



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 135-2016

**PROVISION OF BUILDING CLEANING SERVICES AT BROOKSIDE CEMETERY
OFFICES**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 PROVISION OF BUILDING CLEANING SERVICES AT – BROOKSIDE CEMETARY OFFICES

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, February 1, 2017.

B2.2 Bids determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. SITE INVESTIGATION

B3.1 Further to C3.1, the Bidder shall attend a Site Investigation in accordance with B3.5. Attendance is mandatory, and the Bid of any Bidder not having attended will be rejected on the basis that it is non-responsive.

B3.2 The Bidder is advised that the Site Investigation includes a walk-through, review of the floor plans and the Work that needs to be done.

B3.3 The Bidder shall not be entitled to rely on any information or interpretation received at the Site Investigation unless that information or interpretation is the Bidder's direct observation, or is provided by the Contract Administrator in writing.

B3.4 Questions raised at the Site Investigation will be recorded and the written answers will be issued as an Addendum to this document.

B3.5 Further to B3.1, Bidders shall meet in the Front lobby at the Administration building. The locations, dates and times are as follows:

- (a) Site: 3001 Notre Dame Avenue Wpg
- Date: January 18 or January 19, 2017
- Time: 10:00am

B4. ENQUIRIES

B4.1 All enquiries shall be directed to the Contract Administrator identified in D4.1.

B4.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B4.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B4.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B4.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B4.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B4 unless that response or interpretation is provided by the Contract Administrator in writing.

B5. CONFIDENTIALITY

B5.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator. The use and disclosure of the confidential information shall not apply to information which:

- (a) was known to the Bidder before receipt hereof; or
- (b) becomes publicly known other than through the Bidder; or
- (c) is disclosed pursuant to the requirements of a governmental authority or judicial order.

B5.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Bid Opportunity to the media or any member of the public without the prior written authorization of the Contract Administrator.

B6. ADDENDA

B6.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Bid Opportunity, or clarifying the meaning or intent of any provision therein.

B6.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

B6.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidooop.asp>

B6.2.2 The Bidder is responsible for ensuring that he/she/she has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B6.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

B7. SUBSTITUTES

B7.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.

B7.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.

B7.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.

B7.4 The Bidder shall ensure that any and all requests for approval of a substitute:

- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
- (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
- (c) identify any anticipated cost or time savings that may be associated with the substitute;
- (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior

substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;

- (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.

B7.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/her sole discretion grant approval for the use of a substitute as an "approved equal" or as an "approved alternative", or may refuse to grant approval of the substitute.

B7.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, to the Bidder who requested approval of the substitute.

B7.6.1 The Contract Administrator will issue an Addendum, disclosing the approved materials, equipment, methods and products to all potential Bidders. The Bidder requesting and obtaining the approval of a substitute shall be responsible for disseminating information regarding the approval to any person or persons he/she wishes to inform.

B7.7 If the Contract Administrator approves a substitute as an "approved equal", any Bidder may use the approved equal in place of the specified item.

B7.8 If the Contract Administrator approves a substitute as an "approved alternative", any Bidder bidding that approved alternative may base his/her Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B18.

B7.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.

B8. BID SUBMISSION

B8.1 The Bid shall consist of the following components:

- (a) Form A: Bid;
- (b) Form B: Prices;
- (c) Technical Plan;
- (d) Experience of Bidder and Key Personnel.

B8.2 Further to B8.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B7.

B8.3 All components of the Bid shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Bid.

B8.4 Bidders are advised not to include any information/literature except as requested in accordance with B8.1.

B8.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, will be evaluated in accordance with B18.1(a).

B8.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.

B8.7 If the Bid is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:

The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1

- B8.7.1 Samples or other components of the Bid which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B8.8 If the Bid is submitted by facsimile transmission, it shall be submitted to 204 949-1178.
- B8.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B8.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.
- B9. BID**
- B9.1 The Bidder shall complete Form A: Bid, making all required entries.
- B9.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
 - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
 - (d) if the Bidder is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B9.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B9.2.
- B9.3 In Paragraph 3 of Form A: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.
- B9.4 Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, it shall be signed by the Bidder;
 - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
 - (d) if the Bidder is carrying on business under a name other than his/her own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B9.4.1 The name and official capacity of all individuals signing Form A: Bid should be printed below such signatures.
- B9.5 If a Bid is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Bid and the Contract, when awarded, shall be both joint and several.

B10. PRICES

B10.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B10.1.1 Notwithstanding C11.1.1, prices on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B10.2 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Bids.

B10.3 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B11. DISCLOSURE

B11.1 Various Persons provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure. Where applicable, additional material available as a result of contact with these Persons is listed below.

B11.2 The Persons are:

(a) N/A

B12. QUALIFICATION

B12.1 The Bidder shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
- (b) be financially capable of carrying out the terms of the Contract; and
- (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

B12.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

B12.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) have successfully carried out work similar in nature, scope and value to the Work; and
- (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
- (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);
- (d) upon request of the Contract Administrator, obtain Security Clearances in accordance with PART F -

- B12.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B12.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B13. TECHNICAL PLAN

- B13.1 Bidders should address each area of the Technical Plan in sufficient detail to show clearly how effectively the Work will be done. All bidders shall submit the following information in support of meeting the evaluation criteria. It is recommended that the Technical Plan be submitted following the format below (which should include, but not be limited to the following points):

Organization and Management

- B13.2 The Bidder should describe, how they will provide the staff necessary to perform all Services as specified in the Statement of Work as it pertains to the team's organization, services to be managed, and proof of the Contractor's resources, if and when needed, by providing the following (but not limited to):
- (a) Overall Bidder's Organization:
 - (i) An organization Chart for the Bidder.
 - (ii) Key personnel position title and length of time with the Bidder as they relate to the assigned roles and responsibilities.
 - (b) Team proposed to be assigned to this Contract:
 - (i) An outline indicating the number of personnel that would be utilized to carry out the services. The number of personnel should be broken-down to reflect the number of superintendents, supervisor(s)/cleaners, day cleaners, evening cleaners and weekend cleaners.
 - (c) Monitoring of Staff:
 - (i) A detailed description of the Bidder's intended methods to supervise and monitor the staff to ensure the work performance adheres to the quality standards specified in this bid opportunity. This should include the number of hours for the working supervisor(s).
 - (d) Absenteeism of Staff:
 - (i) A detailed narrative of how the Bidder would remedy the quality of diminished janitorial services provided due to a high level of absenteeism (staffing approach).

Health & Safety

- B13.3 The Bidder should describe how they will adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits, and procedures. In addition, adequate training of personnel assigned to perform operations such as use of chemicals, use of equipment, etc., is also required in relation to the measures the Bidder takes to maintain a healthy and safe working environment, the type of training provided to employees, and the number of employees trained in specific programs. Please provide the following (including but not limited to):
- (a) Programs:
 - (i) A detailed description of the Health and Safety Program or practices currently in place, including training and monitoring of staff performance necessary to maintain a healthy and safe working environment and adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits, and procedures.

- (b) Health and Safety Training:
 - (i) Provide name(s) of supervisor(s) and employee(s) and type of training they have completed related to Health and Safety (eg. Health and Safety, SHMIS, First Aid, other).
- (c) Emergency Cleanups:
 - (i) A detailed plan for the response to emergency cleanups (eg. bodily fluids spills).

Materials & Equipment

B13.4 A description of how the Bidder would supply all equipment, materials, or products required to carry out the services as outlined in the Specifications Statement of Work, as it pertains to the type and quantity of equipment the Bidder has available to carry out the services, the type of material or products that the Bidder will use to carry out the services, preferred use of materials and products certified as green seal (environmentally friendly). Please provide the following (but not limited to):

- (a) Equipment List:
 - (i) A list of mechanical equipment, including specifications (ie. make and model number and/or performance capabilities etc.) the Bidder will have available to carry out the services. For example: vacuums, floor machines, carpet extractors, etc. Include age of equipment (not used for assessment but for information purposes only) and quantities.
- (b) Materials and Products List:
 - (i) A list of materials or product, including the brand name and/or manufacturer, the Bidder's organization intends to use to carry out the services. The use of materials and products considered environmentally friendly are indicated at the Green Seal web site <http://www.greenseal.org> The Bidder shall indicate if the proposed has environmental certification.
- (c) Manufacturer's Product Labels:
 - (i) The Bidder shall identify all materials proposed to be used, and shall provide within 48 hours of a request by the Contract Administrator, verification consisting of manufacturers' product labels, manufacturers' technical bulletins, independent laboratory tests, or equivalent documentation evidencing that all materials proposed to be used meet or exceed the specified Canadian General Standards Board (CGSB) standards.

Quality Assurance

B13.5 The Bidder should describe how the quality standards described herein shall be strictly adhered to as it relates to the Bidder's commitment towards a quality organization and the Bidder's method of maintaining and improving quality services, by providing the following (but not limited to):

- (a) Quality Assurance (QA) Program:
 - (i) A detailed description of the QA program currently employed by the Bidder, including the employee involvement.
- (b) Quality Assurance Training:
 - (i) Provide detailed description of QA Training and any other courses attended outside the organization given to employees to ensure quality service delivery.
- (c) Resolution of Problems:
 - (i) A detailed description of how the Bidder proposes to resolve contentious issues related to the quality of services.

B14. EXPERIENCE OF BIDDER AND KEY PERSONNEL

B14.1 The Bidder shall demonstrate, in their response, that they have the ability to successfully carry out and manage the responsibilities as outlined in the Statement of Work, as it related to

evidence that the Bidder has the required experience in janitorial services, and has proven past performance in this field of work, by providing the following (but not limited to):

- (a) Evidence of the Bidder's experience and past performance, which will be assessed on the submission of two (2) contracts or projects rendered for at least six (6) consecutive months within the past three (3) years, wherein the range of janitorial services provided are comparable to those described in this Bid Opportunity. References may be a combination of government and/or other industry contracts, and must be verifiable.
- (b) If the Bidder submits the reference in excess of the stated requirement above, only the references up to the identified limit will be evaluated. If the referenced project has not occurred within the past three (3) years, it will not be evaluated.
- (c) For each reference provided, the Bidder should provide the information contained in the following:
 - (i) Reference #1 shall include a combination of government and/or other industry contract;
 - (ii) Reference #2 shall include a combination of government and/or other industry contract.
 - ◆ Name of Client organization or company;
 - ◆ Name, title, telephone number and/or facsimile number of contact;
 - ◆ Provide a detailed description of Project or Contract;
 - ◆ Approximate size in square feet of the cleanable area of the project/contract;
 - ◆ Location of the project or contract;
 - ◆ Approximate value of the project or contract;
 - ◆ Performance period of the project or contract.

Supervisor's Expertise and Experience

B14.2 The Bidder should demonstrate, in their response, the it has in its employ, or access to, Supervisor(s) with the expertise to effectively supervise the work outlined in the Specifications and Statement of Work, as it pertains to the working Supervisor's janitorial service experience & proven past performance, and a contingency plan to be followed if performance is deemed below quality standards by its senior personnel, by providing the following (but not limited to):

- (a) Supervisor's Experience and Past Work References:
 - (i) A list of the Bidders working supervisor(s) who would be assigned to this Contract, including the name and number of years of experience as supervisor(s) in janitorial services.
 - (ii) Evidence of the experience and satisfactory performance of the working supervisor(s) listed above, by referencing two (2) projects/contracts rendered for at least six (6) consecutive months within the past three (3) years, for providing janitorial services in a range comparable in size, scope and complexity to those outlined in the Specifications and Statement of Work. The references must be verifiable.
- (b) If the Bidder submits the reference in excess of the stated requirement above, only the references up to the identified limit will be evaluated. If the referenced project has not occurred within the past three (3) years, it will not be evaluated.
 - (i) The Bidder should address the information contained in the following for each reference, and each reference shall include a combination of government and/or other industry contract;
 - ◆ Name of Client organization or company;
 - ◆ Name, title, telephone number and/or facsimile number of contact;
 - ◆ Provide a detailed description of Project or Contract;
 - ◆ Approximate size in square feet of the cleanable area of the project/contract;

- ◆ Location of the project or contract;
- ◆ Approximate value of the project or contract;
- ◆ Performance period of the project or contract.

(c) Supervisor's Performance:

- (i) A detailed narrative of how the Bidder's organization would identify the factors that would indicate that the on-site supervisor is not performing duties adequately and what the organization would do to remedy the situation

B15. OPENING OF BIDS AND RELEASE OF INFORMATION

B15.1 Bid Submissions will not be opened publicly.

B15.2 Following the Submission Deadline, the names of the Bidders and their bid prices (unevaluated, and pending review and verification of conformance with requirements) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/>

B15.3 After award of Contract, the name(s) of the successful Bidder(s) and the Contract amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/>

B15.4 The Bidder is advised that any information contained in any Bid may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B16. IRREVOCABLE BID

B16.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

B16.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work for the time period specified in Paragraph 9 of Form A: Bid.

B17. WITHDRAWAL OF BIDS

B17.1 A Bidder may withdraw his/her Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B17.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.

B17.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.

B17.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:

- (a) retain the Bid until after the Submission Deadline has elapsed;
- (b) open the Bid to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
- (c) if the notice has been given by any one of the persons specified in B17.1.3(b), declare the Bid withdrawn.

B17.2 A Bidder who withdraws his/her Bid after the Submission Deadline but before his/her Bid has been released or has lapsed as provided for in B16.2 shall be liable for such damages as are

imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B18. EVALUATION OF BIDS

B18.1 Award of the Contract shall be based on the following bid evaluation criteria:

- (a) compliance by the Bidder with the requirements of the Bid Opportunity, or acceptable deviation therefrom (pass/fail);
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B12 (pass/fail);
- (c) Total Bid Price 40 pts;
- (d) Technical Plan 50 pts;
- (e) Experience of Bidder and Key Personnel 10 pts;
- (f) economic analysis of any approved alternative pursuant to B7.

B18.2 Further to B18.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Bid, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.

B18.3 Further to B18.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his/her Bid or in other information required to be submitted, that he/she is responsible and qualified.

B18.4 Further to B18.1(c), the Total Bid Price shall be the monthly rate per square feet multiplied by approximate quantity cleaning area for each item, and for each year shown on Form B: Prices.

B18.5 Further to B18.1(d), the Technical Plan will be evaluated considering the information submitted and its likelihood of supporting continuous successful performance of the Work of the Contract.

B18.6 Further to B18.1(e), the Experience of the Bidder and Key Personnel will be evaluated considering the information provided in response to B14.

B18.7 This Contract will be awarded as a whole.

B19. AWARD OF CONTRACT

B19.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B19.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Bids are determined to be responsive.

B19.2.1 Without limiting the generality of B19.2, the City will have no obligation to award a Contract where:

- (a) the prices exceed the available City funds for the Work;
- (b) the prices are materially in excess of the prices received for similar work in the past;
- (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
- (d) only one Bid is received; or
- (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.

B19.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the most advantageous Bid in accordance with B18.

- B19.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his/her Bid upon written request to the Contract Administrator.
- B19.4 Notwithstanding C4.1 and C4.2, the City may issue a purchase order to the successful Bidder in lieu of the execution of a Contract.
- B19.5 The Contract Documents, as defined in C1.1(n)(ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.

C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm

C0.1.2 A reference in the Bid Opportunity to a section, clause or subclause with the prefix “C” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

D1.1 In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract.

D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract shall consist of the provision of building cleaning services at 3001 Notre Dame Avenue – Brookside Cemetery Administration Building, for the period starting March 1, 2017 to February 28, 2018, with the option of four (4) mutually agreed upon one (1) year extensions:

D2.1.1 The City may negotiate the extension option with the Contractor within ninety (90) Calendar Days prior to the expiry date of the Contract. The City shall incur no liability to the Contractor as a result of such negotiations.

D2.1.2 Changes resulting from such negotiations shall become effective on January 1st of the respective year. Changes to the Contract shall not be implemented by the Contractor without written approval by the Contract Administrator.

D2.2 Notwithstanding D2.1, the type and quantity of Work to be performed under this Contract is subject to annual approval of monies therefore in a budget by Council. Bidders are advised that monies have been approved for work up to and including December 31, 2017.

D2.3 Notwithstanding D2.1, in the event that operational changes result in substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of work performed under this Contract, or add or delete locations, upon thirty (30) Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.

D2.4 Further to C11.3, if the minimum wage in the Province of Manitoba increases during the Contract, the City will adjust the hourly rate by the legislated increase plus the payroll costs on that legislated increase.

D3. DEFINITIONS

D3.1 When used in this Bid Opportunity:

- (a) "**C.G.S.B**" means the Canadian General Standards Board that complies with the latest edition of standards including amendments and supplements in effect on the date of issue of this Specification shall apply to the Work;
- (b) "**User**" means a person, department or other administrative unit of the City authorized by the Contract Administrator to order Work under this Contract;
- (c) "**W.C.B.**" means the Workers Compensation Board.

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Mr. Janzen O'Donnell
Coordinator
Planning Property and Development Department
Cemeteries Branch 3001 Notre Dame Avenue
Winnipeg MB R3H 1B8

Telephone No. (204) 794-4258

Facsimile No. (204) 986-4069

D4.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D4.3 Bids Submissions must be submitted to the address in B8.7.

D5. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE

D5.1 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.

D5.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

D5.3 The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;

- (a) information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;
- (b) the Contract, all deliverables produced or developed; and
- (c) any statement of fact or opinion regarding any aspect of the Contract.

D5.4 A Contractor who violates any provision of D5 may be determined to be in breach of Contract.

D6. NOTICES

D6.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following facsimile number:

The City of Winnipeg
Chief Financial Officer

Facsimile No.: 204-949-1174

D6.2 **Bids Submissions** must be submitted to the address in B8.7.

SUBMISSIONS

D7. AUTHORITY TO CARRY ON BUSINESS

D7.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

D8. INSURANCE

D8.1 The Contractor shall provide and maintain the following insurance coverage:

- (a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;

- (b) if applicable, Automobile Liability Insurance covering all motor vehicles, owned and operated and used or to be used by the Contractor directly or indirectly in the performance of the Service. The Limit of Liability shall not be less than \$2,000,000 inclusive for loss or damage including personal injuries and death resulting from any one accident or occurrence;
- (c) maintain and pay for an Employee Dishonesty Bond in an amount of not less than ten thousand dollars (\$10,000.00) covering all of the Contractor's employees, agents, and subcontractors involved in providing the services, for any direct loss of money or other property caused by a fraudulent or dishonest act, or acts, of the Contractor, Contractor's employees, agents or subcontractors. The Contractor is to provide a certified true copy of the bond, satisfactory to the Contract Administrator, prior to commencement of Work.

D8.2 Deductibles shall be borne by the Contractor.

D8.3 The Contractor shall provide the Contract Administrator with a certificate(s) of insurance, in a form satisfactory to the City Solicitor, at least two (2) Business Days prior to the commencement of any Work on the Site but in no event later than seven (7) Calendar Days from notification of the award of Contract.

D8.4 The Contractor shall not cancel, materially alter, or cause the policy to lapse without providing at least thirty (30) Calendar Days prior written notice to the Contract Administrator.

D8.5 The City shall have the right to alter the limits and/or coverages as reasonably required from time to time during the continuance of this agreement.

CONTROL OF WORK

D9. COMMENCEMENT

D9.1 The Contractor shall not commence any Work until he/she is in receipt of a notice of award from the City authorizing the commencement of the Work.

D9.2 The Contractor shall not commence any Work on the Site until:

- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D7;
 - (ii) evidence of the workers compensation coverage specified in C6.14;
 - (iii) evidence of the insurance specified in D8;
- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.
- (c) Materials Safety Data Sheets for all products proposed to use at City of Winnipeg locations.

D10. ENQUIRIES DURING CONTRACT

D10.1 The Contractor shall provide a local Winnipeg telephone number or a toll-free telephone number at which enquiries for service may be placed.

D10.2 The Contractor shall provide a telephone number or a toll-free telephone number at which they may be contacted between the hours of 06:00 and 24:00 Sunday to Saturday throughout the year.

D10.3 An answering service is acceptable, provided the Contractor returns calls within fifteen (15) minutes of a message from the City.

MEASUREMENT AND PAYMENT

D11. INVOICES

D11.1 Further to C11, the Contractor shall submit an invoice for each portion of work performed to:

The City of Winnipeg
Corporate Finance - Accounts Payable
4th Floor, Administration Building, 510 Main Street
Winnipeg MB R3B 1B9

Facsimile No.: 204 949-0864
Email: CityWpgAP@winnipeg.ca

D11.2 Invoices must clearly indicate, as a minimum:

- (a) the City's purchase order number;
- (b) date of delivery;
- (c) delivery address;
- (d) type and quantity of work performed;
- (e) the amount payable with GST and MRST shown as separate amounts; and
- (f) the Contractor's GST registration number.

D11.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D11.4 Bids Submissions must be submitted to the address in B8.7.

D12. PAYMENT

D12.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D12.2 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

WARRANTY

D13. WARRANTY

D13.1 Notwithstanding C12, the warranty period for the Work performed shall begin on the date of Total Performance and shall expire two (2) months thereafter unless extended pursuant to C12.3, in which case it shall expire when provided for thereunder.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

- E1.1 These Specifications shall apply to the Work.
- E1.2 The Contractor shall not undertake any renovation, alteration, or modification to City premises without written permission from the Contract Administrator.
- E1.3 The Contractor shall be responsible for any deductions or remittances, which may be required by law.
- E1.4 The Contractor shall ensure that all provisions of the Employment Standards Code, C.C.S.M. c.E110 in respect to Wages, hours of Work and Conditions of Employment are adhered to.
- E1.5 Building Cleaning Inspections shall be carried out by the Contract Administrator once a week on random days.
- E1.6 The following drawings are applicable to the Work - the shaded areas indicate where building cleaning services shall be performed

<u>Drawing No.</u>	<u>Drawing Name/Title</u>
--------------------	---------------------------

A1	Main Floor Plan – Brookside Cemetery Administration Building
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E2. CGSB AND APPROVED PRODUCTS

- E2.1 Approved products for cleaning supplies used for the Work shall be Ecologo or GreenSeal Certified. Websites are found at the following links:
- (a) <http://industries.ul.com/environment>
 - (b) www.greenseal.org
- E2.2 The City may periodically take samples of cleaning materials for analysis by an independent laboratory to ensure uniform quality of materials during the term of the Contract.
- E2.2.1 The cost of the laboratory analysis will be borne by the City, except when the analysis indicates that the materials are not as specified or approved, in which case the cost of the laboratory analysis will be borne by the Contractor.
 - E2.2.2 The City will notify the Contractor in writing if any materials, based on the analysis, do not meet the original specifications of this Contract.
 - E2.2.3 The Contractor shall, during the term of the Contract, use only such materials as specified herein or such other materials as shall be approved from time to time by the Contract Administrator.
- E2.3 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B7.
- E2.4 The Contractor shall ensure, where applicable, the following materials used meet "Canadian General Standards Board" (CGSB) specifications as listed below

CGSB

- | | | |
|-----|-------------------|------------------------------------|
| (a) | CAN/CGSB-2.1-96 | Skin Cleaning Lotion, Type 1 |
| (b) | CAN/CGSB-25.3-92 | Buffable, Water-Emulsion Floor Wax |
| (c) | CAN/CGSB-25.10-96 | Furniture Polish, Type 1 |

APPROVED PRODUCTS

E2.5 Paper Towels (single fold) shall be:

- (a) Product No. 1766, Décor by Cascades; or
- (b) Product No. SB1840, Tork by SCA; or
- (c) Product No. SK1850A, Tork by SCA; or
- (d) Product No. 01010(West), Embassy by Kruger; or
- (e) Product No. 01700(West), Scott by Kimberly Clark.
- (f) Product No. 01900 (West) White Swan by Kruger.

E2.6 Paper Toilet Tissue (2 ply, white) shall be:

- (a) Product No. 4102 Cascades Elite 100% post consumer 400 sheets 400 rolls per case
- (b) Product No. 4058, North River by Cascades 500 sheets and 48 rolls per case
- (c) Product No. 48040, Scott by Kimberly-Clark; or
- (d) Product No. 05131, Embassy by Kruger Paper; or
- (e) Product No. 05705, Purex by Kruger Paper.

E3. SUSTAINABLE PROCUREMENT PRACTICES

E3.1 The City is an associate partner in “Its Lake Friendly Initiative”. Lake Friendly, a non-profit organization supports the purchase and use of EcoLogo or Green Seal certified cleaning products to reduce the impact cleaning supplies have on the health of all of the Province’s waterways including Lake Winnipeg. Cleaning products shall be:

- (a) Environmental Choice EcoLogo at: <http://industries.ul.com/environment> or
- (b) Green Seal certified at www.green Seal.org.

E3.2 Cleaning products are defined as all-purpose hard surface, industrial cleaner, toilet bowl cleaner, floor cleaner/degreaser, floor strippers, disinfectants, glass, carpet cleaner, dishwashing detergent, spot and stain remover. [Environmental benefits can be achieved if a cleaning product can be used for a variety of cleaning jobs, thus reducing the total number of cleaning products required in inventory. Also if purchasing in concentrated form thus reducing the transportation of water and reducing storage space requirements for products in inventory].

E3.3 For cleaning products such as graffiti remover and drain cleaner the bidder shall disclose information regarding the following:

- (i) Hazardous ingredients present ,
- (ii) Biodegradability of total product,
- (iii) Percent VOC in product,
- (iv) pH ,
- (v) Fragrance,
- (vi) Type of dye ,
- (vii) Oral toxicity of product,
- (viii) Presence of optical brightener,
- (ix) Third party certification (if available).

E3.4 Further the product must not contain any known or suspected carcinogens/teratogens/mutagens as per The International Agency for Research on Cancer (IARC) and American Conference of Governmental Industrial Hygienists (ACGIH):

- (i) Endocrine disrupters,
- (ii) Phosphates,

- (iii) Substances listed on Canadian Environmental Protection Agency's (CEPA) toxic substance lists.

E4. STATEMENT OF WORK – INTERIOR OF BUILDING WEEKLY

Vestibule, reception area, boardroom; all office areas, kitchen, one storage room, photocopy room, main filing room, bathroom and washrooms.

E4.1 CARPETED AREAS, including mats:

- (a) Vacuum wall to wall carpets; and
- (b) Vacuum only the entrance mats.
- (c) Move all light furniture, excluding desks, and cabinets;
- (d) Do not move boxes on the floor (vacuum around only); and
- (e) Dust/damp mop "carpet saver" mats.

E4.2 DOORS, WOODWORK:

- (a) Keep clean surfaces to 5' heights.
- (b) Dust wall and door ledges.

E4.3 FLOORING - Hard Surface clean floors as follows:

- (a) Sweeping/vacuuming; and
- (b) Damp/wet mopping, an effective free rinsing detergent solution shall be used for damp/wet mopping.

E4.4 FURNITURE - shall consist of cabinet/bookcase, fabric chairs, phone desk and boardroom table. Building cleaning services shall be performed as follows:

- (a) Reception Area furniture, vestibule, counters, and boardroom furniture

E4.5 JANITORIAL ROOMS - Janitor rooms, utility rooms, paper & waste storage rooms.

- (a) Keep room tidy;
- (b) Empty mop pails after use;
- (c) Sweep and mop floors, ensure all excess water is removed;
- (d) Wash walls from bottom up, avoid streaks, soil spots or line marks on ceiling;
- (e) Empty waste containers. If required, store waste neatly in Janitor's Room;
- (f) Clean interior and exterior of waste containers;
- (g) Clean sinks with germicidal detergent;
- (h) Keep rooms, particularly sinks and waste containers, free from offensive odours;
- (i) Clean equipment;
- (j) Place equipment in an orderly manner;
- (k) Clean mops and cloths;
- (l) Store mops and cloths neatly;
- (m) Store chemicals, paper products, equipment and materials neatly;
- (n) No soiled mops or cleaning cloths shall be left in use on site;
- (o) Remove and launder or bag-seal for regular scheduled pickup.

E4.6 KITCHEN:

- (a) Clean kitchen work surfaces and table with germicidal solution moving and replacing small appliances to facilitate cleaning;
- (b) Clean sink with germicidal detergent;

- (c) Wipe clean front of all cabinetry doors and handles and refrigerator door with germicidal solution.
- E4.7 STORAGE - filing/ office areas consist of one storage room, photocopy room, main filing room in suite side of building, main office area and two side offices.
- (a) Dust all free worksurface areas.
 - (b) Sweep and damp mop floors with a neutral detergent.
 - (c) Vacuum carpets without moving boxes or furniture, except light furniture (i.e. chairs).
- E4.8 WALLS AND APPURTENANCES including walls, transoms, and other fixtures and fittings attached to walls.
- (a) Spot clean with neutral detergent;
 - (b) Keep clean surfaces to 5' heights.
- E4.9 WASTE Receptacles and Containers:
- (a) Remove and empty all contents;
 - (b) Remove liners;
 - (c) Clean both interior and exterior with germicidal detergent;
 - (d) Replace liner;
 - (e) Return waste receptacles and/or containers in their correct place; and
 - (f) Place outside side entrance.
- E4.10 WINDOWS /Plexiglass/Lexan/ Glass Partitions and Interior Glass: Including frames, sashes, sills and mouldings.
- (a) Spot clean all interior windows/glass/lexan, entrance glass and sidelights;
 - (b) Keep clean surfaces to 5' heights.
 - (c) Spot clean all exterior front entrance glass.
- E4.11 **WASHROOMS** (public and private) and all areas where sink dispensers are present:
- (a) Use separate and identifiable cleaning cloths for the cleaning of washrooms from other facilities;
 - (b) Wash-basins; toilet seats; bowls and bases, exposed flush tanks; urinals; and plumbing fixtures (including exposed pipes); polished chrome, brass or similar fixtures shall be cleaned with germicidal detergent;
 - (c) Toilets and urinals are to be cleaned using separate equipment or cloths;
 - (d) Non acid bowl cleaners are permitted, however, when a phosphoric acid bowl cleaner is used, it must be dispensed using a flip top or a foaming trigger spray head only;
 - (e) Parazine blocks are not permitted; however, water soluble packets of enzymes, enzyme tablets or granules, or approved urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.
- E4.11.1 Washroom floors:
- (i) Wet mop floors and wall bases with a non filming detergent solution;
 - (ii) Clean floors, wall bases, and corners;
 - (iii) Ensure floor drains are not blocked and no odour emanating from floor drains;
 - (iv) Machine scrub floors with detergent solution including toilet bases;
 - (v) Apply sealer as required;
 - (vi) Where directed, maintain floors with sufficient coats of water base sealer. A minimum of three coats of finish to be applied over the sealer.
 - (vii) Partitions, walls, including the enamel surfaces, doors and ledges:

- (viii) Spot clean with germicidal cleaner;
- (ix) Clean with germicidal cleaner;
- (x) Clean partitions and walls from the bottom up;
- (xi) Clean and polish all mirrors, frames, powder shelves and bright work, including flush meters, piping and toilet seat hinges.

E4.11.2 Washroom partitions, walls, including the enamel surfaces, doors and ledges:

- (i) Spot clean with germicidal cleaner;
- (ii) Clean with germicidal cleaner;
- (iii) Clean partitions and walls from the bottom up;
- (iv) Clean and polish all mirrors, frames, powder shelves and bright work, including flush meters, piping and toilet seat hinges.

E4.11.3 Washroom Sanitary and Waste Receptacles:

- (i) Remove and empty liners;
- (ii) Clean receptacles with germicidal detergent;
- (iii) Replace liners.

E4.11.4 Washroom Toilet Tissue Holders and Dispensers:

- (i) Clean interior and exterior of dispensers with germicidal detergent;
- (ii) Re-stock all toilet tissue holders, soap, sanitary and towel dispensers.

E5. STATEMENT OF WORK – INTERIOR OF BUILDING MONTHLY

(Last Friday of each calendar month)

E5.1 Furniture:

- (a) Clean all furniture: credenzas, bookcases, desks, file cabinets, tables, chairs including desk chairs, furniture glass, and desk lamps;
- (b) Clean and polish all furniture framing and legs: table in boardroom only;
- (c) Fabric upholstered furniture – vacuum fabric, dust arm and leg frames.

E5.2 Storage - filing/ office areas consists of shelving/desks:

- (a) Dust all free areas.

E6. CONTRACTOR'S RESPONSIBILITY

E6.1 The Contractor shall supply all materials and equipment necessary to perform the Work. All products and equipment used for the Work shall be available for regular inspection by the Contract Administrator.

E6.2 The Contractor may be requested to maintain sign-in and sign-out records (upon arrival and completion of the Work) in a book that would be provided.

E6.3 The Contractor shall ensure only the pre-approved products, chemicals, supplies and equipment are used in the Site.

E6.4 Defective Work:

- (a) the Contractor will be given a grace period of ten (10) Working Days to learn the building and refine the cleaning methods. The Contractor will then be expected to fully comply with the cleaning requirements outlined in this Contract.
- (b) Further to E1.7, it shall be at the discretion of the Contract Administrator to impose an inspection fee of \$25.00 per cleaning inspection for all additional inspections required to ensure compliance with specifications, In addition to the fixed sum for Defective Work for this Contract.

E6.4.1 The following "Defective Work" charges shall be applied for each occurrence the Contractor fails to respond to a call for service and/or when the Contractor fails to attend the Work Site:

(ii) 3001 Notre Dame Avenue \$50.00

E6.5 Security / Building Systems:

- (a) The Contractor shall immediately notify the City of Winnipeg – Janzen O'Donnell at 204 794 4258 (available 24 hours) if problems or unusual conditions are observed at the Site (including flooding, building security problems, plumbing requirements etc.).
- (b) The Contractor shall ensure that City premises are kept secure from entry by unauthorized persons during the course of the Work.
- (c) The Contractor shall ensure that the facility windows and screens are closed and secured, and all entrances to the building are properly locked with alarms set (as required), upon leaving the building.
- (d) If a Civic employee remains in the building when the Contractor is leaving, the Contractor shall:
 - (i) leave the security system in OFF mode;
 - (ii) advise the civic employee they are leaving;

E6.6 Notwithstanding E5.21, if the City must dispatch personnel to re-set the alarm because the contractor has failed to set the alarm when exiting, a \$50.00 service fee will be levied to the Contractor.

E6.7 Training:

- (a) The Contractor shall ensure that all employees engaged in the execution of the Contract are properly trained in the handling of cleaning materials and equipment, in accordance with the "Workplace Hazardous Materials Information System" (WHMIS) legislation.

E6.8 Personnel:

- (a) The Contractor shall ensure that employees engaged in the execution of this Contract are experienced janitors and are properly trained in the handling of cleaning materials and equipment including use and storage according to manufacturer's instructions.
- (b) The Contractor shall ensure that a minimum of 1 of its employees on site can receive and carry out written and verbal instructions, in English, during the course of the Work.
- (c) The Contractor shall supervise their employees and shall ensure that all such employees behave at all times in a manner appropriate to persons in a Civic facility and shall without limitation ensure that all the Contractor's employees:
 - (i) are dressed in a clean, neat and respectable manner;
 - (ii) personal hygiene meets acceptable standards;
 - (iii) behave in a courteous and polite manner to City personnel and other persons in the facility;
 - (iv) are careful with all property that is in or a part of the facility;
 - (v) do not smoke while on the premises;
 - (vi) are able to communicate effectively in English;
 - (vii) refrain from using profanity.
- (d) The Contractor shall ensure that all its employees working in these facilities have proper identification in the form of:
 - (i) a uniform bearing the name of the company (only);
 - (ii) a photo identification badge, must be worn at all times while on the premises.

E6.9 Controlled Dispensing

- (a) The Contractor may install a controlled dispensing system if it is required, however, written approval must be obtained from the Contract Administrator;
- (b) The dispensing system must be a type where chemical concentrates are sealed in a bag or container, have a diluted project holding system for filling trigger sprayers and the products are colour coded with corresponding label control;
- (c) Where the Contractor chooses a controlled dispensing system which is fixed to both the solution and water supply, the Contractor is responsible and liable for the installation and annual inspection of an approved backflow prevention mechanism, unless a controlled dispensing system has previously been installed by the previous Contractor, other than the current Contractor.

E6.10 Storage:

- (a) The Contractor shall store materials and equipment in the designated areas only;
- (b) The Contractor shall clearly identify all containers in the designated area as to material content;
- (c) The Contractor shall post safety precautions regarding the materials in a conspicuous place in the designated storage areas;
- (d) The Contractor shall ensure that storage areas are secured and accessible only by authorized personnel of the Contractor and the City;
- (e) The Contractor shall ensure that equipment and tools are properly cleaned and stored at the end of each daily cleaning operation in such a manner as not to present any fire hazard or cause any unsanitary or unsafe condition or odour.

E6.11 M.S.D.S.:

- (a) The Contractor shall provide the current manufacturers' Material Safety Data sheets for all cleaning products, on site, in a binder specifically marked M.S.D.S. in each area where chemicals are stored or dispensed.

E6.12 Chemicals:

- (a) Written approval shall be obtained from the Contract Administrator prior to using a product that does not have a current M.S.D.S. If the Contractor has received written approval by the Contract Administrator to use the product which did not have a MSDS, the approval shall be kept in the binder specifically marked M.S.D.S.
- (b) All chemicals are stored in a safe manner and to the satisfaction of the Contract Administrator.
- (c) All chemical containers are label identified with product name, safety and first aid instruction in accordance with current Workplace Hazardous Material Information Systems (W.H.M.I.S.), whether in their original purchase container, or if they have been transferred to a smaller or larger dispensing container.

E6.13 Process:

- (a) The Contractor shall utilize an effective germicidal detergent and clean cloths for the Work;
- (b) Paper towels may only be used in the cleaning of glass/mirror type surfaces;
- (c) Cleaning cloths, dry mops, wet mops, finish applicator mops, wall washing mops and extendable dusters shall be of a launderable type;
- (d) Laundered clean and dried mops and cloths shall be on-site and used at the start of each shift and/or cleaning function;
- (e) Washable lambs wool or polywool extendable handle dusters may be used for safety to perform higher level work, however feather dusters and non-launderable (straight string) mops shall not be used;
- (f) when washing walls and ceilings, walls are washed first, then ceilings;

- (g) cleaning solutions from mopping do not collect against and/or under furniture legs and cabinets;
- (h) no evidence of improper finish applications exists after scrubbing and burnishing floor(s);
- (i) any furniture and equipment moved prior to cleaning, is returned to the original location;
- (j) waste/trash resulting from cleaning shall be disposed of in the appropriate receptacles;
- (k) no waste or recycle containers or baskets are to be placed upon desks or tables during cleaning operations;
- (l) cleaning shall comply with Health and Safety standards (including cleaning from 1 surface area to another. Latex gloves shall be worn when disinfecting surfaces (particularly toilets and decontamination sites), and shall not be worn when contacting on other fixtures or handles after that;
- (m) no furniture or equipment is damaged during the course of the work, by either materials or their application.

E6.14 Equipment and Supplies

- (a) Cleaning equipment, carts, etc., shall be maintained in a clean and operable state, and washable filters, tools, hoses, etc., shall be thoroughly cleaned weekly;
- (b) Vacuums must be a dual motor upright or canister with an electric power head. Vacuums must have the appropriate tools to vacuum fabric furniture, draperies, corners, edges, etc., and must be complete with filtration efficiency approved by the Contract Administrator. Carpet sweepers shall not be permitted;
- (c) Ergonomic style back-pack vacuums with approved filtration systems may be used for carpeted stairs and traffic lane vacuuming.
- (d) All cleaning equipment, ladders, etc stored or used on site shall be C.S.A. approved, and shall be inspected regularly and maintained in a state acceptable to current W.C.B. regulations.

E6.15 Washroom Supplies

- (a) Washroom supplies shall meet the "Canadian General Standards Board" (CGSB) specifications;
- (b) The Contractor shall supply all washroom supplies including, toilet tissue, and paper towels liquid hand soap, plastic trash bags, deodorant blocks and other similar products;
- (c) Washroom supplies, shall fit existing dispensers;
- (d) The Contractor shall supply paper towels and liquid hand soap to the kitchen;
- (e) The Contractor shall ensure that all dispensers are filled to adequate levels;
- (f) The Contractor shall provide an extra supply of toilet tissue and paper towels on site;
- (g) The Contractor shall use liners for all washroom receptacles.

E6.16 The Contractor shall ensure that the Work meets the optimum standard of workmanship, cleanliness, sanitation, safety and efficiency, including but not limited to the following:

- (a) ensure that no surfaces are damaged by materials or their application;
- (b) all residues of cleaning materials, dust and other matter are removed at the completion of each cleaning;
- (c) remove all waste/trash resulting from cleaning and deposit outside rear building door;
- (d) cleaned surfaces are free of residues, dust or other contaminants, including all surfaces (horizontal and vertical) clean and free of: finger marks, mop and/or detergent streaks, surface stains, water marks, black marks soap scum, mildew/mould; dust, spots, surface stains, loose and caked soil; debris, loose paper, mop strings; odours, cleaning solution, heavy accumulation of finish, spray residue, water spillage, washing line marks, and scars from equipment (hand and/or machine);

- (e) all rooms are clean, neat and tidy and free of debris; to present an overall attractive appearance of cleanliness;
- (f) debris and/or other soil matter is removed from wall corners, around the edges of carpet or "T" mats, under furniture, tables, chairs, behind doors, and along baseboards;
- (g) corners, edges and crevices are clean;
- (h) Floors:
 - (i) Floors exhibit a uniform sheen with reflective properties. This level of floor care is to be maintained at all times;
 - (ii) Sufficient coats of sealer is applied;
 - (iii) Sufficient coats of floor finish to offer floor protection;
 - (iv) All furniture and equipment moved prior to cleaning, is returned to the original location;
- (i) For Paper Products:
 - (i) Toilet paper and paper towels must fit existing dispensers and shall be from the Approved Products list. Alternate dispensers must be approved by the Contract Administrator before installation. Once approval has been granted by the Contract Administrator for the installation of alternative dispensers, the dispensers shall become the property of the City of Winnipeg.
- (j) dispensers at each site are filled, including:
 - (i) dispensers located in the kitchen;
 - (ii) paper toilet tissues dispensers/holders;
 - (iii) liquid hand-soap dispensers;
 - (iv) paper towels dispensers/holders.

E6.17 Exclusions from the Work:

- (a) Office equipment including copying machines, typewriters, adding machines, cash registers, dictating equipment; microfilm readers, audio/visual equipment; computer equipment including keyboards, printers, servers, monitors, CRT terminals;
- (b) Art objects,
- (c) Plants;
- (d) Personal accessories at workstations or on desk including ceramics; ornaments; pictures;
- (e) Mechanical areas including boiler rooms;
- (f) Product display areas and products on display;
- (g) Parking areas.

E7. CITY'S RESPONSIBILITY

E7.1 The City shall provide a designated storage area for the purpose of storing the cleaning materials and equipment used by the Contractor during the term of this Contract.

E7.2 The Contract Administrator shall remove and dispose of products found on Site that have no M.S.D.S. or written approval.

E8. HOLIDAYS OBSERVED

- (a) New Years Day - January 1*
- (b) Louis Riel Day – 3rd Monday in February
- (c) Good Friday
- (d) Monday following Easter Sunday
- (e) Victoria Day

- (f) Canada Day - July 1st*
- (g) Civic Holiday - 1st Monday in August
- (h) Labour Day - 1st Monday in September
- (i) Thanksgiving Day – 2nd Monday in October
- (j) Remembrance Day - November 11*
- (k) Christmas Day - December 25*
- (l) Boxing Day - December 26*
 - or the first subsequent working day if these statutory holidays fall on a Saturday or a Sunday

E8.2 LOCATION AND SCHEDULE OF WORK - MAIN FLOOR

- E8.2.1 Year Round
January 1 to December 31 Friday between 16:30 hours and 07:00hours Saturday
- E8.2.2 Additional Tasks – The Contractor shall:
(i) Sign in (upon arrival) and sign-out (upon completion of Work) in the book provided at the front counter.
- E8.2.3 Additional Monthly Tasks:
(i) The Contractor shall wipe down for dust the bathtub and ceramic tile, located in the staff washroom in the suite side of the building.

E9. NOTIFICATION OF PROBLEMS

- E9.1 The Contractor shall immediately notify the Contract Administrator (24 hour service) if any problems or unusual conditions are observed at the Site.

PART F - SECURITY CLEARANCE

F1. SECURITY CLEARANCE

- F1.1 Each individual proposed to perform Work under the Contract shall be required to obtain a Criminal Record Search Certificate from the police service having jurisdiction at his place of residence. This can be obtained from one of the following;
- (a) police service having jurisdiction at his/her place of residence; or
 - (b) BackCheck, forms to be completed can be found on the website at: <http://www.backcheck.net/> ; or
 - (c) Commissionaires (Manitoba Division), forms to be completed can be found on the website at: <https://www.commissionaires.ca/en/manitoba/home> .
- F1.2 Prior to the award of Contract, and during the term of the Contract if additional or replacement individuals are proposed to perform Work, the Contractor shall supply the Contract Administrator with a Criminal Record Search Certificate obtained not earlier than one (1) year prior to the Submission Deadline, or a certified true copy thereof, for each individual proposed to perform the Work.
- F1.3 Any individual for whom a Criminal Record Search Certificate is not provided, or for whom a Criminal Record Search Certificate indicates any convictions or pending charges related to property offences or crimes against another person will not be permitted to perform any Work.
- F1.4 Any Criminal Record Search Certificate obtained thereby will be deemed valid for the duration of the Contract subject to a repeated records search as hereinafter specified.
- F1.5 Notwithstanding the foregoing, at any time during the term of the Contract, the City may, at its sole discretion and acting reasonably, require an updated criminal records search. Any individual who fails to provide a satisfactory Criminal Record Search Certificate as a result of a repeated criminal records search will not be permitted to continue to perform any Work.

