Signs (not exceeding normal door height)	D	D		SM	
Light Fixtures & Lenses & Diffusers (Both Sides)				SM	
Air Conditioner Filters				W	

D – Daily
 W – Weekly
 M – Monthly
 SM – Semi-Annually