

SAULT STE MARIE POLICE SERVICE
TENDER – JANITORIAL SERVICE GENERAL CONDITIONS

1.0 GENERAL CONDITIONS

- 1.1 The Contractor shall provide all necessary supervision, labour and materials so that work to be performed will be done to the full satisfaction of the building owner.
- 1.2 The Contractor shall comply with Health and Safety regulations.
- 1.3 The Contractors staff will be required to have a security check completed on their staff and cleared by the Building Owner prior to working in the Police Services Building. Security clearance requests will be made in writing and sent to the Management Services Officer.

2.0 CLEANERS

- 2.1 All cleaners must be suitably uniformed including proper PPE and identified with company name on shirt or photo name tag bearing the company name.

3.0 SCHEDULE

- 3.1 It should be noted by the Contractor that certain areas of the building are in use twenty-four (24) hours a day and a suitable schedule of operations will have to be arranged with the building owner. Cleaning services are required for six (6) days a week.

4.0 SUPPLIES PROVIDED

- 4.1 All washroom supplies (paper towels, bathroom tissue) will be provided by the building owner. Heat, light, water, storage and janitor's rooms on each floor level will also be made available to the Contractor. The rooms are to be kept clean and tidy at all times.
- 4.2 All garbage bags are supplied by the building owner.
- 4.3 The Contractor Holder shall supply Material Data Safety Sheet for all material used by Contractor.

5.0 PAYMENT

- 5.1 Contractor to submit invoices monthly and payment will be made upon certification by the building owner that the work has been performed in accordance with the specifications.

6.0 PENALTY

- 6.1 The building owner will advise the Contractor of his failure to comply with the specifications. If corrective action is not taken within three (3) days by the Contractor, the building owner will be at liberty to arrange to have the work carried out by others and the payments to the Contractor adjusted accordingly.

7.0 ADDITIONAL WORK

- 7.1 Additional work, for which payment is claimed, is to be authorized in writing by the building owner.
- 7.2 Light cleaning duties may be added or deleted with the consent of both the Contractor and the Building owner. A new cleaning schedule will be completed to reflect any changes.

8.0 PREMISES

- 8.1 The Contractor should note that the following areas will not form part of the cleaning contract.
 - 8.1.1 The ATS Phone room
 - 8.1.2 The work area of the Armour's room
 - 8.1.3 ESU rooms in the basement area
 - 8.1.4 The two laboratory rooms in the forensic area
 - 8.1.5 All garage bays
 - 8.1.6 Mechanical rooms and small storage rooms as set out in walk through
 - 8.1.7 The two Server rooms
- 8.2 The Contractor will provide occasional cleaning when officers are present and permission is given to provide a regular cleaning and the periodic floor maintenance.
 - 8.2.1 The two laboratory rooms in the forensic area
 - 8.2.2 The project room located in Investigation Services
 - 8.2.3 The Tech Crime office located on the lower level
 - 8.2.4 The ESU office on the upper level.
 - 8.2.5 The Exhibit Building Exhibit Area

9.0 CONTRACT TERMINATION

- 9.1 It is clearly understood that the contract shall be for a continuous period of one (1) year. The Contractor or building owner shall have the right to terminate the Contract by giving the other party thirty (30) days written notice of his intention. The building owner will also give the Contractor 4 month notice if the contract will be extended for the second year as per previous quote.

10.0 INSURANCE

- 10.1 The Contractor shall maintain Public Liability, Bodily Injury and Property Damage Insurance to \$50, 000.00, \$25.00 deductible and shall furnish the building owner with certificates of insurance on request.
- 10.2 The Contractor shall comply with the laws of the Province of Ontario relating to Worker's Compensation and Employer's Liability and shall furnish the building owner with evidence of compliance with these laws on request.

11.0 MATERIALS AND EQUIPMENT

11.1 All materials and equipment required for the satisfactory performance of the Contract to be supplied by the Contractor.

12.0 DAMAGE

12.1 It will be the Contractor's responsibility to ensure that all products used in the performance of the cleaning services are compatible with the surfaces on which they are employed. Any damage resulting from the use or misuse of such products will be assessed against the Contractor.

12.2 The Contractor shall provide and maintain adequate means to ensure that the building does not suffer in any respect during the progress of the Contractor's work.

13.0 DESCRIPTION OF SERVICES

13.1 Spot Cleaning

This service consists of removing spots, smudges, stains and scuff marks on a daily basis.

13.2 Pick-up Service

This service involves pick-up of litter in the area concerned. Debris and waste are to be removed to appropriate areas for disposal.

13.3 Project Work

Project work shall consist of cleaning other than routine – such as floor stripping, finishing or resealing, high dusting, major window washing, wall and ceiling cleaning and light fixture cleaning as set out in cleaning schedule.

Supervision

13.4 An agent of the company will attend at least once every week to review the building in the company of a Support Service Personnel.

14.0 METHODS OF CLEANING

14.1 Building Entrances

Sweeping: hand or mechanical brooms will be used. The debris shall be picked up and taken to the designated area for disposal.

14.2 Door Mats and Mat Recesses

Doormats shall be cleaned by vacuum and or shop vacuum.

14.3 Finishes – Metal, Painted Wood, Concrete, etc.

14.3.1 General

All services listed hereunder shall be cleaned by damp wiping with a soft cloth or chamois. The cleaning solution, except where otherwise indicated shall be clear water to which soap, detergent or other non-harmful cleaner has been added. The surface must always be properly rinsed and dried. Acid, abrasive and other cleaning materials may be used provided adequate care is taken not to damage the treated surface. The particular cleaner, which may be used for each surface, is indicated hereafter.

14.3.2 Stainless Steel

Cleaning Solution – a properly buffered weak acid detergent. Stubborn dirt marks – use a mild abrasive cleaning compound.

14.3.3 Porcelain

Stubborn dirt marks – a mild abrasive or properly buffered acid cleaner.

14.3.4 Concrete

Bristle scrub brush may be used. Stubborn dirt marks – abrasive, solvent or acid cleaner.

14.3.5 Painted Wood or Metal Surfaces

Stubborn dirt marks – mild abrasive or properly buffered acid cleaner.

14.3.6 Ceramic Tiles

A medium bristle scrub brush may be used. Stubborn dirt marks – buffered acid cleaner.

14.3.7 Windows and Glass

Washing Solution – water with non-streaking agent. Alcohol solution may also be used.

Front entrance glass will be cleaned according to the manufactures specifications as supplied by Building Owner.

14.3.8 Care Waste Receptacles

These receptacles shall be damped, wiped, washed and disinfected with a strong disinfectant. The debris and trash from waste receptacles shall be taken immediately to the designated space in a fiber container.

14.3.9 Cleaning of Furniture and Fixtures

Vinyl up-holstered Furniture: this material should be washed or damp wiped. Non-harmful solvents may be used to remove stubborn dirt marks.

14.3.10 Window Blinds

The Contractor's responsibility will be limited to vacuuming blinds

15.0 CARE OF FLOORS

15.1 General

Corners must be kept free of dirt, dust and dirty watermarks at all times. Cleaning solutions should not be allowed to seep under furniture, partitions, etc.

15.2 Sweeping

A dust control method must be used in all sweeping operations. Sweeping compounds containing oil, abrasives, etc., are not permitted.

15.3 Damp Mopping

Clean water, to which a small amount of cleaner has been added, shall be used. Buffing shall follow the damp mopping.

15.4 Stripping and/or Refinishing

Stripping shall consist of the complete removal of the existing floor finish as required by manufactures specifications. Furniture shall be removed as required. Floors shall be rinsed with clean, warm water to remove all traces of cleaning solution. Sufficient floor finish (approved synthetic or wax of non-slippery property) shall be applied to protect the floor material against excessive wear. When completed, floors shall present a high-luster surface. CID common area floors are not to be waxed.

15.5 Office carpets will be vacuumed with a beater bar vacuum cleaner.

15.6 All carpet areas will be steamed cleaned twice a year.

16.0 LAVATORY CLEANING

16.1 Wash Basins, Water Closets & Urinals

16.1.1 All must be scrubbed thoroughly with suitable disinfectant. Special attention should be paid to the underside portion of seats and rims of toilet bowls. Toilet bowls and urinals to be de-scaled as required. Body contact points – e.g. water taps, toilet seats, receptacles, etc., - must be disinfected daily.

16.1.2 A deodorant should be used as required and a scented urinal screen supplied and replaced as needed.

17.0 LIGHT FIXTURES

17.1 Florescent fixtures – open cover, wash glass and reflector pan twice a year

17.2 Florescent fixtures – open to remove large amounts of flies as required

18.0 WALLS AND CEILINGS

18.1 The walls should be washed so that, at the conclusion of the cleaning operations, there shall be no visible soil, streak or other discoloration of the finish.

19.0 SERVICES REQUIRED

As set out in Cleaning Schedule appendix A

20.0 Cell Block Area

- 20.1 The Contractor will be required to clean blood, bodily fluids and feces that may be present in cells. The Building Owner will handle excessive amounts of above mentioned bio-hazardous items.
- 20.2 The cleaner responsible for this area will check at the start of their shift with the Patrol S/Sgt to see if this area is available for cleaning. Cleaners will not be required to clean an occupied cellblock. Unoccupied cellblocks will be cleaned at the start of shift.
- 20.3 If a cellblock is occupied the cleaner will inquire if the Patrol S/Sgt can relocate prisoners to facilitate cleaning. If relocating prisoners is not practicable the cleaner will check with the Patrol S/Sgt near the end of shift to see if the cellblock is clear for cleaning at that time.

Revised May 2018

Cleaning Schedule - 2018

Appendix A

A.	LOBBY and PUBLIC AREAS	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1	Empty all waste containers & replace liners as necessary	X						
2	Spot clean all walls, light switches, doors and frames	X						
3	Clean both sides of glass doors & glass partitions	X						
4	Clean front counter area	X						
5	Wipe down benches	X						
6	Wipe & spot clean all furniture, counters, switch & covering plates	X						
7	Clean all horizontal surfaces to a height of 70"	X						
8	Clean all horizontal surfaces higher than 70"				1 & 3			
9	Wipe and clean pictures, interior signs and artificial plants				1 & 3			
10	Clean vertical and horizontal style blinds					May & October		
11	Clean air grills and vents					X		
12	Vacuum fabric screen partitions and upholstered chairs					X		
13	Spot clean carpets with appropriate cleaners	X						
14	Vacuum carpeted floors	X						
15	Mop floors	X						
16	Steam clean all chairs							X
17	Vacuum entrance mats & dry with wet/dry vacuum	X						
18	Vacuum carpeted floor in their entirety & pick up litter	X						
19	Clean & sanitize drinking fountains & water coolers			X				
20	Spot clean front lobby doors & windows	X						
21	Interior surface of exterior windows and glazing				1 & 3			

B	OFFICE and WORK AREAS	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1	Empty all waste containers & replace liners as necessary	X						
2	Spot clean all walls, light switches, door & frames	X						
	Spot clean both sides of glass door & partitions	X						
3	Clean both sides of glass door & partitions		2					
4	Clean & sanitize drinking fountains & water coolers Only one unit in basement			X				
5	Wipe & spot clean all furniture, files, phones, equipment & radiators	X						
6	Clean all horizontal surfaces to a height of 70"	X						
7	Clean all horizontal surfaces higher than 70"				1 & 3			
8	Wipe clean pictures, interior signs & artificial plants.				1 & 3			
9	Clean vertical and horizontal style blinds					May & October		
11	Clean air grills and vents					X		
12	Vacuum fabric screen with appropriate cleaners					X		
13	Spot clean carpets with appropriate cleaners	X						
14	Vacuum carpeted floor in their entirety & pick up litter	X						
15	Damp mop all resilient & hard floors	X		X				
16	Sweep all resilient floors	X				X		
17	Steam clean all chairs							X
18	Interior surface of exterior windows and glazing					X		
19	Vacuum Fabric Chairs					X		

C	LOUNGES & KITCHEN Area	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
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1	Empty all waste container & replace liners as necessary	X						
2	Spot clean all walls, light switches, door, frames	X						
3	Clean, sanitize & polish sink & counters	X						
4	Wipe clean all furniture & appliances	X						
5	Clean all horizontal surfaces to a height of 70"	X						
6	Clean all horizontal surfaces higher than 70"				1 & 3			
7	Wipe clean picture, interior signs & artificial plants				1 & 3			
8	Wipe clean vertical and horizontal style blinds					May & October		
9	Clean air grills and vents					X		
10	Spot clean flooring with appropriate cleaners	X						
11	Vacuum carpeted floor in their entirety	X						
12	Sweep all resilient & hard floors	X						
13	Damp mop all resilient & hard floors	X						
14	Spot clean kitchen chairs	X						
15	Wipe clean kitchen chairs			X				
16	Interior surface of exterior windows and glazing					X		
17	Vacuum Fabric Chairs					X		
18	Steam clean all chairs							X

D	Washroom	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1	Empty all waste & sanitary containers & replace liners as necessary	X						

2	Refill all dispensers with supplies	X						
3	Sanitize & polish all toilets, sink, counters, shelves & dispensers	X						
4	Clean all glass and mirrors	X						
5	Spot clean all walls, partitions, light switches, doors, frames	X						
6	Wash stall partitions with germicidal detergent					X		
7	Wash all walls	Public 4 times per year - private 2 times per year						
8	Clean air grills and vents					X		
9	Sweep floor	X						
10	Damp mop with sanitizing cleaner	X						
11	NCO & Ladies Showers wipe down walls and doors and disinfect		3					
12	Men's locker room shower wipe down walls and disinfect		3					
13	Men's locker room shower - walls & floor - power wash and scrub			x				

E	Change Rooms	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1	Sweep floors	X						
2	Damp mop with sanitizing cleaner	X						
3	Dust top of lockers				1&3			
4	Wipe top of benches with sanitizer	X						
5	Clean air grills and vents					X		

E	Corridors and Stairs	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1	High and low dust and wipe clean all horizontal surfaces			X				
2	Spot clean all walls, railings, light switches, doors, frames	X						
3	Spot clean carpets with appropriate cleaners	X						

4	Vacuum carpeted floors in their entirety	X						
5	Sweep all resilient & hard floor	X						
6	Damp mop all hard floors with clean water & appropriate cleaner	X						
7	Clean reachable windows					X		
8	Clean high level windows						2	
9	Wipe down hand rails with sanitizer	X						

F Weight Room	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Empty all waste containers & replace liners as necessary	X						
2 Vacuum floor		2					
3 Slightly damp mop		2					
4 Raise and vacuum under tread mills		2					
5 Dust window ledges			X				
6 Clean windows						2	
7 Wipe with sanitizer all equipment						4	

G Classroom and Board Room	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Vacuum carpeted floor in their entirety & pick up litter	X						
2 Wipe tables	X						
3 Vacuum chairs					X		
4 Interior surface of exterior windows and glazing				X			
5 Steam clean chairs							X
6 Spot clean all walls, light switches, carpets, door & frames	X						
7 Clean all horizontal surfaces to a height of 70"	X						
8 Clean all horizontal surfaces higher than 70"				X			
9 Clean vertical and horizontal style blinds						May & October	
10 Clean air grills and vents					X		

H Exhibit Office and Area	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Vacuum office & empty waste container and replace liner		3x					
2 Clean all horizontal surfaces to a height of 70"			1x				
3 Clean windows					x		
4 Sweep and vacuum main exhibit area		3x					
5 Clean counters and desks		3x					

I Exterior	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Sweep main steps and pick up litter - April to October	X						
3 Clean all exterior windows					May & October		
4 Outside window frames					May & October		
5 Clean around front entrances immediate areas					X		

J Other	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Firing range - sweep and vacuum carpets					X		
2 Light Fixtures - wash glass and reflector pan					May & October		
3 Light Fixtures - remove to clean large amounts of flies					4 times as required		
4 Spot clean museum glass	X						
5 Museum glass			X				
6 All doors hardware and kick plates			X				
7 Additional CERB heavy cleaning including chairs					4 times as required		
8 Additional 24hr shift clerk office heavy cleaning including chairs					4 times as required		

K Cell Block Area	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Mug & Print, Breath, Interview, Monitor & WASH Court	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Sweep and damp mop floor with clean water with sanitizer	X						
2 Empty garbage	X						

2 General Washroom	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Empty waste container & replace liner as necessary	X						
2 Refill all dispensers with supplies	X						

3	Sanitize & polish toilets, sink, counters, shelves & dispensers	X						
4	Clean mirrors	X						
5	Spot clean all walls, partitions, light switches, doors, frames	X						
6	Wash walls with germicidal detergent					X		

3 Booking in Room	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Sweep and damp mop floor with clean water with sanitizer	X						
2 Wipe down table with sanitizer agent	X						
3 Clean all windows	X						
4 Empty garbage	X						

4 Cells & Hall	Daily	x/Week	Weekly	x/Month	Monthly	x/Year	Yearly
1 Sweep and damp mop floor with clean water with sanitizer	X						
2 Empty garbage	X						
3 Wipe down plexy glass	X						
4 Clean and sanitize bench, urinals, and sink	X						
5 Spot clean walls to a reachable height	X						
6 Deep Clean Sanitize of Each Cell, Walls, Bench, Floor					X		

L FLOORS -	
1 Main floor lobby, second floor lobby, duty area, S/Sgt office Collision Reporting Office, lunch room, elevator	3 times heavy scrub, no sealer, no wax
Cell area floors	3 times scrub no wax, no sealer
2 Main hall, write up room, lineup room	3 times strip and wax
3 Fitness Room, Mens locker room washroom/sink area	3 times scrub, no wax, no sealer
public washrooms - all floors, Basement Hallways	2 times strip and wax
4 Traffic Offices, NCO, Civilian Lounge, Identification office, Executive kitchen, Private washrooms, Second floor halls, Community Services office, Support Services, Squires Cadets,	1 times strip and wax, 1 times scrub and wax

	Exhibit Shed office	
5	Mens locker room, Female Locker Room	1 times strip and wax, 1 times scrub and wax
6	Mug and print lab basement, Breath room, monitor room	1 times strip and wax
7	interview room, WASH Court	
8	North Stairwell	2 times scrub, no wax, no sealer
9	Centre Stairwell and patrol entrance	2 times strip and seal
10	South Stairwell	1 times strip and seal
11	Mens locker room shower area and hall	12 times power wash, scrub(anti-bacterial) no wax no sealer
12	Misc Offices - Armourers, Tech Crime, Intelligence, ESU, IT Lab Central Records storage, Copy room, Coat room, Canine office, Gun Range	as required to maintain surface and lustre - approx. 1 time per year
13	All floor surfaces will be maintained weekly by buffing, spray buffing, burnishing or other treatment as required by the manufacturer to maintain lustre between stripping, sealing, scrubbing and waxing CID Floors are no wax on tiles	

M	Carpeted Floors	
1	911 Centre	3 times steam clean
2	Detective office, 24 Hour Shift Clerk	2 times steam clean, 1 times traffic area steam clean
3	All other carpet	2 times steam clean

Apr-18