



LADYSMITH

Parks, Recreation and Culture

**Request for Proposals
No. 2017-PRC-01**

Janitorial Services

City Hall, Development Services, Public Works and Waste Water Treatment Plant Premises

For further information please contact:

Len Manuel
Facility Maintenance Supervisor
Email: lmanuel@ladysmith.ca

RFP Issue Date: March 15, 2017
RFP Closing Date: 2:00 p.m. March 31, 2017
Location of Bid Opening: Ladysmith City Hall



1. Introduction

The Town of Ladysmith is seeking proposals from qualified professionals to supply janitorial services for the Town of Ladysmith at four (4) worksites:

- City Hall (410 Esplanade – corner of Roberts Street and Trans-Canada Highway) approximately 3,156 sq. ft., split level premises
- Development Services (132C Roberts Street) – approximately 1,600 sq. ft.
- Public Works (330 Sixth Avenue) – approximately 2,300 sq. ft.
- Waste Water Treatment Plant (245B Oyster Cover Road) — approximately 2300 sq. ft.

2. Required Project Deliverables

The intent of this Request for Proposals is to engage a qualified individual or company to provide janitorial services for specific Town of Ladysmith worksites effective May 1 April 17, 2017 for a three-year period with an option for renewal. All costs associated with the preparation and submission of a Proposal shall be borne solely by the Proponent.

Proponents wishing to submit proposals for consideration must ensure that the individual(s) performing the services outlined in this request for proposals are bonded.

The scope of work is outlined in Schedules A, B, C and D, attached. The mandatory Quality Standards are outlined in Schedule E, attached.

The contractor will supply all labour, equipment, cleaning products and supplies necessary to carry out the work as outlined in Schedules A, B, C and D and to comply with the Quality Standards as outlined in Schedule E. The Town of Ladysmith will supply paper towels, toilet paper, garbage bags, compostable organic refuse bags, and liquid hand soap.

The Contractor will supply his/her staff with suitable modern equipment to enable them to perform their tasks. As well as being adequate for the tasks, equipment shall be such as not to damage or cause unnecessary wear and tear to the building surfaces, furnishings or equipment. Equipment used in daily routines shall remain in the building and be stored in the custodian's closet. This equipment (carts, pails, vacuum cleaners, brooms, mops, etc.) must be replaced when worn out .

Unless otherwise arranged, the Contractor will not use Town of Ladysmith sites to store other powered or specialized equipment used from time to time in the fulfillment of the duties outlined in this Request for Proposals.

The successful bidder will be required to obtain and provide proof of the following:

- A current business license for operating in the Town of Ladysmith
- A Clearance Letter from WorkSafe BC that confirms they are registered and in good financial standing with WorkSafe BC
- Minimum \$2 million liability insurance with the Town of Ladysmith named as an additional insured

- Federal, provincial and municipal permits when and where applicable

3. RESPONSE CONTENT

All respondents should include the following information in their proposal:

- A fixed price quote per month for the three-year period, showing a separate monthly price for each of the four buildings. The price is to include all labour, equipment, cleaning products and supplies necessary to carry out the work as outlined in Schedules A, B, C and D and to comply with the Quality Standards as outlined in Schedule E.
- The specifications for Janitorial Services in Schedules A, B, C and D (attached) are the minimum specifications. Any additions, deletions or variations to the minimum specifications must be clearly noted. Any costs related to additional services must be specified in the proposal.
- Proposed schedule for work to be complete and estimated time at each site each visit.
- Proposed plan on how the work is completed, example, will one individual be doing all of the sites or would there be specific groups that handle each site.
- How the contractor will ensure service levels are delivered: regular meetings, communications if issues arise.

4. GREEN HOUSEKEEPING POLICY

The Town of Ladysmith is a green community. At a minimum, proponents are required to use products that meet the standards of either Canada's EcoLogo Certification (<http://services.ul.com/service/ecologo-certification> see criteria for Cleaning Supplies) or the Green Seal criteria (www.greenseal.org; see Green Seal criteria for commercial and industrial cleaning products.)

5. SITE VISIT AND FURTHER INFORMATION

A site visit is mandatory and will occur at **9:30 a.m. on Wednesday, March 22, 2017, starting at City Hall, 410 Esplanade (corner of Roberts Street and Trans Canada Highway).** Travel and/or any other costs associated with the site visit are the responsibility of the proponent.

6. EVALUATION CRITERIA

The Town will evaluate Proposals based upon but not limited to, the following:

- Demonstrated proven experience
- Reference checks
- Costs
- Plan, schedule of how service delivered
- Accessibility and responsiveness
- Quality of the proposal

Proposals will be reviewed and evaluated by a selection committee comprised of Town staff. During the evaluation process any or all of the proponents may be invited to provide additional information and/or participate in interviews.

7. ENQUIRIES

All enquiries related to this Request for Proposals are to be directed by e-mail to:

Len Manuel, Facility Maintenance Supervisor
lmanuel@ladysmith.ca

Enquiries and responses will be recorded and will be made available, by request, to all proponents for examination, and may be published as Addenda to this Request for Proposals.

8. PROPOSAL SUBMISSIONS

Proponents are requested to submit their proposals **no later than 2:00 p.m. on Friday, March 31st, 2017** to the attention of:

Joanna Winter, Manager of Legislative Services
Town of Ladysmith
410 Esplanade - P.O. Box 220
Ladysmith, BC V9G 1A2
Email: info@ladysmith.ca

Proposals may be submitted in hard copy or by electronic mail. The Town is not responsible for the timely receipt or adequacy of any electronic transmissions, and late receipt of Proposals via electronic mail or facsimile will be cause for rejection of a Proposal.

All submissions, including submissions sent via electronic mail, must be clearly marked "Request for Proposals No. 2017-PRC-01, Janitorial Services."

Submissions in response to this RFP will be opened publicly at the Town of Ladysmith City Hall, 410 Esplanade, on **March 31, 2017 at 2:15 p.m.**

The Town reserves the right to accept or reject any or all Proposals either whole or in part at any time, or waive formalities in, or accept a Proposal either whole or in part which is deemed most favourable in the interest of the Town. The Town will be under no obligation to proceed further with any submitted Proposal and, should it decide to abandon same, it may, at any time, invite further proposals for the supply of the described services or enter into any discussions or negotiations with any party for the provision of the services. No

alterations, amendments or additional information will be accepted after the closing date and time unless invited by the Town.

The lowest or any submission in response to this RFP will not necessarily be accepted. The bids will be considered on their merits and it is not the intention of the Municipality to award the contract on price alone.

The Town of Ladysmith Purchasing Policy includes the following Principles of “Best Value”:

- Procure the goods and services requirements of all departments in an efficient, timely and cost effective manner while maintaining the necessary controls;
- Engage in an open bidding process wherever practical;
- Ensure maximum value is obtained during the acquisition of goods and services. Where applicable, the total cost of the goods and services purchased should be taken into account. Total cost may include but not be limited to acquisition cost, disposal cost, residual value, training cost, maintenance cost, product performance and environmental impact;
- Take into account wherever practical the commitment to protection of the environment, and energy conservation;
- Ensure the acquisition of goods and services meets the requirements of applicable legislation and trade agreements, including the New West Partnership Trade Agreement, and the Agreement on Internal Trade; and
- Ensure that maximum value is realized when disposing of surplus goods, materials and equipment.

9. OWNERSHIP OF PROPOSALS

All Proposals and subsequent information shall become the property of the Town of Ladysmith after the closing date and time and will not be returned.

The Proposals will be held in confidence by the Town subject to the provisions of the Freedom of Information and Protection of Privacy Act.

SCHEDULE A

LOCATION **Town of Ladysmith City Hall,
410 Esplanade (corner of Roberts Street and TransCanada Highway)**

Regular cleaning to start after 5:00 p.m. and completed before 6:00 a.m. On meeting nights, cleaning is to start after the meeting and not sooner than 9:00 p.m. A list of meetings will be provided periodically.

* Daily = Monday through Friday

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| OFFICES, COUNCIL CHAMBERS, COMMON AREAS | | | | | |
| 1. | Dust all desks and office furniture , tables, chairs, etc. | 1 | | | |
| 2. | Dust all reachable computer terminals and office equipment, clean monitors (except where directed not to touch) | 1 | | | |
| 3. | Dust all visible ledges, window sills, heat vents and horizontal surfaces | 1 | | | |
| 4. | Dust blinds | | | 1 | |
| 5. | Dust baseboards | | 1 | | |
| 6. | Dust high partition ledges and door frames | | | 1 | |
| 7. | Dust hand railings | 1 | | | |
| 8. | Dust pictures, frames, plaques not reached in nightly cleaning | | | 1 | |
| 9. | Dust and damp wipe all wood panelled walls | | 1 | | |
| 10. | Damp wipe all telephones with germicidal solution, including ear and mouth pieces | | 1 | | |
| 11. | Wipe clean (polish if required) desks and countertops | | 1 | | |
| 12. | Wipe clean all furniture | | 1 | | |
| 13. | Wipe clean and remove fingerprints from doors, woodwork, hand railings | 1 | | | |
| 14. | Polish entrance door glass (both sides) | 1 | | | |
| 15. | Empty, wipe clean and re-line all waste containers as required | 1 | | | |
| 16. | Sweep cement entrance | 1 | | | |
| 17. | Sweep all resilient and hard surface floors | 1 | | | |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|------------------|------------------------------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| 18. | Damp mop all resilient and hard surface floor areas | 1 | | | |
| 19. | If necessary sweep by hand all corners | | 1 | | |
| 20. | Clean and polish door pulls, kick plates and light switches | 1 | | | |
| 21. | Vacuum all fabric furniture | | 1 | | |
| 22. | Vacuum carpets, rugs, door mats (remove stains if possible) | 1 | | | |
| 23. | Sweep and dust storage rooms | | 1 | | |
| 24. | Wash entrance and lobby, spot clean entrance carpet | 1 | | | |
| 25. | Check all doors and windows for security | 1 | | | |
| 26. | Dust security equipment | | 1 | | |
| 27. | Dust audio equipment in Council Chambers, including speakers | | | 1 | |
| WASHROOMS | | | | | |
| 28. | Empty washroom waste containers, replace liners and wash or wipe clean as required (garbage as well as organic waste in washrooms) | 1 | | | |
| 29. | Using a germicidal solution, thoroughly clean all surfaces and sinks, including underside and pipes. Wipe and polish chrome | 1 | | | |
| 30. | Using a germicidal solution, spot clean all stains and spills | 1 | | | |
| 31. | Clean and replenish all restroom dispensers as required (paper towels, soap) | 1 | | | |
| 32. | Using a germicidal solution, thoroughly clean toilets inside and outside. Wipe and polish chrome fixtures | 1 | | | |
| 33. | Using a germicidal solution, wipe walls around toilets and sinks and spot clean other surfaces as necessary | 1 | | | |
| 34. | Using a germicidal solution, damp mop restroom floor and areas where spillage occurs | 1 | | | |
| 35. | Using a germicidal solution, hand wash shower walls and scrub shower floor, and clean all metal surfaces | | 1 | | |
| 36. | Clean mirrors | 1 | | | |
| 37. | Clean ceiling vents | | | | 2 |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| 38. | Dust and damp wipe light fixtures | | | | 2 |
| 39. | Wash washroom walls | | | 1 | |
| KITCHEN / LUNCH ROOM | | | | | |
| 40. | Using a germicidal solution, thoroughly clean sink and countertops. Wipe and polish all chrome | 1 | | | |
| 41. | Damp wipe table | 1 | | | |
| 42. | Spot clean all vertical surfaces, including cupboards, appliances and walls | 1 | | | |
| 43. | Empty, wipe or wash, and replace liner for all waste containers, including organic waste. Deposit waste in designated areas | 1 | | | |
| 44. | Turn on dishwasher if required (does not include emptying and/or filling it) * Fill and run dishwasher if required after Council meetings | 1 | | | |
| 45. | Damp mop kitchen floor | 1 | | | |
| FLOOR MAINTENANCE | | | | | |
| 46. | Spray buff resilient flooring | | | 1 | |
| 47. | Strip and refinish resilient flooring | | | | 2 |
| 48. | Steam clean carpets, including pre-treating with spot treatment | | | | 1 |
| WINDOW CLEANING | | | | | |
| 49. | Wash all exterior windows – inside | | | | 2 |
| 50. | Wash all exterior windows – outside | | | | 2 |
| 51. | Wash all glass partitions | 1 | | | |

SCHEDULE B

LOCATION Town of Ladysmith Public Works Building,
330 Sixth Avenue

Regular cleaning to start after 5:00 p.m. and completed before 6:00 a.m.

* Daily = Monday through Friday

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| OFFICES AND COMMON AREAS | | | | | |
| 1. | Dust all desks and office furniture , tables, chairs, etc. | 1 | | | |
| 2. | Dust all reachable computer terminals and office equipment, clean monitors (except where directed not to touch) | 1 | | | |
| 3. | Dust all visible ledges, window sills, heat vents and horizontal surfaces | 1 | | | |
| 4. | Dust blinds | | | 1 | |
| 5. | Dust baseboards | | 1 | | |
| 6. | Dust high partition ledges and door frames | | | 1 | |
| 7. | Dust pictures, frames, plaques not reached in nightly cleaning | | | 1 | |
| 8. | Dust and damp wipe all wood panelled walls | | 1 | | |
| 9. | Damp wipe all telephones with germicidal solution, including ear and mouth pieces | | 1 | | |
| 10. | Wipe clean (polish if required) desks and countertops | | 1 | | |
| 11. | Wipe clean all plastic, leather and vinyl furniture | | 1 | | |
| 12. | Wipe clean and remove fingerprints from doors, woodwork, hand railings | 1 | | | |
| 13. | Polish entrance door glass (both sides) | 1 | | | |
| 14. | Empty, wipe clean and re-line all waste containers as required | 1 | | | |
| 15. | Sweep cement entrance | 1 | | | |
| 16. | Sweep all resilient and hard surface floors | 1 | | | |
| 17. | Damp mop all resilient and hard surface floor areas | 1 | | | |
| 18. | If necessary sweep by hand all corners | | 1 | | |
| 19. | Clean and polish door pulls, kick plates and light | 1 | | | |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| | switches | | | | |
| 20. | Vacuum all fabric furniture | | 1 | | |
| 21. | Vacuum carpets, rugs, door mats (remove stains if possible) | 1 | | | |
| 22. | Sweep and dust storage rooms | | 1 | | |
| 23. | Wash entrance and lobby, spot clean entrance carpet | | 1 | | |
| 24. | Check all doors and windows for security | 1 | | | |
| 25. | Dust security equipment | | 1 | | |
| WASHROOM | | | | | |
| 26. | Empty washroom waste containers, replace liners and wash or wipe clean as required (garbage as well as organic waste in washrooms) | 1 | | | |
| 27. | Using a germicidal solution, thoroughly clean all surfaces and sinks, including underside and pipes. Wipe and polish chrome | 1 | | | |
| 28. | Using a germicidal solution, spot clean all stains and spills | 1 | | | |
| 29. | Clean and replenish all restroom dispensers as required (paper towels, soap) | 1 | | | |
| 30. | Using a germicidal solution, thoroughly clean toilets & urinals inside and outside. Wipe and polish chrome fixtures | 1 | | | |
| 31. | Using a germicidal solution, wipe walls around toilets, urinal and sinks and spot clean other surfaces as necessary | 1 | | | |
| 32. | Using a germicidal solution, damp mop restroom floor and areas where spillage occurs | 1 | | | |
| 33. | Clean mirrors | 1 | | | |
| 34. | Clean ceiling vents | | | | 2 |
| 35. | Dust and damp wipe light fixtures | | | | 2 |
| 36. | Wash washroom walls | | | 1 | |
| KITCHEN / LUNCH ROOM | | | | | |
| 37. | Using a germicidal solution, thoroughly clean sink and countertops. Wipe and polish all chrome | 1 | | | |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| 38. | Damp wipe table | 1 | | | |
| 39. | Spot clean all vertical surfaces, including cupboards, appliances and walls | 1 | | | |
| 40. | Empty, wipe or wash, and replace liner for all waste containers, including organic waste. Deposit waste in designated areas | 1 | | | |
| 41. | Damp mop kitchen floor | 1 | | | |
| FLOOR MAINTENANCE | | | | | |
| 42. | Spray buff resilient flooring | | | 1 | |
| 43. | Strip and refinish resilient flooring | | | | 4 |
| 44. | Steam clean carpets, including pre-treating with spot treatment | | | | 1 |
| WINDOW CLEANING | | | | | |
| 45. | Wash all exterior windows – inside | | | | 2 |
| 46. | Wash all exterior windows – outside | | | | 2 |
| 47. | Wash all glass partitions | 1 | | | |

SCHEDULE C

LOCATION **Town of Ladysmith - Development Services ,
132 C Roberts Street**

Daily for this building = Tuesday and Thursday
Regular cleaning to start after 5:00 p.m. and completed before 6:00 a.m.

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| OFFICES AND COMMON AREAS | | | | | |
| 1. | Dust all desks and office furniture , tables, chairs, etc. | 1 | | | |
| 2. | Dust all reachable computer terminals and office equipment, clean monitors (except where directed not to touch) | 1 | | | |
| 3. | Dust all visible ledges, window sills, heat vents and horizontal surfaces | 1 | | | |
| 4. | Dust blinds | | | | 2 |
| 5. | Dust baseboards | | 1 | | |
| 6. | Dust high partition ledges and door frames | | | 1 | |
| 7. | Dust pictures, frames, plaques not reached in nightly cleaning | | | 1 | |
| 8. | Damp wipe all telephones with germicidal solution, including ear and mouth pieces | | 1 | | |
| 9. | Wipe clean (polish if required) desks and countertops | | 1 | | |
| 10. | Wipe clean all furniture | | 1 | | |
| 11. | Wipe clean and remove fingerprints from doors, woodwork, hand railings | 1 | | | |
| 12. | Polish mirror | 1 | | | |
| 14. | Sweep all resilient and hard surface floors | 1 | | | |
| 15. | Damp mop all resilient and hard surface floor areas | 1 | | | |
| 16. | If necessary sweep by hand all corners | | 1 | | |
| 17. | Clean and polish door pulls, kick plates and light switches | 1 | | | |
| 18. | Vacuum all fabric furniture | | 1 | | |
| 19. | Vacuum carpets, rugs, door mats (remove stains if possible) | 1 | | | |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| 20. | Sweep and dust storage rooms | | 1 | | |
| 21. | Wash entrance and lobby, spot clean entrance carpet | 1 | | | |
| 22. | Check all doors and windows for security | 1 | | | |
| 23. | Dust security equipment | | 1 | | |
| WASHROOM | | | | | |
| 24. | Empty washroom waste containers, replace liners and wash or wipe clean as required (garbage as well as organic waste in washrooms) | 1 | | | |
| 25. | Using a germicidal solution, thoroughly clean all surfaces and sinks, including underside and pipes. Wipe and polish chrome | 1 | | | |
| 26. | Using a germicidal solution, spot clean all stains and spills | 1 | | | |
| 27. | Clean and replenish all restroom dispensers as required (paper towels, soap) | 1 | | | |
| 28. | Using a germicidal solution, thoroughly clean toilet inside and outside. Wipe and polish chrome fixtures | 1 | | | |
| 29. | Using a germicidal solution, wipe walls around toilet and sinks and spot clean other surfaces as necessary | 1 | | | |
| 30. | Using a germicidal solution, damp mop restroom floor and areas where spillage occurs | 1 | | | |
| 31. | Clean mirror | 1 | | | |
| 32. | Clean ceiling vents | | | | 2 |
| 33. | Dust and damp wipe light fixtures | | | | 2 |
| 34. | Wash washroom walls | | | | 6 |
| KITCHEN / LUNCH ROOM | | | | | |
| 35. | Using a germicidal solution, thoroughly clean sink and countertops. Wipe and polish all chrome | 1 | | | |
| 36. | Damp wipe table | 1 | | | |
| 37. | Spot clean all vertical surfaces, including cupboards, appliances and walls | 1 | | | |
| 38. | Empty, wipe or wash, and replace liner for all waste containers, including organic waste. Deposit waste in designated areas | 1 | | | |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|--------------------------|-----------------------------------------------------------------|-------|--------|---------|--------|
| 39. | Damp mop kitchen floor | 1 | | | |
| FLOOR MAINTENANCE | | | | | |
| 40. | Spray buff resilient flooring | | | 1 | |
| 41. | Strip and refinish resilient flooring | | | | 2 |
| 42. | Steam clean carpets, including pre-treating with spot treatment | | | | 1 |
| GLASS CLEANING | | | | | |
| 43. | Wash all exterior windows – inside | | | | 2 |
| 44. | Wash all exterior windows – outside | | | | 2 |
| 45. | Wash all glass partitions | 1 | | | |
| 46. | Polish entrance door glass | 1 | | | |
| 47. | Clean mirrors (not including washroom mirror) | | 1 | | |

SCHEDULE D

LOCATION **Town of Ladysmith - Waste Water Treatment Plant,
245 Oyster Cove Road**

Regular cleaning to start after 5:00 p.m. and completed before 6:00 a.m.

Daily for this building is twice per week (state days)

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| OFFICES AND COMMON AREAS | | | | | |
| 1. | Dust all desks and office furniture , tables, chairs, etc. | 1 | | | |
| 2. | Dust all reachable computer terminals and office equipment, clean monitors (except where directed not to touch) | 1 | | | |
| 3. | Dust all visible ledges, window sills, heat vents and horizontal surfaces | 1 | | | |
| 4. | Dust blinds | | | | 2 |
| 5. | Dust baseboards | | 1 | | |
| 6. | Dust high partition ledges and door frames | | | 1 | |
| 7. | Dust pictures, frames, plaques not reached in nightly cleaning | | | 1 | |
| 8. | Dust and damp wipe all wood panelled walls | | 1 | | |
| 9. | Damp wipe all telephones with germicidal solution, including ear and mouth pieces | | 1 | | |
| 10. | Wipe clean (polish if required) desks and countertops | | 1 | | |
| 11. | Wipe clean all plastic, leather and vinyl furniture | 1 | | | |
| 12. | Wipe clean and remove fingerprints from doors, woodwork, other surfaces | 1 | | | |
| 13. | Polish entrance door glass (both sides) and any mirrors | 1 | | | |
| 14. | Empty, wipe clean and re-line all waste containers as required | 1 | | | |
| 15. | Sweep cement entrance | 1 | | | |
| 16. | Sweep all resilient and hard surface floors | 1 | | | |
| 17. | Damp mop all resilient and hard surface floor areas | 1 | | | |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| 18. | If necessary, sweep by hand all corners | | 1 | | |
| 19. | Clean and polish door pulls, kick plates and light switches | 1 | | | |
| 20. | Vacuum all fabric furniture | 1 | | | |
| 21. | Vacuum carpets, rugs, door mats (remove stains if possible) | 1 | | | |
| 22. | Sweep and dust storage rooms | 1 | | | |
| 23. | Wash entrance and lobby, spot clean entrance carpet | 1 | | | |
| 24. | Check all doors and windows for security | 1 | | | |
| 25. | Dust security equipment | 1 | | | |
| WASHROOMS 3 and SHOWERS 2 | | | | | |
| 26. | Empty washroom waste containers, replace liners and wash or wipe clean as required (garbage as well as organic waste in washrooms) | 1 | | | |
| 27. | Using a germicidal solution, thoroughly clean all surfaces and sinks, including underside and pipes. Wipe and polish chrome | 1 | | | |
| 28. | Using a germicidal solution, spot clean all stains and spills | 1 | | | |
| 29. | Clean and replenish all restroom dispensers as required (paper towels, soap) | 1 | | | |
| 30. | Using a germicidal solution, thoroughly clean toilets & urinals inside and outside. Wipe and polish chrome fixtures | 1 | | | |
| 31. | Using a germicidal solution, wipe walls around toilets, urinal and sinks and spot clean other surfaces as necessary | 1 | | | |
| 32. | Using a germicidal solution, damp mop restroom floor and areas where spillage occurs | 1 | | | |
| 33. | Using a germicidal solution, hand wash shower walls, floor, taps, shower head and drains. | 1 | | | |
| 34. | Clean mirrors | 1 | | | |
| 35. | Clean ceiling vents | | | | 2 |
| 36. | Dust and damp wipe light fixtures | | | | 2 |

| | | DAILY | WEEKLY | MONTHLY | YEARLY |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------|--------|---------|--------|
| 37. | Wash washroom walls | | | | 6 |
| KITCHEN / LUNCH ROOM | | | | | |
| 38. | Using a germicidal solution, thoroughly clean sink and countertops. Wipe and polish all chrome | 1 | | | |
| 39. | Damp wipe table | 1 | | | |
| 40. | Spot clean all vertical surfaces, including cupboards, appliances and walls | 1 | | | |
| 41. | Empty, wipe or wash, and replace liner for all waste containers, including organic waste. Deposit waste in designated areas | 1 | | | |
| 42. | Damp mop kitchen floor | 1 | | | |
| FLOOR MAINTENANCE | | | | | |
| 43. | Spray buff resilient flooring | | | 1 | |
| 44. | Strip and refinish resilient flooring | | | | 4 |
| 45. | Steam clean carpets, including pre-treating with spot treatment | | | | 1 |
| GLASS CLEANING | | | | | |
| 46. | Wash all exterior windows – inside | | | | 2 |
| 47. | Wash all exterior windows – outside | | | | 2 |
| 48. | Wash all glass partitions | 1 | | | |
| 49. | Clean mirrors (not including washroom mirror) | | 1 | | |

SCHEDULE E

QUALITY STANDARDS

These Cleaning Task Services Performance Standards as written are stated in general terms and in reference to the buildings' design, layout and/or condition. The lack and/or omission of any detailed specifications do not minimize acceptable levels of service and only the best commercial practices are acceptable.

1. The Town has established these cleaning performance work requirements to standardize and optimize the cleaning programs across the various Town worksites and buildings. These performance standards include quality practices to ensure a clean, healthy and safe environment for the people who visit or work in the City buildings.
2. Neither the Regular Cleaning Task Services Schedule nor the Regular Cleaning Task Services Performance Standards shall be used alone. Services omitted from the task schedules but mentioned or reasonably implied in the performance standards, or, vice versa, shall be considered as properly and sufficiently specified and shall be provided.
3. The Contractor shall thoroughly clean, sanitize and polish the buildings including washable surfaces of walls, partitions, columns, glass surfaces, doors, door hardware, door glass, stairways, hand railings, mirrored surfaces, vestibules, furniture, fixtures and appliances.
4. The Contractor shall employ appropriate cleaning techniques and use environmentally friendly cleaning products, materials and equipment to ensure a first-class professionally maintained appearance.
5. The Contractor must use germicidal solution in restrooms and food areas.
6. The Contractor must clean Plexiglas surfaces with a soft cloth and Plexiglas cleaner.
7. The Contractor must clean and polish wood surfaces with a soft cloth and wood polish, using no water or detergents.
8. Upon completion of general cleaning, all surfaces must be free from soil, smudges, fingerprints, gum, marks or streaks. General cleaning is not spot cleaning, rather, total surface areas within the building must be cleaned.
9. Properly cleaned and disinfected doors, walls, partitions, trim, baseboards, handrails/stair rails, frames, window sills, ledges and horizontal surfaces including their component parts, must be clean and free from dirt, dust, film, streaks, smudges, lint and cobwebs. Restroom areas, doors and walls must be free from stains, graffiti, spots, streaks and cobwebs.

10. Works standards that state "disinfect" are considered disinfected when the Contractor uses a liquid or spray product identified as a disinfectant and applies the product in accordance with the manufacturer's instructions.