

City of Fernie Janitorial Services



Request for Quotations

Quotations marked “Request for Quotation: City of Fernie Professional Janitorial Services” will be received at the City of Fernie, City Hall, 501 3rd Ave. Fernie, BC up to 4:00pm local time, May 3rd, 2013 for the supply of janitorial services for the City of Fernie.

A mandatory site tour will be held on April 23rd, 2013 beginning at City Hall at 6:00am local time.

Tender documents will be available on or after Wednesday April 17, 2013 at the City of Fernie Aquatic Centre or online www.fernie.ca.

The owner reserves the right to waive informalities in, or reject any or all tenders, or accept the Quotation most favorable in the interest of the owner.

Cam Mertz, Director of Leisure Services, City of Fernie 250-423-4466 ext. 225

CITY OF FERNIE

REQUEST FOR QUOTATION



Professional Janitorial Services

ISSUE DATE: April 11, 2013

Original and one copy of a Proposal in an envelope plainly marked **“Request for Quotation: City of Fernie Professional Janitorial Services”** will be received at the City of Fernie, 501 – 3rd Avenue, Fernie, BC, V0B 1M0 up to 4:00 p.m. local time on the closing date.

CLOSING DATE: May 3rd, 2013 at 4:00pm PM LOCAL TIME

*** PROPOSALS WILL NOT BE OPENED IN PUBLIC***

NOTE: Should any potential bidders download this Request for Proposal, it is the proponent’s responsibility to check for Addendas which will be posted on the City of Fernie’s website: www.fernie.ca.

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1.0 Introduction

- 1.1 The City of Fernie invites written quotations from qualified Janitorial contractors to provide janitorial services for City owned buildings as specified in Appendix “A” of this RFQ.
- 1.2 Quotations in a sealed envelope clearly marked **“RFQ – City of Fernie Professional Janitorial Services”** will be received up to **4:00 P.M. local time, Friday, May 3rd, 2013** at the City of Fernie, P.O. Box 190, 501 – 3rd Avenue, Fernie, B.C., V0B 1M0. Submissions received after the stated closing date and time will not be considered.
- 1.3 Quoted prices must remain in effect for a minimum of sixty (60) days after the closing date and time.
- 1.4 All applicable taxes must be shown separately. The Successful Proponent will be required to itemize taxes on all invoices submitted to the City.
- 1.5 All enquires related to this RFQ are to be directed, in writing by fax or email, to the following person. Information obtained from any other source is not official and should not be relied upon.

Mr. Cam Mertz, Director of Leisure Services, City of Fernie

Email: cam.mertz@fernie.ca

Phone: 250-423-4466 ext. 225

Fax: 250-423-3034

2.0 Terms and Conditions

- 2.1 The lowest or any quote will not necessarily be accepted. The City reserves the right to waive informalities in the quote, reject any or all quotes, or accept the quote deemed most favourable in the interests of the City at its sole discretion, without prejudice.
- 2.2 Any cost incurred by the Bidder in the preparation or submission of documents pertaining to the RFQ will be borne solely by the Bidder. By submitting a Quotation, the Bidder agrees that it will not claim damages, for whatever reason, relating to the RFQ or in respect of the competitive process.
- 2.3 The City reserves the right, in its sole discretion, to reject any quote submitted by a Bidder where one or more of the directors, officers, principals, partners, senior management employees, shareholders, or owners of the Bidder, (or in the case of a quote submitted by a Bidder who is an individual person where that individual) is an officer, employee or elected official of the City, or is a member of the immediate family of an officer, employee, or elected official of the City.
- 2.4 By submitting a quote the Bidder confirms that neither the Bidder (if an individual person) nor any of the directors, officers, principals, partners, senior management employees, shareholders, or owners of the Bidder is an officer, employee or elected official of the City, or is a member of the immediate family of an officer, employee, or elected official with the City.
- 2.5 The City may in its absolute discretion, reject any Quotation submitted by a Bidder if the Bidder or any officer or director of the Bidder is or has been engaged either directly or indirectly through another corporation in a legal actions against the City or its elected or appointed officers or employees in relation to any other contract for works, goods or services.

3.0 Indemnity

Notwithstanding the compliance of the supplier with all the clauses concerning insurance, the supplier shall indemnify, protect, and save harmless the City, its officers, agents, servants, and employees from and against all actions, claims, demands of any kind, description, and nature whatsoever arising out of, or in any way connected with the fulfillment of its obligation in accordance with the RFQ; and all such actions, causes of actions, claims and demands recoverable by any third party from the City of the property of the City, shall be paid by the supplier. If the City pays, or is required to pay, any damages, costs, or fees on account of the actions, claims and demands herein recited, or if the property of the city shall be charged in any way as a result of the aforesaid actions, causes of actions, claims for demands, then the City shall be entitled to recover from the supplier all such damages, costs, fees, or other charges together with any costs or expenses incurred in so doing from

the supplier.

4.0 Examination of RFQ Documents

- 4.1 The Bidder will satisfy themselves as to the practicability of supplying and delivering the goods and services in accordance with the RFQ and will be held to have satisfied themselves in every particular of the RFQ before supplying their quotation.
- 4.2 The Bidder will be deemed to have satisfied themselves as to the sufficiency of their quote for the supply and delivery of the goods and services and the process stated in the Quotation Form attached to this RFQ as Appendix “A”. These prices will cover all of the Bidder’s obligations according to the terms and conditions stated in the RFQ including the supply of the goods and services, taxes and delivery costs to Fernie, together with the Bidder’s overhead and profit, except where otherwise provided elsewhere in the RFQ.

5.0 Form of Quotation

- 5.1 Bidders shall submit their bids on the Quotation Form included in this RFQ as Appendix “A”.
- 5.2 All sections of Appendix “A” must be completed and submitted to the City for the Quotation to be considered compliant.
- 5.3 By submission of a Quotation, the Bidder acknowledges receipt of any and all addenda issued by the City in relation to this RFQ.
- 5.4 Alteration, qualification or omission of the Quotation Form may render the Quotation liable to rejection by the City.
- 5.5 The Bidder should initial any erasures or corrections it makes to the Quotation Form.
- 5.6 The Quotation Form must be signed by a person authorized to sign on behalf of the Bidder and to bind the Bidder to its Quotation.
- 5.7 Where applicable, in the event of a discrepancy between the individual prices and the total bid amount, the individual prices govern.
- 5.8 A description of the Bidder’s organization including size, goods and services provided and length of time in operation must be provided. The name, mailing address, email address, telephone and fax numbers of the Bidder’s firm and any branch locations or affiliates that may be applicable must also be provided.
- 5.9 A list of at least three current or past municipal clients or clients who are similar in purpose to the City to which your company has supplied goods or services within the last three years must be provided. The City reserves the right to utilize these clients for reference checks.

6.0 Revisions of Quotation

By submission of a clear and detailed written notice, the Bidder may amend or withdraw its Quotation prior to the closing date and time. Upon the closing date and time all Quotations become irrevocable for a period of 60 days.

7.0 Ownership of Quotations

All documents submitted to the City in relation to the RFQ become the property of the City. They will be received and held in confidence by the City subject to the provisions of the Freedom of Information and Protection of Privacy Act.

8.0 Owner's Discretion

- 8.1 Quotations that contain qualifying conditions or otherwise fail to conform to the requirements of the RFQ may, at the sole discretions of the City, be disqualified or rejected. The owner may, however, at its sole discretion, retain for its consideration Quotations that are non-conforming because they fail to comply with the requirements of the RFQ with regard to content, form, submission process or any other matter.
- 8.2 The City retains the right to waive irregularities in the Quotation Form if, in the City's opinion, such irregularities are of a minor or technical nature.
- 8.3 The City reserves the right to award multiple contracts, i.e. to more than one Bidder, should it deem this to be in the best interest of the City.
- 8.4 In the event that all Quotations received exceed budgetary expectations, the City reserves the right to collapse the RFQ and negotiate with the lowest priced or any Bidder, or with any firm whether or not it has submitted a Quotation.
- 8.5 The City reserves the right not to proceed with award to any Bidder if it determines, at its sole discretion, not entering into a contract with any of the Bidders would be in the best interests of the City.

9.0 Provision for Termination or Suspension of Supply

In the event of the breach or non-performance by the supplier of any of the terms and/or conditions of this RFQ, the City reserves the right to terminate the provision of the goods or services being supplied by Bidder without notice.

10.0 Evaluation

The following criteria, but not restricted thereto, will be used to evaluate Quotations:

- Compliance with requirements of the RFQ;
- Price of all goods to be furnished in relation to this RFQ;
- Delivery schedule of goods to be supplied;
- Warranty of goods to be supplied;
- Reference checks; and
- Features and physical quality of goods.

11.0 Awarding

- 11.1 Awards will be made based on the Best Value offered, and the Best Value will be determined by the City.
- 11.2 The City shall not be obligated in any manner to any Bidder whatsoever until a Purchase Order has been issued relating to an approved Quotation.

12.0 Purchase Order Terms and Conditions

- 12.1 The City has the right of inspection and approval. Inspection by the City of advance samples shall not constitute final acceptance and the Contractor will remain bound by any warranties set out in the specification requirements.
- 12.2 The City reserves the right to cancel the Purchase Order if specified delivery terms are not met or if goods or services fail to meet specification requirements.
- 12.3 No substitutions are permitted unless previously agreed to by the City and confirmed in writing.
- 12.4 Over shipments against the order may be returned with all freight charges to the Contractor's account.
- 12.5 Purchase Order numbers must be shown on all invoices, packing slips and packages. Shipments must be accompanied by a properly completed delivery slip.
- 12.6 The Contractor must indemnify the City against any claim of any person, firm, or corporation alleging that the sale by the Contractor to the City constitutes an infringement of patent rights, copyright or any other intellectual property rights.
- 12.7 The Contractor must not change prices, terms or conditions without the prior written permission of the City.

Appendix “A” Quotation Form

City of Fernie Janitorial

For Specific Janitorial Duties at the:

Fernie City Hall

501 – 3rd Avenue

Fernie Court House

401 – 4th Avenue

Fernie Aquatic Centre

250 Pine Avenue

Public Works Office

1492 Railway Avenue

Fernie Community Centre

901 – 6th Avenue

Max Turyk Community Centre

44 Mt. Washburn Street

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VIII. Specifications – Cleaning Services

IX. Cleaning Task Schedule

X. Certificate of Insurance

I. REQUEST FOR QUOTATION

YOUR QUOTATION IS REQUESTED FOR THE FOLLOWING WORK/GOODS/SERVICES FOB OFFLOADED DESTINATION:

City Hall 501-3 rd Ave Fernie, BC	Courthouse 401-4 th Ave Fernie, BC	Aquatic Centre 250 Pine Ave Fernie, BC	Public Works Fernie, BC 1492 Railway	Community Centre Ave. 901 6 th Avenue Fernie, BC	Max Turyk Community Centre #44 Mt. Washburn Fernie, BC
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QUOTATIONS MUST BE MADE ON THIS FORM AND RETURNED IN A SEALED ENVELOPE CLEARLY MARKED WITH THE QUOTATION NO. SHOWN ABOVE AND RECEIVED PRIOR TO CLOSING TIME May 3rd, 2013 AT:

The Corporation of the City of Fernie - City Hall - 501 – 3rd Avenue, Fernie, BC, V0B-1M0
Fax No: (250) 423-3034

REQUIRED COMPLETION / DELIVERY DATE: May 13, 2013-May 12, 2016 Mutual option for renew to May 12, 2018	PRICES MUST BE QUOTED: The proposal shall outline the costs of all components and separately identify all applicable Provincial and Federal Sales Tax and other associated costs. All prices shall be in Canadian dollars.	DIRECT ALL INQUIRIES TO: cam.mertz@fernie.ca Ph: (250) 423-4466 ext. 225
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DESCRIPTION OF WORK / GOODS / SERVICES	TOTAL PRICE
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Cleaning Services at the above locations from May 13, 2013- May 12 2016, with times as specified below:

Court House Performed between 5:00pm to 1:00am	Price per month \$ _____	
Aquatic Centre Performed between 12:00am and 6:00am on Mondays Annual Floor Refinishing	Price per month \$ _____ Price per year \$ _____ Price per year \$ _____	
Public Works Performed between 4:00pm and 1:00am on Fridays Annual Floor Refinishing	Price per month \$ _____ Price per year \$ _____ Price per year \$ _____	
Community Centre Performed between 9:00pm to 1:00am or as dictated by Event Schedule	Price per month \$ _____ Price per year \$ _____	

Max Turyk Community Centre Performed between 9:00pm to 1:00am	Price per month \$ _____ Price per year \$ _____	
City Hall Performed between 6:00pm and 6:00am (except Mondays – after 9:00pm) Annual Window Washing	Price per month \$ _____ Price per year \$ _____ Price per year \$ _____	

CONDITIONS OF PURCHASE

ACKNOWLEDGEMENT/ACCEPTANCE: The Vendor shall promptly acknowledge the order. The written acceptance of this order, or delivery of material or services, or any part thereof, constitutes an acceptance of the entire order and its conditions.

F.O.B. POINT: “Offloaded destination” as shown on the face of this order assigns responsibility for the unloading at the time of delivery to the Vendor or his agents. Any equipment and or labour that may be required for this purpose by reason of shipment weight or size will be provided by the Vendor at his expense.

DISCOUNTS: Discounts shall be calculated from date invoices are received in proper form following precedent receipt of the goods/services in good order.

SHIPMENTS: The Purchaser reserves the right to cancel this order, if promised or specified delivery is not met. Over shipments against this order shall be returned with all freight charges to the Vendor’s account. Order numbers and code numbers must be shown on all invoices, packing slips and packages. All materials must be shipped on a prepaid basis with any freight charges for Purchaser’s account shown on Vendor invoices.

QUALITY: The Purchaser shall have the right of inspection and approval. Inspection by the Purchaser of advance samples shall not constitute final acceptance. The Vendor warrants and agrees that for a period of one year from the date of delivery or performance, the goods or services set out in the order shall be supplied or manufactured in a good and workmanlike manner and in the case of goods that they are derived from the best materials available. PROVIDED ALWAYS that in the case of breach of this warranty regarding goods the Purchaser shall be entitled to reject such goods and the freight, both ways, shall be paid by the Vendor. No substitution of alternative quality shall be permitted unless previously agreed to by the Purchaser and confirmed in writing. All electrical, electronic and gas fired equipment must bear the required approval markings. This shall be C.S.A. approved for entirely electrical or electronic equipment. Gas fired equipment must be C.G.A., U.L.C. or C.S.A. approved. Equipment that is not approved may be eligible for local approval providing it is in accord with provincial regulations. The Vendor will be responsible for any expense incurred to obtain such approval.

PATENTS: The Vendor shall indemnify the Purchaser against any claim of any person, firm or corporation alleging that the sale by the Vendor to the Purchaser hereunder constitutes an infringement of patent rights.

WARRANTY OF TITLE: Title to all materials and equipment shall be furnished free and clear of all liens, charges or other encumbrances.

INTELLECTUAL PROPERTY RIGHTS: The Vendor warrants that the use or sale by Purchaser of the material herein will not infringe on any right of invention, patent, trade mark, trade

secret, copyright process to manufacture and agrees to indemnify any costs, damages or expenses arising out of any infringement or alleged infringement.

LIABILITY: The Vendor acknowledges that they are an independent contractor and shall indemnify, protect and save harmless the Purchaser, its agents, employees, directors, successors and assigns from any and all damages, liabilities and claims of whatsoever nature rising out of the furnishing by the Vendor, its agents or employees, of the materials and/or performing of the services covered by this order or incidental or ancillary thereto. The preceding liability clause is not applicable to consulting services which are subject to the following liability provisions:

- Notwithstanding the providing of insurance coverage by the Corporation, the Contractor hereby agrees to indemnify and save harmless the Corporation, its successors, assigns and authorized representatives and each of them from and against any and all liability, whether directly or vicariously caused or incurred, arising or resulting from the operations of the Contractor or any of his Subcontractor(s) or Sub Subcontractor(s), their respective agent(s), servant(s), or employee(s) under this Agreement, excepting always liability arising out of the negligent acts of the Corporation, its successors, assigns and authorized representatives.

TIME: Time is of the essence in all matters arising under this order

GENERAL CONDITIONS: It is agreed and understood that:

- The information set forth on this order constitutes the full and complete agreement with respect to performance and payment.
- The Vendor will comply with all applicable laws in providing the material/services specified.
- The provision of such materials/services do not and will not create conflict of interest either for or between the Vendor and/or the Purchaser.
- All information relevant to the order is subject to full disclosure upon proper inquiry. If this order arises from a tender or quotation the terms and conditions shown on the tender or quotation shall also apply and form a part of this contract. The terms and conditions for the sale of the goods set out in the order shall be governed by the laws of the Province of British Columbia.

COMPLIANCE WITH CORPORATE POLICIES: The Vendor will comply with all applicable corporate policies and procedures.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT: All documents under the control or custody of the Corporation of the City of Fernie are subject to the provisions of the Freedom of Information and Protection of Privacy Act and any regulations, rulings and amendments thereto.

IMPORTANT: Failure to acknowledge to the contrary within 10 days of receipt of this order will be deemed acceptance of all terms and conditions especially price and delivery.

II. BIDDERS RESUME

(To Be Completed and Submitted with Quotation)

A. General Information

1. Full name of bidding firm:

2. Address to which notices to be sent communications:

Telephone: _____

Email: _____

Phone: _____

Fax: _____

Cell: _____

24hr Emergency: _____

3. Principal Officers/Directors and/or partners (Active/Inactive/Silent) in the business and whether they are residents of British Columbia.

_____	Res BC?	_____	Res BC?
_____	Yes No	_____	Yes No
_____	Yes No	_____	Yes No
_____	Yes No	_____	Yes No

4. Workers' Compensation Board Identification # _____

Copy of Current Assessment Clearance Letter Attached? Yes No

5. Is your company licenced to perform the work of the contract in compliance with all Federal, Provincial and Municipal laws and regulations? Yes No

6. Will your providing the work create a conflict of interest either for or between you and/or the Corporation? Yes No

7. It is hereby acknowledged and understood that it is the contract's responsibility to educate and train their staff in the proper and effective use of products, procedures and equipment to meet and maintain City of Fernie Cleaning Standards.

B. References

List the three largest cleaning contracts you presently hold and have held for a minimum of one year in the Kootenay Region of British Columbia.

1)

_____	_____
Reference Name (Hiring Firm – Name/Phone Number)	Location/City

_____	_____
Telephone Number	Name of Building/Facility

2)

_____	_____
Reference Name (Hiring Firm – Name/Phone Number)	Location/City

Telephone Number

Name of Building/Facility

3)

Reference Name (Hiring Firm – Name/Phone Number)

Location/City

Telephone Number

Name of Building/Facility

I am aware of all of the conditions, standards, requirements and terms of the contract as outlined in this bid process. If awarded I agree to comply with all the terms and within 14 days or prior to the contract start date (whichever comes first) supply a copy of my firm's business license for the City of Fernie, WCB Clearance Letter, and insurance certificate.

Name of Company

Official Signature and Title

Date

Following award, if the successful bidder is disqualified the Corporation reserves the right to extend such disqualification to any firm/partnership/individual associated with the bidder.

III. GENERAL CONDITIONS – CLEANING CONTRACT

- 1. Definitions** “Work” means the furnishing of all labour materials and modern Industrial equipment to perform the services as set out in any Specifications, Task Schedule attached hereto and Standards previously supplied.
“Corporation” means the Corporation of the City of Fernie, its employees, agents and elected officials.
“Cleaning Manager” means the person appointed and authorized by the Corporation as Manager or designate for the particular premises to which the Work applies. At the time of the release of this RFQ the Cleaning Manager is Cam Mertz, Director of Leisure Services.
“Contract” means this agreement and includes, without limitation, the Request for Quotation, Supplement, Purchase Order, and any Task Schedules, Standards or attachments as are incorporated therein my reference.
“Contractor” means the individual, partnership, sole proprietorship or Corporation executing this contract.
- 2. Term or Contract** The Term of this Contract shall be for the period specified on the Request for Quotation form.
- 3. Hours of Work** The Work shall be performed during the hours of Work specified on Request for Quotation form.
- 4. Extensions to the Term** The Corporation reserves the right to extend the Term of this Contract at a price to be negotiated between the Corporation and the Contractor.
- 5. Site Tour** All bidders having attended the mandatory tour of the work site shall have taken into consideration all conditions that may affect the Work under this Contract. No variations will be allowed for not being fully familiar with all conditions pertaining to Work to be done.
- 6. Assignment of Contract** This Contract shall not be assigned or subcontracted in whole or in part without the prior written consent of the Corporation, which consent may be arbitrarily withheld. For the purposes of this Contract, franchising or payment by piecework.
- 7. Conflict of Interest** It is agreed and understood that the provision of work will not create a conflict of interest either for or between the contractor and/or the Corporation. If a potential or real conflict of interest should arise, the Contractor must advise the Corporation immediately.
- 8. Change in Scope** The Corporation shall have the right to increase or decrease the frequency level or quality of service that may be required during the Term. Any such changes

shall become effective upon THIRTY (30) days after written notice, as set out in Section 10, has been delivered to the Contractor. In cases where the Corporation wishes to decrease or increase the area to be cleaned under the Contract the pre-agreed space adjustment allowance rate will be used to calculate the revised contract price. In the event that no space adjustment allowance rate is provided by the Contractor, the rate will be set using the average cost per square foot of the contract.

- 9. Termination of Contract** The Corporation may terminate this Contract upon the occurrence of any of the following:
- Where the Corporation is required to vacate the premises or quit the site of Work;
 - Where the Contractor, despite notice thereof, persists in rendering Services unacceptable to the Corporation or its clients; and
 - Where the Contractor becomes insolvent, is declared bankrupt, or commits an act of bankruptcy.

- 10. Notices** Notices for the purposes of Section 8 – Change in Scope, and Section 9 - Termination of Contract, of the General Conditions shall be in writing and shall be sent by registered mail to the Contractor at the address specified in the Bidders Resume. The postmark date shall constitute date that Notice was given for these purposes.

- 11. Force Majeure** The Corporation shall not be held responsible nor be liable for any or delay in performance of its covenants hereunder when such failure or delay is due to causes beyond its reasonable control, including acts of God, acts of military or civil authority, fire, strikes or lockouts or other forms of labour unrest, including picketing whether legal or not, nor shall the Corporation, in any event whatsoever, be liable for consequential damage or special damage resulting there from. Whenever the Corporation shall be unable to fulfill or perform or be restricted from, or delayed in, fulfilling any obligation hereunder, the Corporation shall be relieved of the fulfillment of its obligations or restricted in the fulfillment of its obligations, shall be relieved to the extent restricted or delayed in such fulfillment, and the Contractor shall not be entitled to compensation for any inconvenience, nuisance, discomfort or loss occasioned thereby.

In the event of labour disputes or any action flowing therewith or there from, the parties hereto agree that the services required under this Agreement may, at the sole discretion of the Corporation, be put into abeyance pending resolution of any dispute, and the Corporation shall not be under obligation to compensate the Contractor for any loss or damages flowing from such abeyance.

- 12. Non Compliance or Default by the Contractor** If the Contractor fails to comply with a direction or decision of the Corporation, or is in default in any other manner under the Contract, the Corporation may do such things and incur such costs as it deems necessary to

correct the Contractor's default, including, without limitation, the withholding of payments due or accruing due to the Contractor for services rendered pursuant to this Contract, which monies may be set off by the Corporation against any expenses that it may incur in remedying a default of failure as described above.

13. Indemnification The Contractor shall indemnify and save harmless the Corporation from and against all claims, losses, costs, damages, suits, proceedings or actions arising out of or related to the Contractor's activities in executing the Work, including his omissions, improper acts or delays in executing the Work. The Contractor shall compensate the Corporation for any loss of or damage to the Corporation's or tenant's premises or property, arising out of the performance of the Work..

14. Insurance The Contractor shall provide, maintain and pay for the following insurance which shall be placed with such insurance company or companies and in such form as may be acceptable to the Corporation.

a. Comprehensive General Liability Insurance Protecting the Corporation, the Contractor, his sub-contractors, and their respective servants, agents or employees against damages arising from personal injury (including death) and from claims for property damage which may arise directly or indirectly out of the operation of the Contractor, his sub-contractors, servants, agents or employees under this Contract. Such insurance shall be for an adequate amount acceptable to the Corporation and shall in any event be not less than \$5,000,000 inclusive for any one occurrence and shall include a standard form of cross liability clause.

The policy of insurance shall cover all liability arising out of products whether manufactured or supplies by the Contractor, completed operations, contingent employers liability and liability assumed by the Contractor under and applicable to this Contract.

b. Automobile Insurance on the Contractor's owned and non-owned vehicles, protecting the Contractor and the Corporation against damages arising from bodily injury (including death) and from claims for property damage arising out of their use on the operations of the Contractor, his sub-contractors or agents under this Contract. Such insurance shall be for an adequate amount acceptable to the Corporation and shall in any event be not less than \$1,000,000 inclusive of any one accident.

15. WCB Coverage The contractor shall comply in all respects with the *Workers' Compensation Act*, all regulations and orders made pursuant thereto, and all amendments that may be made from time to time. The Contractor shall maintain WCB coverage at all times

during the term of the contract.

16. Labour The Contractor shall supply sufficient labour to adequately perform the tasks required. This amount will be determined by the Contractors and the Corporation. The number of workers employed shall not be changed from that agreed upon, without the approval of the Corporation. The names of the workers reporting for Work must appear on the list submitted to the Corporation in accordance with Section 19(b) of the General Conditions.

17. Laws & Permits The Contractor shall comply with all laws and regulations relating to the Work, whether Federal, Provincial or Municipal, and shall pay for all permits and certificates required in respect of the Work.

18. Taxes The Contractor shall pay in full any applicable Federal, Provincial or Municipal taxes in force during the progress of the Work.

19. Contractor's Supervisor and Workers

- a.** The Contractor will identify who will exercise competent supervision of the Work at all times and in any event must be:
 - i. acceptable to the Corporation;
 - ii have authority to receive on behalf of the Contractor, any order or communication relating to the Work.Any Supervisor or workers not acceptable to the Corporation by reason of incompetence, confidentiality of and to the site, improper conduct or who is discovered to be a security risk shall be excluded from the Work site and replaced forthwith.
- b.** Upon request the Contractor shall submit to the Manager or designate, the names and addresses of all individuals who will be performing or supervising the Work. Any proposed changes to this roster shall be immediately brought to the attention of the Corporation Necessary Bond(s) thereof shall be provided to the Corporation before any individual commences Work. The contractor will supply appropriate name tags
- c.** The Corporation may require the Contractor to provide appropriate security clearance on the Contractor and its representatives.
- d.** During the performance of the Contract, the Contractor and its representatives may encounter information which is confidential in nature. In consideration of granting this Contract, the Contractor and its representatives agree to maintain this information in confidence and not to reproduce or otherwise disclose this information to any other party. The Contractor may not under any circumstances access or make use of any equipment or space for personnel use.

1. **Utilities** The Corporation will supply all heat, light, power, hot and cold water as may be required for the Work.

21. **Cooperation** The Contractor understands that the Work may be subject to interruption or interference of other Contractors or workers are engaged to work on the site, and the Manager will give as much notice as possible of any interruption or interference.

22. **Manager's Rights** The Manager shall have, without limitation, the following rights:
 - i. the sole opinion to decide whether any part of the Work has been done as required by the Contract; and
 - ii. what the Contractor is required by the Contract to do, including, without limitation, decisions as to the acceptability of the quality or quantity of any labour, equipment, product, supply or material used in the execution of the work and the timing or scheduling of the various phases of Work.

23. **Safety** The Contractor and its representatives must at all times be current in knowledge and conform with all regulations as established by the Workers' Compensation Board of British Columbia for the work. Inclusive of those regulations covering accidental exposure to blood and body fluids; and the British Columbia Centre for Disease Control first aid measures in dealing with accidental needle sticks.

24. **Payment** Payment will be made by the Corporation to the Contractor monthly in arrears, subject always to the provisions of the Builders Lien Act.

25. **Environment/Chemicals** In the process of approving chemicals and other products for use, the and Other Products Corporation will give preference to chemicals and other products that the Corporation identifies as environmentally conscientious from the perspectives of user safety, performance and disposability.

IV. CLEANING SERVICES STANDARDS – BUILDINGS

201 INTERIOR OF BUILDING

Entrances, lobbies, waiting areas, rooms corridors (open and closed areas), meeting and conference rooms, common areas, resident living quarters, stairways, elevators, escalators, coffee/lunch room areas and/or rooms, judges chambers, classrooms, theatres, courtrooms, holding cells, libraries, basements, underground parking, storage and mechanical rooms, etc.

Tasks	Results Expected
<p>.1 Empty/clean all waste holding receptacles and containers. The use of and daily replacement of liners is mandatory for all washroom, and staff break area receptacles, whereas separate or special liners may be utilized for recyclables. Empty/clean ashtrays, cigarette sand urns, replace sand.</p>	<p>All waste and recycle holding receptacles/containers, ashtrays and urns are clean and in their correct place. No waste or recycle holding containers or baskets were placed upon desks or tables during cleaning operations. Sand urns free of cigarette and cigar butts, and clean in appearance. No debris is present in base of urns.</p>
<p>Note: Where required, the schedule transportation of recyclables to the designated location takes place.</p>	<p>Chrome parts are clean and polished.</p>
<p>Recyclables: For health and safety reasons, no person is permitted to handle or sort any waste/recyclables with bare hands. Liners are to be removed and held away from the body. Any needles or sharps noted are to be stored in a safe manner and reported immediately to your Cleaning Manager.</p>	<p>All recyclables were handled safely and transported to the designated areas.</p> <p>Any needles or sharps found were reported immediately.</p>
<p>Note: For fire and safety separate metal ash cans must at times be used for any ashtray contents.</p>	<p>Wherever ashtrays exist, separate metal ash pickup cans were use.</p> <p>No ashtray contents have been placed in regular waste carriers.</p>
<p>.2 Clean all furniture, including TVs, credenzas, book cases, desks, file cabinets, tables, furniture, glass, desk lamps, etc.</p>	<p>All furniture, fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, Lexan, leather, etc., are free of finger marks, spots and stains, with no dust or streak marks present. Any furniture and equipment moved during cleaning operations has been returned to its correct cleaned location.</p>

Do not, unless directed by the contract, clean clients' personal accessories such as ceramics, ornaments, free standing pictures, computer screens, keyboards, etc. Or any items that could be damaged or de-programmed.

Note: Questions regarding the cleaning of any client accessories are to be directed to your Cleaning Manager.

Note: Under no circumstances can paper towels be used to clean Plexiglas or Lexan.

.2 **Clean and polish** all furniture framing and trim, plastic, wood, vinyl, leather, etc.

Spot clean fabric in accordance with the Cleaning Management "Carpet and Upholstery Cleaning Systems and Standards" dated October 2004.

Clean all telephones, furnishings and fittings in public access areas, all surfaces of beds and washable mattresses.

Note: The use of an effective quaternary germicidal detergent and clean cloths are mandatory for these as well as any beds or mattresses, e.g., in First Aid rooms.

Detail clean all used holding cells.

Method: Using a quality detergent, scrub and rinse (pressure wash all surfaces where a floor drain exists) followed by mist spraying all surfaces including the mattress with a quaternary germicidal detergent.

Vacuum/dust frames, fabric upholstered furniture.

Note: No feather dusters to be used, however, washable lamb's wool or polywool, long/extendible handle dusters may be used but only for safety in higher level work.

For leather cleaning, refer to 307.

An Ultra Certificate holder carried out the work and all fabric furniture is free of spots and stains.

Special attention was given to the mouth, ear pieces and cradle of telephones, whereas the touch pad of office phones was cleaned carefully and no de-programming occurred.

All surfaces are clean and free of debris, graffiti, smudges, marks, etc. And the mattress has been left clean and on edge to air dry.

Fabric furniture is free of dust and debris and presents an overall clean appearance.

- .3 Clean** window sills, partition ledges, baseboards and all other surfaces below two meters, including blackboard brushes, blackboard ledges, cleared blackboards, cleared white boards, wall louvers, moldings, radiators, etc.
- Note:** In cleaning blackboards and blackboard brushes, only approved cleaning tools are to be used.
- Note:** In cleaning white boards, only approved cleaning tools and products such as Temp paste is to be used (i.e., no products such as Expo or abrasive cleaner are permitted).
- .4 Clean** all hard surface flooring.
- Note:** Care must be taken throughout mopping operation to prevent cleaning solutions from collecting against and under furniture legs and cabinets. Special care and attention must be paid to all corners and edges.
- Note:** For dust mopping, only electrostatic type dust mop heads that do not require any treatment are permitted.
- All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.
- All floors are clean and free from debris, surface stains, and mop or detergent streaks.

- .5 Vacuum** carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc.
- Method:** Carpets, rugs and entrance mats shall be traffic lane vacuumed daily and vacuumed thoroughly wall to wall on a regularly scheduled basis, using appropriate equipment and attachment tools. Nap on rugs to be laid in one direction.
- Note:** All light furniture and equipment moved during vacuuming operation to be returned to their original locations.
- Dust/Damp mop** clean “T” mats, etc.
- Note:** Carpet Sweepers are not permitted on, or for use in, the premises.
- Note:** Canister vacuums or ergonomic style backpack vacuums with approved filtration and an all brush tool must be used. Upright vacuums **if used** must be a dual motor, beater brush bar, top fill.
- All** must meet the filtration standards, use disposable double lined bags and have the appropriate wand and tools to vacuum fabric furniture, draperies, corners, edges, etc.
- Vacuums must be emptied and cleaned regularly and be maintained at maximum efficiency.
- Spot clean** carpets and matting in accordance with Cleaning Management “Carpet and Upholstery Cleaning Systems and Standards” dated October 2004.
- Method:** When treating a carpet spot/stain, always spray from the exterior perimeter into the center. Tamp the spot/stain using a clean white absorbent cloth.
- Note:** Report any concerns to your Cleaning Manager.
- .6 Spot clean** and remove smudges from walls, doors, woodwork, glass partitions and other similar surfaces
- Note:** Any spots that cannot be removed by normal means are to be reported to your Cleaning Manager
- Carpets are free of dust and debris. No debris or other soil matter was left in corners or around the edges of the carpet.
- All furniture has been returned to its proper location.
- Under “T” mats, furniture, tables, chairs, bookcases, between file cabinets, behind doors, along baseboards and/or free-standing radiators are clean and free of debris.
- All vacuums on site meet the established standards for filtration, have the required accessories, use paper bag filters and are maintained clean.
- No marks are visible

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| <p>.7 Clean water fountains with germicidal detergent.</p> | <p>All surfaces are clean and free of spot, stains, streaks and smudges. Walls and floors around the drinking fountain are clean and free from debris, spots and water marks.</p> |
| <p>.8 Clean all surfaces of elevators and escalators.</p> <p>Method: Escalator treads are to be dry scrubbed. Elevator tracks are to be wet scrubbed as required to maintain a clean appearance.</p> | <p>All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc. There is no soil in the tracks and the tracks are clean.</p> |
| <p>.9 Clean all counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and cleared sinks.</p> <p>Clean all dispensers inside and out and restock</p> <p>Empty and clean waste containers and replace plastic liners.</p> | <p>All surfaces are clean and free of stains, dust, finger marks, streaks, spots, and free of odours.</p> <p>Dispensers are clean inside and out and have been restocked with approved products.</p> <p>All waste dispensers are clean and have clean liners.</p> |
| <p>.10 Clean metal and metal painted surfaces, such as chrome, stainless steel, brass and similar finishes- including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors, exteriors of refrigerators, microwaves, appliances, etc.</p> <p>Note: Cover up spray polishes are not permitted to be used. Clean/polish, where applicable, such surfaces as brass.</p> <p>Note: Unless identified in the contract it is generally accepted that the client maintains the interior surfaces of their refrigerators, microwaves, stoves, etc.</p> | <p>All surfaces are clean and free of streaks, finger marks, etc., bright and in a condition equal to that of the intended finish.</p> <p>No cover up sprays or polishes were used.</p> |

203 WASHROOM FACILITIES

All public and private washrooms, ensuites, and other areas where sinks and/or dispensers are installed.

Tasks

Results Expected

1. **Clean** all baby change tables, basins, showers and Plumbing fixtures (including exposed pipes); Polished chrome, brass or similar fixtures.

Note: For washroom cleaning the use of an Effective quaternary germicidal detergent and Separate clean cloth is mandatory.

Note: Separate and identifiable cleaning cloths are To be used for the cleaning of washrooms and change rooms, etc. Toilets and urinals are to be cleaned using separate equipment and cloths.
 2. **Clean toilets and urinals** using a non-acid or a mild Phosphoric acid bowl cleaner dispensed using only a Flip top or a foaming tripper spray head. Wash 6 feet Of wall and/or surrounding areas of urinals.

Note: All leaks and plumbing problems, and all Broken and poorly operating dispensers are to be Communicated immediately to your Cleaning Manager

Odour counteraction-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.
 3. **Remove liners, clean and replace liners.** All Sanitary and waste receptacles are to be emptied Daily, cleaned with germicidal detergent and relined.
 4. **Clean all surfaces inside and out**, including all toilet tissue, soap, cone cup, sanitary and towel dispensers, holders, attachments and other hardware. BCBB installed dispensers are to be kept fully stocked
 5. **Clean with detergent all partitions**, walls (including the enamel surfaces), doors and ledges, vents, grilles, kick plates, switch plates and ledges, paying special attention to areas immediately surrounding toilets and urinals.

Clean and polish all mirrors, windows, frames, counters, powder shelves, and bright work, including flushometers, piping and toilet seat
- All interior and exterior surfaces of fixtures, wash basins, shower stalls, are clean and free of spots, stains, finger marks, soap scum. Odours and mildew/mold. Chrome, brass, or similar surfaces are clean, bright, and free of finger marks, spots, and stains.
- Clean, separate, and identifiable cleaning cloths were used.
- All interior and exterior surfaces of fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, and similar surfaces are clean, bright, and free of finger marks, spots, and stains. Wall areas surrounding urinals are clean.
- Urinals are free of objectionable odours.
- All sanitary and waste receptacles are clean inside and out, and free of spots, stains, finger marks, odours and the liners have been replaced.
- All dispensers of supplies/products are clean inside and out. Dispensers, holders, attachments and other hardware are free of finger marks, spots, stains, odours. Dispensers are fully stocked with approved supplies/products.
- All surfaces and fittings are clean and free of dust, finger marks, smudges, streaks and mold/mildew.
- Mirrors and frames, etc., are clean and free of finger marks, smudges, streaks, etc.

hinges.

6. Wet mop floors, including any step-up areas, with a non-filming detergent solution, ensure floor drains are not blocked, and pour clean water in floor drains weekly, where required, or as directed.

Method: Floors in change rooms, locker rooms, etc. are to be wet mopped using a quaternary germicidal detergent.

Machine scrub floors with detergent solution, including bases. Apply sealer as required.

Floors, including corners, are clean and free of black marks, loose paper, mop strings, water and mop marks; bases are clean, and all areas are free from obnoxious odours. Wall bases and other surfaces are free water marks and floor finish or water splashes. There is no odour emanating from floor drains.

An approved quaternary germicidal detergent at the correct dilution rate was used.

Floors are maintained with sufficient coats of water base sealer and/or an approved finish, providing surface protection and an overall attractive appearance.

301 STAIRWAYS

Tasks

Clean handrails, ledges, railings, baseboards, and banisters etc. Spot clean walls.

Dust walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, grilles.

Wash walls (by applying the detergent from the bottom up), ceilings, and appurtenances, including doors, frames, glass, wood and metal surfaces and fittings.

Note: Where walls and ceilings are being washed consecutively, the walls are to be washed first and the ceilings second.

Vacuum

Spot clean carpeted stairs and risers in accordance with the Cleaning Management “Carpet and Upholstery Cleaning Systems and Standards” October 2004.

Results Expected

Handrails, walls, etc., are uniformly clean, free from dust, finger marks, smudges, soil and where applicable, present an polished appearance.

Walls and ceilings are free of dust, smudges, streaks, etc., including all corners and crevices.

Walls ceilings and appurtenance surfaces are free of finger marks and spots of any kind. There are no streaks of visible marking where portions of wall were separately washed, or line marks on ceilings. Walls are uniformly clean all over, no evidence of water spillage on floor and furniture exists. Any furniture, equipment, etc., moved during cleaning is in it’s original location.

Stairs and risers are free of dust and debris and present and overall appearance of cleanliness.

An Ultra Certificate holder carried out the work and the carpeted landings, stairs, risers, etc., are free of spots, stains, etc.

Wet mop washable surfaced stairs, landings and risers.

Stairs, landings, risers, etc., clean and free of loose and caked soil, and surface stains. Wall bases and stair risers are free of water marks and splashes from cleaning solution. Stair landings and adjacent areas present an overall appearance of cleanliness.

Hot water extract all areas of carpeted stairs in accordance with the Cleaning Management “Carpet and Upholstery Cleaning Systems and Standards” dated October 2004.

An IICRC Technician certified in the work and holding an Ultra Certificate was on site and oversaw all the work. Carpets are dry, neutral in pH and present an even, clean appearance, free of soil, spots, stains, grit and dust.

302 RESILIENT AND NON-RESILIENT FLOORS

Most floors (e.g., vinyl, corolon, mondo, terrazzo, ceramic, quarry, etc.).

Tasks

Prepare floor by **scrubbing** prior to any system of maintenance.

Note: Under no circumstances are high pH cleaners or strippers to be used on marmoleum. If concerns or problems arise, consult your Cleaning Manager.

Burnish all surfaces.

Note: Spray buffing method and procedures are not permitted.

Scrub and re-coat wear areas.

Note: Washrooms to be maintained as instructed by your Cleaning Manager, but in any event, no ammoniated or mop-on/mop-off strippers or solvent sealers are to be used.

Note: In neutralizing the stripper/scrubbing solution, an approved neutralizer (not vinegar) is to be used.

Clean grout

Note: If problems or concerns arise, consult your Cleaning Manager for product and procedure information.

Results Expected

Following scrubbing and neutralizing, no dust, soil, stains, etc., is visible, no evidence of muddying or ripping effect exists. Corners, bases and equipment, etc., are free of spray residue and the floor presents a uniform and overall appearance of cleanliness.

All hare surface areas have been burnished as required to maintain an overall attractive appearance.

After scrubbing, neutralizing, and re-coating as required, the slip resistant finished area is free of streaks, mop strands, and marks, with no evidence of improper finish application. No heavy accumulation of finish exists adjacent to walls, baseboards, under doorways, fixtures and furniture. Floors are clean and bright-looking overall, including under furniture and equipment. Furniture and equipment have not been marred or damaged, and furniture and equipment moved during operations has bee returned to its original location.

In appearance, all flooring exhibits a uniform sheen with reflective properties the are acceptable to your Cleaning Manager. This level of floor care and appearance is maintained at all times.

Grout is clean in appearance. No staining or soil build-up is visible.

Refinish all floors

Neutralize: Following the wet vacuuming up of the stripper solution, the floor shall have been neutral rinsed, using professional neutralizer.

Rinse: Following the wet vacuuming up of the neutralizer solution, the floor shall have been rinsed at least twice with clear cool water, followed each time by wet vacuuming.

Buff: Where mop drag condition exists following the stripping and drying process, the use of a buffing pad followed by an additional clean clear rinse will be required.

Apply sealer, if required.

Apply finish

Note: It is expected that low maintenance, durable, mar resistant finishes will be used.

After stripping, all soil, seal, finish and stains have been removed. All areas whether machine and/or hand cleaned are free of soil, water streaks, mop marks and strings.

Upon completion of the stripping process the floor is neutral in pH, presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashings and scars from equipment.

Prior to the application of sealer or finish, the floor surface was smooth with no mop drag.

Sufficient coats of sealer were applied to present an overall level appearance, allowing sufficient drying time between applications.

Sufficient coats of slip resistant finish (minimum of four) was applied to offer floor protection and an overall attractive appearance.

303 ALL CARPETS AND MATTING

Tasks

Clean all carpet and matting in accordance with the Cleaning Management "Carpet and Upholstery Cleaning Systems and Standards" dated October 2004

Clean walk-off mats in accordance with the Cleaning Management "Carpet and Upholstery Cleaning Systems and Standards" dated October 2004

Results Expected

All IICRC Technician certified in the work and holding an Ultra Certificate was on site and oversaw all the work. Carpets are dry, neutral in pH and present an even clean appearance, free of soil, spots, stains, grit and dust. Pile lifter was used as necessary.

An IICRC Technician certified in the work and holding an Ultra Certificate was on site and oversaw all the work. Carpets are dry, neutral in pH and present an even clean appearance, free of soil, spots, stains, grit and dust. Where moveable, the floor thereunder is clean and dry.

304 CEILINGS AND WALLS

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

Tasks

Results Expected

Dust

Wash all washable surfaces including walls, doors, Frames, glass, vinyl, wood and metal surfaces.

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

Note: Water spillage on floor and furniture to be wiped dry immediately.

Note: Walls to be overall uniformly clean.

Note: Walls only, are to be cleaned from the bottom up, staying within ½ inch of ceiling to prevent marks.

Note: Your Cleaning Manager will determine with you whether a surface is washable.

Clean all wood panel walls, including doors, frames, glass, vinyl, and metal.

Note: The method used to clean wood walls is to be pre-approved by your Cleaning Manager.

Note: Walls only, are to be cleaned from the bottom up, staying within ½ inch of ceiling to prevent marks.

All surfaces are free of dust, smudges and streaks.

Walls, ceilings, appurtenances (including doors, frames, glass, vinyl, wood and metal), and surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.

Wood walls, appurtenances (including doors, frames, glass, vinyl, wood and metal), and surfaces are free of finger marks, smudges and spots of any kind, There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc., moved during cleaning is in its original location.

305 VENETIAN BLINDS/VERTICAL BLINDS.

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

Tasks

Results Expected

Dust and damp clean

All tracks, pull rods, surfaces, casings and sills are free of dust, fingerprints, etc.

Vacuum all surfaces and fabric.

All fabric surfaces are free of dust, lint, etc.

Remove completely and professionally clean (including tapes, pull cords, adjustment bars, knobs, etc).

Note: On Completion of cleaning the tracks and cords are to be clean, re-installed, and left in good working condition.

All surfaces are free of debris, dust, finger marks. Streaks and spots, presenting an overall clean appearance. Slats are clean on both sides, window frames and adjoining areas are free of dust, finger marks, streaks and spots.

306 VERTICAL SURFACES, HIGH CLEANING

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

Tasks	Results Expected
Dust, clean	All surfaces are clean and free of finger marks, smudges, stains, streaks, etc.

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

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

Tasks	Results Expected
<p>Clean vinyl</p> <p>Method: Clean vinyl using a waterless hand cleaner (brush if required) followed by the application of a polish/protectant, where required.</p> <p>Clean and polish washable furniture</p> <p>Note: Guidance and direction from your Cleaning Manager are to be obtained before cleaning or applying polish to vinyl, arborite and/or other furniture finishes. No Armoral, Protectol products or aerosol dispensed polishes are to be used.</p> <p>Professionally clean fabric/upholstery. All fabric and upholstery are to be cleaned in accordance with the Cleaning Management “Carpet and Upholstery Cleaning Systems and Standards” dated October 2004.</p> <p>Vacuum drapes and curtains.</p> <p>Remove, inspect for repairs, professionally dry clean draperies/curtains.</p> <p>Note: Dry cleaning or washing to be carried out by a professional firm specializing in such work. Such firm to be pre-approved by your Cleaning Manager.</p> <p>Clean window casings, draw pulls, sashes, rods, curtain tracks, etc. following the removal of drapes/curtains for cleaning and prior to their re-installation.</p>	<p>All surfaces of vinyl furniture are clean and free of finger marks, smudges, stains, streaks and present a uniform sheen.</p> <p>All surfaces of washable furniture are clean and furniture polish has been applied where applicable. All surfaces are clean and free of finger marks, smudges, streaks, and present a uniform sheen.</p> <p>An IIRC Technician certified in the work and holding an Ultra Certificate was on site and oversaw all the work. Upholstery is dry, neutral in pH and presents an even, clean appearance</p> <p>Drapes/curtains and tracks are free of dust, neatly tracked and present an overall clean appearance.</p> <p>All rods, window casings, pulls, tracks, etc., are clean and free of all finger marks, smudges, streaks, etc. (including glass surfaces) prior to re-installation.</p>

Re-install.

Note: Cleaning sequence of drapes is established by the Cleaning Manager.

Note: Repairs of drapery rods/tracks, pulls and cords required must be reported to your Cleaning Manager.

Drapes are their original length, properly hung and in working order, including the cords, rods, tracks and pulls.

Fabric is free of dust, lint, soil, stains, etc.

308 LIGHT FIXTURES, PARABOLIC, AIR AND WALL VENTS

Tasks	Results Expected
Replace flickering or burnt out light/tubes. Any tubes connected to this ballast are to be replaced with exactly the same type as removed.	Lights or tubes are uniform and in working order. The light lenses are free of debris, bugs/insects, etc.
Dust all light lenses every time bulbs/tubes are changed.	
Dust light lenses, including ceiling areas, air and wall vents.	Fixtures and vents are free of dust, debris and bugs/insects.
Clean complete light fixtures, air and wall vents.	Surfaces are clean and free of stains and streaks, etc., and the fixture have been properly reassembled.
Method: When handling parabolic light covers, do not touch with bare hands, as this will mar the reflective properties. When removing or cleaning, cover hands and only use a very mild neutral detergent, or remove and have cleaned by ultrasonic method (where available).	Parabolic lenses are clean and free of stains, streaks, water marks, etc.

309 WINDOWS/PARTITIONS – GLASS/PLEXIGLAS/LEXAN

Tasks	Results Expected
Clean entrance(s) glass inside and outside, including frames, sashes, sills and moldings.	The exterior and interior entrance glass, frames, sashes and sills are clean and free from soil, streaks, and water marks, etc.
Spot clean all glass/Plexiglas/Lexan surfaces, including partitions.	

Wash all exterior windows including frames, sashes, sills and moldings.

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

Note: When using a blade scraper on glass (only), be sure the surface as well as the blade is wet first.

Wash all interior glass/Plexiglas, Lexan partitions, windows, etc., including frames, sashes, sills and moldings.

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

Note: All furniture and equipment moved during cleaning operations to be replaced in their correct locations.

Note: When using a blade scraper on glass (only), be sure the surface as well as the blade is wet first.

All exterior glass is clean and free of finger marks, streaks, smudges, tape, paint, etc. Casings/frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.

There is no damage to the exterior building facings or shrubbery arising from the window cleaning.

There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.

All interior glass is clean and free of finger marks, streaks, smudges, tape, paint, etc. Casings/frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.

There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.

310 STORAGE AREA

Storage areas, file rooms, secured file rooms, basements and supply vaults.

Tasks

Clean floors.

Dust light fixtures, overhead beams, ledges, pipes, exposed shelving, etc.

Results Expected

Surfaces are clean and free of soil, dust and debris and present an overall clean appearance.

311 JANITORS' ROOM

Janitors' rooms and space such as utility rooms, and paper/waste storage rooms.

Tasks

Tidy room

Results Expected

Such spaces are kept clean, neat and tidy, and free from offensive odours and debris at all times.

Equipment clean and orderly.	Equipment is clean, and materials, paper products, chemicals are stored neatly.
Mops and cloths.	No soiled mops or cleaning cloths are re-used, all have been removed and laundered on a daily used basis or bag-sealed for regular scheduled laundry pick up (no less than weekly).
Waste where required is stored.	Waste is neatly stored.
Clean floors.	Mopped areas are clean with no streaks, soil spots or line marks on ceilings.
Wash walls with detergent, from the bottom up.	Walls are uniformly clean with no streaks, soil spots or line marks on ceilings.
Empty , clean waste containers.	Empty waste containers are clean and free of offensive odours.
Clean sinks .	Sinks are clean and free of offensive odours, etc.

312 BUILDING EXTERIOR

Landscaping, lawns, rockeries, loading docks, walkways, driveways and parking lots, both exterior and interior.

Tasks	Results Expected
Empty and clean all waste receptacles and ash urns (replacing sand).	Receptacles are clean inside and out and free of soil, marks, streaks, etc. Sand is clean and free of debris.
Sweep and pick up waste or litter from landscaping, lawns, rockeries, loading docks, walkways, driveways and parking lots.	Sweeping has taken place and all are free of litter and debris.
Hose/pressure wash loading docks, walkways, driveways and parking lots.	Surfaces adjacent walls are free of marks, graffiti, gum, soil, etc. and present and overall clean appearance.
Remove weeds from walkways, parking lots, entrances is expected.	The walkways, parking lots and entrances are free of noxious weeds, grass, etc.

313 WINTER SERVICE/ OTHER

Walkways, driveways, parking lots and entrances.

Tasks	Results Expected
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Note: Approved environmentally safe ice melting pellets are to be sprinkled on all building walkways and entrances. Additional instructions may be given by the Cleaning Manager.

All areas are free of ice, frost and in a safe condition at all times.

Melting material or removal tools have not caused any physical or ecological damage to either the specified surfaces, plants, shrubbery, or run off areas (i.e., no salt).

Remove all finish, re-seal and re-finish floors

After stripping, all soil, seal, finish and stains shall have been removed; all areas, both machine and/or hand cleaned, shall be free of soil, water streaks, mop marks and strings. The floor shall have been neutralize rinsed, using professional neutralizer - not vinegar, followed by at least two warm water rinses, followed each time by wet vacuuming; upon completion must present an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of water marks, splashings and scars from equipment. Apply sufficient coats of sealer to present an overall level appearance allowing sufficient drying time between applications. Apply sufficient coats of slip resistant finish (minimum of four) to offer floor protection and an overall attractive appearance.

JANITORIAL FIRMS

TOPICS AND INSTRUCTIONS

Topics	Instructions
Cleaning Contractor's Responsibility	It is the Cleaning Contractor's responsibility to ensure that all products, supplies, equipment, etc., for use on the site meet or exceed the specifications as referenced throughout these Cleaning Standards.
Cleaning results	It is recognized that in attaining the results expected, products, chemicals, supplies or equipment, over and above those specified in the Request for Quotation package may be required and therefore, you are reminded that prior to having any alternative or additional products, chemicals, supplies or equipment on Site, the written approval of you Cleaning Manager must be obtained.
Clean	The term "clean," in most applications throughout these Standards, means the use of color-coded cleaning cloths, a pail of appropriate product, and the application of physical hands-on friction cleaning. Paper towels may only be used in the cleaning of glass/mirror type surfaces and not for

Plexiglas or Lexan.

WHIMS

Where professional/industrial cleaning chemicals are stored on site, they must be stored in a safe manner. All chemicals, whether they are in their originally purchased container, or if they have been transferred to a smaller or larger dispensing container, must be label identified with product name, and safety and first aid instructions, in accordance with current Workplace Hazardous Material Information Systems (WHIMIS)

Material Safety Data Sheets

Current Commercial/Industrial recognized Material Safety Data Sheets (MSDS), not dated more than 3 years ago, must be available for all professional/industrial products on site, and be contained in a binder specifically marked MSDS in each area where chemicals are stored or dispensed.

Banned Chemicals

All classified as “Consumer” products. No solvent seals or finish, ammoniated strippers, mop-on/mop-off strippers, products containing d’limonene, butyl or butyl by-products, bleach, hydrochloric, hydrofluoric or sulphuric acid, ammonia, phenolic or hydrogen peroxide based germicides, Armoral, Protectol, Saddle Soap or like products, aerosol dispensed cleaners or polishes, vinegar, Windex or like product, powdered cleansers, SOS pads, or parazine blocks, are permitted on, or for use in, the premises.

Product Approval

Only the contract-listed products, chemicals, supplies and equipment, etc., which must, by the Contractor’s submission be professional/industrial products which meet or exceed the specifications and requirements identified by the approved products as established by the BC Buildings Corporation, Cleaning Management, Master Purchase Document (MPD), supported by the Quick Reference Product and Pricing Package issued to all Qualified and Approved firms, are permitted on, or for use in, the premises.

Carpet and Upholstery Cleaning Products

For carpet, matting and upholstery cleaning only the mandatory Electrolytic (Ionic) Cleaning products as specified in the Cleaning Management “Carpet and Upholstery Cleaning Systems and Standards: October 2004 may be used.

Controlled dispensing systems.

Where space permits, a controlled dispensing system is required to be implemented for at minimum the quaternary germicidal and the general detergent used for cleaning the space.

Note: The dispensing system must be pre-approved by your Cleaning Manager, and be a type where chemical concentrates are sealed in a bag or container; have a diluted product holding system for filling trigger sprayers, and the products are colour coded with corresponding label control.

Note: Where the Contractor chooses a controlled dispensing system that is fixed to both the solution and water supply, the Contractor is, unless already installed, responsible and liable for the installation and annual inspection of an approved back-flow prevention mechanism, whereas the dispensing system must have a titration and overall operational supplier inspection and attached notification at minimum of every six months.

Equipment

Cleaning equipment, carts, etc., must be maintained in a clean and operable state. Washable filters, tools, hoses, etc., must be thoroughly cleaned, at minimum, weekly.

Mops and Cloths

Cleaning cloths, dry mops, wet mops, wall washing mops and extendable dusters must be of a launderable type. Laundered, clean, and dried mops and cloths must be on site and used at the start of each shift and/or cleaning function, and non-launderable (straight string) mops of any kind are not permitted on or for use at the site.

Dusters

Feather dusters, short handle poly wool dusters are not permitted on or for use at the site.

Finish Mops

Silk looped mops used in the application of floor sealers and finish may be rinsed clean and hung to dry.

Client Protection

In protection of the client, products found on site that do not meet or exceed the established specifications or requirements including current MSDS can be immediately removed and disposed of, as can any items, equipment, supplies, etc., that have been banned by these Standards or the **Cleaning Manager** deem as potentially harmful to persons, building surfaces, or the environment. Any and all costs associated with this removal will be the responsibility of the Contractor.

Safe Equipment

All cleaning equipment, ladders, etc., stored or used on site, are to be inspected regularly and maintained in a state acceptable to current WCB regulations and are to be CSA approved.

Safe Identification of Hazards

Any and all wet areas representing a slip hazard to a client must be clearly identified by the use of safety signs. Safety signs must be removed as soon as the hazard no longer exists.

Lockable Space

Where adequate lockable space has been provided, the approved products, minor and electrical equipment, such as floor pails, wringers, vacuums, etc., utilized in the day to day delivery of the service are to be available for regular inspection, in the provided space.

V. COMMUNICATION

It is a requirement to have, on site, a minimum of one person during all service scheduled work who can receive and carry out written and verbal English instructions or requests that fall within the contracted agreement, and to effectively relay in a timely manner any which fall outside the contracted agreement, such as flooding, building security problems, plumbing needs, etc. Further, it is expected that this person will be familiar with the site Task Schedule and these Current Cleaning Standards all of which form part of the Contract.

It is a requirement to provide a means of communication that allows for a 15 (fifteen) minute response/call back in buildings where day staff are a provision of the contract and 30 (thirty) minutes for all other buildings. The contractor must, in order to provide for emergency and after hour situations, supply a contact name and number that will meet these conditions on a 24 hour basis.

VI. SAFETY

The Worker's Compensation Board of British Columbia requires all workers to be knowledgeable of all workplace hazards and the precautions that must be taken to assure that safe work practices are maintained.

It is the responsibility of the Contractor to ensure that its representatives are adequately trained and instructed so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to blood or body fluids, mouse droppings, and at risk of contracting:

- Hepatitis B, Hepatitis C;
- HIV;
- Hantavirus;
- Any other organism that may be in the blood; and/or
- Irritation and/or infection at the puncture site of a needle stick.

Therefore, it is imperative that Contractors' representatives are current in their knowledge, and safe practices, regarding Universal Precautions and the first aid procedures from needle sticks, as set down by the British Columbia Quaternary Germicidal Detergent at the recommended dilution as a safe alternate to Bleach.

VII. MOULD AND MILDEW

Using gloves a respirator and only for minor mould/mildew clean up (10 square feet or less) the area is to be sprayer misted with the Q128 quaternary germicidal at 1 oz. per gallon of water until the entire mould surface is thoroughly wetted throughout its mass. The Q128 must stay in contact with the mould/mildew for a minimum of 10 minutes before it is removed. Misting with a sprayer is critical to prevent any of the spores from becoming airborne. All waste is to be double bagged and disposed of. All non-disposable tools/equipment must be washed with the Q128 at 1 oz. per gallon of water maintaining the minimum 10 minute contact time. Upon completion thoroughly wash hands and face.

Note: Instances of larger contaminated areas or where the mould/mildew returns are to be reported immediately.

VIII. SPECIFICATIONS FOR CLEANING SERVICES

1. Soap, paper products for dispensers: Corporation to supply for dispensers. It is the Contractors responsibility to keep track of what supplies are needed in relation to events that are taking place and obtain the appropriate amount of supplies from the Public Works Yard prior to 3:30pm-Monday-Friday.

2. Light replacement: Corporation to supply all fluorescent, incandescent, compact fluorescents and exit lights

3. The janitorial staff is to be neat and clean at all times and have ID identifying the company they work for. They are also to provide The Corporation of the City of Fernie with a phone number of someone who can provide emergency service within a maximum 2 hour period.
4. Only good quality vacuum cleaners are allowed in the building (see equipment list for specification). Absolutely no carpet sweepers are allowed under any condition. Vacuuming is to be done nightly, every time cleaning being done.
5. All equipment must be in good working order and kept clean at all times (this includes electrical cords).
6. All wet floor mops are to be loop end type and must be changed at the end of each shift. All mops are to be laundered and dried by machine once a week minimum.
7. Dry mops are to be of the microfiber variety untreated and laundered regularly
8. All cleaning cloths are to be clearly colour coded and no cloth is to be used for more than one shift without being machine laundered and dried.
9. Contractor will be required to perform a daily litter pickup in entryways of building, and a weekly litter pick up around the building perimeter, all landscaped areas and parking lots.
10. Janitorial Contractor Personnel I.D. to be updated and sent to the City as soon as there is a change in personnel cleaning the building
11. Alarm System: If an alarm system is on site and it is accidentally set off, reset the alarm and call the monitoring company and tell them it is a false alarm.

IX. CLEANING TASK SCHEDULE

City Hall – Task Schedule

501 – 3rd Avenue

Entrances

Task Description	Service Days
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	5 days/wk
Dust Mop Hard Surface Floors	5 days/wk
Detail Dust - High And Low Areas Monthly	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk
Detail Vacuum All Carpet	1 day/wk
Detail Vacuum - Corners And Edges	As needed
Spot Vacuum All Carpet.	5 days/wk
Spot Clean Carpet, i.e. Spills	As needed
Clean Both Sides Of Door Glass And Wipe Frames	1 day/wk
Spot Clean Entrance Glass	4 days/wk
Vacuum Walk-Off Mats	5 days/wk

Lobbies

Task Description

Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner	1 day/wk
Dust Mop Hard Surface Floors	5 days/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	4 days/wk
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	1 day/wk
Dust All Horizontal Surfaces Within Normal Reach	4 days/wk
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk
Clean And Sanitize Telephones	1 day/wk
Vacuum Or Brush Upholstered Furniture	Monthly
Empty And Remove Trash, & Recycling, Replace Liner If Needed	5 days/wk
Detail Vacuum All Carpet	1 day/wk
Detail Vacuum - Corners And Edges	Monthly
Spot Vacuum All Carpet	5 days/wk
Spot Clean Carpet, i.e. Spills	As needed
Arrange Furniture	5 days/wk
Vacuum Walk-Off Mats	5 days/wk

Conference Rooms

Task Description

Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner	1 day/wk
Dust Mop Hard Surface Floors	5 days/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	4 days/wk
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	1 day/wk
Dust All Horizontal Surfaces Within Normal Reach	4 days/wk
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk
Clean And Sanitize Telephones	1 day/wk
Vacuum Or Brush Upholstered Furniture	Monthly
Empty And Remove Trash, & Recycling, Replace Liner If Needed	5 days/wk
Detail Vacuum All Carpet	5 day/wk
Detail Vacuum - Corners And Edges	Monthly
Spot Vacuum All Carpet	5 days/wk
Spot Clean Carpet, i.e. Spills	As needed
Arrange Furniture	5 days/wk

Office Areas

Task Description

Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner	1 day/wk
Dust Mop Hard Surface Floors	5 days/wk

Stop Mop Stains And Spills Using Appropriate Cleaner	5 days/wk
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	1 day/wk
Dust All Horizontal Surfaces Within Normal Reach	4 days/wk
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk
Clean And Sanitize Telephones	5 day/wk
Vacuum Or Brush Upholstered Furniture	Monthly
Empty And Remove Trash & Recycling, Replace Liner If Needed	5 days/wk
Detail Vacuum All Carpet	1 day/wk
Detail Vacuum - Corners And Edges	Monthly
Spot Vacuum All Carpet	5 days/wk
Spot Clean Carpet, i.e. Spills	As needed

Hallways

Task Description Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner	1 day/wk
Dust Mop Hard Surface Floors	5 days/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	4 days/wk
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk
Detail Vacuum All Carpet	1 day/wk
Detail Vacuum - Corners And Edges	Monthly
Spot Vacuum All Carpet	5 days/wk
Spot Clean Carpet, i.e. Spills	As needed

Service Days

Restrooms

Task Description

Empty Trash, Refill Supply Dispensers, Clean And Disinfect Restroom Fixtures, Clean Mirrors, Counters, Partitions And Chrome, Sweep And Mop Floor Using Appropriate Cleaner	5 days/wk
Restock paper supplies, and soap dispenser	5 days/wk

Service Days

Lunchrooms/Kitchen Area

Task Description

Detail Dust - High And Low Areas	Monthly
Detail Vacuum All Carpet	5 day/wk
Detail Vacuum - Corners And Edges	Monthly
Spot Vacuum All Carpet	5 day/wk
Spot Clean Carpet, i.e. Spills	As needed
Dust Mop Hard Surface Floors	5 days/wk
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	5 days/wk

Service Days

Arrange Furniture	5 days/wk
Spot Clean Vending Machines, Walls And Light Switches	5 days/wk
Clean Coffee Machine/Station	5 days/wk
Damp Wipe Counter Tops Using Appropriate Cleaner	5 days/wk
Damp Wipe Eating Area Chairs	5 days/wk
Damp Wipe All Lunchroom Tables	5 days/wk
Clean Sinks Using Appropriate Cleaner	5 days/wk
Damp Clean Interior And Exterior Of Microwave	Monthly
Clean Refrigerator, Empty Contents If Requested	5 days/wk
Empty And Remove Trash	5 days/wk
Vacuum Walk-Off Mats	

Utility Rooms

Task Description

Service Days

Spot Mop Stains And Spills Using Appropriate Cleaner	1 day/wk
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	1 day/wk
Spot Vacuum All Carpet/Clean Floors	1 day/wk

Stairwells

Task Description

Service Days

Damp Mop Stairs Using Appropriate Cleaner	1 day/wk
Dust Stair Railings, Ledges And Spot Clean	1 day/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	4 days/wk
Vacuum Hard Surface Stairs	5 day/wk

Other Building Requirements

Task Description

Service Days

Site Supervision	5 days/wk
Gather Supplies And Equipment For Shift	5 days/wk
Prepare For The Next Day	5 days/wk
Shut And Lock Doors, Set Alarm - Per Instructions	5 days/wk
Turn Off Lights - Per Instructions	5 days/wk
Clean And Arrange Janitor Closet	5 days/wk
Clean And Polish Drinking Fountains	5 days/wk

Public Works Office – Task Schedule

1492 Railway Avenue, Fernie, BC

Task Description

Service Days

Scrub clean, apply finish to wear areas, burnish	Monthly
Scrub floors, apply sealer and/or finish	Monthly

Wash and clean sinks, tabletops, chairs, kitchen counters, inside and outside of microwave, outside of refrigerator, and staircase.

Monthly

Community Centre – Task Schedule

901 – 6th Avenue

Exterior Entrance

Task Description Service Days

Service Days

Sweep Hard Surface Floor (Cement Area of all Garbage and Cigarette Butts)
Clean Both Sides Of Door Glass And Wipe Frames
Spot Clean Entrance Glass

7 days/wk
7 days/wk
7 days/wk

Lobbies

Task Description Service Days

Service Days

Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner
Detail Dust - High And Low Areas
Light Switches And Doors
Empty And Remove Trash & Recycling
Detail Vacuum All Carpet
Detail Vacuum - Corners And Edges
Spot Clean Carpet, i.e. Spills
Vacuum Walk-Off Mats
Detail Vacuum All Carpet
Detail Vacuum – corners and Edges

As needed
As needed
5 days/wk
Daily
5 days/wk
5 days/wk
As needed
As needed
Daily
Daily

Stage area

Task Description Service Days

Service Days

Light Switches And Doors
Spot Clean Carpet, i.e. Spills
Detail Vacuum All Carpet
Detail Vacuum - Corners And Edges

As needed
As needed
Daily
Monthly

Equipment Storage Room

Task Description Service Days

Service Days

Light Switches And Doors
Dust Mop Hard Surface Floors
Spot Mop Stains And Spills Using Appropriate Cleaner
Arrange Furniture
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner
Detail Dust - High And Low Areas

As needed
1day/wk
As needed
1 day/wk
Annual
Monthly
1 day/wk

Empty And Remove Trash & Recycling
Vacuum areas and corners
High Speed Burnish Waxable Floors

Monthly
Annual

Handicap Restroom

Task Description Service Days

Empty Trash, Refill Supply Dispensers, Clean And Disinfect Restroom
Fixtures, Clean Mirrors, Counters, Partitions And Chrome, Sweep And
Mop Floor Using Appropriate Cleaner
Restock paper supplies, and soap dispensers

Service Days

5 days/wk
5 days/wk
5 days/wk
5 days/wk

Main Gym Area

Task Description Service Days

Light Switches And Doors
Damp Mop Hard Surface Floors- Use Appropriate Cleaner
Spot Mop Stains And Spills Using Appropriate Cleaner
Arrange Furniture
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner
Detail Dust - High and Low Areas
Dust All Horizontal Surfaces Within Normal Reach
Empty And Remove Trash & Recycling
Vacuum areas and corners
Machine Scrub Hard Surface Floor

Service Days

5 days/wk
As needed
As needed
As needed
As needed
As needed
7 days/wk
7 days/wk
2 days/wk or
Dependent on
Use

Coat Room

Task Description Service Days

Light Switches And Doors
Detail Vacuum - Corners and Edges
Detail Vacuum All Carpet
Spot Clean Carpet, i.e. Spills
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner
Detail Dust - High And Low Areas
Empty And Remove Trash & Recycling

Service Days

5 days/wk
7 days/wk
7 days/wk
As needed
As needed
As needed
7 days/wk

Kitchen

Task Description Service Days

Light Switches And Doors
Damp Mop Hard Surface Floors- Use Appropriate Cleaner
Dust Mop Hard Surface Floors
Spot Mop Stains And Spills Using Appropriate Cleaner
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner

Service Days

5 days/wk
1 day/wk
1 day/wk
As needed
1 day/wk

Dust All Horizontal Surfaces Within Normal Reach	As needed
Empty And Remove Trash & Recycling	As needed
Machine Scrub Hard Surface Floor	7 days/wk
Check And Clean Oven, Stove, Refrigerators, And Dish Washer	As needed

Restrooms

Task Description	Service Days
Refinish Hard Surface Floor	As needed
Empty Trash, Refill Supply Dispensers, Clean And Disinfect Restroom	7 days/wk
Fixtures, Clean Mirrors, Counters, Partitions And Chrome, Sweep And	7 days/wk
Mop Floor Using Appropriate Cleaner	7 days/wk
Restock paper supplies and soap dispensers	7 days/wk

Utility Rooms

Task Description	Service Days
Spot Mop Stains And Spills Using Appropriate Cleaner	
Detail Dust - High And Low Areas	Service Days
Light Switches And Doors	
Kept in clean and Tidy Condition	As Needed

Other Building Requirements

Task Description	Service Days
Site Supervision	Service Days
Gather Supplies And Equipment For Shift	
Prepare For The Next Day	As Needed
Shut And Lock Doors, Set Alarm - Per Instructions	As Needed
Turn Off Lights - Per Instructions	As Needed
Clean And Arrange Janitor Closet	As Needed
	As Needed
	As Needed

Max Turyk – Task Schedule **#44 Mt. Washburn Avenue**

Exterior Entrance

Task Description	Service Days
Sweep Hard Surface Floor (Cement of all garbage and Cigarette Butts)	7 days/wk
Clean Both Sides Of Door Glass And Wipe Frames	7 days/wk
Spot Clean Entrance Glass	7 days/wk

Lobbies

Task Description	Service Days
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	As needed
Detail Dust - High And Low Areas	As needed
Light Switches And Doors	5 days/wk
Empty And Remove Trash & Recycling	Daily
Detail Vacuum All Carpet	5 days/wk
Detail Vacuum - Corners And Edges	2 days/wk
Spot Clean Carpet, i.e. Spills	As needed
Vacuum Walk-Off Mats	As needed
Detail Vacuum All Carpet	Daily
Detail Vacuum – corners and Edges	Daily

Equipment Storage Room

Task Description	Service Days
Light Switches And Doors	As needed
Dust Mop Hard Surface Floors	1 day/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	As needed
Arrange Furniture	1 day/wk
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	Annual
Detail Dust - High And Low Areas	Monthly
Empty And Remove Trash & Recycling	1 day/wk
Vacuum areas and corners	Monthly
High Speed Burnish Waxable Floors	Annual

Handicap Restroom

Task Description	Service Days
Machine Scrub Hard Surface Floor	As needed
Empty Trash, Refill Supply Dispensers, Clean And Disinfect Restroom	7 days/wk
Fixtures, Clean Mirrors, Counters, Partitions And Chrome, Sweep And	7 days/wk
Mop Floor Using Appropriate Cleaner	7 days/wk
Restock paper supplies and soap dispensers	7 days/wk

Main Gym Area

Task Description	Service Days
Light Switches And Doors	5 days/wk
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	As needed
Spot Mop Stains And Spills Using Appropriate Cleaner	As needed
Arrange Furniture	As needed
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	As needed

Detail Dust - High and Low Areas	As needed
Dust All Horizontal Surfaces Within Normal Reach	As needed
Empty And Remove Trash & Recycling	7 days/wk
Vacuum areas and corners	7 days/wk
Machine Scrub Hard Surface Floor	2 days/wk

Coat Room

Task Description	Service Days
Light Switches And Doors	5 days/wk
Detail Vacuum - Corners and Edges	7 days/wk
Detail Vacuum All Carpet	7 days/wk
Spot Clean Carpet, i.e. Spills	As needed
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	As needed
Detail Dust - High And Low Areas	As needed
Empty And Remove Trash & Recycling	7 days/wk

Kitchen

Task Description	Service Days
Light Switches And Doors	5 days/wk
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	1 day/wk
Dust Mop Hard Surface Floors	1 day/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	As needed
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	1 day/wk
Dust All Horizontal Surfaces Within Normal Reach	As needed
Empty And Remove Trash & Recycling	7 days/wk
Machine Scrub Hard Surface Floor	As needed

Restrooms

Task Description	Service Day
Machine Scrub Hard Surface Floor	
Empty Trash, Refill Supply Dispensers, Clean And Disinfect Restroom Fixtures, Clean Mirrors, Counters, Partitions And Chrome, Sweep And Mop Floor Using Appropriate Cleaner	
Restock paper supplies and soap dispensers	

Service Days
As needed
5 days/wk
5 days/wk
5 days/wk
5 days/wk

Utility Rooms

Task Description	Service Days
Spot Mop Stains And Spills Using Appropriate Cleaner	
Detail Dust - High And Low Areas	
Light Switches And Doors	

Service Days
As Needed

Other Building Requirements

Task Description Service Days

As Needed
As Needed
Service Days

Site Supervision	As Needed
Gather Supplies And Equipment For Shift	As Needed
Prepare For The Next Day As needed	As Needed
Shut And Lock Doors, Set Alarm - Per Instructions	As Needed
Turn Off Lights - Per Instructions	As Needed
Clean And Arrange Janitor Closet	As Needed

Court House – Task Schedule

491 – 4th Avenue

Entrances

Task Description

Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner	5 days/wk
Dust Mop Hard Surface Floors	5 days/wk
Detail Dust - High And Low Areas Monthly	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk
Detail Vacuum All Carpet	1day/wk
Detail Vacuum - Corners And Edges	Monthly
Spot Vacuum All Carpet.	4 days/wk
Spot Clean Carpet, i.e. Spills	1 day/wk
Clean Both Sides Of Door Glass And Wipe Frames	1 day/wk
Spot Clean Entrance Glass	4 days/wk
Vacuum Walk-Off Mats	5 days/wk

Lobbies

Task Description

Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner	1 day/wk
Dust Mop Hard Surface Floors	5 days/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	4 days/wk
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	1 day/wk
Dust All Horizontal Surfaces Within Normal Reach	4 days/wk
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk
Clean And Sanitize Telephones	1 day/wk
Vacuum Or Brush Upholstered Furniture	Monthly
Empty And Remove Trash, Replace Liner If Needed	5 days/wk
Detail Vacuum All Carpet	1 day/wk
Detail Vacuum - Corners And Edges	Monthly
Spot Vacuum All Carpet	4 days/wk
Spot Clean Carpet, i.e. Spills	1 day/wk
Arrange Furniture	5 days/wk

Vacuum Walk-Off Mats

5 days/wk

Meeting Rooms

Task Description

Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner

1 day/wk

Dust Mop Hard Surface Floors

5 days/wk

Spot Mop Stains And Spills Using Appropriate Cleaner

4 days/wk

Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner

1 day/wk

Dust All Horizontal Surfaces Within Normal Reach

4 days/wk

Detail Dust - High And Low Areas

Monthly

Spot Clean All Walls, Light Switches And Doors

2 days/wk

Clean And Sanitize Telephones

1 day/wk

Vacuum Or Brush Upholstered Furniture

Monthly

Empty And Remove Trash, Replace Liner If Needed

5 days/wk

Detail Vacuum All Carpet

1 day/wk

Detail Vacuum - Corners And Edges

Monthly

Spot Vacuum All Carpet

4 days/wk

Spot Clean Carpet, i.e. Spills

1 day/wk

Arrange Furniture

5 days/wk

Office Areas

Task Description

Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner

1 day/wk

Dust Mop Hard Surface Floors

5 days/wk

Spot Mop Stains And Spills Using Appropriate Cleaner

4 days/wk

Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner

1 day/wk

Dust All Horizontal Surfaces Within Normal Reach

4 days/wk

Detail Dust - High And Low Areas

Monthly

Spot Clean All Walls, Light Switches And Doors

2 days/wk

Clean And Sanitize Telephones

1 day/wk

Vacuum Or Brush Upholstered Furniture

Monthly

Empty And Remove Trash, Replace Liner If Needed

5 days/wk

Detail Vacuum All Carpet

1 day/wk

Detail Vacuum - Corners And Edges

Monthly

Spot Vacuum All Carpet

4 days/wk

Spot Clean Carpet, i.e. Spills

1 day/wk

Hallways

Task Description Service Days

Damp Mop Hard Surface Floors- Use Appropriate Cleaner

Dust Mop Hard Surface Floors

Service Days

Spot Mop Stains And Spills Using Appropriate Cleaner

Stairwells

Task Description	Service Days
Damp Mop Stairs Using Appropriate Cleaner	1 day/wk
Dust Stair Railings, Ledges And Spot Clean	1 day/wk
Spot Mop Stains And Spills Using Appropriate Cleaner	4 days/wk
Vacuum Hard Surface Stairs	5 day/wk

Other Building Requirements

Task Description	Service Days
Site Supervision	5 days/wk
Gather Supplies And Equipment For Shift	5 days/wk
Prepare For The Next Day	5 days/wk
Turn Off Lights - Per Instructions	5 days/wk
Clean And Arrange Janitor Closet	5 days/wk
Clean And Polish Drinking Fountains	5 days/wk

Fernie Aquatic Centre – Task Schedule

250 Pine Avenue

All floors scrubbed, apply seal and/or finish.	Weekly
Burnish as required.	Weekly
Strip and wax all floors, Lobby, Multi-Purpose Room, Office and Guards Areas. (Invoice City)	Annual

ADDITIONAL NOTES:

Birthday Party, Meeting and Special Event Bookings:

Requested number of tables and chairs are set out for the event by the contactor.
Washrooms, kitchen and main hall checked and cleaned before and after event as needed.
Garbage and recycling removed to on site bins except at Community Centre where recycling is taken to bin located at arena. Entrance & exit doors checked.

After a special event function all floors must be washed and the bathrooms cleaned, sanitized and re-stocked. The kitchen should be cleaned and stove checked and cleaned if necessary. The overall condition of the facility must be clean and ready for next use.

Janitorial rooms in all facilities shall be keep clean at all times. Cleaning supplies, all chemicals and containers incl. sprayers labeled in accord with WHMIS regulations irrespective of where purchased. Cloths and mops must be cleaned regularly.

Notify the City of any flickering or burnt out lights in all facilities. Any maintenance issues, damaged or stolen items must be reported to the City immediately after problem is

identified.

X. CERTIFICATE OF INSURANCE

Complete and return to: Director of Leisure Services
 Corporation of the City of Fernie
 501 – 3rd Avenue
 PO Box 190
 Fernie, BC V0B-1M0

This is to certify that policies of insurance as herein described have been issued to the insured(s) named below and are in full force and effect at date noted.

It is understood and agreed that thirty (30) days' notice of any alteration, transfer, assignment or cancellation of any of the policies listed herein, either in part or in whole, will be given to the Holder of this Certificate.

INSURED		NAME					
		ADDRESS					
OPERATIONS INSURED							
TYPE OF INSURANCE	COMPANY AND POLICY NUMBER	EXPIRY DATE			LIMIT OF LIABILITY AMOUNT		
		YR	MO	DD			
COMPREHENSIVE GENERAL LIABILITY INCLUDING NON-OWNED VEHICLE LIABILITY					INCLUSIVE LIMIT	OR	\$.....
					BODILY INJURY		EACH PERSON
					EACH OCCURRENCE		\$.....
					PROPERTY DAMAGE	EACH OCCURENCE	\$.....
AUTOMOBILE LIABILITY (OWNED / LEASED VEHICLES)					INCLUSIVE LIMIT	OR	\$.....
					BODILY INJURY		EACH PERSON
					EACH OCCURRENCE		\$.....
					PROPERTY DAMAGE	EACH OCCURENCE	\$.....
PROFESSIONAL ERRORS AND OMISSIONS LIABILITY					LIMIT PER CLAIM		\$.....
					AGGREGATE AMOUNT PAYABLE		\$.....
UMBRELLA LIABILITY					LIMITS	\$.....	\$.....
					EXCESS OF		
BUILDER'S RISK / INSTALLATION FLOATER					SITE		\$.....
					OTHER LOCATION		\$.....
					TRANSIT		\$.....
CONTRACTORS EQUIPMENT							\$.....
FIDELITY BOND					LIMIT		\$.....
WORKERS COMPENSATION							
OTHER							

PARTICULARS OF INSURANCE

<p align="center">GENERAL LIABILITY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Premises Property and Operations <input type="checkbox"/> Products and Completed Operations <input type="checkbox"/> Blanket Contractual (all written agreements) <input type="checkbox"/> Tenants Fire Legal Liability <input type="checkbox"/> Owners and Contractors Protective <input type="checkbox"/> Occurrence Bodily Injury and Property Damage <input type="checkbox"/> Broad from Property Damage <input type="checkbox"/> Contingent Employers Liability <input type="checkbox"/> Personal Injury <input type="checkbox"/> Employees as Additional Insured <input type="checkbox"/> Severability of Interest of Cross Liability <input type="checkbox"/> Exclusions pertaining to Blasting, Collapse, Underpinning, deleted as follows: <input type="checkbox"/> Owner as Additional Named Insured <input type="checkbox"/> Provides Coverage for Claims arising from use of Machinery and Equipment attached to licensed construction machinery on Project Site <input type="checkbox"/> Waiver of Subrogation against Named Insured <input type="checkbox"/> Employer's Liability 	<p align="center">BUILDERS RISK / INSTALLATION FLOATER</p> <ul style="list-style-type: none"> <input type="checkbox"/> All Risk Form <input type="checkbox"/> Fire, Extended Coverages, Riot, Vandalism or Malicious Acts <input type="checkbox"/> Flood Included <input type="checkbox"/> Earthquake Included <input type="checkbox"/> Excludes Faulty Workmanship, Faulty Construction or Faulty Design but not loss resulting therefrom <input type="checkbox"/> Covers Transit by Land <input type="checkbox"/> Covers Boiler Explosion during Installation, Temporary Operation and Testing <input type="checkbox"/> Covers Owner as Additional Named Insured <input type="checkbox"/> Grants Permission for Occupancy prior to completion <input type="checkbox"/> Waiver of Subrogation Against Named Insured
<p align="center">CONTRACTORS EQUIPMENT</p> <ul style="list-style-type: none"> <input type="checkbox"/> Subrogation Waived Against Owner <input type="checkbox"/> Subrogation Waived Against Owner, Construction or Project Manager, Architects and Engineers 	<p align="center">OTHERS</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

INDICATES THAT THE COVERATE / ENDORSEMENT INDICATED IS INCLUDED

REMARKS (STATE DEDUCTIBLE IF ANY)

Dated

Authorized to sign on behalf of insurers