



**CITY OF CRANBROOK**

**Request for Proposals**

**Janitorial Services – Western Financial Place**

**RFP NO.: CRA2024-R-009**

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**Issue Date:**

**Tuesday, October 8, 2024**

**Closing Time:**

**Wednesday, October 30, 2024 by 2:30 PM  
Mountain Time (MT)**

**Closing Location:**

**City Hall**

**Attention: Melissa Wilhelm, Financial Services Manager  
40-10th Ave S, Cranbrook, BC V1C 2M8**

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## **1. REQUEST FOR PROPOSALS AND SUBMISSION INSTRUCTIONS**

### **1.1 Request for Proposals**

The Corporation of the City of Cranbrook requests proposals from qualified proponents for the provision of janitorial services for Western Financial Place for a two year period with the option for a one year extension at the discretion of the City.

### **1.2 Definitions**

Throughout this Request for Proposals, the following definitions apply:

- a) “Addenda” means all additional information regarding this RFP including amendments to the RFP;
- b) “BC Bid” means the BC Bid website located at [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca);
- c) “City” means the Corporation of the City of Cranbrook;
- d) “Closing Location” includes the location indicated on the cover page of this RFP or BC Bid, as applicable;
- e) “Closing Time” means the closing time and date for this RFP as set out on the cover page of this RFP;
- f) “Contract” means the written agreement resulting from the RFP executed by the City and the successful proponent;
- g) “Contract Administrator” means the City staff member who has been duly hired by the City of Cranbrook to fulfill the duties of that position or his/her designated representative;
- g) “Contractor” means the successful proponent selected from this RFP who enters into a contract with the City;
- h) “Must, “mandatory, or “required” means a requirement that must be met in order for a proposal to receive consideration;
- i) “Proponent” means a person or entity with the legal capacity to contract, that submits, or intends to submit, a proposal in response to this RFP
- j) “Proposal” means a written response to the RFP that is submitted by a Proponent;
- k) “Request for Proposals” or “RFP” means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the City by Addenda;
- l) “Should”, “may” or “weighted” means a requirement having a significant degree of importance to the objectives of the RFP;
- m) “WFP” means Western Financial Place located at 1777 2<sup>nd</sup> Street N. Cranbrook, BC.

### 1.3 **Delivery of Proposals**

Proposals **MUST** be in English and **MUST** be submitted using one of the submission methods below:

**BC Bid Electronic Submission:** Proponents may submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with BC Bid and e-bidding key requirements (found at [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca)). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal. Use of an e-bidding key is effective as signature.

**Hard Copy Submission:** Proponents may submit two (2) hard-copies of their proposal as outlined in Section 1.4 (f) of this RFP.

Email and facsimile submissions will not be accepted.

All proposal submissions **MUST** include a completed and signed *Summary Form of Proposal* plus the information required as described in Section 1.5 of this RFP.

Proposals received after the Closing Time will not be accepted.

There will be no public opening for this RFP.

### 1.4 **Submission of Proposals**

a) Proposals **MUST** be submitted before the Closing Time to the Closing Location using one of the submission methods set out in Section 1.3 of this RFP. The Proponent is solely responsible for ensuring that, regardless of submission method selected, the City receives a complete proposal, including all attachments or enclosures, before the Closing Time.


b) For BC Bid electronic submissions, the following applies:

- i. File uploads are limited to 500 MB per file. There are an unlimited number of attachments.
- ii. Proponents submitting by electronic submission are solely responsible for ensuring that any attachments are not corrupted. The City may reject proposals that are compressed, cannot be opened or that contain viruses, malware or corrupted attachments.
- iii. The closing time on BC Bid is shown in Pacific Time (PT). The City's Closing Time in this RFP is in Mountain Time (MT). Proponents must ensure their submission is uploaded and completed prior to the Closing Time.

- c) Only pre-authorized e-bidders registered on BC Bid can submit electronic bids on BC Bid. BC Bid is a subscription service (\$150 per year) and the registration process may take two business days to complete. If using this submission method, Proponents should refer to the BC Bid website or contact the BC Bid Helpdesk at 1-800-663-7867 for more information. An electronic proposal submitted on BC Bid must be submitted using the e-bidding key of an authorized representative of the Proponent. Using the e-bidding key of a subcontractor is not acceptable.
- d) The City strongly encourages Proponents using electronic submissions to submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before the Closing Time.
- e) The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission between the Proponent's computer and BC Bid.
- f) Hard copy submissions **MUST** be received in a sealed envelope at the Closing Location by registered mail, courier, or hand delivery before the Closing Time.

**(TO HELP IDENTIFY YOUR SUBMISSION, WE ASK THAT YOU PLEASE CUT OUT THE LABEL BELOW AND AFFIX THIS LABEL TO THE OUTSIDE OF YOUR PROPOSAL SUBMISSION)**

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 <p>MOUNTAINS OF OPPORTUNITY <b>CRANBROOK</b></p> <p>City of Cranbrook 40 10<sup>th</sup> Avenue South Cranbrook, BC V1C 2M8</p>	
<b>Attention: Melissa Wilhelm, Financial Services Manager</b>	
<b>REFERENCE NUMBER:</b>	CRA2024-R-009
<b>PROJECT NAME:</b>	Janitorial Services - WFP
<b>CLOSING DATE:</b> Wednesday, October 30, 2024	<b>CLOSING TIME:</b> 2:30:00 P.M. MOUNTAIN TIME

### 1.5 **Proposal Submission Format and Checklist**

The following format and sequence should be followed in order to provide consistency in Proponent response and ensure each proposal receives full and fair consideration. All pages should be consecutively numbered.

- a) Title Page, showing Proponent's name, contact person and title, address and contact information;
- b) Completed *Summary Form of Proposal* (**Mandatory Form - signature required**);
- c) Qualifications and Experience as described in Section 3.1;
- d) Operational Plan as described in Section 3.2;
- e) Subcontractors as described in Section 3.3;
- f) Equipment as described in Section 3.4; and
- g) References as described in Section 3.5.

### 1.6 **Contact**

Enquiries related to this RFP, including any requests for information or clarification may only be directed in writing to the following person who will respond if time permits before the Closing Time. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid and on the City website.

Melissa Wilhelm, Financial Services Manager  
Phone: (250) 489-0265  
Email: [melissa.wilhelm@cranbrook.ca](mailto:melissa.wilhelm@cranbrook.ca)

The cut-off for submitting any questions relating to this RFP will be 48 hours before the Closing Time. Questions received after this time may not be answered.

### 1.7 **Site Tour**

A tour of Western Financial Place is available by appointment only by contacting Steve Bell at (250) 489-0279.

### 1.8 **Environmental Considerations for Proposal Delivery:**

The City encourages Proponents to consider submitting an electronic proposal. When submitting in hard copy, the City encourages Proponents to consider environmental stewardship, as per the following:

- Hard copy proposals should be double side printed on paper that is post-consumer recycled content or forest stewardship certified;
- Thin proposals should be stapled rather than bound;
- Binding, where required, should be comb-type rather than plastic or wire spiral for ease of separating to shred and recycle; and

- Binders, where required, should be free from adhered labels (for ease of re-use), and/or be made of post-consumer recycled content.

## **2. SERVICE REQUIREMENTS**

### **2.1 Service Requirements**

- The Contractor will perform the services as set out in **Schedule A** to the satisfaction of the City;
- All janitorial supplies and equipment are to be provided by the Contractor, except for paper products, which will be supplied by the City;
- The Contractor, at no cost to the City, will dispose of daily waste and paper collected; and
- Emergency or special cleaning requests will commence within two hours of the initial direction received or an agreed to time frame;
- The Contractor will report any problems, concerns, or damages that are noticed during the performance of regular janitorial services;
- The Contractor will post a sign-off sheet indicating all weekly, biweekly, monthly, biannual, and annual items have been completed; and
- The Contractor will make arrangements for a replacement janitor, acceptable to the City, during absences of regular cleaning staff.

## **3. PROPOSAL**

The proposal should be prepared simply and economically. While additional data may be presented, the following Sections 3.1 – 3.5 **MUST** be included. They represent the criteria against which the Proposal will be evaluated.

### **3.1 Qualifications and Experience**

Proponents should state the size of the company, years in business, the number of employees, their length of service, and outline the qualifications, experience and training of employees to be assigned to this contract. Indicate how the quality of staff over the term of the contract will be assured.

### **3.2 Operational Plan**

Proponents should provide details of their proposed method of executing the services outlined in **Schedule A**. This should include, but is not limited to, the projection of labour hours for weekly, monthly, biannual and annual tasks, how the company proposes to monitor quality and staff, the response time to correct deficiencies, and scheduling of major and heavy-duty cleaning.

### 3.3 **Sub-Contractors**

Proponents must provide a list of all sub-contractors they intend to employ as part of the contract and the work they will be performing. It is the Proponent's responsibility to ensure that the sub-contractors are reliable and competent for the performance of that part of the work.

### 3.4 **Equipment**

Proponents should supply a detailed inventory of all equipment and accessories to be utilized in the performance of the contract. Leased equipment shall be listed separately, and options of renewal should be stated. Where equipment is to be acquired, delivery guarantees by the manufacturer shall be attached to the proposal. Proponents should include the type, model, manufacturer, and anticipated remaining useful life of each piece of equipment. All equipment listed must be available upon the effective date of commencement of operations.

### 3.5 **References**

Proponents must list all janitorial contracts your company is currently committed to, as well as any contracts that have expired in the last three years. Please include the name, email, and telephone number of the principal client contact as well as the term of the contract.

## 4. **EVALUATION CRITERIA**

Evaluation of proposals will be by a committee formed by the City and may include employees and contractors of the City and other appropriate participants.

The City's intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest overall ranking.

Proposals will be assessed in accordance with the entire requirement of the RFP, including all mandatory and weighted criteria.

### 4.1 **Mandatory Criteria**

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

<b>Mandatory Criteria</b>
a) The proposal must be received at the Closing Location before the Closing Time.
b) The proposal must be in English.
c) The proposal must be submitted using one of the submission methods set out in Section 1.3 of this RFP.
d) Hard copy submissions must be received in a sealed envelope.
e) The proposal must include a signed copy of the <i>Summary Form of Proposal</i> .



#### 4.2 **Evaluation Criteria**

Proposals meeting all of the mandatory criteria will be further assessed against the following weighted criteria.

<b>Weighted Criteria</b>	<b>Weight</b>
Fees for Services	35
Qualifications and Experience (Section 3.1)	30
Operational Plan (Sections 3.2 & 3.3)	25
Quality of Equipment (Section 3.4)	10
<b>TOTAL</b>	<b>100</b>

#### 4.3 **Price Evaluation**

Only proposals that meet all mandatory requirements and minimum scores will be evaluated. The lowest overall price will be awarded all the points allocated to price. All other proposals will be evaluated using the following formula:

$$\frac{\text{Lowest Overall Price}}{\text{This Proposal's Overall Price}} \quad X \quad \text{Maximum points available}$$

### 5. **TERMS AND CONDITIONS**

#### 5.1 **Acceptance of Terms and Conditions**

Submitting a proposal indicates acceptance of all of the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

#### 5.2 **Additional Information**

All Addenda will be posted on the City's website and BC Bid. It is the sole responsibility of the Proponent to check for Addenda. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

#### 5.3 **Late Proposals**

Proposals will be marked with their receipt time at the Closing Location. Only complete proposals received and marked before the Closing Time will be considered to have been received on time. Proposals received after the Closing Time will be marked late and not considered or evaluated. In case of a dispute, the proposal receipt time as recorded by the City at the Closing Location will prevail whether accurate or not.

#### 5.4 **Proposal Validity**

Proposals will be open for acceptance for at least ninety (90) days after the Closing Time.

#### 5.5 **Firm Pricing**

Prices will be firm for the entire Contract period unless the RFP specifically states otherwise.

#### 5.6 **Completeness of Proposal**

By submitting a proposal, the Proponent warrants that, if the RFP is to design, create or provide a system or manage a program, all components required to run the system or manage the program have been identified in the proposal or will be provided by the Contractor at no additional charge.

#### 5.7 **Changes to Proposals**

By submitting a clear and detailed written notice, the Proponent may amend or withdraw its proposal before the Closing Time. Unless the RFP otherwise provides, Proponents should use a consistent submission method for submitting proposals and any amendments or withdrawals. Upon Closing Time, all proposals become irrevocable. The Proponent will not change any part of its proposal after the Closing Time unless requested by the City for purposes of clarification.

#### 5.8 **Liability for Errors**

While the City has used considerable efforts to ensure information in the RFP is accurate, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the City, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

#### 5.9 **Proponents' Expenses**

Proponents are solely responsible for their own expenses in participating in the RFP process, including the costs in preparing a proposal and for subsequent finalizations with the City, if any. The City will not be liable to any Proponent for any claims, whether for costs, expenses, damages or losses incurred by the Proponent in preparing its proposal, loss of anticipated profit in connection with any final Contract or any other matter whatsoever.

#### 5.10 **No Commitment to Award**

The RFP should not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the City in any way to award a Contract.

### 5.11 **Reservation of Rights**

In addition to any other reservation of rights set out in the RFP, the City reserves the right, in its sole discretion:

- a) to modify the terms of the RFP at any time prior to the Closing Time, including the right to cancel the RFP at any time prior to entering into a Contract with a Proponent;
- b) in accordance with the terms of the RFP, to accept the proposal or proposals that it deems most advantageous to itself;
- c) to waive any non-material irregularity, defect or deficiency in a proposal;
- d) to request clarifications from a Proponent with respect to its proposal, including clarifications as to provisions in its proposal that are conditional or that may be inconsistent with the terms and conditions of the RFP, without any obligation to make such a request to all Proponents, and consider such clarifications in evaluating the proposal;
- e) to reject any proposal due to unsatisfactory references or unsatisfactory past performance under contracts with the City, or any material error, omission or misrepresentation in the proposal;
- f) at any time, to reject any or all proposals; and
- g) at any time, to terminate the competition without award and obtain the goods and services described in the RFP by other means or do nothing.

### 5.12 **Contract**

By submitting a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the City.

Written notice to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

If a written Contract cannot be finalized with provisions satisfactory to the City within thirty (30) days of notification of the successful Proponent, the City may, at its sole discretion at any time thereafter, terminate discussions with that Proponent and either commence finalization of a Contract with the next qualified Proponent or choose to terminate the RFP process and not enter into a Contract with any of the Proponents.

### 5.13 **No Guarantee of Volume of Work or Exclusivity of Contract**

The City makes no guarantee of the value or volume of work to be assigned to the successful proponent. The agreement to be negotiated with the successful proponent will not be an exclusive contract for the provision of the goods or services described in Section 2. The City may contract with others for goods and services the same as or similar to those described in Section 2 or may obtain such goods and services internally.

#### 5.14 **Solicitation**

Any attempt by Proponents to influence the outcome of the RFP process by engaging in solicitation, either directly or indirectly, of any employee, contractor or representative of the City, including members of the evaluation committee and any elected or appointed officials of the City, or with the media, may result in disqualification of the Proponent.

#### 5.15 **Workers Compensation Act**

The Contractor must provide to the City their Worksafe BC registration number and a Letter of Clearance. The Contractor must ensure compliance on their part with the Workers' Compensation Act and the Occupational Health and Safety Regulations. This will extend to any subcontractors hired by the successful Proponent, who will be on City property.

In any case where pursuant to the provisions of the Workers' Compensation Act, the Workers' Compensation Board orders the Contractor, in respect of their operations under the RFP, to cease operations because of failure to install or adopt safety devices or appliances directed by the order of the said Board, or required under said Act or Regulations thereunder or because said Board is of the opinion the conditions or immediate danger exist that would be likely to result in injury to any person, or because of lack of payment of an account due to the Board, the City, on 24 hours written notice to the Contractor, may terminate the Contract.

#### 5.16 **Indemnity and Liability Insurance**

For the purpose of any Contract the City may enter into with the successful Proponent, the Contractor must indemnify and hold harmless the City, its employees and agents, from any or all claims, demands, actions, and costs whatsoever that may arise, directly or indirectly out of any act or omission of the Contractor, its employees, or agents, in the performance by the Contractor of this RFP. Such indemnification must survive termination of the Contract.

The Contractor must provide to the City proof of \$2 million General Liability Insurance with the City named as an additional insured party and proof of Professional Liability Insurance (errors and omissions coverage) with minimum \$500,000 per claim and \$1,000,000 aggregate. The City reserves the right to modify the type of insurance coverage and amount coverage (which may include increasing the amount of coverage) required to be carried by the Contractor.

Further, the Contractor must provide to the City proof that all his/her employees have been bonded. The Contractor will, at its expense, carry an Individual Fidelity Bond in the amount of \$10,000 per employee.

### **5.17 Compliance with Laws and Permits**

The Contractor must apply and pay for all necessary permits or licenses, including City of Cranbrook Business License, required for the execution of the work. The Contractor must give all necessary notices and pay for all fees required by law and comply with all laws, ordinances, rules and regulations relating to the work and to the preservation of the public health. The Contractor must be responsible for the safety of all workmen and equipment on the project in accordance with all applicable safety legislation passed by Federal, Provincial and Local Authorities governing safety.

### **5.18 Trade Agreements**

This RFP has been issued in compliance with the City of Cranbrook Purchasing Policy No. 40-501 and meets the requirements of the Canadian Free Trade Agreement and the New West Partnership Trade Agreement.

### **5.19 Freedom of Information**

Without limiting other obligations under the *Freedom of Information and Protection of Privacy Act* and any other enactments that may apply to the City or the Proponent or to both, and despite any promises or commitment by the City to preserving the confidentiality of information to the extent permitted by law, the Proponent acknowledges that any information provided to the City in relation to this RFP, or that is created, produced, negotiated or otherwise comes within the City's custody or under its control pursuant to this RFP, may be subject to a legal requirement to disclose the information pursuant to a request for access under that Act.

### **5.20 Conflict of Interest**

A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the City's opinion, give rise to an actual, perceived or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the City involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract.

A Proponent must disclose in its proposal any actual or potential conflict of interest and any existing business relationships it may have with the City of Cranbrook, its elected or appointed officials or employees. The City has the right to reject any proposal submitted by a Proponent who in the City's determination, has, or if awarded the Contract would have, an actual, perceived or potential conflict of interest.

If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the City Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.

**CITY OF CRANBROOK**

**SUMMARY FORM OF PROPOSAL**

**RFP NO:** CRA2024-R-009

**NAME OF PROJECT:** Janitorial Services - WFP

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**DESCRIPTION**

**A. Annual fee for service (exclusive of GST):** \$ \_\_\_\_\_

**B. Additional duties upon request of the City (exclusive of GST):**

Hourly rate for additional services  
(i.e. emergency or special cleaning requirements) \$ \_\_\_\_\_

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**CONFIRMATION OF THE PROPONENT'S INTENT TO BE BOUND:**

The enclosed Proposal is submitted in response to the referenced Request for Proposals, including any Addenda. By submitting a Proposal the Proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposals;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the Proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its Proposal.

**Proponent Name (please print):** \_\_\_\_\_

**Name & Title of Authorized Representative (please print):** \_\_\_\_\_

**Signature of Authorized Representative:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Executed this** \_\_\_\_\_ **day of** \_\_\_\_\_, **20** \_\_\_\_\_

## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

### **GENERAL CONDITIONS**

#### 1. **General**

The Contractor undertakes and agrees to the following:

- Not to disturb any papers on or in desks, cabinets, etc.;
- Not to throw anything out with garbage if there is doubt as to whether or not it is garbage; and
- Not to use/tamper with any equipment in any of the facilities (i.e. computers, calculators, typewriters, photocopiers, etc.)

#### 2. **Protection of Property or Persons**

The Contractor will undertake and agree to comply with all rules and regulations in force on the site where work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from all causes including fire.

#### 3. **Security**

It will be the responsibility of the Contractor to ensure that the buildings are secured daily, and that under no circumstances should the safety and security of city assets be compromised in any way. Failure to comply with these requirements may result in immediate termination of the Agreement.

All entrance doors must be securely locked during and after the cleaning of premises.

One key will be issued to the Contractor. Three contractor access cards will be issued to staff. At no time may the Contractor have a key reproduced. Additional keys or access cards may be issued at the discretion of the Manager or designate. In the event that the Contractor loses any keys or access cards, the Contractor must immediately notify the Manager. The following sum of money shall be deducted from the Contractor's monthly payments to cover replacement and administrative costs:

**Each key/card - \$ 100.00**

#### 4. **Conduct**

The Contractor shall be responsible for the conduct of the janitorial staff and ensure the following are maintained:

- Lights are not left on unnecessarily;
- Janitorial staff do not interfere with the building occupants' property (i.e. do not open drawers, cabinets, do not use telephones (except in emergencies), do not disturb books, papers, etc.); and
- The conduct of the janitorial staff is beyond reproach at all times.

## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

### **GENERAL CONDITIONS (continued)**

#### **5. Minor Cleaning**

It is understood that all minor cleaning details or recognized duties and responsibilities of the Contractor have been allowed for in the base price.

### **QUALITY STANDARDS**

#### **1. General**

The following work specified shall be accepted only if its meets an acceptable quality standard, detailed in this section, to the satisfaction of the Manager as follows:

a. “No visible soil”

\* The general goal of this quality standard is a “no visible soil” condition. Under this standard, the soil will be removed in routine cleaning before being allowed to accumulate.

b. “No soil”

\* Refers to a bacteria free environment

#### **Public areas, Office Areas, Group Use Areas – no visible soil standard**

- Clean, bright, neat and hygienic

#### **Washroom Areas – no soil standard**

- Clean, bright, neat, high standard of germ/bacteria free hygiene.

2. The Contractor will participate in annual quality assurance audits with the Facility Operations Manager or designate.

### **MINIMUM QUALITY STANDARDS**

The specifications that follow herein are not in limitation of the Contractor’s obligation to maintain the facilities/buildings in a “first class” manner and represent the minimum service level required to achieve this standard.

No allowances will be granted to compensate for additional or unexpected costs incurred by the Contractor including, but not limited to costs for extra personnel required to adequately perform the services under this standard and in accordance with the specifications.



## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

The following illustrates examples of minimum quality standards:

### ***FLOOR MAINTENANCE:***

#### **Sweeping/Dust Mopping/Spot Cleaning**

- There shall be no dirt, trash or other matter left in corners, behind or under freestanding radiators, under furniture or behind doors, including vending machines and tables.
- Floors and stairwells shall be free of dust film.
- There shall be no dirt left where sweepings were picked up.

#### **Damp and Wet Mopping / Electric Machine**

- All mopped areas shall be clean and free of surface stains, mop streaks and loose mop strands.
- Walls, baseboards, stairwells and other surfaces shall be free of watermarks and splashes.
- Water or other cleaning solution shall not have been allowed to collect under furniture legs and cabinets.

#### **Spray Buffing**

- There shall be neither dust nor dirt left on the floor.
- There shall be no muddying or rippling effect caused by over spraying.
- The floor shall present an overall appearance of cleanliness.
- Baseboards, equipment and furniture shall be free of spray residue.

#### **Scrubbing/Stripping**

- There shall be no surface dirt or stains visible when scrubbed.
- The furniture, excluding file cabinets, shall be moved for complete floor coverage.
- Walls, baseboards and other surfaces shall be free of watermarks, splashes and scars from equipment.

#### **Vacuuuming or Carpet Sweeping**

- Carpets and rugs shall be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.
- Floor mats shall be clean and carpet or rug area around and under floor mats shall be free of dust and dirt. Floor area under immediate edge of rugs shall be free of dirt and dust.
- Bare floors around rugs shall be clean. No dirt shall be left in corners, under furniture, behind doors, stairwells or radiators.

#### **Miscellaneous**

- Chairs, waste paper baskets, etc., shall not be placed on desks or tables during cleaning operations.
- Furniture and equipment shall be replaced to the position it occupied prior to the commencement of the floor cleaning operations.

## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

### **MINIMUM QUALITY STANDARDS (continued)**

#### **WALLS:**

- Walls shall be free of finger marks, smudges and other defacing marks.
- Cover baseboards, lower walls and areas around fixtures shall be free of build-up or other soil.

#### **GLASS DOORS:**

- There shall be no streaks, smears or unwashed places on glass and all framing shall be clean.
- There shall be no water on the floor sills or ledges.

#### **CLEANING METAL SURFACES:**

- Doorknobs, push bars, kick plates, railing, metal surfaces doors and other surfaces shall be clean and free of markings.

#### **MISCELLANEOUS:**

- Walk-off mats shall be clean and dry.
- Lobby and entrances shall be free of debris/litter.
- Notice boards, directory boards and interior of fire hose cabinets including glass shall be clean.

#### **TRASH REMOVAL / RECYCLING:**

- All interior waste paper receptacles shall be empty, clean and in place.
- All garbage receptacles shall be emptied, deodorized if necessary, and disposed of as prescribed.
- Plastic bags shall be replaced and the exterior of receptacles wiped clean.
- All recycling bins shall be emptied, and contents placed in designated location.

#### **DUSTING:**

- There shall not be any dust or dust streaks on desks or other office furniture.
- All pictures, plaques, etc., shall be free of dust.
- Corners and crevices shall be free of dust.
- Radiators, windowsills, door ledges, frames, louvers, baseboards and partition ledges shall be free of dust.

#### **DAMP WIPING:**

- Mirrors and all other glass shall be clean and free of dust, dirt streaks and spots.

## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

### **MINIMUM QUALITY STANDARDS (continued)**

#### ***RESTROOM CLEANING AND SERVICING:***

##### **Trash Removal**

- All paper and garbage receptacles shall be emptied, deodorized, if necessary, plastic bags shall be replaced and the exterior surface wiped clean.

##### **Supplies**

- All dispensers of supplies shall be kept filled.

##### **Sanitary Receptacles**

- All sanitary receptacles shall be emptied, and disposal bags replaced.
- All sanitary receptacles shall be free of odour, spots, stains and finger marks.

##### **Fixtures**

- All surfaces of washbasins, and all exposed piping shall be free of dust, build-up, dirt spots and stains.
- All surfaces of flush tank, toilet seats, bowls and urinals shall be disinfected.
- Plumbing fixtures shall be free of stains, soap build-up, dust and mould.

##### **Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges**

- All dispensers, shelves, shelf brackets and ledges shall be free of finger marks, dust and stains.
- All mirrors shall be clean.
- Walls, stall partitions and doors shall be free of dust, all removable markings, water streaks, mop marks and fittings shall be free of mould.

##### **Floors**

- Floors shall be maintained as per scheduled floor cleaning ensuring a germ-free environment.

#### ***CLOCKS, PICTURES, PLAQUES:***

- Glass shall be clean and free of streaks.
- Edge shall be wiped free of dust.

#### ***LIGHT FIXTURES:***

- Shall be free of dust and insects. No dirt shall be left on furniture or floor beneath fixture.
- When washed, shall be clean and free of streaks.
- Diffuser shall be securely in place.
- No watermarks shall appear on furniture or on floor.

## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

### **MINIMUM QUALITY STANDARDS (continued)**

#### ***WALL OR CEILING VENTILATORS/VENTS/DIFFUSERS:***

- Shall be free of dust.
- Framework around ventilator shall be wiped clean.

#### ***EXHAUST FANS:***

- Wall area around fan shall be free of dust.

#### ***JUNCTION OF WALLS AND CEILINGS:***

- To be free of cobwebs.

#### ***WINDOW AND GLASS PARTITION:***

- Glass shall be clean on both sides and free of all streaks.
- Sash and sill shall be clean and free of watermarks.
- Items moved during the cleaning operation shall be returned to original location.
- Window frames and adjoining area shall be free of dust.

#### ***JANITORIAL CLOSETS:***

- All floors shall be clean.
- All fixtures and walls shall be free of dust and stains.
- Mop pails/trucks shall be empty and free of odours.
- There shall be no waste paper, garbage or empty containers in the janitorial closets.

### **REQUIRED JANITORIAL SERVICES**

Janitorial services shall include, but not be limited to:

#### **BUILDING ENTRANCES, LOBBIES, ENTRYWAYS, HALLWAYS AND STAIRS**

##### **Daily:**

- Detail entry glass doors and arena entry doors;
- Empty all trash and recycling;
- Clean and disinfect lobby furniture, counter tops and all flat surfaces;
- Maintain debris free entries;
- Vacuum floor mats;
- Spot clean walls;
- Clean and disinfect drinking fountains;
- Clean and refill hand sanitizer dispensers; and
- Sweep and mop floors.

## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

### **REQUIRED JANITORIAL SERVICES (continued)**

#### **Four (4) Times per Week:**

- Sweep and mop stairs.

#### **Monthly:**

- Detail vacuum corners and edges.

### **RESTROOMS**

#### **Daily:**

- Empty trash;
- Clean and disinfect urinals, urinal tiles, toilets and toilet bases;
- Clean and disinfect all fixtures and counters;
- Clean and disinfect tampon dispensers;
- Clean and polish mirrors;
- Sweep and mop floors;
- Spot clean walls and partitions;
- Clean and disinfect change tables;
- Clean doors, handles, and kick plates;
- Pour water down floor drains;
- Clean debris from ceilings; and
- Report any damage maintenance concerns.

#### **Weekly:**

- Dust vents and light covers.

### **OFFICE AREAS, KITCHENS, AND MEETING ROOMS**

#### **Daily:**

- Empty trash and recycling;
- Sweep and mop floors;
- Spot clean all glass and wipe window ledges;
- Clean doors, handles, and kick plates;
- Clean and disinfect sinks and counters;
- Clean side glass on doors; and
- Clean and refill dispensers.

#### **Three (3) Times per Week:**

- Dust furniture; and
- Vacuum carpets.

## **SCHEDULE A** **SPECIFICATIONS AND CONDITIONS**

### **REQUIRED JANITORIAL SERVICES (continued)**

#### **Monthly:**

- Detail vacuum corners and edges;
- Clean baseboards, high and low; and
- Dust tops of furniture and high cabinets.

### **ELEVATORS**

#### **Daily:**

- Sweep and mop floor;
- Clean and disinfect buttons (interior and exterior); and
- Spot clean walls.

#### **Weekly:**

- Clean doors and walls (interior and exterior).

### **ARENA DRESSING ROOMS**

#### **Daily:**

- Empty trash;
- Clean and disinfect all fixtures and counters;
- Clean and polish mirrors;
- Sweep and mop floors;
- Clean and disinfect urinals, toilets and toilet bases;
- Clean and scrub urinal tiles;
- Spot clean walls, partitions, and benches;
- Clean doors, handles, and kick plates;
- Pour water down floor drains;
- Clean and refill dispensers; and
- Clean and disinfect showers.

#### **Weekly:**

- Dust vents and light covers; and
- Clean debris from ceilings.

#### **Monthly:**

- Power wash showers.

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**FLOORS**

**Monthly:**

- Buff floors; and
- Scrub concrete or tile floors.

**Three (3) Times Annually:**

- Strip and refinish concrete floors.

**JANITORIAL CLOSETS**

**Daily:**

- Organize and maintain;
- Ensure proper storing of chemicals;
- Sweep and mop floors;
- Clean doors, handles, and kick plates;
- Clean and disinfect all fixtures; and
- Empty trash.

**PRIVATE SUITES, WASHROOMS, AND MEDIA BOOTHS**

**After Every Event:**

- Empty trash and recycling;
- Clean and refill dispensers;
- Clean and disinfect all fixtures, toilets, sinks and counters;
- Vacuum carpets, including hallway carpet;
- Detail vacuum corners and edges;
- Spot clean seats;
- Sweep and mop floors; and
- Clean doors, handles, and kick plates.

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**AQUATIC CENTRE CHANGE ROOMS AND HALLWAYS**

**Daily:**

- Clean, disinfect, scrub and rinse floors;
- Clean and disinfect benches and partitions;
- Clean and disinfect showers;
- Clean and disinfect urinals, toilets and toilet bases;
- Clean and disinfect all fixtures, hair dryers, sinks, and counters;
- Empty trash;
- Clean and disinfect boot rack and mats;
- Clean and refill dispensers;
- Clean and polish mirrors;
- Clean and disinfect tampon dispensers;
- Spot clean walls;
- Clean and disinfect change tables;
- Clean doors, handles, and kick plates; and
- Clean debris from ceilings.

**Weekly:**

- Clean and deodorize floor drains; and
- Dust vents and light covers.

**Monthly:**

- Power wash showers; and
- Clean and disinfect shower ceilings.

**AQUATIC CENTRE POOL DECK**

**Daily:**

- Clean and disinfect drinking fountains;
- Clean and disinfect pool deck shower;
- Empty trash; and
- Clean viewing area glass.

**Monthly:**

- Power wash pool deck shower; and
- Power scrub pool deck tiles. (Or as determined by Aquatic Supervisor)



**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**SPECIAL EVENTS AND BCHL HOCKEY GAMES**

**After every special event and BCHL Hockey Game:**

- Spot clean arena seats;
- Sweep and mop arena seating floor and stairs;
- Sweep and mop arena floor (after every special event if applicable);
- Clean arena dressing rooms (follow arena dressing room checklist);
- Empty all trash and recycling;
- Clean and disinfect all urinals, urinal tiles, toilets, and toilet bases;
- Spot clean toilet partitions;
- Clean and disinfect all fixtures and counters;
- Clean and polish all mirrors;
- Spot clean walls, seating lexan, and partitions;
- Spot clean all arena hand rails;
- Clean and disinfect tampon dispensers; and
- Clean and refill dispensers.

**Monthly:**

- Clean and polish seating lexan.

**Annually:**

- Clean and disinfect arena seats, including a complete wipe down of all spectator seats.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT

**V 2240.65**

**AGREEMENT**

**BETWEEN:**                **THE CORPORATION OF THE CITY OF CRANBROOK**  
                                      **40 – 10th Avenue South**  
                                      **Cranbrook, BC**  
                                      **V1C 2M8**

**OF THE FIRST PART**

**AND:**                        **(SUCCESSFUL PROPONENT)**

**OF THE SECOND PART**

**RE:**                         **JANITORIAL SERVICES – WESTERN FINANCIAL PLACE**

**TERM:**                     **XXX to XXX**

SAMPLE

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**THIS AGREEMENT** dated this \_\_\_\_ day of \_\_\_\_\_, AD, 2024

**BETWEEN: THE CORPORATION OF THE CITY OF CRANBROOK**  
(hereinafter referred to as "the City")

OF THE FIRST PART

**AND: (SUCCESSFUL PROPONENT)**

(hereinafter referred to as "the Contractor")

OF THE SECOND PART

**WHEREAS** the City wishes to contract janitorial services for Western Financial Place, herein called "the facilities" or "WFP", and

**WHEREAS** the Contractor has entered to provide such services and has the necessary resources and expertise required by the City;

**NOW THEREFORE** this Agreement witnesseth that in consideration of the mutual terms and covenants contained herein, the parties agree as follows:

1. For the purposes of administering this Agreement, the City appoints the Facility Operations Manager or his/her designate, hereinafter referred to as the "Manager".
2. All janitorial supplies and equipment are to be supplied by the Contractor, except paper products, which shall be supplied by the City.
3. The Contractor shall, for the full term of this Agreement:
  - a. perform such services as set out in Schedule 'A' Specifications and Conditions, attached to and forming part of this Agreement, or as may be prescribed from time to time by the Manager for janitorial services to the facilities;
  - b. perform all work to the satisfaction of the Manager;
  - c. report to the Manager any problems, concerns or damages that are noticed during the performance of regular janitorial services;

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

- d. make arrangements for a replacement janitor during absences and the designated replacement must be acceptable to the Manager; and
  - e. provide to the Manager, proof that the Contractor and all his/her employees have been bonded.
4. The City shall pay the Contractor, each month of the term:
- a. for the provision of services outlined in Subsection 3(a), the amount of \$ \_\_\_\_\_ per month, exclusive of GST.
  - b. the Goods and Services Tax will be paid on the monthly cost.
5. The City shall pay the Contractor the amount of \$ \_\_\_\_\_ per hour for any additional duties over and above those outlined in Subsection 3(a) as authorized by the Manager.
6. The Contractor, at the end of each month, shall submit an invoice for services provided and the City shall make payment within fifteen (30) days of receipt of the invoice or, at the discretion of the City, be placed on the automatic payment system.
7. This City will conduct quality assurance audits in the presence of the Contractor to ensure quality standards are maintained.
8. This Agreement shall remain in effect and in force for the two (2) year period XXX XX, 2024 to XXX XX, 2026, with the option for a one (1) year extension at the discretion of the City. This Agreement may be terminated earlier by either party, giving to the other not less than sixty (60) days written notice. Such termination shall not affect those rights of the parties hereto which have occurred prior to the date of the termination and shall not relieve any party from its obligations which have arisen during the term thereof.
9. Should the Contractor fail to perform the duties and obligations of this Agreement, the City, at its sole discretion, may terminate the Agreement by providing the Contractor with one (1) day's notice.
10. This Agreement may be amended by the mutual consent of both parties.
11. For the purposes of this Agreement, the mailing address of the Contractor is:
- (SUCCESSFUL PROPONENT)
- and the City is:

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

The Corporation of the City of Cranbrook  
40 –10th Avenue South  
Cranbrook, BC V1C 2M8

12. The Contractor, while performing any services under this Agreement, is an independent contractor and is not an agent of the City.
13. The Contractor acknowledges that it is not an employee of the City and shall not be entitled to any of the rights or benefits afforded to employees of the City.
14. The Contractor acknowledges that it is an employer as defined in the Workers Compensation Act, and that it will, as a condition of the Agreement, follow and be responsible to ensure that Rules and Regulations are adhered to
15. The Contractor agrees that the terms and conditions of this Agreement shall be binding upon the Contractor, its staff, subcontractors and their staff employed by the Contractor; and further, that the Contractor shall abide by all applicable Federal and Provincial labour and equipment statutes.
16. Prior to undertaking any work, the Contractor shall provide the City with its registered Workers' Compensation Board account number and certify that its account is in good standing and that it will remain so for the duration of the Agreement.
17. The Contractor shall ensure compliance on his part and on the part of his staff and/or subcontractors, with the *Workers' Compensation Act* and Regulations thereunder, especially provisions having to do with the prevention of accidents and diseases and the provision of safe working conditions.

In any case, where pursuant to the provisions of the *Workers' Compensation Act*, the Workers' Compensation Board orders the Contractor or one of his staff and/or subcontractors in respect to their operations under this Agreement to cease operations because of failure to install or adopt safety devices or appliances or methods directed by order of the Board, or required by the Act or Regulation thereunder, or because the Board is of the opinion that conditions of immediate danger exist that would be likely to result in injury to any person, the Manager, on twenty four (24) hours written notice to the Contractor, may terminate the Agreement whether or not the work has been completed. Provided the Contractor is not available or capable of removing the danger to life or equipment resultant from the Contractor's operations, the Manager may arrange for the removal of this danger as a charge to the Contractor.

The Contractor is responsible for any costs, fines or levies as a result of any breach of Workers' Compensation Board Regulations.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

18. The Contractor shall be responsible for payment of all costs and benefits payable by or on behalf of its employees, including, but not restricted to, if applicable, holiday pay, sick time allowance, unemployment insurance, Workers' Compensation, Canada Pension or any other pension plan contributions, Health Care Insurance Premiums, Liability Insurance, or Group Life Insurance.
19. The Contractor must provide on an annual basis to the City, Comprehensive Liability Insurance in the amount of not less than TWO MILLION DOLLARS (\$2,000,000) inclusive per occurrence, against bodily injury, death and property damage, including loss thereof, and such policy of insurance shall have a clause inserted therein stating that the City is an additional party insured under the policy.
20. The Contractor shall, at its expense, carry an Individual Fidelity Bond in the amount of TEN THOUSAND DOLLARS (\$10,000) per employee.
21. The Contractor shall indemnify and hold harmless the City, its employees and agents, from any or all claims, demands, actions, and costs whatsoever that may arise, directly or indirectly out of any act or omission of the Contractor, its employees, or agents, in the performance by the Contractor of this Agreement. Such indemnification shall survive termination of this Agreement.  
  
The City shall not be liable nor responsible for any bodily or personal injury whatsoever that may be suffered or sustained by the Contractor, its employees, or agents in the performance of this Agreement.
22. No assignment or transfer of any rights or privileges hereunder by the Contractor shall be valid without the prior written consent of the City or its representative.
23. The daily waste and paper collected shall be disposed of by the Contractor, at no cost to the City.
24. Emergency or special cleaning requests shall commence within two (2) hours of the initial direction received from the Manager or authorized City personnel, except where other time frames are agreed to by both parties. The rate of pay shall be in accordance with Section 5 of this Agreement.
25. The City of Cranbrook is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. The Contractor is therefore advised that any invoices received by the City will be treated as a public document and the contents therein may be disclosed upon written request if required to do so pursuant to the Act.
26. It is the Contractor's sole responsibility to disclose to the City in writing, prior to supplying goods or services, any actual, perceived, or potential conflict of interest and any existing business relationships it may have with the City of Cranbrook, its elected or appointed officials or employees.

APPENDIX 1  
 SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

- 27. The Contractor shall review City of Cranbrook Purchasing Policy No. 40-501 and, where applicable, shall adhere to the standards outlined in the policy.
- 28. Where the singular or masculine is used herein, the same shall be construed as meaning the plural, feminine or body corporate or politic where the context or the parties so require.

**IN WITNESS WHEREOF** the parties hereto have executed this document on the \_\_\_\_<sup>th</sup> day of \_\_\_\_\_, 2024.

\_\_\_\_\_  
 (SUCCESSFUL PROPONENT)

c/s

\_\_\_\_\_  
 Witness

\_\_\_\_\_  
 CAO

City of Cranbrook			
Approved		Date	Sig.
Municipal Clerk	Legal & Form		
Facility Operations Manager	Content		

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**GENERAL CONDITIONS**

1. **General**

The Contractor undertakes and agrees to the following:

- Not to disturb any papers on or in desks, cabinets, etc.;
- Not to throw anything out with garbage if there is doubt as to whether or not it is garbage; and
- Not to use/tamper with any equipment in any of the facilities (i.e. computers, calculators, typewriters, photocopiers, etc.)

2. **Protection of Property or Persons**

The Contractor will undertake and agree to comply with all rules and regulations in force on the site where work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from all causes including fire.

3. **Security**

It will be the responsibility of the Contractor to ensure that the buildings are secured daily, and that under no circumstances should the safety and security of city assets be compromised in any way. Failure to comply with these requirements may result in immediate termination of the Agreement.

All entrance doors must be securely locked during and after the cleaning of premises.

One key will be issued to the Contractor Three contractor access cards will be issued to staff. At no time may the Contractor have a key reproduced. Additional keys or access cards may be issued at the discretion of the Manager or designate. In the event that the Contractor loses any keys or access cards, the Contractor must immediately notify the Manager. The following sum of money shall be deducted from the Contractor's monthly payments to cover replacement and administrative costs:

**Each key/card - \$ 100.00**



APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**GENERAL CONDITIONS (continued)**

4. **Conduct**

The Contractor shall be responsible for the conduct of the janitorial staff and ensure the following are maintained:

- Lights are not left on unnecessarily;
- Janitorial staff do not interfere with the building occupants' property (i.e. do not open drawers, cabinets, do not use telephones (except in emergencies), do not disturb books, papers, etc.); and
- The conduct of the janitorial staff is beyond reproach at all times.

5. **Minor Cleaning**

It is understood that all minor cleaning details or recognized duties and responsibilities of the Contractor have been allowed for in the base price.

**QUALITY STANDARDS**

1. **General**

The following work specified shall be accepted only if its meets an acceptable quality standard, detailed in this section, to the satisfaction of the Manager as follows:

c. "No visible soil"

- \* The general goal of this quality standard is a "no visible soil" condition. Under this standard, the soil will be removed in routine cleaning before being allowed to accumulate.

d. "No soil"

- \* Refers to a bacteria free environment

**Public areas, Office Areas, Group Use Areas – no visible soil standard**

- Clean, bright, neat and hygienic

**Washroom Areas – no soil standard**

- Clean, bright, neat, high standard of germ/bacteria free hygiene.

2. The Contractor will participate in annual quality assurance audits with the Facility Operations Manager or designate.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**MINIMUM QUALITY STANDARDS**

The specifications that follow herein are not in limitation of the Contractor's obligation to maintain the facilities/buildings in a "first class" manner and represent the minimum service level required to achieve this standard.

No allowances will be granted to compensate for additional or unexpected costs incurred by the Contractor including, but not limited to costs for extra personnel required to adequately perform the services under this standard and in accordance with the specifications.

The following illustrates examples of minimum quality standards:

***FLOOR MAINTENANCE:***

**Sweeping/Dust Mopping/Spot Cleaning**

- There shall be no dirt, trash or other matter left in corners, behind or under freestanding radiators, under furniture or behind doors, including vending machines and tables.
- Floors and stairwells shall be free of dust film.
- There shall be no dirt left where sweepings were picked up.

**Damp and Wet Mopping / Electric Machine**

- All mopped areas shall be clean and free of surface stains, mop streaks and loose mop strands.
- Walls, baseboards, stairwells and other surfaces shall be free of watermarks and splashes.
- Water or other cleaning solution shall not have been allowed to collect under furniture legs and cabinets.

**Spray Buffing**

- There shall be neither dust nor dirt left on the floor.
- There shall be no muddying or rippling effect caused by over spraying.
- The floor shall present an overall appearance of cleanliness.
- Baseboards, equipment and furniture shall be free of spray residue.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**MINIMUM QUALITY STANDARDS (continued)**

**Scrubbing/Stripping**

- There shall be no surface dirt or stains visible when scrubbed.
- The furniture, excluding file cabinets, shall be moved for complete floor coverage.
- Walls, baseboards and other surfaces shall be free of watermarks, splashes and scars from equipment.

**Vacuuming or Carpet Sweeping**

- Carpets and rugs shall be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.
- Floor mats shall be clean and carpet or rug area around and under floor mats shall be free of dust and dirt. Floor area under immediate edge of rugs shall be free of dirt and dust.
- Bare floors around rugs shall be clean. No dirt shall be left in corners, under furniture, behind doors or radiators.

**Miscellaneous**

- Chairs, waste paper baskets, etc., shall not be placed on desks or tables during cleaning operations.
- Furniture and equipment shall be replaced to the position it occupied prior to the commencement of the floor cleaning operations.

**WALLS:**

- Walls shall be free of finger marks, smudges and other defacing marks.
- Cover baseboards, lower walls and areas around fixtures shall be free of build-up or other soil.

**GLASS DOORS:**

- There shall be no streaks, smears or unwashed places on glass and all framing shall be clean.
- There shall be no water on the floor sills or ledges.

**CLEANING METAL SURFACES:**

- Doorknobs, push bars, kick plates, railing, metal surfaces doors and other surfaces shall be clean and free of markings.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**MINIMUM QUALITY STANDARDS (continued)**

**MISCELLANEOUS:**

- Walk-off mats shall be clean and dry.
- Lobby and entrances shall be free of debris/litter.
- Notice boards, directory boards and interior of fire hose cabinets including glass shall be clean.

**TRASH REMOVAL / RECYCLING:**

- All interior waste paper receptacles shall be empty, clean and in place.
- All garbage receptacles shall be emptied, deodorized if necessary, and disposed of as prescribed.
- Plastic bags shall be replaced and the exterior of receptacles wiped clean.
- All recycling bins shall be emptied, and contents placed in designated location.

**DUSTING:**

- There shall not be any dust or dust streaks on desks or other office furniture.
- All pictures, plaques, etc., shall be free of dust.
- Corners and crevices shall be free of dust.
- Radiators, windowsills, door ledges, frames, louvers, baseboards and partition ledges shall be free of dust.

**DAMP WIPING:**

- Mirrors and all other glass shall be clean and free of dust, dirt streaks and spots.

**RESTROOM CLEANING AND SERVICING:**

**Trash Removal**

- All paper and garbage receptacles shall be emptied, deodorized, if necessary, plastic bags shall be replaced and the exterior surface wiped clean.

**Supplies**

- All dispensers of supplies shall be kept filled.

**Sanitary Receptacles**

- All sanitary receptacles shall be emptied, and disposal bags replaced.
- All sanitary receptacles shall be free of odour, spots, stains and finger marks.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**MINIMUM QUALITY STANDARDS (continued)**

***RESTROOM CLEANING AND SERVICING (continued):***

**Fixtures**

- All surfaces of washbasins, and all exposed piping shall be free of dust, build-up, dirt spots and stains.
- All surfaces of flush tank, toilet seats, bowls and urinals shall be disinfected.
- Plumbing fixtures shall be free of stains, soap build-up, dust and mould.

**Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges**

- All dispensers, shelves, shelf brackets and ledges shall be free of finger marks, dust and stains.
- All mirrors shall be clean.
- Walls, stall partitions and doors shall be free of dust, all removable markings, water streaks, mop marks and fittings shall be free of mould.

**Floors**

- Floors shall be maintained as per scheduled floor cleaning ensuring a germ free environment.

***CLOCKS, PICTURES, PLAQUES:***

- Glass shall be clean and free of streaks.
- Edge shall be wiped free of dust.

***LIGHT FIXTURES:***

- Shall be free of dust and insects. No dirt shall be left on furniture or floor beneath fixture.
- When washed, shall be clean and free of streaks.
- Diffuser shall be securely in place.
- No watermarks shall appear on furniture or on floor.

***WALL OR CEILING VENTILATORS/VENTS/DIFFUSERS:***

- Shall be free of dust.
- Framework around ventilator shall be wiped clean.

***EXHAUST FANS:***

- Wall area around fan shall be free of dust.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**MINIMUM QUALITY STANDARDS (continued)**

***JUNCTION OF WALLS AND CEILINGS:***

- To be free of cobwebs.

***WINDOW AND GLASS PARTITION:***

- Glass shall be clean on both sides and free of all streaks.
- Sash and sill shall be clean and free of watermarks.
- Items moved during the cleaning operation shall be returned to original location.
- Window frames and adjoining area shall be free of dust.

***JANITORIAL CLOSETS:***

- All floors shall be clean.
- All fixtures and walls shall be free of dust and stains.
- Mop pails/trucks shall be empty and free of odours.
- There shall be no waste paper, garbage or empty containers in the janitorial closets.

**REQUIRED JANITORIAL SERVICES**

Janitorial services shall include, but not be limited to:

**BUILDING ENTRANCES, LOBBIES, ENTRYWAYS, HALLWAYS AND STAIRS**

**Daily:**

- Detail entry glass doors and arena entry doors;
- Empty all trash and recycling;
- Clean and disinfect lobby furniture, counter tops and all flat surfaces;
- Maintain debris free entries;
- Vacuum floor mats;
- Spot clean walls;
- Clean and disinfect drinking fountains;
- Clean and refill hand sanitizer dispensers; and
- Sweep and mop floors.

**Four (4) Times per Week:**

- Sweep and mop stairs.

**Monthly:**

- Detail vacuum corners and edges.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**RESTROOMS**

**Daily:**

- Empty trash;
- Clean and disinfect urinals, urinal tiles, toilets and toilet bases;
- Clean and disinfect all fixtures and counters;
- Clean and disinfect tampon dispensers;
- Clean and polish mirrors;
- Sweep and mop floors;
- Spot clean walls and partitions;
- Clean and disinfect change tables;
- Clean doors, handles, and kick plates;
- Pour water down floor drains;
- Clean debris from ceilings; and
- Report any damage maintenance concerns.

**Weekly:**

- Dust vents and light covers.

**OFFICE AREAS, KITCHENS, AND MEETING ROOMS**

**Daily:**

- Empty trash and recycling;
- Sweep and mop floors;
- Spot clean all glass and wipe window ledges;
- Clean doors, handles, and kick plates;
- Clean and disinfect sinks and counters;
- Clean side glass on doors; and
- Clean and refill dispensers.

**Three (3) Times per Week:**

- Dust furniture; and
- Vacuum carpets.

**Monthly:**

- Detail vacuum corners and edges;
- Clean baseboards, high and low; and
- Dust tops of furniture and high cabinets.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**ELEVATORS**

**Daily:**

- Sweep and mop floor;
- Clean and disinfect buttons (interior and exterior); and
- Spot clean walls.

**Weekly:**

- Clean doors and walls (interior and exterior).

**ARENA DRESSING ROOMS**

**Daily:**

- Empty trash;
- Clean and disinfect all fixtures and counters;
- Clean and polish mirrors;
- Sweep and mop floors;
- Clean and disinfect urinals, toilets and toilet bases;
- Clean and scrub urinal tiles;
- Spot clean walls, partitions, and benches;
- Clean doors, handles, and kick plates;
- Pour water down floor drains;
- Clean and refill dispensers; and
- Clean and disinfect showers.

**Weekly:**

- Dust vents and light covers; and
- Clean debris from ceilings.

**Monthly:**

- Power wash showers.



APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**FLOORS**

**Monthly:**

- Buff floors; and
- Scrub concrete or tile floors.

**Three (3) Times Annually:**

- Strip and refinish concrete floors.

**JANITORIAL CLOSETS**

**Daily:**

- Organize and maintain;
- Ensure proper storing of chemicals;
- Sweep and mop floors;
- Clean doors, handles, and kick plates;
- Clean and disinfect all fixtures; and
- Empty trash.

**PRIVATE SUITES, WASHROOMS, AND MEDIA BOOTHS**

**After Every Event:**

- Empty trash and recycling;
- Clean and refill dispensers;
- Clean and disinfect all fixtures, toilets, sinks and counters;
- Vacuum carpets, including hallway carpet;
- Detail vacuum corners and edges;
- Sweep and mop floors; and
- Clean doors, handles, and kick plates.

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**AQUATIC CENTRE CHANGE ROOMS AND HALLWAYS**

**Daily:**

- Clean, disinfect, scrub and rinse floors;
- Clean and disinfect benches and partitions;
- Clean and disinfect showers;
- Clean and disinfect urinals, toilets and toilet bases;
- Clean and disinfect all fixtures, hair dryers, sinks, and counters;
- Empty trash;
- Clean and disinfect boot rack and mats;
- Clean and refill dispensers;
- Clean and polish mirrors;
- Clean and disinfect tampon dispensers;
- Spot clean walls;
- Clean and disinfect change tables;
- Clean doors, handles, and kick plates; and
- Clean debris from ceilings.

**Weekly:**

- Clean and deodorize floor drains; and
- Dust vents and light covers.

**Monthly:**

- Power wash showers; and
- Clean and disinfect shower ceilings.

**AQUATIC CENTRE POOL DECK**

**Daily:**

- Clean and disinfect drinking fountains;
- Clean and disinfect pool deck shower;
- Empty trash; and
- Clean viewing area glass.

**Monthly:**

- Power wash pool deck shower; and
- Power scrub pool deck tiles. (Or as determined by Aquatic Supervisor)

APPENDIX 1  
SAMPLE JANITORIAL SERVICES CONTRACT (CONTINUED)

**SCHEDULE A**  
**SPECIFICATIONS AND CONDITIONS**

**REQUIRED JANITORIAL SERVICES (continued)**

**SPECIAL EVENTS AND BCHL HOCKEY GAMES**

**After every special event and BCHL Hockey Game:**

- Spot clean arena seats;
- Sweep and mop arena seating floor and stairs;
- Sweep and mop arena floor (after every special event if applicable);
- Clean arena dressing rooms (follow arena dressing room checklist);
- Empty all trash and recycling;
- Clean and disinfect all urinals, urinal tiles, toilets, and toilet bases;
- Spot clean toilet partitions;
- Clean and disinfect all fixtures and counters;
- Clean and polish all mirrors;
- Spot clean walls, seating lexan, and partitions;
- Spot clean all arena hand rails;
- Clean and disinfect tampon dispensers; and
- Clean and refill dispensers.

**Monthly:**

- Clean and polish seating lexan.

**Annually:**

- Clean and disinfect arena seats, including a complete wipe down of all spectator seats.