



The City of Saint John

Request for Proposals

for

2021-080301P – Janitorial Services

Saint John, New Brunswick

Request for Proposals No.: 2021-080301P

Issued: Monday, September 13th, 2021

Submission Deadline: Thursday, October 7th, 2021 at 4:00:00 p.m. (Saint John time)

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PART 1 – INTRODUCTION

1.1 Invitation to Proponents

- (1) This Request for Proposals (“RFP”) is an invitation by The City of Saint John (the “City”) to prospective proponents to submit proposals for the provision of Janitorial Services, as further described in Part 2 – The Deliverables (the “Deliverables”).

1.2 RFP Contact Person

- (1) For the purposes of this procurement process, the “City Contact” shall be:

Monic MacVicar, CCLP, CPPB
Procurement Specialist
The City of Saint John
Email: supplychainmanagement@saintjohn.ca

1.3 Type of Contract for Deliverables

- (1) The City will issue a supply agreement to the successful proponent for the scope of services detailed in this request for proposal.

1.4 No Guarantee of Volume of Work or Exclusivity of Contract

- (1) The City makes no guarantee as to the value or volume of the Deliverables. The contract to be entered with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. The City may contract with others for same or similar to the Deliverables or may obtain the same or similar to the Deliverables internally.

1.5 Agreement on Internal Trade

- (1) Proponents should note that procurements falling within the scope of Chapter 5 of the Agreement on Internal Trade are subject to that chapter but that the rights and obligations of the parties shall be governed by the specific terms of this RFP. For further reference, please see the Internal Trade Secretariat website at http://www.ait-aci.ca/index_en.htm.

1.6 Duration of agreement

- (1) The agreement resulting from this procurement will be for a period of three (3) year with two (2) additional one (1) year extension periods to be exercised at the City’s sole discretion. Proponents are to bid pricing for all five (5) years on the Pricing Form (Appendix B).

1.7 Pre-Bid Site Visits

The City is scheduling site visits to each facility included in this Contract for the benefit of prospective bidders. Although these site visits are not mandatory, attendance is very highly recommended. It is the proponents’ responsibility to review the facilities in their entirety and

gather sufficient information to prepare a complete proposal meeting the service requirements described in the RFP. No claims for extras shall be entertained by the City of Saint John following the closing of this RFP for particular conditions or situations within the facilities that were readily observable during the RFP period, whether or not described in this RFP.

The following is the tentative schedule for pre-bid site visits:

Item	FACILITY	ADDRESS	DATE AND TIME	MEETING LOCATION
1	Municipal Operations Complex	175 Rothesay Avenue	September 21 st , 2021 1:00PM	Reception area of administration building
2	City Hall	15 Market Square	September 21 st , 2021 10:00AM	1 st Floor Entrance, Customer Service Centre
3	Pedway Systems	Various	September 21 st , 2021 9:30AM	Area a top of escalator outside Rocky's Sports Bar
4	Police Headquarters	One Peel Plaza	September 21 st , 2021 11:00AM	Inside main entrance
5	Leisure Services Offices	171 Adelaide Street	September 21 st , 2021 2:15PM	Reception area
6	Tourist Information Centre West	1509 Saint John Throughway	On your own	Front entrance of building
7	City Market Tower	47 Charlotte Street	September 21 st , 2021 9:00AM	Inside main entrance off Charlotte Street
8	Police Office, West	7 Manchester Avenue	Not Required	Front Entrance to offices
9	Fire Training Centre	688 Grandview Avenue	September 21 st , 2021 1:45 PM	Front entrance of building
10	Barbour's General Store - TIC	10 Market Square	September 21 st , 2021 10:30AM	Front entrance of building

**** Start time at each location may vary depending on duration of site visit. We recommend we start as a group and stay together until all sites have been visited.**

Proponents shall meet promptly on the days and times noted in the table above. The City of Saint John will not provide access for those proponents who are late or cannot meet at the times proposed.

[End of Part 1]

PART 2 – THE DELIVERABLES

2.1 Description of Deliverables

- (1) This RFP is an invitation to submit offers for the provision of Janitorial Services, as further described in Appendix D – RFP Particulars – Section A – Scope and Requirements.

[End of Part 2]

PART 3 – EVALUATION OF PROPOSALS

3.1 Timetable

- (1) The RFP timetable is tentative only, and may be changed by the City at any time. All times are Saint John time.

Issue Date of RFP	Monday, Sept. 13 th , 2021
Site Visits	Tuesday, Sept. 21 st , 2021 at (Start at 9:00 AM)
Deadline for Questions	Monday, Sept. 27 th , 2021 at 4:00:00 PM Atlantic Time
Deadline for Issuing Addenda	Tuesday, Sept. 28 th , 2021 at 4:00:00 PM Atlantic Time
Submission Deadline	Thursday, Oct. 7 th , 2021 at 4:00:00 PM Atlantic Time
Rectification Period	3 Business Days
Anticipated Deadline for Award of Agreement	November 1 st , 2021

3.2 Submission Instructions

(A) Proposals Should Be Submitted at Prescribed Location

- (1) Proposals should be submitted at:

The City of Saint John
Supply Chain Management, 1st Floor
175 Rothesay Avenue
Saint John, New Brunswick, E2J 2B4 (the “**Prescribed Location**”)

Attention: Monic MacVicar, CCLP, CPPB

(B) Proposals Should Be Submitted in Prescribed Manner

- (1) Proponents should submit one signed original and three bound copies of the technical proposal and supporting information, and one signed original copy and three bound copies of the financial proposal and supporting information.
- (2) The technical proposal should be sealed in an envelope, clearly indicating the proponent’s name and address and marked: “**Technical Proposal: 2021-080301P – Janitorial Services**”.
- (3) The financial proposal should be sealed in a separate envelope, clearly indicating the proponent’s name and address and marked: “**Financial Proposal: 2020-080301P – Janitorial Services**”.
- (4) Proposals sent by fax or email will be rejected.

(C) Proposals Should Be Submitted on Time

- (1) Proposals shall be submitted at the Prescribed Location on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected.
- (2) Immediately following the Submission Deadline, proposals will be publicly opened in the office of the City Contact, at the Prescribed Location. Only the names and addresses of the proponents will be made public.

(D) Amendment of Proposals

- (1) Proponents may amend their proposals prior to the Submission Deadline by submitting the amendment in a sealed package to the Prescribed Location. The sealed package shall be prominently marked with the RFP title and number and the full legal name and return address of the proponent. Any amendment should clearly indicate which part of the proposal the amendment is intended to affect.

(E) Withdrawal of Proposals

- (1) At any time throughout the RFP process, a proponent may withdraw a submitted proposal. To affect a withdrawal, a notice of withdrawal must be sent to the City Contact and must be signed by an authorized representative. The City is under no obligation to return withdrawn proposals.

3.3 Stages of Proposal Evaluation

- (1) The City will conduct the evaluation of proposals and selection of the highest ranked proponent in the following three stages described in further detail below:
 - (a) Stage I – Mandatory Requirements and Rectification
 - (b) Stage II – Evaluation of Rated Criteria and Pricing
 - (c) Stage III – Selection and Final Negotiation

(A) Stage I – Mandatory Requirements and Rectification

Submission and Rectification Period

Stage I will consist of a review to determine which proposals comply with all of the mandatory requirements. Proposals failing to satisfy the mandatory requirements as of the Submission Deadline will be provided an opportunity to rectify any deficiencies. Proposals satisfying the mandatory requirements during the Rectification Period, as described in Part 3 – Section 3.1 – Timetable will proceed to Stage II. Proposals failing to satisfy the mandatory requirements within the Rectification Period will be excluded from further consideration. The Rectification Period will begin to run from the date and time that the City issues its rectification notice to the proponent.

Mandatory Submission Forms

Other than inserting the information requested on the mandatory submission forms set out in this RFP, a proponent may not make any changes to any of the forms.

Submission Form (Appendix A)

Each proponent must complete the Submission Form and include it with their technical proposal. The Submission Form must be signed by an authorized representative of the proponent.

Pricing Form (Appendix B)

Each proponent must complete the Pricing Form and include it with their financial proposal. The Pricing Form must be completed according to the instructions contained in the form. Fees must be provided in Canadian funds, inclusive of all costs, applicable duties, overhead, and insurance costs, except for HST/GST.

Reference Form (Appendix C)

Each proponent must complete the Reference Form and include it with its technical proposal.

Other Mandatory Requirements

Each proposal must:

- (a) Be in English.
- (b) Be for the entire scope of work as described in Appendix D – Section A – Scope and Requirements. Incomplete proposals or proposals for only part of the Scope and Requirements described in Appendix D shall be disqualified.

(B) Stage II – Evaluation of Rated Criteria and Pricing

Stage II will consist of a scoring by the City of each qualified proposal on the basis of the rated criteria and the pricing in accordance Appendix D – Section B – Evaluation Criteria.

(C) Stage III – Selection and Final Negotiation

Once the proposals have been evaluated as per Stage II, and if the City wishes to request changes and/or improvements to the proponent's proposal, the top-ranked proponent may be selected to enter into direct negotiations.

During the negotiation, the City may provide the top-ranked proponent with any additional information and may seek further information and proposal improvements. After the negotiation, the top-ranked proponent may be invited to revise its initial proposal and submit its BAFO to the City.

[End of Part 3]

PART 4 – TERMS AND CONDITIONS

4.1 General Information and Instructions

(A) Proponents to Follow Instructions

- (1) Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable part, section, subsection or paragraph numbers of this RFP.

(B) Information in RFP Only an Estimate

- (1) The City and its representatives shall not be liable for any information or advice or any discrepancies or errors or omissions that may be contained in this RFP or an Addenda, appendices, data, materials or documents (electronic or otherwise) attached or provided to the proponents pursuant to this RFP.
- (2) The City and its advisors make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to proponents the general scale and scope of the work. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

(C) Proponents Shall Bear Their Own Costs

- (1) The proponent shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews, and/or presentations.

4.2 Communication after Issuance of RFP

(A) Proponents to Review RFP

- (1) Proponents shall promptly examine all of the documents comprising this RFP, and
 - (a) Shall report any errors, omissions or ambiguities; and
 - (b) May direct questions or seek additional information in writing by email to the City Contact on or before the Deadline for Questions. All questions submitted by proponents by email to the City Contact shall be deemed to be received once the email has entered into the City Contact's email inbox. No such communications are to be directed to anyone other than the City Contact. The City is under no obligation to provide additional information, and the City shall not be responsible for any information provided by or obtained from any source other than the City Contact.

- (2) It is the responsibility of the proponent to seek clarification from the City Contact on any matter it considers to be unclear. The City shall not be responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

(B) All New Information to Proponents by Way of Addenda

- (1) This RFP may be amended only by an addendum in accordance with this subsection. If the City, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addenda. Each addendum forms an integral part of this RFP.
- (2) Such addenda may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the City. Addenda may be obtained from the City's website (www.saintjohn.ca) under the menu option "Tender and Proposals". In Appendix A, proponents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

(C) Post-Deadline Addenda and Extension of Submission Deadline

- (1) If any addendum is issued after the Deadline for Issuing Addenda, the City may at its discretion extend the Submission Deadline for a reasonable period of time.

(D) Verify, Clarify and Supplement

- (1) When evaluating responses, the City may request further information from the proponent or third parties in order to verify, clarify, or supplement the information provided in the proponent's proposal. The City may revisit and re-evaluate the proponent's response or ranking on the basis of any such information.

(E) No Incorporation by Reference

- (1) The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal will not be considered to form part of its proposal.

(F) Proposal to Be Retained by the City

- (1) The City will not return the proposal or any accompanying documentation submitted by a proponent.

4.3 Debriefing

(A) Debriefing

- (1) Upon written request from any proponent, the City may provide a more detailed oral debriefing either by phone or in person, as required by the proponent. The written request shall be submitted to the City Contact no later than 15 calendar days after such notification.

- (2) The acceptance of the successful proposal shall not be discussed during a debriefing.

(B) Procurement Protest Procedure

- (1) The parties shall attempt to negotiate all disputes in good faith.
- (2) In the event the parties are unable through good faith negotiations to mutually resolve any dispute, controversy or claim arising out of, in connection with, or in relation to the interpretation, performance or breach of this RFP, such dispute, controversy or claim shall be referred to the dispute resolution procedure in accordance to Part 4 – Section 4.8 – Dispute Resolution Procedure.

4.4 Prohibited Conduct

(A) Proponent Not to Communicate with Media

- (1) A proponent may not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the City Contact.

(B) No Lobbying

- (1) A proponent may not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent.

(C) Illegal or Unethical Conduct

- (1) Proponents shall not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud or collusion. Proponents shall not engage in any unethical conduct, including other inappropriate communications, offering gifts to members of Common Council, employees, officers or other representatives of the City, deceitfulness, submitting proposals containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

(F) Past Performance or Inappropriate Conduct

- (1) The City may prohibit a proponent from participating in the procurement process based on past performance or based on inappropriate conduct in a prior procurement process.
- (2) Such inappropriate conduct shall include, but not be limited to the following:
 - (a) All the conducts as described in Part 4 – Section 4.4;
 - (b) The refusal of the proponent to honour its pricing or other commitments made in its proposal; or

- (c) Any other conduct, situation or circumstance determined by the City, in its sole and absolute discretion, to constitute a Conflict of Interest.

4.5 Confidential Information

(A) Confidential Information of City

- (1) All information provided by or obtained from the City in any form in connection with this RFP either before or after the issuance of this RFP:
 - (a) Is the sole property of the City and must be treated as confidential;
 - (b) Is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Contract;
 - (c) Must not be disclosed by the proponent to any person, other than persons involved in the preparation of the proponent's proposal or the performance of any subsequent contract, without prior written authorization from the City; and
 - (d) Shall be returned by the proponents to the City immediately upon the request of the City.

(B) Confidential Information of Proponent

- (1) A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the City. The confidentiality of such information will be maintained by the City, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to the City's advisors retained for the purpose of evaluating or participating in the evaluation of their proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the City Contact.

4.6 Procurement Process Non-Binding

(A) No Contract A and No Claims

- (1) The procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by the law applicable to direct commercial negotiations.
- (2) For greater certainty and without limitation:
 - (a) This RFP shall not give rise to any Contract A based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
 - (b) Neither the proponent nor the City shall have the right to make any claims (in contract, tort, equity or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to this RFP.

(B) No Contract until Execution of Written Contract

- (1) The RFP process is intended to identify the highest ranked proponent for the purposes of entering into a contract. No legal relationship or obligation regarding the procurement of any good or service shall be created between the proponent and the City by the RFP process until the issuance of a purchase order for the acquisition of such goods and/or services.

(C) Non-Binding Price Estimates

- (1) While the pricing information provided in responses will be non-binding prior to the issuance of a purchase order, such information will be assessed during the evaluation of the responses and the ranking of the proponents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation, ranking or contract award.

(D) Disqualification for Misrepresentation

- (1) The City may disqualify the proponent or rescind a contract subsequently entered into if the proponent's response contains misrepresentations, omissions, or any other inaccurate, misleading or incomplete information.

(E) Cancellation

- (1) The City may cancel or amend the RFP process without liability at any time.

4.7 Governing Law and Interpretation

A. Governing Law

- (1) The terms and conditions in this Part 4:
- (a) Are included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
 - (b) Are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and
 - (c) Are to be governed by and construed in accordance with the laws of the province of New Brunswick and the federal laws of Canada applicable therein.

[End of Part 4]

APPENDIX A– SUBMISSION FORM

(A) Proponent Information

Please fill out the following form, and name one person to be the contact for your response to this RFP response and for any clarifications or amendments that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under Which the Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact Facsimile:	
RFP Contact E-mail:	

(B) Acknowledgment of Non-Binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of this RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, and that there will be no legal relationship or obligations created until the City and the selected proponent have issued a supply agreement.

(C) Ability to Provide Deliverables

The proponent has carefully examined this RFP documents and has a clear and comprehensive knowledge of the Deliverables required under this RFP. The proponent represents and warrants its ability to provide the Deliverables required under this RFP in accordance with the requirements of this RFP for the fees set out in the Pricing Form and has provided a list of any subcontractors to be used to complete the proposed contract.

The proponent also provides assurances of its ability to meet the City’s scope of services requirements by completing and submitting the following table:

(D) Mandatory Forms

The proponent encloses as part of the proposal the mandatory forms set out below:

FORM	INITIAL TO ACKNOWLEDGE
Submission Form	
Pricing Form	
Reference Form	

Notice to proponents: There may be forms required in this RFP other than those set out above. See the Mandatory Requirements section of this RFP for a complete listing of mandatory forms.

(E) Non-Binding Price Estimates

The proponent has submitted its fees in accordance with the instructions in this RFP and in the Pricing Form set out in Appendix B. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its quotation or its eligibility for future work.

(F) Addenda

The proponent is deemed to have read and accepted all addenda issued by the City prior to the Deadline for Issuing Addenda. The onus remains on proponents to make any necessary amendments to their proposal based on the addenda. The proponent confirms that it has received all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word “None” on the following line: _____. Proponents who fail to complete this section will be deemed to have received all posted addenda.

(G) No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

(H) Disclosure of Information

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the City to the City’s advisers retained for the purpose of evaluating or participating in the evaluation of this proposal.

Signature of Witness

Signature of Proponent Representative

Name of Witness

Name

Title

Date

I have the authority to bind the proponent.

APPENDIX B – PRICING FORM

(A) Pricing Form

- (1) Complete the following table to provide Janitorial Services pricing based on specifications, terms and conditions of this RFP, and exclusive of taxes.

FINANCIAL PROPOSAL: GENERAL, COMMON, AND SPECIFIC SERVICE REQUIREMENTS							
Item	Facility	Address	Monthly Fee (excluding HST)				
			Year 1	Year 2	Year 3	Year 4	Year 5
1	Municipal Operations Complex	175 Rothesay Avenue					
2	City Hall	15 Market Square					
3	Pedway Systems	Various					
4	Police Headquarters	One Peel Plaza					
5	Leisure Services Offices	171 Adelaide Street					
6	Tourist Information Centre West	1509 Saint John Throughway					
7	City Market Tower	47 Charlotte Street					
8	Police Office, West	7 Manchester Avenue					
9	Fire Training Centre	688 Grandview Avenue					
10	Barbour's General Store - TIC	10 Market Square					

Notes:

- * Costs above are to be inclusive of all administrative costs, supplies, equipment, tools, training, certifications, labour, uniforms, overhead, and profit and shall be **exclusive of HST**
- ** Costs for labour shall include all wages, fringe benefits, overtime, insurance, transportation, working tools, equipment costs, etc. and other charges incurred to provide the required services

FINANCIAL PROPOSAL: SEPARATE PRICING

Item	Description	Unit	Cost Per Unit (excluding HST)				
			Year 1	Year 2	Year 3	Year 4	Year 5
1	Hard Floor Finish: Strip and Wax	Square Foot					
2	Carpet Cleaning	Square Foot					
3	Graffiti Removal	Square Foot					
4	Special or Emergency Services (per person) Outside Regular Hours	Hourly					

Notes:

- * Costs above are to be inclusive of all administrative costs, supplies, equipment, tools, training, certifications, labour, uniforms, overhead, and profit and shall be **exclusive of HST**
- ** Costs for labour shall include all wages, fringe benefits, overtime, insurance, transportation, working tools, equipment costs, etc. and other charges incurred to provide the required services

Comments: _____

Contractor's Organization:		Address:	
Phone:		Fax:	
Email:			
Signing Authority (print name):		Signing Authority Title:	
Signature of Authorized		Date:	

APPENDIX C – REFERENCE FORM

Each proponent is requested to provide three references from clients who have obtained similar goods or services to those requested in this RFP from the proponent in the last two years.

Reference #1

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #2

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #3

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

APPENDIX D – RFP PARTICULARS

(A) SCOPE AND REQUIREMENTS

1.0 OVERVIEW

The City of Saint John is inviting a fee proposal from qualified and experienced companies for the provision of Janitorial Services for the following City-owned buildings:

Group 1: Facility Management Buildings

Facility ID	Building Description	Location
001	City Hall	15 Market Square
006	Tourist Information Centre West	1509 Saint John Throughway
008	Barbour's General Store - TIC	10 Market Square
015	St. Patrick Street Pedway	58 Saint Patrick Street
016	Aquatic Centre Pedway	50 Union Street
018	Mercantile Centre Pedway	48 Union Street
019	Harbour Station Pedway	70 Station Street
042	City Market Tower	47 Charlotte Street

Group 2: Leisure Services Buildings

Facility ID	Building Description	Location
031	Leisure Services Offices	171 Adelaide Street

Group 3: Fire Department Buildings

Facility ID	Building Description	Location
069	Fire Training Centre	688 Grandview Avenue

Group 4: Municipal Operations Buildings

Facility ID	Building Description	Location
072	Municipal Operations Complex	175 Rothesay Avenue
073	Fleet Offices	175 Rothesay Avenue

Group 5: Police Buildings

Facility ID	Building Description	Location
092	Police Headquarters	1 Peel Plaza

In general, the scope of janitorial services will include the following four (4) major elements:

- 1) Cleaning Services;
- 2) Limited Snow and Ice Removal;
- 3) Waste Management and Recycling Services; and
- 4) Quality Monitoring.

The term of the agreement resulting from this Request for Proposal will for a period of three (3) years from the date of award, with the option to renew for two (2) additional one (1) year periods as mutually agreed upon by all parties.

The City of Saint John reserves the right to add or delete any building or particular areas of buildings from this Contact without penalty at any point during the Contract.

2.0 QUALIFICATIONS AND EXPERIENCE

The successful Contractor is to be and have been in the business of providing Janitorial Services for commercial buildings for a minimum of five (5) years and meet all licensing and certification requirements that apply to the place of work. If proponents do not meet the minimum length of experience requirement, they are to demonstrate in their proposals that they have permanent staff with extensive experience in the janitorial industry, specifically with commercial buildings to the satisfaction of the City of Saint John. The City of Saint John reserves the right to request information regarding the financial status of the Contractor following the closing of this RFP and prior to award.

In addition to the mandatory forms as detailed in this RFP, Proponents shall provide the following information in their proposals:

- **Company Background**
 - ✓ Include history, locations, organizational structure, number of local employees, summary of services, summary and copy of memberships/certifications
 - ✓ Describe all company certifications (e.g. Green Seal®) and association memberships (e.g. Building Service Contractors Association International, Building Owners and Managers Association) and provide supporting documentation illustrating that certification and/or memberships are in good standing

- **Janitorial Service Experience and References**
 - ✓ Include dates/duration of service contract, location, client name (excluding City of Saint John if applicable), Contract value, description of services, number of buildings, relevance to this Contract
 - ✓ Provide references for all janitorial service contracts described above including company name, contact name, address, telephone number, and e-mail address (excluding City of Saint John if applicable)

- **Proposed Personnel**
 - ✓ Include primary contact(s) and proposed role(s) (i.e. client manager, foreman, supervisor, or similar roles)
 - ✓ Include a list of all staff who would be assigned to this Contract, including number of years experience of each and number of years with your company
 - ✓ Describe relevant training and/or certifications of key personnel (e.g. Cleaning Management Institute, Building Service Contractors Association International) proposed for this Contract and provide supporting documentation thereof

3.0 GENERAL REQUIRMENTS

Proponents are to complete the form provided in Appendix C (Contractor's Ability to Meet Scope of Service Requirements) of this RFP and submit it with their proposal. To obtain an electronic copy of this form for editing, proponents can email chris.roberts@saintjohn.ca.

3.1 Service Calls for Work Outside Common and Specific Service Requirements

Service calls for work outside Common and Specific Service Requirements will occasionally be required to prepare for special events, deal with unexpected circumstances, and/or for other reasons. The City of Saint John reserves the right to obtain competitive bids from other sources for any janitorial service requirements that are required for the reasons previously described or otherwise.

3.2 Quotations for Work

Quotations for work outside Common and Specific Service Requirements or beyond the scope of this Contract may be requested by the City of Saint John at any time. Upon request, the Contractor is to provide the City of Saint John a quotation within 48 hours. The quotation is to describe the scope of the work; provide the hours anticipated and the resources required; list the equipment and materials expected along with the anticipated cost and markup; present the Contract rates; and provide the total anticipated cost of the work.

As previously mentioned, the City of Saint John reserves the right to obtain competitive bids from other sources for any janitorial service requirements that are required for any reason.

3.3 Communication

Upon award of Contract, the Contractor shall provide the City of Saint John with a complete list of contacts for the organization, including names, roles, office address, office phone numbers, cell phone numbers, pager numbers, fax numbers, and email addresses. The City of Saint John will provide the Contractor a list of contacts, including Facility Management representatives and building representatives as deemed appropriate.

3.4 Emergency Response

Reactive response to emergency situations may be required at any point during the term of this Contract. It is mandatory that the Contractor have staff available to respond to emergency situations on a 24 hour per day, 7 day per week basis. The maximum response time during any hour of the day or night shall not be more than one (1) hour.

3.5 Authorization of Work

All work requested that is outside Common and Specific Service Requirements under this Contract or beyond the scope of this Contract will be undertaken only if proper authorization is provided by a representative from the Facility Management Division. No authorization or direction is to be taken from building personnel at any facility under any circumstance. If building personnel have a request or issue that falls outside the Contract terms, they are to contact Facility Management directly. Exceptions will be made for emergency situations that, if delayed, would impose a safety concern or result in significant

damage. In these cases, building personnel may authorize work, but the Contractor must contact Facility Management to advise them of the situation as soon as safely possible.

Proper authorization of the work consists of the receipt by the Contractor of a written Job Order from the City of Saint John. In some cases (e.g. afterhours), authorization can be provided on a verbal basis or via email from Facility Management.

The Contractor will not be paid for work not properly authorized.

3.6 Facility Access

Keys and/or electronic access cards will be provided to the successful proponent upon award of the Contract. All keys/electronic access cards must be returned following the end of the Contract. If keys/electronic access cards are lost or damaged while in the Contractor's possession, it is the Contractor's responsibility to have doors rekeyed or keys/electronic access cards replaced at their own cost. This will be done in coordination with the Facility Management Division. It is important that the Contractor be aware of security systems that may be installed in various facilities. Unique codes will be provided as applicable.

3.7 Janitorial Services Staff

Personnel assigned to this Contract shall be direct employees of the Contractor (i.e. not independent Contractors) and shall be paid in accordance with the Province of New Brunswick Employment Standards Act including the Regulations that fall under the Act. The Contractor is required to withhold income taxes and other payroll taxes and applicable deductions on wages paid to their employees.

3.8 Subcontracting

Subcontracting is not permitted under this Contract.

3.9 Identification

Representatives of the Contractor are to carry photo identification at all times. The City of Saint John reserves the right to provide the Contractor with photo identification badges which would have to be visible at all times.

3.10 Uniforms

All employees of the Contractor shall wear complete uniforms (i.e. pants and shirt) which shall bear the company name and logo in a visible area. Uniforms are to be kept neat and clean. The City of Saint John will not be responsible for costs associated with uniforms.

3.11 Professionalism

Contractor employees must present themselves in a professional manner when working in City-owned buildings. Contractor employees are also expected to act in a polite and professional manner under all circumstances when conducting business associated with or in our buildings. If Contractor employees

are confronted or put in a situation that is deemed inappropriate, the Contractor should contact Facility Management who will deal with the matter accordingly.

At no time is it deemed appropriate to make defamatory comments against other persons or organizations with respect to any matter. Furthermore, the use of profanity, derogatory language, threats of violence, or any other action that is offensive in nature, in all cases, will not be tolerated and could be grounds for immediate termination.

3.12 Identification of Safety or Performance Issues

If while working in City-owned buildings, the Contractor identifies any issues that would impose a safety concern or impact performance, the Contractor shall notify Facility Management immediately.

3.13 Invoicing

It is essential that invoices for work completed be provided on a monthly basis. Invoices must be submitted in the same month in which the services were rendered. Invoicing on a per building basis may be required during the term of this Contract. The City of Saint John will advise the successful proponent of these particular invoicing requirements upon award of the Contract.

All invoices must contain all of the following information:

- Vendor name and contact information
- Date of invoice
- Name of City of Saint John representative who authorized the work
- Facility ID
- Facility name and street address
- Project description
- Facility Maintenance Request # (FMR #) / Purchase Order Number / Contract Number
- Progress billing number (if applicable)

Invoices must be certified originals in order to be processed and must be accompanied by an inspection report.

All invoices are to be addressed to:

Attention: Accounts Payable
City of Saint John
PO Box 1971
Saint John, NB Canada
E2L 4L1

Invoices are also accepted via email at accountspayable@saintjohn.ca.

Invoices not meeting the above criteria will not be processed by the City of Saint John. The City of Saint John will not be responsible for interest charges resulting from non-compliance to the criteria presented above.

3.14 Safety

The successful Contractor must provide an up to date WorkSafe NB Clearance Certificate prior to a Contract or Purchase Order being issued. The Contractor is to maintain coverage through the duration of this Contract. In addition, the Contractor must provide a copy of the Company Safety Manual and Policies prior to a Contract or Purchase Order being issued.

The Contractor must abide by applicable Acts and Regulations as it pertains to safe work practices including, but not limited to, the Occupational Health and Safety Act and the Regulations that fall under the Act and the City of Saint John Health and Safety Policy. If the Contractor or any of his employees are found to be working in an unsafe manner or outside of government legislation, the Contractor will be directed to stop work immediately.

The City of Saint John will not be responsible for any revenues lost by the Contractor as a result of this work stoppage. Further, should the City of Saint John deem it necessary to do so, it reserves the right to hire a replacement Contractor to complete the project. Any additional cost incurred by the City of Saint John, as a result of this action may be billed to the Contractor.

The Contractor is responsible to provide adequate protection of the work and property so as to ensure that the safety of the building occupants and visitors is maintained. Adequate means of caution or warning shall be provided by the Contractor for work producing odours, fumes, slippery surfaces, and/or other hazards. Methods may include notices, bulletins, signage, barriers, or other similar means. The Contractor is fully responsible for the work area for the duration of the work, and for reasonable periods of time following the work in cases such as floor cleaning activities or other similar activities.

The City of Saint John reserves the right to complete random Health and Safety Site Inspections during the term of the Contract. This does not in any way alleviate the Contractor of their responsibilities for the Health and Safety of their workers, City of Saint John staff, or the public, nor does it relieve the Contractor of their responsibility for the protection of the work and property during the course of the Contract.

3.15 Protection of Work and Property

Any damage made by the Contractor while completing the work under this Contract shall be corrected by the Contractor at their cost.

3.16 Security Checks

The successful Contractor's employees will be required to obtain a police security check within six (6) weeks of notice of award. The successful Contractor is to submit a letter from the Police Department verifying all employees have passed the required security clearance. The City may refuse any employee at its' own discretion. Only Contractor's employees who have passed the security clearance may work in City-owned facilities. Any new employee hired throughout the contract must also pass a police security clearance.

In the event the successful proponent cannot obtain the required security clearance for personnel, the City of Saint John, at its' sole discretion, may award the Contract in whole or in part to the next acceptable bidder.

3.17 Supervision, Inspection, and Reporting

The successful Contractor will provide a reasonable level of regular supervision and/or inspection by a competent supervisor or manager during the course of this Contract. Reasonable is defined as a minimum of two (2) inspections per week per facility during or immediately following the janitorial activities. At a minimum, the following items shall be documented/recorded by the supervisor: date/time of inspection, name of supervisor, list of personnel, description of activities, description of areas reviewed, and explanation of any observed deficiencies and required corrective action. The City of Saint John reserves the right to request this documentation at any point in time, which must be provided within 24 hours notice.

In addition, a supervisor or manager of the successful Contractor must perform formal monthly inspections of all areas included in this Contract and submit a monthly inspection report with the monthly invoice. The monthly inspections shall be detail oriented and documented/recorded in a format similar to that described above. Invoices received without the inspection report will not be paid until such time as the inspection report is received.

A supervisor or manager of the contractor shall be available for random inspections of the premises with City of Saint John representatives, upon 24 hours notice.

3.18 Assignment of Staff

Within five (5) business days of award of this Contract, the Contractor will assign janitorial services staff and respective supervisors to particular buildings and provide the City of Saint John with a list of said staff and supervisors for review and approval. Once the assignment is approved, no changes shall be permitted (short or long term) unless written approval is provided by the City of Saint John. The City of Saint John reserves the right to request information with respect to the qualifications and experience of new staff, which must be to the satisfaction of the City of Saint John prior to assignment.

3.19 Work During Regular Hours of Operation

The successful Contractor will respect the City of Saint John's operating environment when performing janitorial services and recognize that the City of Saint John has preferred hours for janitorial services for various buildings and areas as described Section 5.0 – Specific Service Requirements.

While providing janitorial services during regular hours of operation, the Contractor shall ensure that noise is kept to a minimum so as not to disturb City of Saint John employees. The City of Saint John retains the right to request the janitorial services be performed at alternate times should such services interfere with the City of Saint John's ability to perform its duties.

3.20 Training

The Contractor must provide at least 12 hours of training for new hires covering items such as correct procedures for safety, products, equipment, techniques, and pertinent environmental standards. This must be followed by 24 hours of on-the-job training.

All employees of the Contractor (new and existing) shall receive continuing training and/or education on an annual basis to maintain knowledge of correct procedures for safety, products, equipment, techniques, and pertinent environmental standards. Training can be provided in-house or by an

external provider (e.g. product supplier) and can occur in a classroom setting or on-the-job. Supervisors of the Contractor shall have advanced training on an annual basis in any or all of the above areas as well as supervisory, leadership, and/or other related training.

The City of Saint John reserves the right to request documentation identifying employees, training programs, name/qualifications of trainer, and dates/duration of training.

3.21 Cleaning Schedule

The Contractor shall provide a monthly schedule for all janitorial activities, including routine and periodic activities, at least one (1) month in advance for approval. The City of Saint John reserves the right to request that the Contractor reschedule any activities that may interfere with City of Saint John operations. This right includes last minute requirements to postpone activities based on operational needs.

4.0 COMMON SERVICE REQUIREMENTS

4.1 General

Unless otherwise noted, general office and public areas may include, but are not necessarily limited to the following:

- 1) Ground floor lobby and hallways
- 2) Elevators, escalator, and main entrance lobbies
- 3) Washrooms
- 4) Locker areas
- 5) Lunchrooms
- 6) Stairwells and landings
- 7) Janitorial room and facilities
- 8) Interior windows
- 9) Internal offices
- 10) Boardrooms and meeting rooms

The successful Contractor shall supply all labour, materials, supplies, equipment, plant, and supervision necessary to satisfy the following common service requirements, which are applicable to all buildings and all areas included in this Contract unless otherwise noted. Each building has specific service requirements which are generally over and above the following common service requirements. Specific service requirements are provided in Section 5.0 – Specific Service Requirements.

The Contractor shall meet or exceed the Standards of Acceptance as provided in Appendix A for the completion of common service requirements.

4.2 Daily Service Requirements

The following common service requirements are **to be completed on a daily basis**:

Building Exterior Elements

Element Description	Service Requirements
Building Site	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior Features	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior Walls	Description: <ul style="list-style-type: none"> ▪ N/A
Windows, Curtain Wall Systems, Entrances, and Skylight Systems	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior Doors	Descriptions: <ul style="list-style-type: none"> ▪ Clean external doors, door frames, door tracks, jambs, and hardware at main building entrances
Ducts, Grills, and Vents	Description: <ul style="list-style-type: none"> ▪ N/A
Waste Containers	Description: <ul style="list-style-type: none"> ▪ N/A
Recycling Bins	Description: <ul style="list-style-type: none"> ▪ If, applicable. Remove recyclables/refuse and place in disposal bin provided. ▪ Replace disposable bag liner if applicable. ▪ Clean bins as necessary

Building Interior Elements

Element	Service Requirements
Wall Finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	Description: <ul style="list-style-type: none"> ▪ N/A
Windows and Window Coverings	Description: <ul style="list-style-type: none"> ▪ N/A
Interior Doors	Description: <ul style="list-style-type: none"> ▪ N/A
Hard Floor Finishes	Description: <ul style="list-style-type: none"> ▪ Place an adequate amount of and/or other precautionary methods prior to and for the duration floor cleaning activities ▪ Sweep and wet mop all floors with water and detergent ▪ Sweep, brush, and wet mop all floors in washrooms and locker rooms with water and detergent ▪ Remove all scuffs and residue using appropriate techniques ▪ Common Areas, elevators, Stairwells.

Element	Service Requirements
Soft Floor Finishes (Carpet)	Description: <ul style="list-style-type: none"> N/A
Ceiling Finishes	Description: <ul style="list-style-type: none"> N/A
Ducts, Grills and, Vents	Description: <ul style="list-style-type: none"> N/A
Waste Containers	Description: <ul style="list-style-type: none"> Remove disposable bag liners from waste containers in washrooms, centralized refuse stations etc. and replace with new liners as required Wipe waste containers clean and deodorize Place bagged (and securely tied) waste in disposal bin provided
Recycling and Compose Bins	Description: <ul style="list-style-type: none"> Remove recycling, waste and compose (cardboard, boxboard, paper, plastic, metal, etc.) from central bins and place in main disposal bins provided Replace disposable or non-disposable and or compostable liners or bags if applicable Wipe bins clean (inside and out) and deodorize Exclusions: <ul style="list-style-type: none"> The Contractor is not responsible to empty recycling or compost bins located within individual offices

Fixtures – Interior and Exterior (exclude exterior elements for the City Market)

Element	Service Requirements
Electrical and Lighting Fixtures	Description: <ul style="list-style-type: none"> N/A
Lifting Devices	Description: <ul style="list-style-type: none"> Clean and sanitize (with disinfectant) all buttons and other lift device controls
Pipes and Conduit	Description: <ul style="list-style-type: none"> N/A
Furnishings and Fixtures	Description: <ul style="list-style-type: none"> Clean, sanitize (with disinfectant), and polish to a uniform lustre all surfaces of drinking fountains Remove gum, spills, dirt spots, and stains from soft furnishings using spot remover Dust and clean countertops and tables Exclusions: <ul style="list-style-type: none"> The Contractor is not responsible to clean tops of desks, work stations, computer stations, communication stations, drafting tables, and other similar surfaces, unless otherwise noted The Contractor is not responsible to clean internal plants or stands, artwork, wall-hangings, or framed art The Contractor shall not move or disturb papers and other items located on desks, shelves, etc.

Element	Service Requirements
Kitchen Fixtures and Appliances	Description: <ul style="list-style-type: none"> ▪ N/A ▪ Clean, sanitize (with disinfectant), and polish to a uniform lustre all surfaces of faucets and sinks
Toilets and Washroom Fixtures	Description: <ul style="list-style-type: none"> ▪ Provide cleaning equipment (i.e. mops, brushes, brooms, rags, etc.) for washroom cleaning only and clearly marked as such. This equipment shall not be used to clean any other areas of the building ▪ Clean and sanitize all partitions, doors, grab bars, and plastic surfaces ▪ Clean, sanitize (with disinfectant), and polish all metal surfaces ▪ Clean all mirrors ▪ Clean, sanitize (with disinfectant), and polish to a uniform lustre all wall tiles and wall fixtures (including soap dispensers, dryers, towel holders, etc.) ▪ Clean and sanitize all plumbing fixtures (including sinks, toilet bowls, toilet seats, urinals, and shower stalls Clean and sanitize shower curtains and shower mats ▪ Replenish toilet tissue, paper towels, deodorant blocks, hand soap, sanitary napkins, napkin disposal bags, and any other consumables
Handrails and Railings	<ul style="list-style-type: none"> ▪ Clean and sanitize (with disinfectant) all handrails and railings in stairwells or otherwise
Hand Sanitizing Stations	Description: <ul style="list-style-type: none"> ▪ Wipe clean all hand sanitizing stations ▪ Replenish hand sanitizer

4.3 Twice Per Week Service Requirements (Tuesdays and Fridays)

The following common service requirements are to be completed on a Twice Per Week basis (Tuesday and Friday):

Building Exterior Elements - Excluding the City Market

Element Description	Service Requirements
Building Site	Description: <ul style="list-style-type: none"> ▪ Remove and dispose of rubbish from the property ▪ Empty and clean refuse containers
Exterior Features	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior Walls	Description: <ul style="list-style-type: none"> ▪ N/A
Windows, Curtain Wall Systems, Entrances, and Skylight Systems	<ul style="list-style-type: none"> ▪ N/A
Exterior Doors	Descriptions: <ul style="list-style-type: none"> ▪ N/A
Ducts, Grills, and Vents	Description:

Element Description	Service Requirements
	<ul style="list-style-type: none"> ▪ N/A ▪
Waste Containers (excluding the City Market)	Description: <ul style="list-style-type: none"> ▪ Remove disposable liners from waste containers and replace with new liners as required. ▪ Clean waster containers as nessasary ▪ Place bagged waste in the applicable disposal bin provided.
Recycling Bins	Description: <ul style="list-style-type: none"> ▪ N/A

Building Interior Elements

Element	Service Requirements
Wall Finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	Description: <ul style="list-style-type: none"> ▪ Clean and sanitize (with disinfectant) all wall surfaces in washrooms, locker rooms and common areas.
Windows and Window Coverings	Description: <ul style="list-style-type: none"> ▪ Clean and sanitize (with disinfectant) all window surfaces in washrooms, locker rooms and common areas Exclusions: <ul style="list-style-type: none"> ▪ The Contractor is not responsible to clean windows that are not reachable from the floor level using a 4 ft squeegee
Interior Doors	<ul style="list-style-type: none"> ▪ N/A
Hard Floor Finishes	<ul style="list-style-type: none"> ▪ Place an adequate amount of and/or other precautionary methods prior to and for the duration of floor cleaning activities. ▪ Spot sweep and wet mop with water and detergent ▪ Spot remove all scuffs and residue using appropriate techniques
Soft Floor Finishes (Carpet)	Description: <ul style="list-style-type: none"> ▪ Vacuum all carpets using a vacuum equipped with a Hepa filter. ▪ Remove gum, dirt spots, spills and stains using an appropriate spot remover.
Ceiling Finishes	Description: <ul style="list-style-type: none"> ▪ N/A
Ducts, Grills and, Vents	Description: <ul style="list-style-type: none"> ▪ N/A

Fixtures – Interior and Exterior (exclude exterior elements for the City Market)

Element	Service Requirements
Electrical and Lighting Fixtures	Description: <ul style="list-style-type: none"> ▪ N/A
Lifting Devices	Description: <ul style="list-style-type: none"> ▪ Dust and clean all surfaces of lifting devices, elevators and escalators. ▪ Polish metal surfaces to a uniform lustre
Pipes and Conduit	Description: <ul style="list-style-type: none"> ▪ N/A
Furnishings and Fixtures	Description: <ul style="list-style-type: none"> ▪ N/A
Kitchen Fixtures and	Description:

Element	Service Requirements
Appliances	<ul style="list-style-type: none"> N/A
Toilets and Washroom Fixtures	<ul style="list-style-type: none"> N/A
Handrails and Railings	Description: <ul style="list-style-type: none"> N/A

4.4 Weekly Service Requirements

The following common service requirements are to be completed on Weekly basis:

Building Exterior Elements – Excludes the City Market

Element Description	Service Requirements
Building Site (Excluding the City Market)	Description: <ul style="list-style-type: none"> Sweep building entrances and walkways Scrape chewing gum and other residue from vicinity of building entrances.
Exterior Features	Description: <ul style="list-style-type: none"> Sweep landings, ramps, exterior stairwells, patios, decks, and podiums Wipe clean ramp, stairwell, and other railings, safety barriers (bollards), and light fixtures
Exterior Walls	Description: <ul style="list-style-type: none"> N/A
Windows, Curtain Wall Systems, Entrances, and Skylight Systems	Description: <ul style="list-style-type: none"> Clean window and doorframes, tacks and ledges of main building entrances. Exclusions: <ul style="list-style-type: none"> The Contractor is not responsible to clean windows that are not reachable from the ground level using a 4 ft squeegee
Exterior Doors	Descriptions: <ul style="list-style-type: none"> Clean all external doors, door frames, door tracks, jambs, and hardware of secondary entrances
Ducts, Grills, and Vents	Description: <ul style="list-style-type: none"> Review ventilation outlets for signs of dust, grit, lint, chewing gum, soil, film, cobwebs, scuffs, and any other marks Schedule identified areas for localized cleaning within one week of review

Building Interior Elements

Element	Service Requirements
Wall Finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	Description: <ul style="list-style-type: none"> Dust and wipe clean walls in all common areas and corridors Dust and wipe clean internal walls and partitions on a localized basis Dust and wipe clean all baseboards Clean all residue left from floor cleaning activities
Windows and Window Coverings	Description: <ul style="list-style-type: none"> Dust and clean all internal surfaces of glass, including interior

Element	Service Requirements
	windows, service desks, security areas, etc. <ul style="list-style-type: none"> ▪ Dust and clean all window frames, tracks, and ledges ▪ Dust all blinds, tapes, cords, and window shades Exclusions: <ul style="list-style-type: none"> ▪ The Contractor is not responsible to clean windows that are not reachable from the floor level using a 4 ft squeegee
Interior Doors	Description: <ul style="list-style-type: none"> ▪ Dust and clean (with disinfectant) internal doors, doorframes and hardware. ▪ Clean and sanitize (with disinfectant) all washroom and locker room doors, doorframes and hardware. ▪ Polish metal surfaces to a uniform lustre. ▪ Clean all residue left from floor cleaning activities.
Hard Floor Finishes	Description: <ul style="list-style-type: none"> ▪ Swipe and wet mop all floor with water and appropriate detergent for the affected floor finish(s)
Soft Floor Finishes (Carpet)	Description: <ul style="list-style-type: none"> ▪ Vacuum all carpets using a vacuum equipped with a Hepa filter. ▪ Remove gum, dirt spots, spills and stains using an appropriate spot remover.
Ceiling Finishes	<ul style="list-style-type: none"> ▪ N/A
Ducts, Grills and, Vents	Description: <ul style="list-style-type: none"> ▪ N/A

Fixtures – Interior and Exterior – excluding the City Market (exterior only)

Element	Service Requirements
Electrical and Lighting Fixtures	Description: <ul style="list-style-type: none"> ▪ Clean security camera lenses, light switches etc.
Lifting Devices	Description: <ul style="list-style-type: none"> ▪ N/A
Pipes and Conduit	Description: <ul style="list-style-type: none"> ▪ Clean all exposed pipes and conduit
Furnishings and Fixtures	Description: <ul style="list-style-type: none"> ▪ Dust and clean hard surfaces of shelves, cupboards, lockers (exterior only), chairs, book shelves, dividers, filing cabinets and other furniture hard surfaces. ▪ Dust and clean furniture legs, wheels and castors. ▪ Carefully dust fire extinguishers and fire alarm pull stations ▪ Remove gum, spills, dirt spots and stains from soft furnishings using an appropriate spot remover. Exclusions: <ul style="list-style-type: none"> ▪ <i>The contractor is not responsible to clean tops of desk, workstations, computer stations, communication stations, drafting tables and other similar surfaces.</i> ▪ <i>The contractor is not responsible to clean internal plants, plant stands, artwork, wall hangings, framed art etc.</i> ▪ <i>The contractor shall not disturb/move papers or other items located on</i>

Element	Service Requirements
	<p><i>desk, shelves etc.</i></p> <ul style="list-style-type: none"> ▪
Kitchen Fixtures and Appliances	<p>Description:</p> <ul style="list-style-type: none"> ▪ Clean and sanitize all fixtures including ventilation grilles, light diffusers etc.
Toilets and Washroom Fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ Clean and sanitize all fixtures including ventilation grilles, light diffusers, etc. ▪ Pour one (1) litre of clean water into floor drains
Handrails and Railings	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A

4.5 Monthly Service Requirements

The following common service requirements are to be completed on a monthly basis:

Building Exterior Elements – Excludes the City Market

Element Description	Service Requirements
Building Site	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Exterior Features	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Exterior Walls	<p>Description:</p> <ul style="list-style-type: none"> ▪ Review exterior walls for signs of streaks, dirt, residue, chewing gum, spots and marks, and free from excessive fingerprints, and smudges ▪ Schedule identified areas for localized cleaning within one week of review
Windows, Curtain Wall Systems, Entrances, and Skylight Systems	<p>Description:</p> <ul style="list-style-type: none"> ▪ Review external surfaces of glass and windows, door frames of main and secondary entrances for signs of excessive oil, dirt, grease, smudge marks, dust, grit, lint, soil, film, graffiti and cobwebs. ▪ Schedule identified areas for localized cleaning within one week of review <p>Exclusions:</p> <ul style="list-style-type: none"> ▪ The Contractor is not responsible to clean windows that are not reachable from the ground level using a 4 ft squeegee
Exterior Doors	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Ducts, Grills, and Vents	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A

Building Interior Elements

Element	Service Requirements
Wall Finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A

Element	Service Requirements
Windows and Window Coverings	Description: <ul style="list-style-type: none"> ▪ N/A
Interior Doors	Description: <ul style="list-style-type: none"> ▪ N/A
Hard Floor Finishes	Description: <ul style="list-style-type: none"> ▪ Machine scrub all quarry, ceramic, terrazzo, and stone floors using a wet vacuum to pick up water ▪ Machine buff all resilient flooring including vinyl and vinyl sheet.
Soft Floor Finishes (Carpet)	Description: <ul style="list-style-type: none"> ▪ N/A
Ceiling Finishes	Description: <ul style="list-style-type: none"> ▪ Dust and wipe ceilings on a localized as needed basis ▪ Clean and sanitize all ceiling surfaces in washrooms and locker rooms ▪ Dust and wipe clean ceilings in all common areas and corridors
Ducts, Grills and, Vents	Description: <ul style="list-style-type: none"> ▪ Dust and wipe clean all ventilation grills and vents

Fixtures – Interior and Exterior

Element	Service Requirements
Electrical and Lighting Fixtures	Description: <ul style="list-style-type: none"> ▪ Dust and clean electrical and lighting fixtures (interior) ▪ Duct security camera lenses
Lifting Devices	Description: <ul style="list-style-type: none"> ▪ N/A
Pipes and Conduit	Description: <ul style="list-style-type: none"> ▪ Dust and wipe clean sprinkler pipes, water pipes, conduit, and other similar fixtures ▪ Sprinkler heads shall not be tampered with
Furnishings and Fixtures	Description: <ul style="list-style-type: none"> ▪ Clean the inside of refrigerators/freezers (48 hours advance notice to be provided by the Contractor) Exclusions: <ul style="list-style-type: none"> ▪ The City of Saint John will empty out refrigerators/freezers as best as possible prior to cleaning. The Contractor is not responsible to dispose of spoiled food
Kitchen Fixtures and Appliances	Description: <ul style="list-style-type: none"> ▪ Dust and fixtures, surfaces and appliances including electrical cooking fixtures and appliances, cooking hoods and filters, refrigerators/freezers (interior only) and water coolers
Toilets and Washroom Fixtures	Description: <ul style="list-style-type: none"> ▪ N/A
Handrails and Railings	Description: <ul style="list-style-type: none"> ▪ N/A

4.6 Seasonal Service Requirements

The following common service requirements are to be completed by the end of May and October on an annual basis:

Building Exterior Elements

Element Description	Service Requirements
Building Site	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior Features	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior Walls	Description: <ul style="list-style-type: none"> ▪ N/A
Windows, Curtain Wall Systems, Entrances, and Skylight Systems	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior Doors	Description: <ul style="list-style-type: none"> ▪ N/A
Ducts, Grills, and Vents	Description: <ul style="list-style-type: none"> ▪ N/A

Building Interior Elements

Element	Service Requirements
Wall Finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	Description: <ul style="list-style-type: none"> ▪ N/A
Windows and Window Coverings	Description: <ul style="list-style-type: none"> ▪ N/A
Interior Doors	Description: <ul style="list-style-type: none"> ▪ N/A
Hard Floor Finishes	Description: <ul style="list-style-type: none"> ▪ Strip vinyl surface floors removing all wax and stains ▪ Seal and apply two coats of wax, waiting the recommended drying time between coats ▪ Machine buff after second coat of wax
Soft Floor Finishes (Carpet)	Description: <ul style="list-style-type: none"> ▪ Vacuum and shampoo all carpets ▪ Remove all stains with appropriate stain remover ▪ In areas where items such as furniture needs to be moved, the City of Saint John will do its best to have areas ready for carpet cleaning, however, should this not be done, the Contractor will move the necessary furniture and put it back prior to the next working day
Ceiling Finishes	Description: <ul style="list-style-type: none"> ▪ N/A
Ducts, Grills and, Vents	Description: <ul style="list-style-type: none"> ▪ N/A

Fixtures – Interior and Exterior

Element	Service Requirements
Electrical and Lighting Fixtures	Description: <ul style="list-style-type: none">▪ N/A
Lifting Devices	Description: <ul style="list-style-type: none">▪ N/A
Pipes and Conduit	Description: <ul style="list-style-type: none">▪ N/A
Furnishings and Fixtures	Description: <ul style="list-style-type: none">▪ N/A
Kitchen Fixtures and Appliances	Description: <ul style="list-style-type: none">▪ N/A
Toilets and Washroom Fixtures	Description: <ul style="list-style-type: none">▪ N/A
Handrails and Railings	Description: <ul style="list-style-type: none">▪ N/A

5.0 SPECIFIC SERVICE REQUIREMENTS

Specific service requirements are provided to outline requirements that are specific to a particular facility due to its nature (e.g. specialized areas) and/or operation (e.g. regular business hours).

The successful Contractor shall supply all labour, materials, supplies, equipment, plant, and supervision necessary to satisfy the specific service requirements outlined in this Section, which are applicable to the building noted. These specific service requirements are generally over and above the common service requirements (required for all buildings), which are provided in Section 4.0 – Common Service Requirements.

The Contractor shall meet or exceed the **Standards of Acceptance as provided in Appendix A** for the completion of specific service requirements.

5.1 City Hall, 15 Market Square

5.1.1 General

The City of Saint John occupies floors 1 through 4 of the City Hall building located at 15 Market Square. The building is primarily used for office space. A total of approximately 400 staff work in the building on a daily basis.

Areas included in this Contract for the floors noted above are:

- Lobbies, common areas, corridors, and hallways;
- Stairwells and landings;
- Boardrooms and meeting rooms;
- Lunchrooms;
- Locker rooms;
- Janitorial rooms;

- Storage rooms;
- Internal offices; and
- Washrooms.

City Hall is very highly used by the Public. Extra care and attention must be given to the Mayor’s Office – 3rd floor and the City Manager’s Offices – 4th floor and the Council Chamber and associated committee rooms – 2nd floor and the 1st floor Customer Service Area as these will regularly have visits from high ranking officials and other dignitaries. The same is true for Common Council chambers, located in the Lobby area of City Hall.

The following City Hall Departments are to be cleaned during regular business hours.

- Human Resources – 3rd Floor
- Information Technology – 3rd Floor

5.1.2 Hours of Operation

Regular hours of operation for the City of Saint John are Monday to Friday, 8:30 am to 4:30 pm. City Hall is frequently occupied by staff outside of regular hours of operation.

5.1.3 Specific Service Requirements

The following specific service requirements are applicable for City Hall, located at 15 Market Square:

Element	Service Requirements
Cleaning Schedule	<p>Description:</p> <ul style="list-style-type: none"> ▪ Unless otherwise noted, cleaning is to be completed between the hours of 5:30pm and 7:00am Monday through Friday ▪ In the event of a Holiday, cleaning will be completed during the evening of the last day of the Holiday period
Council Chambers, Common Area, and Washrooms	<p>Description:</p> <ul style="list-style-type: none"> ▪ Cleaning is to be scheduled such that it is completed no later than 3:30pm every Monday on which there is a meeting of Common Council (Tuesday in case of Holiday on Monday) (schedule to be provided) ▪ Cleaning is to be completed before and after P.A.C. meetings (schedule to be provided) ▪ All carpeting, chairs, and benches are to be vacuumed ▪ The tops, sides, and fronts of the Mayor’s, Councillors’, Staffs’, and Media desks are to be cleaned ▪ The translation booth is to be cleaned ▪ Debris is to be removed and disposed from the Gallery ▪ Material left at desks of Common Council and Staff are to be moved to the rest area ▪ Glasses and water pitchers are to be removed from desks and placed by the sink in the rest area
1 st Floor:	<p>Description:</p> <ul style="list-style-type: none"> ▪ To be cleaned five (5) days per week, excluding Holidays ▪ Customer Service Centre carpets to be vacuumed <u>daily</u> ▪ All other areas, Carpets to be vacuumed at a minimum twice

Element	Service Requirements
	<ul style="list-style-type: none"> per week. ▪ All other flooring surfaces to be as per the general requirements.
2 nd Floor:	<ul style="list-style-type: none"> ▪ To be cleaned five (5) days per week, excluding Holidays ▪ All other areas, Carpets to be vacuumed at a minimum once per week. ▪ All other flooring surfaces to be as per the general requirements
Council Chambers (including boardroom)	<p>Description:</p> <ul style="list-style-type: none"> ▪ Flooring to be shampooed (and vacuumed) three (3) times per year at an agreed upon schedule All other areas, Carpets to be vacuumed at a minimum once per week. ▪ All other flooring surfaces to be as per the general requirements.
3 rd floor Mayor's office/reception, 4 th Floor City Manager's office, common area, boardroom	<p>Description:</p> <ul style="list-style-type: none"> ▪ Flooring to be shampooed (and vacuumed) three (3) times per year at an agreed upon schedule ▪ Mayor's Office, City Manager's Office and Boardrooms to be vacuumed three times per week. ▪ All other areas, Carpets to be vacuumed at a minimum once per week. ▪ All other flooring surfaces to be as per the general requirements
Exterior Window and Door Surfaces	<p>Description:</p> <ul style="list-style-type: none"> ▪ Excluded from Contract

5.2 St. Patrick's Street, Canada Games Aquatic Centre, Mercantile Centre, and Harbour Station Pedways

5.2.1 General

The pedway system consists of passageways (under and above ground) connecting the Saint John City Market, Brunswick Square, City Hall, Market Square, the Canada Games Aquatic Centre, the Mercantile Centre, and Harbour Station. The scope of work under this Contract includes only the section of pedway from City Hall (area near Rocky's Sports Bar including escalators and elevator) to Harbour Station (excluding link into the Mercantile Centre itself and only up to set of double doors at the Harbour Station end of the link over Station Street).

The pedways are used extensively by the public and business personnel.

The following is a summary of the areas included in this Contract:

Description of Areas Included in Contract
St. Patrick's / Aquatic Centre Pedways
Includes entire pedway starting at area near Rocky's Sports Bar and ending at the bottom of the stairs near the Canada Games Aquatic Centre lobby
Includes entire area outside Rocky's Sports Bar below the skylight, including escalators and elevator
Includes areas immediately outside exits from the pedway to the rear of City Hall

Includes Canada Games Aquatic Centre lobby area (i.e. outside facility itself), including the interior vestibule area at the main entrance
Elevator in the lobby area of the Canada Games Aquatic Centre
Excludes the elevated pedway over St. Patrick's Street
Excludes the exterior area at the main entrance to the Canada Games Aquatic Centre lobby
Excludes the interior windows overlooking the swimming pool area of the Canada Games Aquatic Centre
Mercantile Centre Pedway
Includes entire pedway starting at the bottom of the stairs near the Canada Games Aquatic Centre lobby, continuing through the tunnel below Union Street, and ending at the set of double doors that are beyond the Mercantile Centre building itself
Excludes the washrooms in the pedway
Excludes the wood, aluminum, and glass storefronts in the pedway
Excludes the doors in the pedway leading to stairwells
Excludes the aluminum framed doors leading into the Mercantile Centre itself as well as any point beyond the doors
Excludes wall and ceiling fixtures in the pedway
Harbour Station Pedway
Includes entire pedway starting at the set of double doors that are just beyond the Mercantile Centre building itself and ending at the set of double doors at the Harbour Station end of the elevated link over Station Street
Includes fire exit stairwell to Carleton Street (i.e. exiting at the rear of the Justice Complex / Mercantile Centre)
Includes
Includes areas immediately outside fire exit stairwell to Carleton Street (i.e. exiting at the rear of the Justice Complex / Mercantile Centre)
Includes Janitors' room, mechanical room, and sprinkler room along the pedway
Includes interior area at entrance (including stairs) from Carleton Street in the vicinity of the south end of the elevated link over Station Street
Includes exterior area at the top of the stairs leading out to Carleton Street (from the doors up to the street itself) at entrance from Carleton Street in the vicinity of the south end of the elevated link over Station Street
Includes landscaped area along escarpment between the Harbour Station Pedway and the traffic ramp that connects Station Street to the Viaduct
Includes landscaped area of escarpment and stairs between Station Street and the mechanical room located under the elevated link over Station Street
Includes the exterior stairs to the mechanical room located under the elevated link over Station Street
Includes the landscaped area at the Carleton Street entrance
Includes the area between the Carleton Street curb and the south wall of the Harbour Station Pedway

5.2.2 Hours of Operation

Regular hours of operation for the pedways under this Contract are Monday to Saturday, 7:00am to 7:00pm, however, the pedways are frequently open beyond these hours to accommodate special events as well as on Sundays and Holidays. All hours previously mentioned are considered regular hours of operation and are included in the Contract. A schedule for special events, Sundays, and Holidays will be provided on a monthly basis.

5.2.3 Specific Service Requirements

The following specific service requirements are applicable for the St. Patrick's Street, Canada Games Aquatic Centre, Mercantile Centre, and Harbour Station Pedways:

Element	Service Requirements
Cleaning Schedule	Description: <ul style="list-style-type: none"> ▪ Cleaning is to be completed from 6:30am until 12:00pm (i.e. 5½

Element	Service Requirements
	<p>hours) during all days in which the pedways are open</p> <ul style="list-style-type: none"> ▪ In the event the pedway system is open on a Sunday or Holiday, cleaning will start as directed by the Manager of Facility Management or his/her designate
Floor Cleaning	<p>Description:</p> <ul style="list-style-type: none"> ▪ It is of the utmost importance that the floor be maintained in a dry condition at all times and that adequate warning signage be placed during floor cleaning operations and during wet/snowy weather ▪ The Contractor shall use a power floor scrubber that leaves the floor dry to clean the pedway floors ▪ Mops may be used for localized areas and/or touch up
Security	<p>Description:</p> <ul style="list-style-type: none"> ▪ The Contractor shall unlock all entrances to the pedway at 7:00am Monday through Saturday ▪ In the case of a special event on a Sunday or Holiday, the Contractor may be requested to unlock all entrances to the pedway two (2) hours before the start time of the event for which the pedway is open
Winter Operations	<p>Description:</p> <ul style="list-style-type: none"> ▪ Exterior entrances and exits included in this Contract are to be kept clear of snow and ice at all times that the pedways are open to a distance clear of the doorway, pad, and/or stairs ▪ Salt and sand shall be applied as necessary to prevent slipping ▪ Snow and ice removal shall be given priority over other cleaning operations ▪ Snow and ice removal is to be completed before 8:00am and before 12:00pm should snow continue at these times, and shall continue on a regular basis until 7:00pm if weather conditions persist ▪ In the case of a special event, additional snow and ice removal, salting, and sanding will start two (2) hours before the start time of the special event, and continue until the event is over if weather conditions persist
Exterior Areas	<p>Description:</p> <ul style="list-style-type: none"> ▪ Litter and other objects are to be removed and disposed from all exterior areas included in this Contract on a daily basis ▪ Exterior areas included in this Contract with hard surfaces are to be swept on a weekly basis or as required
May and October Cleaning	<p>Description:</p> <ul style="list-style-type: none"> ▪ Clean entrance mat in the Canada Games Aquatic Centre entrance vestibule ▪ Remove the mat, pressure wash outside, and clean area under mat location

5.3 Police Headquarters, One Peel Plaza

5.3.1 General

Janitorial Services are provided to achieve the specified general levels of environmental cleanliness within the interior of the Police Headquarters and in and around the exterior of the Police Headquarters Lands and to maintain the promotion of a positive image of and use of the Police Headquarters.

5.3.2 Cleaning Times

The City shall respect the Board of Police's operating environment when performing Janitorial Services. The City and/or the Contractors of the City shall endeavour to meet the Board of Police's preferred cleaning hours for various areas in the Police Headquarters as defined in subsection 1.2. The Board of Police retains the right to request the cleaning services to be performed at alternate times, acting reasonably, should such services interfere with the Board of Police's ability to perform its duties. However, if additional costs are required to accommodate the Board of Police's requirements for the work schedule, these additional costs will be billed to the Board of Police in addition to an Administrative Fee.

The Holding Facility will be cleaned while no Detainees are present. In the event that cleaning is required while Detainees are present, the Board of Police Representative will be responsible for coordinating access to the Holding Cells and providing appropriate security.

The Board of Police Representative will be provided a schedule for cleaning activities in the parking garage area in advance so vehicles can be moved accordingly. This will be completed in phases so as to minimize disruption of the operations.

Service requirements are described in paragraphs 9.2.6. to 9.2.10. Many areas of the Police Headquarters are Controlled Access and Restricted Access, cleaning may not take place exactly in the agreed upon timeframe. In certain instances and areas of the Police Headquarters, the janitorial contractor must ask permission to gain access, and if access is not granted, the work may not get completed. In cases where access has not been granted for any period of time, and cleaning service is required for a particular area, the Board of Police Representative must notify the Building Technician to arrange for an appropriate time to complete the service. Similarly, the City reserves the right to request access to any area of the Police Headquarters with adequate notice to perform cleaning services.

5.3.3 Security Checks

All janitorial staff will be subject to a Security Clearance.

The agreed upon process and timeline for Security Clearances for janitorial contractors is as follows:

- A. Application submitted by contractor to the Human Resources Department of the Board of Police;
- B. Preliminary review of application for completeness within five business days from the date that the application is submitted;
- C. Written notification provided to the applicant if additional information is required, copied to the Manager of the Facility Management, within two business days of the preliminary review of the application;

- D. If required, additional information provided to the Human Resources Department of the Board of Police within five business days of receipt of written notification; and
- E. If no additional information is required upon preliminary review of application or upon receipt of additional information from the applicant, review of application and provision of letter of Security Clearance status must be provided to the applicant, copied to the Manager of the Facility Management, within five business days of the preliminary review of the application or after the additional information is provided to the Human Resources Department of the Board of Police, whichever is later.

5.3.4 Environmentally Friendly Cleaning Products

All products used in the Police Headquarters for cleaning will be environmentally friendly and certified under the EcoLogo™ Program (<http://www.environmentalchoice.com/en/>). As such, the Board of Police shall consult with the City before the use of common products, including, but not limited to:

- Hand sanitizers;
- Sanitary wipes;
- All purposes cleaners;
- Dish detergents; and
- Other chemicals and cleaners.

The Board of Police shall ensure Police Headquarters occupants are aware of this procedure. Under no circumstances shall the Board of Police utilize the cleaning products supplied by the janitorial contractor, nor is it the responsibility of the City or the janitorial contractor to supply products for cleaning, computers, vehicles, firearms, handcuffs and other operational equipment.

5.3.5 Equipment

The janitorial contractor will be responsible for providing all equipment required to fulfill the service requirements described herein including:

- Floor machines, cleaning, and buffing pads;
- Vacuum machines, bags, and filters (Hepa filter vacuum required);
- Wet mops, dry mops, and brooms;
- Pails and scrapers;
- Cleaning rags;
- Dustpans and dust clothes;
- High pressure washers;
- Window squeegees;
- Cleaning carts;
- Wet floor signs;
- Shovels and ice picks; and
- Pressure washers.

Separate cleaning equipment shall be provided for washroom cleaning only and clearly marked as such. This equipment shall not be used to clean any other areas of the Police Headquarters.

5.3.6 Areas of Cleaning

Areas to be cleaned include, but are not limited to:

- Lobbies and hallways;
- Elevator;
- Washrooms;
- Locker areas;
- Lunchrooms;
- Stairwells and landings;
- Janitorial room and facilities;
- Interior windows;
- Internal offices;
- Boardrooms and meeting rooms;
- Tunnels;
- Holding Facility;
- Waste storage areas; and
- Underground Parking Garage.

5.3.7 Daily Service Requirements

The following common service requirements are to be completed on a daily basis:

Police Headquarters Exterior Elements

ELEMENT	SERVICE REQUIREMENTS
Police Headquarters Lands	Description: <ul style="list-style-type: none"> ▪ Remove and dispose of rubbish from the property; ▪ Empty and clean garbage bins; and ▪ Empty and clean cigarette receptacles.
Exterior features	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior walls	Description: <ul style="list-style-type: none"> ▪ N/A
Windows, curtain wall systems, entrances, and skylight systems	Description: <ul style="list-style-type: none"> ▪ Clean window and door frames, tracks, and ledges at main building entrance. Exclusions: <ul style="list-style-type: none"> ▪ N/A
Exterior doors	Descriptions: <ul style="list-style-type: none"> ▪ Clean external doors, door frames, door tracks, jambs, and hardware at main building entrances.
Ducts, grills, and vents	Description: <ul style="list-style-type: none"> ▪ N/A
Waste containers	Description: <ul style="list-style-type: none"> ▪ Remove disposable bag liners from central bin and replace with new liners as required;

ELEMENT	SERVICE REQUIREMENTS
	<ul style="list-style-type: none"> ▪ Clean waste containers as necessary; and ▪ Place bagged waste in storage area. <p>Exclusions:</p> <ul style="list-style-type: none"> ▪ The City is not responsible to empty bins located within individual offices.
Recycling bins	<p>Description:</p> <ul style="list-style-type: none"> ▪ Replace disposable bag liner, if applicable; and ▪ Clean bins as necessary.

Police Headquarters Interior Elements

ELEMENT	SERVICE REQUIREMENTS
Wall finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	<p>Description:</p> <ul style="list-style-type: none"> ▪ Clean and sanitize with disinfectant all wall surfaces in washrooms and locker rooms.
Windows and window coverings	<p>Description:</p> <ul style="list-style-type: none"> ▪ Clean and sanitize with disinfectant all window surfaces in washrooms and locker rooms.
Interior doors	<p>Description:</p> <ul style="list-style-type: none"> ▪ Dust and wipe clean with disinfectant internal doors, door frames, and hardware; ▪ Clean and sanitize with disinfectant all washroom and locker room doors, door frames, and hardware; ▪ Polish metal surfaces to a uniform lustre; and ▪ Clean all residues left from floor cleaning activities.
Hard floor finishes	<p>Description:</p> <ul style="list-style-type: none"> ▪ Place an adequate amount of and/or other precautionary methods prior to and for the duration floor cleaning activities; ▪ Sweep and wet mop all floors with water and detergent; ▪ Sweep, brush, and wet mop all floors in washrooms and locker rooms with water and detergent ; and ▪ Remove all scuffs and residue using appropriate techniques.
Soft floor finishes (carpet)	<p>Description:</p> <ul style="list-style-type: none"> ▪ Vacuum carpets using a vacuum equipped with a Hepa filter; and ▪ Remove gum, spills, dirt spots, and stains using spot remover.
Ceiling finishes	<p>Description:</p> <ul style="list-style-type: none"> ▪ Dust and wipe clean ceilings on a localized basis; and ▪ Clean and sanitize with disinfectant all ceiling surfaces in washrooms and locker rooms.
Ducts, grills and vents	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Waste containers	<p>Description:</p> <ul style="list-style-type: none"> ▪ Remove disposable bag liners from central bins and replace with new liners as required;

ELEMENT	SERVICE REQUIREMENTS
	<ul style="list-style-type: none"> ▪ Wipe waste containers clean and deodorize; and ▪ Place bagged and securely tied waste in storage area.
Recycling and compose bins	<p>Description:</p> <ul style="list-style-type: none"> ▪ Remove recycling and compost from central bins and place in storage area; ▪ Replace disposable or non-disposable liners or bags, if applicable; and ▪ Wipe bins clean, inside and out, and deodorize. <p>Exclusions:</p> <ul style="list-style-type: none"> ▪ The City is not responsible to empty recycling or compost bins located within individual offices.

Fixtures – Interior and Exterior

ELEMENT	SERVICE REQUIREMENTS
Electrical and lighting fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ Clean and sanitize with disinfectant all light switches.
Lifting devices	<p>Description:</p> <ul style="list-style-type: none"> ▪ Dust and clean all surfaces of lifting devices, elevators, and escalators; ▪ Clean and sanitize with disinfectant all buttons and other lift device controls; and ▪ Polish metal surfaces to a uniform lustre.
Pipes and conduit	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Furnishings and fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ Dust and clean hard surfaces of shelves, cupboards, inside and out, countertops, lockers, tables, chairs, book shelves, dividers, filing cabinets, and other furniture hard surfaces; ▪ Dust and clean furniture legs, wheels, and castors; ▪ Carefully dust fire extinguishers and fire alarm pull stations; ▪ Clean, sanitize with disinfectant, and polish to a uniform lustre all surfaces of drinking fountains; and ▪ Remove gum, spills, dirt spots, and stains from soft furnishings using spot remover. <p>Exclusions:</p> <ul style="list-style-type: none"> ▪ The City is not responsible to clean tops of desks, work stations, computer stations, communication stations, drafting tables, and other similar surfaces, unless otherwise noted; ▪ The City is not responsible to clean internal plants or stands, artwork, wall-hangings, or framed art; and ▪ The City shall not move or disturb papers and other items located on desks, shelves, etc.
Kitchen fixtures and appliances	<p>Description:</p> <ul style="list-style-type: none"> ▪ Dust and clean fixtures, surfaces, and appliances including electrical and cooking fixtures and appliances, cooking hoods, interior and exterior, and filters, refrigerators/freezers - exterior only, and water coolers; and

ELEMENT	SERVICE REQUIREMENTS
	<ul style="list-style-type: none"> ▪ Clean, sanitize with disinfectant, and polish to a uniform lustre all surfaces of faucets and sinks.
Toilets and washroom fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ Provide cleaning equipment for washroom cleaning only and clearly marked as such. This equipment shall not be used to clean any other areas of the Police Headquarters; ▪ Clean and sanitize all partitions, doors, grab bars, and plastic surfaces; ▪ Clean, sanitize with disinfectant, and polish all metal surfaces; ▪ Clean all mirrors; ▪ Clean, sanitize with disinfectant, and polish to a uniform lustre all wall tiles and wall fixtures including soap dispensers, dryers, towel holders; ▪ Clean and sanitize shower curtains and shower mats; ▪ Clean and sanitize all plumbing fixtures including sinks, toilet bowls, toilet seats, urinals, and shower stalls; ▪ Clean and sanitize shower curtains and shower mats; and ▪ Replenish toilet tissue, paper towels, deodorant blocks, hand soap, sanitary napkins, napkin disposal bags, and any other consumables.
Handrails and railings	<ul style="list-style-type: none"> ▪ Clean and sanitize with disinfectant all handrails and railings in stairwells or otherwise.
Hand sanitizing stations	<p>Description:</p> <ul style="list-style-type: none"> ▪ Wipe clean all hand sanitizing stations; and ▪ Replenish hand sanitizer.

Holding Facility

ELEMENT	SERVICE REQUIREMENTS
Wall finishes	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Windows and window coverings	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Interior doors	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Floor finishes	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A
Toilets and washroom fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A

Parking Garage

ELEMENT	SERVICE REQUIREMENTS
Overall appearance	<p>Description:</p> <ul style="list-style-type: none"> ▪ N/A

5.3.8 Weekly Service Requirements

The following common service requirements are to be completed on a weekly basis:

Police Headquarters Exterior Elements

ELEMENT	SERVICE REQUIREMENTS
Police Headquarters Lands	<p>Description:</p> <ul style="list-style-type: none"> ▪ Sweep Police Headquarters entrances and walkways; and ▪ Scrape chewing gum and other residue from vicinity of Police Headquarters entrances.
Exterior features	<p>Description:</p> <ul style="list-style-type: none"> ▪ Sweep landings, ramps, exterior stairwells, patios, decks, and podiums; and ▪ Wipe clean ramp, stairwell, and other railings, safety barriers (bollards), and light fixtures.
Exterior walls	<p>Description:</p> <ul style="list-style-type: none"> ▪ Review exterior walls for signs of streaks, dirt, residue, chewing gum, spots and marks, and free from excessive fingerprints, and smudges; and ▪ Schedule identified areas for localized cleaning within one (1) week of review.
Windows, curtain wall systems, entrances, and skylight systems	<p>Description:</p> <ul style="list-style-type: none"> ▪ Review external surfaces of glass, and window and door frames of secondary entrances for signs of excessive oil, dirt, grease, smudge marks, dust, grit, lint, soil, film, graffiti, and cobwebs; and ▪ Schedule identified areas for localized cleaning within one (1) week of review.
Exterior doors	<p>Descriptions:</p> <ul style="list-style-type: none"> ▪ Clean all external doors, door frames, door tracks, jambs, and hardware of secondary entrances.
Ducts, grills and vents	<p>Description:</p> <ul style="list-style-type: none"> ▪ Review ventilation outlets for signs of dust, grit, lint, chewing gum, soil, film, cobwebs, scuffs, and any other marks; and ▪ Schedule identified areas for localized cleaning within one (1) week of review.

Police Headquarters Interior Elements

ELEMENT	SERVICE REQUIREMENTS
Wall finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	<p>Description:</p> <ul style="list-style-type: none"> ▪ Dust and wipe clean walls in all common areas and corridors; ▪ Dust and wipe clean internal walls and partitions on a localized basis; ▪ Dust and wipe clean all baseboards; and ▪ Clean all residues left from floor cleaning activities.
Windows and window coverings	<p>Description:</p> <ul style="list-style-type: none"> ▪ Dust and clean all internal surfaces of glass, including interior windows, service desks, security areas; ▪ Dust and clean all window frames, tracks, and ledges; and ▪ Dust all blinds, tapes, cords, and window shades.

ELEMENT	SERVICE REQUIREMENTS
Interior doors	Description: <ul style="list-style-type: none"> N/A
Hard floor finishes	Description: <ul style="list-style-type: none"> Machine buff all resilient flooring including vinyl tile and vinyl sheet.
Soft floor finishes (carpet)	Description: <ul style="list-style-type: none"> N/A
Ceiling finishes	Description: <ul style="list-style-type: none"> Dust and wipe clean ceilings in all common areas and corridors.
Ducts, grills and vents	Description: <ul style="list-style-type: none"> N/A

Fixtures – Interior and Exterior

ELEMENT	SERVICE REQUIREMENTS
Electrical and lighting fixtures	Description: <ul style="list-style-type: none"> Clean security camera lenses.
Lifting devices	Description: <ul style="list-style-type: none"> N/A
Pipes and conduit	Description: <ul style="list-style-type: none"> N/A
Furnishings and fixtures	Description: <ul style="list-style-type: none"> N/A
Kitchen fixtures and appliances	Description: <ul style="list-style-type: none"> N/A
Toilets and washroom fixtures	Description: <ul style="list-style-type: none"> Clean and sanitize all fixtures including ventilation grilles, light diffusers; and Pour one (1) litre of clean water into floor drains.
Handrails and railings	Description: <ul style="list-style-type: none"> N/A

Holding Facility

ELEMENT	SERVICE REQUIREMENTS
Wall finishes	Description: <ul style="list-style-type: none"> Pressure wash and sanitize with disinfectant, all wall surfaces.
Windows and window coverings	Description: <ul style="list-style-type: none"> Pressure wash and sanitize with disinfectant, all security glazing.

ELEMENT	SERVICE REQUIREMENTS
Wall finishes	Description: <ul style="list-style-type: none"> Pressure wash and sanitize with disinfectant, all wall surfaces.
Interior doors	Description: <ul style="list-style-type: none"> Dust and wipe clean with disinfectant, internal doors, door frames, and hardware; Polish metal surfaces to a uniform lustre; and Clean all residues left from floor cleaning activities.
Floor finishes	Description: <ul style="list-style-type: none"> Sweep and wet mop all floors with water and detergent; and Remove all scuffs and residue using appropriate techniques.
Toilets and washroom fixtures	Description: <ul style="list-style-type: none"> Wash and disinfect basins, toilet bowls, and urinals; Wash and disinfect all toilet seats; Empty and clean paper towel and sanitary disposal receptacles; and Replenish all toilet tissue holders, soap dispensers, towel dispensers, and sanitary napkin dispensers.

Parking Garage

ELEMENT	SERVICE REQUIREMENTS
Overall appearance	Description: <ul style="list-style-type: none"> Spot treat floor stains, oil, grease, and other residue as required.

5.3.9 Monthly Service Requirements

The following common service requirements are to be completed on a monthly basis:

Police Headquarters Exterior Elements

ELEMENT	SERVICE REQUIREMENTS
Police Headquarters Lands	Description: <ul style="list-style-type: none"> N/A
Exterior features	Description: <ul style="list-style-type: none"> N/A
Exterior walls	Description: <ul style="list-style-type: none"> Review exterior walls for signs of streaks, dirt, residue, chewing gum, spots and marks, and free from excessive fingerprints, and smudges; and Schedule identified areas for localized cleaning within one (1) week of review.
Windows, curtain wall systems, entrances, and skylight systems	Description: <ul style="list-style-type: none"> N/A
Exterior doors	Description: <ul style="list-style-type: none"> N/A
Ducts, grills and vents	Description: <ul style="list-style-type: none"> N/A

ELEMENT	SERVICE REQUIREMENTS
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Police Headquarters Interior Elements

ELEMENT	SERVICE REQUIREMENTS
Wall finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	Description: <ul style="list-style-type: none"> N/A
Windows and window coverings	Description: <ul style="list-style-type: none"> N/A
Interior doors	Description: <ul style="list-style-type: none"> N/A
Hard floor finishes	Description: <ul style="list-style-type: none"> Machine scrub all quarry, ceramic, terrazzo, and stone floors using a wet vacuum to pick up water.
Soft floor finishes (carpet)	Description: <ul style="list-style-type: none"> N/A
Ceiling finishes	Description: <ul style="list-style-type: none"> N/A
Ducts, grills and vents	Description: <ul style="list-style-type: none"> Dust and wipe clean all ventilation grills and vents.

Fixtures – Interior and Exterior

ELEMENT	SERVICE REQUIREMENTS
Electrical and lighting fixtures	Description: <ul style="list-style-type: none"> Dust and clean electrical and lighting fixtures, interior.
Lifting devices	Description: <ul style="list-style-type: none"> N/A
Pipes and conduit	Description: <ul style="list-style-type: none"> Dust and wipe clean sprinkler pipes, water pipes, conduit, and other similar fixtures; and Sprinkler heads shall not be tampered with.
Furnishings and fixtures	Description: <ul style="list-style-type: none"> Clean the inside of refrigerators/freezers, forty-eight (48) hours advance notice to be provided by the janitorial contractor. Exclusions: <ul style="list-style-type: none"> The Board of Police will empty out refrigerators/freezers as best as possible prior to cleaning. The City or the janitorial contractor is not responsible to dispose of spoiled food.
Kitchen fixtures and appliances	Description:

ELEMENT	SERVICE REQUIREMENTS
	<ul style="list-style-type: none"> ▪ N/A
Toilets and washroom fixtures	Description: <ul style="list-style-type: none"> ▪ N/A
Handrails and railings	Description: <ul style="list-style-type: none"> ▪ N/A

Holding Facility

ELEMENT	SERVICE REQUIREMENTS
Overall appearance	Description: <ul style="list-style-type: none"> ▪ N/A

Parking Garage

ELEMENT	SERVICE REQUIREMENTS
Overall appearance	Description: <ul style="list-style-type: none"> ▪ N/A

5.3.10 N/A

5.3.11 Seasonal Service Requirements

The following common service requirements are to be completed by the end of May and October, annually:

Police Headquarters Exterior Elements

ELEMENT	SERVICE REQUIREMENTS
Police Headquarters Lands	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior features	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior walls	Description: <ul style="list-style-type: none"> ▪ N/A
Windows, curtain wall systems, entrances, and skylight systems	Description: <ul style="list-style-type: none"> ▪ N/A
Exterior doors	Description: <ul style="list-style-type: none"> ▪ N/A
Ducts, grills and vents	Description: <ul style="list-style-type: none"> ▪ N/A

Police Headquarters Interior Elements

ELEMENT	SERVICE REQUIREMENTS
Wall finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	Description: <ul style="list-style-type: none"> ▪ N/A
Windows and window coverings	Description: <ul style="list-style-type: none"> ▪ N/A
Interior doors	Description: <ul style="list-style-type: none"> ▪ N/A
Hard floor finishes	Description: <ul style="list-style-type: none"> ▪ Strip vinyl surface floors removing all wax and stains; ▪ Seal and apply two (2) coats of wax, waiting the recommended drying time between coats; and ▪ Machine buff after second coat of wax.
Soft floor finishes (carpet)	Description: <ul style="list-style-type: none"> ▪ Vacuum and shampoo all carpets; ▪ Remove all stains with appropriate stain remover; and ▪ In areas where items such as furniture needs to be moved, the Board of Police Representative will do its best to have areas ready for carpet cleaning, however, should this not be done, the janitorial contractor will move the necessary furniture and put it back prior to the next working day.
Ceiling finishes	Description: <ul style="list-style-type: none"> ▪ N/A
Ducts, grills and vents	Description: <ul style="list-style-type: none"> ▪ N/A

Fixtures – Interior and Exterior

ELEMENT	SERVICE REQUIREMENTS
Electrical and lighting fixtures	Description: <ul style="list-style-type: none"> ▪ N/A
Lifting devices	Description: <ul style="list-style-type: none"> ▪ N/A
Pipes and conduit	Description: <ul style="list-style-type: none"> ▪ N/A
Furnishings and fixtures	Description: <ul style="list-style-type: none"> ▪ N/A
Kitchen fixtures and appliances	Description: <ul style="list-style-type: none"> ▪ N/A
Toilets and washroom fixtures	Description:

ELEMENT	SERVICE REQUIREMENTS
	<ul style="list-style-type: none"> ▪ N/A
Handrails and railings	Description: <ul style="list-style-type: none"> ▪ N/A

Holding Facility

ELEMENT	SERVICE REQUIREMENTS
Overall appearance	Description: <ul style="list-style-type: none"> ▪ N/A

Parking Garage

ELEMENT	SERVICE REQUIREMENTS
Electrical and lighting fixtures	Description: <ul style="list-style-type: none"> ▪ Dust and clean electrical and lighting fixtures.
ELEMENT	SERVICE REQUIREMENTS
Pipes and conduit	Description: <ul style="list-style-type: none"> ▪ Dust and wipe clean sprinkler pipes, water pipes, conduit, and other similar fixtures; and ▪ Sprinkler heads shall not be tampered with.

5.4 Tourist Information Centre (TIC) West, 1509 Saint John Throughway

5.4.1 General

This facility is a two storey structure which serves as a seasonal Tourist Information Centre. Typically, approximately 6-7 staff work in the building.

The entire area of the building is included in this Contract.

The entire area of the building is included in this Contract, not necessarily limited to:

- Building exterior;
- Lobbies, common areas, corridors, and hallways;
- Stairwells and landings;
- Boardrooms and meeting rooms;
- Kitchenettes;
- Lunchrooms;
- Janitorial rooms;
- Storage rooms;
- Internal offices; and
- Washrooms.

5.4.2 Hours of Operation

Although it may vary slightly year to year, the hours of operation for this building typically consist of:

Dates	Hours of Operation
May 19 th to June 18 th	9:00am to 6:00pm
June 19 th to September 9 th	9:00am to 8:00pm
September 10 th to October 9 th	9:00am to 6:00pm

5.4.3 Specific Service Requirements

The following specific service requirements are applicable for the Tourist Information Centre (TIC) West located at 1509 Saint John Throughway:

Element	Service Requirements
Cleaning Schedule	<p>Description:</p> <ul style="list-style-type: none"> ▪ Cleaning of the interior of the building is to be completed seven (7) days per week before the building is opened ▪ Cleaning of the exterior of the building is to be completed seven (7) days per week before or after the building is opened
Cleaning Done By Staff	<p>Description:</p> <ul style="list-style-type: none"> ▪ In house staff will do light cleaning during the week in the same areas specified for the Contractor to clean. The contractor will clean all the areas specified on the days specified without regard to any cleaning which may have been done by in house staff. In house staff will replenish soap, towel, and tissue dispensers. The Contractor is still responsible to do the same on scheduled cleaning days
Cleaning at Seasonal Opening and Closing	<p>Description:</p> <ul style="list-style-type: none"> ▪ Before the facility is opened for the season, a cleaning is to be completed, which shall include vacuuming and shampooing the carpets ▪ Before the facility is closed for the season, a cleaning is to be completed, which shall include vacuuming only of the carpets
Exterior Areas	<p>Description:</p> <ul style="list-style-type: none"> ▪ Excluded from Contract
Waste Removal	<p>Description:</p> <ul style="list-style-type: none"> ▪ Waste will be placed in the dumpster on site

5.5 Barbour's General Store (TIC), 10 Market Square

5.5.1 General

This facility is a single storey structure which serves as a seasonal Tourist Information Centre. Typically, approximately 1-2 staff work in the building.

The entire area of the building is included in this Contract.

The entire area of the building is included in this Contract, not necessarily limited to:

- Building exterior;
- Lobbies, common areas, corridors, and hallways;
- Stairwells and landings;
- Boardrooms and meeting rooms;
- Kitchenettes;
- Lunchrooms;
- Janitorial rooms;
- Storage rooms;
- Internal offices; and
- Washrooms.

5.5.2 Hours of Operation

Although it may vary slightly year to year, the hours of operation for this building typically consist of:

Dates	Hours of Operation
May 19 th to June 18 th	9:00am to 6:00pm
June 19 th to September 9 th	9:00am to 8:00pm
September 10 th to October 9 th	9:00am to 6:00pm

5.5.3 Specific Service Requirements

The following specific service requirements are applicable for the Barbour’s General Store (TIC) located at 10 Market Square.

Element	Service Requirements
Cleaning Schedule	<p>Description:</p> <ul style="list-style-type: none"> ▪ Cleaning of the interior of the building is to be completed seven (7) days per week before the building is opened ▪ Cleaning of the exterior of the building is to be completed seven (7) days per week before or after the building is opened
Cleaning Done By Staff	<p>Description:</p> <ul style="list-style-type: none"> ▪ In house staff will do light cleaning during the week in the same areas specified for the Contractor to clean. The contractor will clean all the areas specified on the days specified without regard to any cleaning which may have been done by in house staff. In house staff will replenish soap, towel, and tissue dispensers. The Contractor is still responsible to do the same on scheduled cleaning days
Cleaning at Seasonal Opening and Closing	<p>Description:</p> <ul style="list-style-type: none"> ▪ Before the facility is opened for the season, a cleaning is to be completed, which shall include vacuuming and shampooing the carpets ▪ Before the facility is closed for the season, a cleaning is to be completed, which shall include vacuuming only of the carpets
Exterior Areas	<p>Description:</p> <ul style="list-style-type: none"> ▪ Excluded from Contract
Waste Removal	<p>Description:</p> <ul style="list-style-type: none"> ▪ Waste will be placed in the dumpster on site

5.6 Leisure Services Building, 171 Adelaide Street

5.6.1 General

This facility is located at 171 Adelaide Street, and consists of a two storey, L-shaped structure which serves as office space for Leisure Services staff. Approximately 30 staff work in the building.

The entire area of the building is not included in this Contract. City of Saint John occupied space is limited to the entire 2nd floor and the West wing of the 1st floor but, not necessarily limited to:

- Building exterior, including building and property;
- Lobbies, common areas, corridors, and hallways;
- Stairwells and landings;
- Boardrooms and meeting rooms;
- Kitchenettes;
- Lunchrooms;
- Locker rooms;
- Janitorial rooms;
- Storage rooms;
- Internal offices;
- Shower areas; and
- Washrooms.

5.6.2 Hours of Operation

Regular hours of operation are Monday through Friday, 7:00am to 5:00pm.

5.6.3 Specific Service Requirements

The following specific service requirements are applicable for the Leisure Services Building located at 171 Adelaide Street:

Element	Service Requirements
Cleaning Schedule	Description: <ul style="list-style-type: none">▪ Cleaning is to be completed between the hours of 5:00pm and 7:00am Monday through Friday▪ In the event of a Holiday, cleaning will be completed during the evening of the last day of the Holiday period

5.7 Municipal Operations Complex, 175 Rothesay Avenue

5.7.1 General

The Municipal Operations Complex is located at 175 Rothesay Avenue and consists of four (4) detached facilities, namely: the Administration Building (and attached Water & Sewer Garage area), the Fleet

Services Garage (including the Sweeper Bay area), the Municipal Operations Lunch Facility, and the Gate House.

The Administration Building consists of a two-storey structure that serves mostly as office space, but has an attached stores area and Water & Sewer Garage. The Fleet Services Garage includes a second floor office area at one end of the building, a carpenter shop, vehicle maintenance bays, and various foreman offices and lunch/locker areas. A washroom, laundry facilities, locker area, and lunch room are present in the Municipal Operations Lunch Facility. The gate house is a small building comprised of an office and washroom.

The Municipal Operation Complex cleaning is to be completed during regular business hours (M-F, 7:00 am - 5:00 pm)

In total, approximately 80-90 staff work in and out of these facilities.

Areas included in this Contract are not necessarily limited to the following:

- **Municipal Operations Main Building**
- **Fleet Service Administrative Office (2nd Floor, Central Fleet Garage)**
 - Building exterior (limited to outside the gate only), including building and property;
 - Lobbies, common areas, corridors, and hallways;
 - Stairwells and landings;
 - Boardrooms and meeting rooms;
 - Kitchenettes and lunchrooms;
 - Locker rooms;
 - Janitorial rooms;
 - Storage rooms;
 - Internal offices (including offices within garage and shop areas);
 - Shower areas; and
 - Washrooms.

Areas excluded from this Contract are as follows:

- **Central Gate House**
- **Water and Sewage garage and Offices (within the Municipal Operations Main Building)**
 - Building exteriors and property inside the gate;
 - Garage areas (e.g. vehicle bays);
 - Carpenter Shop (i.e. equipment area); and
 - Stores areas (i.e. storage areas, shelving).
 - Welding Shop Lunch Room and Office, Central Fleet Garage
 - Central Fleet Garage, 1st floor washroom

5.7.2 Hours of Operation

Regular hours of operation are Monday through Friday, 7:00am to 5:00pm, however, various operations continue on a 24 hour per day, 7 day per week basis.

5.7.3 Specific Service Requirements

The following specific service requirements are applicable for the Municipal Operations Complex located at 175 Rothesay Avenue.

Element	Service Requirements
Cleaning Schedule	<p>Description:</p> <ul style="list-style-type: none"> ▪ Cleaning is to be completed between the hours of 5:00pm and 7:00am Monday through Friday ▪ In the event of a Holiday, cleaning will be completed during the evening of the last day of the Holiday period
Hard Floor Surfaces	<p>Description: Dailey and Weekly</p> <ul style="list-style-type: none"> ▪ Place an adequate amount of and/or other precautionary methods prior to and during the duration of floor cleaning activities ▪ Spot sweep and wet mop all floors with water and the appropriate detergent. (Daily) ▪ Spot remove all scuffs and residue using appropriate techniques. (daily) ▪ Sweep and mop all floors with water and detergent (weekly) ▪ Remove all scuffs and residue using appropriate techniques (weekly)
Carpet Cleaning	<p>Description:</p> <ul style="list-style-type: none"> ▪ All carpet flooring is to be shampooed (and vacuumed) two (2) times per year at an agreed upon schedule

5.8 Saint John City Market Tower, 47 Charlotte Street

5.8.1 General

The Saint John City Market is located at 47 Charlotte Street and consists of a four (4) storey tower area and a single storey open retail market area complete with mezzanine office and storage spaces. The market area has a male and a female public washroom as well as a solarium eatery. The City Market is a routine stop for people living in the greater Saint John area and beyond as well as a destination for tourists visiting from abroad.

Areas included in this Contract are not necessarily limited to the following:

- 1st floor Elevator Lobby
- 2nd floor Office Tower
- 3rd Floor Office Tower
- 4th Floor Office Tower
- City market Tower Stairwell

5.8.2 Hours of Operation

Regular hours of operation are Monday through Friday, 7:30am to 6:00pm and Saturdays 7:30am to 5:00pm. The City Market is also open various Sundays and Holidays throughout the year.

5.8.3 Specific Service Requirements

The following specific service requirements are applicable for the Saint John City Market (only the areas noted above) located at 47 Charlotte Street:

Element	Service Requirements
Cleaning Schedule	Description: <ul style="list-style-type: none"> ▪ Unless otherwise noted, cleaning is to be completed between the hours of 5:30pm and 7:00am Monday through Friday ▪ In the event of a Holiday, cleaning will be completed during the evening of the last day of the Holiday period
All floors (2 nd , 3 rd and 4 th floor)s:	Description: <ul style="list-style-type: none"> ▪ To be cleaned seven (5) days per week, including Holidays
All floors (2 nd , 3 rd and 4 th floor)s:	Description: <ul style="list-style-type: none"> ▪ Flooring to be shampooed (and vacuumed) three 1 time per year at an agreed upon schedule
Exterior Window and Door Surfaces	Description: <ul style="list-style-type: none"> ▪ Excluded from Contract

Element	Service Requirements
Washroom Service Requirements (2 nd , 3 rd and 4 th floors only)	Description: <ul style="list-style-type: none"> ▪ Complete all Daily, Weekly, Monthly, and Seasonal Common Service Requirements listed herein that are applicable for these areas except as noted below ▪ At a minimum, the following must be completed on an hourly basis (or more frequently if especially busy): <ul style="list-style-type: none"> ✓ Clean and sanitize all partitions, doors, grab bars, and plastic surfaces ✓ Clean, sanitize (with disinfectant), and polish all metal surfaces ✓ Clean all mirrors ✓ Clean, sanitize (with disinfectant), and polish to a uniform lustre all wall tiles and wall fixtures (including soap dispensers, dryers, towel holders, etc.) ✓ Clean and sanitize all plumbing fixtures (including sinks, toilet bowls, toilet seats, urinals, and shower stalls Clean and sanitize shower curtains and shower mats ✓ Replenish toilet tissue, paper towels, deodorant blocks, hand soap, sanitary napkins, napkin disposal bags, and any other consumables ✓ Remove disposable bag liners from waste containers and replace with new liners ✓ Sweep and wet mop floors ✓ Sign off on hourly cleaning checklist
Cleaning and Restocking Supplies	Description: <ul style="list-style-type: none"> ▪ Cleaning and restocking supplies will be provided by the City of Saint John for the City Market

5.9 Fire Dept Training Centre, 680 Grandview Avenue

5.9.1 General

The Fire Training Centre is located at 680 Grandview Avenue and consists of a one-storey structure. The building serves as office space for two staff and has a community space.

Areas included in this Contract are not necessarily limited to the following:

- Building exterior, including building and property;
- Meeting rooms;
- Kitchenettes and lunchrooms;
- Janitorial rooms;
- Storage rooms;
- Offices; and
- Washrooms.

5.9.2 Hours of Operation

Regular hours of operation are Monday through Friday, 8:30am to 4:30pm.

5.9.3 Specific Service Requirements

The following specific service requirements are applicable for the Fire Training Centre:

Element	Service Requirements
Cleaning Schedule	Description: <ul style="list-style-type: none">▪ Cleaning is to be completed on Wednesday and Friday evenings between the hours of 5:00pm and 7:00am

6.0 PRODUCTS

Except as otherwise noted herein, the successful Contractor will provide all supplies required to fulfill all service requirements described in this RFP. A sufficient stock of supplies shall be maintained at all times. All products must be certified under the EcoLogo™ Program (<http://www.environmentalchoice.com/en/>).

Proponents must submit with their bid, information for their proposed products in each of the categories noted below. Products must meet the requirements described in the applicable Certification Criteria Documents (CCDs) as provided by the EcoLogo™ Program.

Category	EcoLogo™ Certification Criteria Document (CCD)
Hard floor cleaning, stripping, sealing	CCD-147: Floor Care Products
Carpet cleaning, spot removal	CCD-148: Carpet and Upholstery Cleaners
Hard surface cleaner and degreaser for general purpose, glass	CCD-146: Hardsurface Cleaners and CCD-110: Cleaning and Degreasing Compounds – Biologically-based

Category	EcoLogo™ Certification Criteria Document (CCD)
Disinfectant for washroom fixtures, etc.	CCD-146: Hardsurface Cleaners and CCD-166: Disinfectants and Disinfectant Cleaners
Drain cleaners	CCD-112: Biological Digestion Additives for Cleaning and Odour Control
Odour control	CCD-115: Odour Control Additives – Alternative
Urinal blocks	CCD-165: Urinal Blocks
Handsoap	CCD-104: Hand Cleaners - Industrial & Institutional
Hand sanitizer	CCD-170: Instant Hand Antiseptic Products
Paper hand towels	CCD-086: Hand Towels
Toilet tissue	CCD-082: Toilet Tissue
Garbage bags	CCD-126: Plastic Film Products
Compost bags	CCD-125: Resin Used in the Manufacture of Compost Bags
Winter traction control	EcoTraction™ as manufactured by Earth Innovations Inc. (** this is not an EcoLogo™ product)

The City of Saint John reserves the right to request the use of alternative products should the proposed or supplied products not adequately serve the purpose intended as determined by the City of Saint John, whether or not prior approval for use of the product was previously provided.

Upon award of the Contract to the successful proponent, three (3) copies of Material Safety Data Sheets (MSDS) for all products shall be provided to the City of Saint John. In addition, MSDS for all products shall be provided in yellow binders labeled “Material Safety Data Sheets (MSDS)” in all janitor’s closets or supply rooms where products are stored. MSDS shall be maintained up-to-date on a regular basis by the successful proponent and any changes shall be provided and approved in writing by the City of Saint John prior to use.

7.0 EQUIPMENT

The successful proponent shall provide all equipment required to fulfill the service requirements described herein including, but not limited to:

- Floor machines, cleaning, and buffing pads
- Vacuum machines, bags, and filters (Hepa filter vacuum required)
- Wet mops, dry mops, and brooms
- Pails and scrapers
- Cleaning rags
- Dustpans and dust clothes
- High pressure washers
- Window squeegees
- Cleaning carts
- Wet floor signs
- Shovels and ice picks

- All other tools and equipment necessary to fulfill all service requirements

Separate cleaning equipment (i.e. mops, brooms, etc.) shall be provided for washroom cleaning only and clearly marked as such. This equipment shall not be used to clean any other areas of the buildings.

(B) EVALUATION CRITERIA

- (1) The following is an overview of the categories and weighting for the rated criteria relevant to the evaluation of proposals under this RFP.

STAGE II OF EVALUATION PROCESS	SCORING (POINTS)
<p>Presentation/Format of Proposal and Completeness:</p> <ul style="list-style-type: none"> • Has the proponent addressed all of the needs identified? • Is the proposal presented in an organized and professional manner? 	5
<p>Qualifications and Experience:</p> <ul style="list-style-type: none"> • Has the proponent demonstrated a level of expertise with the requirements of this RFP? • Has the proponent demonstrated the ability to provide experienced and qualified personnel? 	25
<p>Scope of Services:</p> <ul style="list-style-type: none"> • Proposed approach to the delivery of the required services and availability of resources to deliver services in a timely and efficient manner 	20
<p>Cost:</p> <ul style="list-style-type: none"> • Cost will be a factor, however, neither the only factor nor the determined factor, in the evaluation of the proposals. • The financial proposal shall include: <ul style="list-style-type: none"> ○ Pricing Form ○ Additional cost information as required 	50
<p>TOTAL POINTS FOR STAGE II</p>	<p>100</p>

(C) SUBMISSION REQUIREMENTS

(1) Proponents should include the following information in respect of each of the rated criteria:

(a) Presentation/Format of Proposal and Completeness

- i. an introduction with respect to the proponent's interest in this opportunity; and
- ii. a description of the proponent's understanding of the scope of services and the role of the service provider in the context of this RFP.

(b) Qualifications and Experience

- i. a brief description of the proponent;
- ii. description of the goods and services the proponent has previously and/or is currently delivering, with an emphasis on experience relevant to the Deliverables;
- iii. the roles and responsibilities of the proponent and any of its agents, employees and subcontractors (if applicable), who will be involved in providing the Deliverables, together with the identity of those who will be performing those roles and their relevant respective experience, qualifications and certifications;
- iv. a description of how the proponent will provide the Deliverables, which should include a work plan indicating how the proponent intends to deliver the services;
- v. a Reference Form in accordance with the instructions set out in the Form attached as Appendix C to this RFP; and
- vi. a description of key personnel's experience and qualifications.

(c) Scope of Services

- a description of how the proponent will provide the Deliverables, including availability of resources and a work plan demonstrating how the proponent intends to structure its working relationship with the City and deliver services in a timely and efficient manner

(d) Cost

- i. completed Pricing Form as provided in Appendix B in a separate, sealed envelope.

APPENDIX E – STANDARD OF ACCEPTANCE

1. City of Saint John Standard of Acceptance

Building Exterior Elements

Element Description	Standards of Acceptance
Building Site	<p>Description:</p> <ul style="list-style-type: none"> ▪ Building site area is substantially free from rubbish, vandalism, chewing gum, and cigarette butts
Exterior Features	<p>Description:</p> <ul style="list-style-type: none"> ▪ Landings, ramps, stairwells, fire exits, steps, entrances, porches, tunnels, patios, podiums, penthouses, decks, safety barriers (bollards), walkways, balconies, eaves, and external light fittings are free of excessive dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, cigarette butts, moss growth, bird excreta, and vandalism ▪ Exterior handrails are substantially free of residue, grease, dirt, film and stains
Exterior Walls	<p>Description:</p> <ul style="list-style-type: none"> ▪ All external walls are free of excessive oil, dirt, grease, smudge marks, dust, grit, lint, soil, film, graffiti, and cobwebs <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For cleaning of masonry surfaces, refer to the National Association of Brick Distributors, 'Building for the Future, A Guide to Masonry Construction'</i> ▪ <i>For cleaning of concrete surfaces, refer to ASTM D4258, 'Standard Practice for Surface Cleaning Concrete for Coating' and The Architectural Precast Association</i> ▪ <i>For cleaning of metal surfaces, refer to manufacturer's instructions for appropriate cleaning practices</i>
Windows, Curtain Wall Systems, Entrances, and Skylight Systems	<p>Description:</p> <ul style="list-style-type: none"> ▪ External surfaces of glass are clear of all streaks, dirt, residue, chewing gum, spots and marks, and free from excessive fingerprints and smudges ▪ Window and door frames, tracks, and ledges are clear and free of excessive dust, grit, marks, and spots <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For cleaning of glass surfaces, refer to the Glass Association of North America's Glass Informational Bulletin (GANA 01-0300); 'Proper Procedures for Cleaning Architectural Glass Products'</i> ▪ <i>For cleaning of metal, wood, and/or vinyl surfaces, refer to manufacturer's instructions for appropriate cleaning practices</i> ▪ <i>For all anodized aluminum surfaces, refer to The Anodized Aluminum Council</i>
Exterior Doors	<p>Descriptions:</p> <ul style="list-style-type: none"> ▪ External doors and door frames are free of excessive oil, grease, graffiti, dust, dirt, residue, stains, corrosion, grit, lint, chewing gum, soil, film, fingerprints, smudge marks, and cobwebs ▪ All door hardware items are substantially free of stains on hinges, locks, catches, and handles ▪ Polished surfaces are of a uniform lustre ▪ Door tracks and door jambs are substantially free of grit and other debris <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For all exterior doors, refer to manufacturer's instructions for appropriate cleaning practices</i> ▪ <i>For all anodized aluminum surfaces, refer to The Anodized Aluminum Council</i>
Ducts, Grills, and Vents	<p>Description:</p> <ul style="list-style-type: none"> ▪ All ventilation outlets are free of dust, grit, lint, chewing gum, soil, film, cobwebs, scuffs, and any other marks
Waste Containers	<p>Description:</p> <ul style="list-style-type: none"> ▪ Waste containers shall be at less than 50% capacity and free from excessive malodour ▪ Exterior of waste containers shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease

Element Description	Standards of Acceptance
	<ul style="list-style-type: none"> ▪ The Contractor may collect recyclables from waste containers, subject to prior approval by Facility Management ▪ Waste container liners (tied securely) placed neatly in disposal bins provided
Recycling Bins	<p>Description:</p> <ul style="list-style-type: none"> ▪ Recycling bins emptied and free from excessive malodour ▪ Exterior of recycling bins shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease ▪ Recycling (bags tied securely) placed neatly in disposal bins provided

Building Interior Elements

Element	Standards of Acceptance
Wall Finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	<p>Description:</p> <ul style="list-style-type: none"> ▪ Internal walls and partitions are substantially free of residue, dirt, dust, grit, lint, soil, film, graffiti, smudge marks, fingerprints, grease, and cobwebs ▪ Hazardous materials, structural cracks and/or deflection, water damage, vermin remains, and other damage are reported ▪ Walls and partitions are substantially free of marks caused by furniture, equipment, or users of the facility ▪ Rails and baseboards are clean to the naked eye, substantially free of dust, cobwebs, lint, debris, finger marks, smudges, cleaning streaks, residue, spots, or splashes ▪ There are no signs of improper deep cleaning techniques (i.e. excessive wear or discoloration) <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For cleaning of vinyl surfaces, refer to The Master Painters Institute’s Architectural Painting Specification Manual, ‘Cleaning of Vinyl Wall Coverings’, and/or the manufacturer’s instructions on appropriate cleaning practices</i> ▪ <i>For cleaning of wood surfaces, refer to the Architectural Woodwork Manufacturers Association of Canada (AWMAC)</i> ▪ <i>For cleaning of gypsum surfaces, refer to manufacturer’s instructions for appropriate cleaning practices</i> ▪ <i>For all tile wall surfaces, refer to Terrazzo, Tile, and Marble Association of Canada’s (TTMAC) 2000 Maintenance Guide for appropriate cleaning practices</i> ▪ <i>Refer to ASTM D4488: Standard Guide for Testing Cleaning Performance of Products Intended for Use on Resilient Flooring and Washable Walls</i>
Windows and Window Coverings	<p>Description:</p> <ul style="list-style-type: none"> ▪ Internal surfaces of glass on all interior windows, service desks, security areas, etc. are substantially clear of all residue, dirt, streaks, chewing gum, spots and marks, including fingerprints, and smudges ▪ Window frames, tracks, and ledges are substantially clear and free of excessive dirt, residue, dust, grit, marks, and spots ▪ Blinds, tapes, cords, and window shades, both vertical and horizontal, are clean to the naked eye, free of excessive dust, cobwebs, lint, debris, finger marks, smudges, cleaning streaks, stains, residue, or spots <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For cleaning of glass surfaces, refer to the Glass Association of North America’s, GANA 01-0300, Glass Informational Bulletin; ‘Proper Procedures for Cleaning Architectural</i>

Element	Standards of Acceptance
Interior Doors	<p data-bbox="548 205 716 233"><i>Glass Products'</i></p> <p data-bbox="500 239 639 266">Description:</p> <ul data-bbox="500 273 1510 493" style="list-style-type: none"> <li data-bbox="500 273 1510 331">▪ Internal doors and doorframes are free of excessive dirt, residue, dust, corrosion, grit, lint, chewing gum, soil, film, oil, stains, grease, smudge marks, fingerprints, and cobwebs <li data-bbox="500 331 1510 359">▪ Doors and doorframes are free of marks caused by furniture, equipment, or staff <li data-bbox="500 359 1510 386">▪ All door hardware items are free of stains on hinges, locks, catches, and handles <li data-bbox="500 386 1510 445">▪ Internal glass surfaces are substantially clear of all dirt, residue, streaks, chewing gum, spots and marks, including fingerprints and smudges <li data-bbox="500 445 1510 493">▪ Polished surfaces are of a sufficient uniform lustre <p data-bbox="500 499 753 527">Reference Documents:</p> <ul data-bbox="500 533 1510 751" style="list-style-type: none"> <li data-bbox="500 533 1510 621">▪ <i>For solid wood core doors and facings, refer to the Architectural Woodwork Manufacturers Association of Canada (AWMAC) and/or manufacturer's instructions for appropriate cleaning practices</i> <li data-bbox="500 621 1510 648">▪ <i>For metal doors, refer to manufacturer's instructions for appropriate cleaning practices</i> <li data-bbox="500 648 1510 676">▪ <i>For door hardware, refer to manufacturer's instructions for cleaning practices</i> <li data-bbox="500 676 1510 751">▪ <i>Refer to Glass Association of North America's, GANA 01-0300, Glass Informational Bulletin; proper procedures for cleaning architectural glass products</i>
Hard Floor Finishes	<p data-bbox="500 758 639 785">Description:</p> <ul data-bbox="500 791 1510 1270" style="list-style-type: none"> <li data-bbox="500 791 1510 850">▪ The floor is substantially free of dirt, dust, grit, litter, chewing gum, marks and spots, water, other liquids, or pests <li data-bbox="500 850 1510 909">▪ The floor is substantially free of polish or other build-up at the edges and corners or in traffic lanes <li data-bbox="500 909 1510 968">▪ The floor is substantially free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points <li data-bbox="500 968 1510 1026">▪ Inaccessible areas (edges, corners, and around furniture) are substantially free of dust, grit, lint, and spots <li data-bbox="500 1026 1510 1054">▪ Polished or buffed floors are of a sufficient uniform lustre <li data-bbox="500 1054 1510 1081">▪ All terrazzo and tile floors are substantially free of acidic spills, grit, dirt, or other residue <li data-bbox="500 1081 1510 1140">▪ Tears, scoring, cracks, debonding, or any other damage that is unsightly and/or could cause a health and safety hazard are to be reported <li data-bbox="500 1140 1510 1199">▪ An adequate amount of signage is placed and/or other precautions are taken regarding pedestrian safety on newly cleaned or wet floors <li data-bbox="500 1199 1510 1257">▪ Fans are to be provided as necessary to dry floors in a reasonable timeframe <p data-bbox="500 1264 753 1291">Reference Documents:</p> <ul data-bbox="500 1297 1510 1497" style="list-style-type: none"> <li data-bbox="500 1297 1510 1356">▪ <i>For all epoxy floors and floor sealers, refer to manufacturer's instructions for appropriate cleaning practices</i> <li data-bbox="500 1356 1510 1415">▪ <i>For all terrazzo and tile floor surfaces, refer to the Terrazzo, Tile and Marble Association of Canada's (TTMAC) 2000 Maintenance Guide for appropriate cleaning practices</i> <li data-bbox="500 1415 1510 1497">▪ <i>Refer to ASTM D4488: Standard Guide for Testing Cleaning Performance of Products Intended for Use on Resilient Flooring and Washable Walls</i>
Soft Floor Finishes (Carpet)	<p data-bbox="500 1503 639 1530">Description:</p> <ul data-bbox="500 1537 1510 1722" style="list-style-type: none"> <li data-bbox="500 1537 1510 1596">▪ The floor is substantially free of dirt, dust, grit, litter, stains, chewing gum, marks, spots, water, or other liquids <li data-bbox="500 1596 1510 1654">▪ The floor is substantially free of stains, dirt, dust on traffic lanes, around furniture, and at pivot points <li data-bbox="500 1654 1510 1722">▪ Inaccessible areas (edges, corners and around furniture) are substantially free of dust, grit, lint, and spots

Element	Standards of Acceptance
	<ul style="list-style-type: none"> ▪ Carpets and entrance matting are of an even appearance without flattened pile. After deep cleaning, there is no shrinkage, colour loss, or embrittlement of fibres ▪ Dust control mats are substantially free from ingrained dust, dirt and stains, and edges, and reverse side are free from dust and dirt ▪ Floor finishes not fully adhered to the floor that create a potential safety hazard are to be reported <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For carpet surfaces, refer to the Canadian Carpet Institute and the Carpet and Rug Institute's 'Carpet Maintenance Guidelines for Commercial Applications'</i>
Ceiling Finishes	<p>Description:</p> <ul style="list-style-type: none"> ▪ All ceilings are substantially free of dirt, residue, dust, grit, lint, soil, film, graffiti, and cobwebs ▪ Hazardous materials, structural cracks, and/or deflection, and/or water damage are to be reported <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For acoustic tile and gypsum board ceilings, refer to manufacturer's instructions for appropriate cleaning practices</i> ▪ <i>For metal linear ceiling surfaces, refer to manufacturer's instructions for appropriate cleaning practices.</i>
Ducts, Grills and, Vents	<p>Description:</p> <ul style="list-style-type: none"> ▪ All ventilation outlets are kept unblocked and substantially free of dust, grit, chewing gum, soil, film, cobwebs, scuffs, and any other marks
Waste Containers	<p>Description:</p> <ul style="list-style-type: none"> ▪ Waste containers (in offices, common rooms/areas, corridors, washrooms, etc.) shall be at less than 25% capacity and free from excessive malodour ▪ Exterior of waste containers shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease ▪ Waste container liners (tied securely) placed neatly in disposal bins provided ▪ The Contractor may collect recyclables from waste containers, subject to prior approval by Facility Management
Recycling and Compost Bins	<p>Description:</p> <ul style="list-style-type: none"> ▪ Recycling and compost bins emptied and free from excessive malodour ▪ Exterior of bins shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease ▪ Recycling and compost (bags tied securely) placed neatly in disposal bins provided

Fixtures – Interior and Exterior

Element	Standards of Acceptance
Electrical and Lighting Fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ All electrical and lighting fixtures attached to the exterior of the building surface are free of excessive, dirt, dust, graffiti, deposits, marks, stains, and cobwebs ▪ All electrical and lighting fixtures attached to the interior of the building surface are free of excessive, dirt, dust, deposits, marks, stains, and cobwebs ▪ Light switches are free of excessive fingerprints, scuffs, and any other marks ▪ Improperly secured fixtures, damaged fixtures, and fixtures with no tubes or bulbs (or are burnt out) are to be reported ▪ Motor vents, etc., are clean and free of excessive dust and lint

Element	Standards of Acceptance
	<p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For cleaning electrical and lighting fixtures, refer to manufacturer’s instructions for appropriate cleaning practices and safety requirements</i>
Lifting Devices	<p>Description:</p> <ul style="list-style-type: none"> ▪ Lifting devices, elevators, and escalators are free of excessive dirt, dust, deposits, marks, stains, and cobwebs <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For lifting devices, refer to manufacturer’s instructions for appropriate cleaning practices and safety requirements</i>
Pipes and Conduit	<p>Description:</p> <ul style="list-style-type: none"> ▪ Sprinkler pipes, water pipes, conduit, and other similar fixtures are free of excessive, dirt, dust, deposits, marks, stains, and cobwebs ▪ Sprinkler heads will not be tampered with <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For cleaning pipes and conduit, refer to manufacturer’s instructions for appropriate cleaning practices and safety requirements</i>
Furnishings and Fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ All hard surface furniture is substantially free of spots, soil, film, grease, dust, smudge marks, fingerprints, and spillage ▪ Soft furnishings are substantially free from stains, soil, film, and dust ▪ Furniture legs, wheels and castors are substantially free from mop strings, soil, film, dust, and cobwebs ▪ All high surfaces are substantially free from dust and cobwebs\ ▪ Shelves, bench tops, cupboards, and wardrobes/lockers are clean inside and out, and substantially free of dust and litter ▪ Internal plants are substantially free of dust and litter ▪ Waste/rubbish bins or containers are clean inside and out, substantially free of stains and odour, and mechanically intact ▪ Fire extinguishers and fire alarms are substantially free of dust, grit, dirt and cobwebs, and mechanically intact ▪ All artwork, wall-hangings, and framed art is substantially free of dust and cobwebs <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>For wood surfaces, refer to the Architectural Woodwork Manufacturers Association of Canada (AWMAC) for appropriate cleaning practices</i>
Kitchen Fixtures and Appliances	<p>Description:</p> <ul style="list-style-type: none"> ▪ Fixtures, surfaces, and appliances are free excessive dust, deposits, marks, and cobwebs ▪ Electrical and cooking fixtures and appliances are kept free from signs of use or non-use ▪ Cooker hoods (interior and exterior) and filters are free of grease and dirt on inner and outer surfaces ▪ Refrigerators/freezers are clean and free of ice build-up <p>Reference Documents:</p> <ul style="list-style-type: none"> ▪ <i>When cleaning food preparation areas, fixtures or appliances, the requirements of the Hazard Analysis Critical Control Points (HACCP) Standards must be satisfied</i>
Toilets and Washroom Fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ Porcelain, cubicle rails, and plastic surfaces are substantially free from smudges, body fluids, soap build-up, mineral deposits, and hair – inside and outside

Element	Standards of Acceptance
	<ul style="list-style-type: none"> ▪ Metal surfaces, shower screens, and mirrors are substantially free from streaks, soil, smudges, soap build-up, and oxide deposits ▪ Wall tiles and wall fixtures (including soap dispensers, towel holders, etc.) are substantially free of dust, grit, smudges/streaks, mould, soap build-up, and mineral deposits ▪ Shower curtains and bath mats are free from stains, smudges, smears, odours, mould, and body fluids ▪ Plumbing fixtures are substantially free of smudges, dust, soap build-up, and mineral deposits ▪ Bathroom fixtures are substantially free from unpleasant odours ▪ Polished surfaces are of a sufficient uniform lustre ▪ Sanitary disposal units are clean and functional ▪ Consumable items (e.g. toilet paper, paper towel, soap, etc.) are in sufficient supply
Handrails and Railings	<ul style="list-style-type: none"> ▪ Interior handrails and railings are substantially free of residue, grease, dirt, film and stains
Hand Sanitizing Stations	<p>Description:</p> <ul style="list-style-type: none"> ▪ Hand sanitizing stations are substantially free from smudges, dust, and sanitizer, build-up ▪ Hand sanitizer is in sufficient supply

Environmental Standards

Element	Standards of Acceptance
Overall Appearance	<p>Description:</p> <ul style="list-style-type: none"> ▪ All areas appear tidy and uncluttered ▪ Fire access and exit doors are left clear and unhindered
Odour Control	<p>Description:</p> <ul style="list-style-type: none"> ▪ There is no unpleasant or distasteful odour emanating from the facilities ▪ Room deodorizers are clean and functional

2. Police Headquarters Standard of Acceptance

The following table summarizes the standards of acceptance for Janitorial Services at the Police Headquarters building:

Police Headquarters Exterior Elements

ELEMENT	STANDARDS OF ACCEPTANCE
Police Headquarters Lands	<p>Description:</p> <ul style="list-style-type: none"> ▪ Police Headquarters Lands are substantially free from rubbish, vandalism, chewing gum, and cigarette butts.
Exterior features	<p>Description:</p> <ul style="list-style-type: none"> ▪ Landings, ramps, stairwells, fire exits, steps, entrances, porches, tunnels, patios, podiums, penthouses, decks, safety barriers (bollards), walkways, balconies, eaves, and external light fittings are free of excessive dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, cigarette butts, moss growth, bird excreta, and vandalism; and ▪ Exterior handrails are substantially free of residue, grease, dirt, film and stains.
Exterior walls	<p>Description:</p>

ELEMENT	STANDARDS OF ACCEPTANCE
	<ul style="list-style-type: none"> ▪ All external walls are free of excessive oil, dirt, grease, smudge marks, dust, grit, lint, soil, film, graffiti, and cobwebs.
Windows, curtain wall systems, entrances, and skylight systems	<p>Description:</p> <ul style="list-style-type: none"> ▪ External surfaces of glass are clear of all streaks, dirt, residue, chewing gum, spots and marks, and free from excessive fingerprints and smudges; and ▪ Window and door frames, tracks, and ledges are clear and free of excessive dust, grit, marks, and spots.
Exterior doors	<p>Descriptions:</p> <ul style="list-style-type: none"> ▪ External doors and door frames are free of excessive oil, grease, graffiti, dust, dirt, residue, stains, corrosion, grit, lint, chewing gum, soil, film, fingerprints, smudge marks, and cobwebs; ▪ All door hardware items are substantially free of stains on hinges, locks, catches, and handles; ▪ Polished surfaces are of a uniform lustre; and ▪ Door tracks and door jambs are substantially free of grit and other debris.
Ducts, grills and vents	<p>Description:</p> <ul style="list-style-type: none"> ▪ All ventilation outlets are free of dust, grit, lint, chewing gum, soil, film, cobwebs, scuffs, and any other marks.
Waste containers	<p>Description:</p> <ul style="list-style-type: none"> ▪ Waste containers shall be at less than 50% capacity and free from excessive malodour; ▪ Exterior of waste containers shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease; ▪ The janitorial contractor may collect recyclables from waste containers, subject to prior approval by the Manager of the Facility Management; and ▪ Waste container liners, tied securely, placed neatly in disposal bins provided.
Recycling bins	<p>Description:</p> <ul style="list-style-type: none"> ▪ Recycling bins emptied and free from excessive malodour; ▪ Exterior of recycling bins shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease; and ▪ Recycling, bags tied securely, placed neatly in disposal bins provided.

Police Headquarters Interior Elements

ELEMENT	STANDARDS OF ACCEPTANCE
Wall finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	<p>Description:</p> <ul style="list-style-type: none"> ▪ Internal walls and partitions are substantially free of residue, dirt, dust, grit, lint, soil, film, graffiti, smudge marks, fingerprints, grease, and cobwebs; ▪ Hazardous materials, structural cracks and/or deflection, water damage, vermin remains, and other damage are reported; ▪ Walls and partitions are substantially free of marks caused by furniture, equipment, or users of the Police Headquarters;

ELEMENT	STANDARDS OF ACCEPTANCE
	<ul style="list-style-type: none"> ▪ Rails and baseboards are clean to the naked eye, substantially free of dust, cobwebs, lint, debris, finger marks, smudges, cleaning streaks, residue, spots, or splashes; and ▪ There are no signs of improper deep cleaning techniques, including excessive wear or discoloration.
Windows and window coverings	<p>Description:</p> <ul style="list-style-type: none"> ▪ Internal surfaces of glass on all interior windows, service desks and security areas are substantially clear of all residues, dirt, streaks, chewing gum, spots and marks, including fingerprints, and smudges; ▪ Window frames, tracks, and ledges are substantially clear and free of excessive dirt, residue, dust, grit, marks, and spots; and ▪ Blinds, tapes, cords, and window shades, both vertical and horizontal, are clean to the naked eye, free of excessive dust, cobwebs, lint, debris, finger marks, smudges, cleaning streaks, stains, residue, or spots.
Interior doors	<p>Description:</p> <ul style="list-style-type: none"> ▪ Internal doors and doorframes are free of excessive dirt, residue, dust, corrosion, grit, lint, chewing gum, soil, film, oil, stains, grease, smudge marks, fingerprints, and cobwebs; ▪ Doors and doorframes are free of marks caused by furniture, equipment, or staff; ▪ All door hardware items are free of stains on hinges, locks, catches, and handles; ▪ Internal glass surfaces are substantially clear of all dirt, residue, streaks, chewing gum, spots and marks, including fingerprints and smudges; and ▪ Polished surfaces are of a sufficient uniform lustre.
Hard floor finishes	<p>Description:</p> <ul style="list-style-type: none"> ▪ The floor is substantially free of dirt, dust, grit, litter, chewing gum, marks and spots, water, other liquids, or pests; ▪ The floor is substantially free of polish or other build-up at the edges and corners or in traffic lanes; ▪ The floor is substantially free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points; ▪ Inaccessible areas, edges, corners, and around furniture, are substantially free of dust, grit, lint, and spots; ▪ Polished or buffed floors are of a sufficient uniform lustre; ▪ All terrazzo and tile floors are substantially free of acidic spills, grit, dirt, or other residue; ▪ Tears, scoring, cracks, debonding, or any other damage that is unsightly and/or could cause a health and safety hazard are to be reported; ▪ An adequate amount of signage is placed and/or other precautions are taken regarding pedestrian safety on newly cleaned or wet floors; and ▪ Fans are to be provided as necessary to dry floors in a reasonable timeframe.
Soft floor finishes (carpet)	<p>Description:</p> <ul style="list-style-type: none"> ▪ The floor is substantially free of dirt, dust, grit, litter, stains, chewing gum, marks, spots, water, or other liquids; ▪ The floor is substantially free of stains, dirt, dust on traffic lanes, around furniture, and at pivot points;

ELEMENT	STANDARDS OF ACCEPTANCE
	<ul style="list-style-type: none"> ▪ Inaccessible areas, edges, corners and around furniture, are substantially free of dust, grit, lint, and spots; ▪ Carpets and entrance matting are of an even appearance without flattened pile. After deep cleaning, there is no shrinkage, colour loss, or embrittlement of fibres; ▪ Dust control mats are substantially free from ingrained dust, dirt and stains, and edges, and reverse side are free from dust and dirt; and ▪ Floor finishes not fully adhered to the floor that create a potential safety hazard are to be reported.
Ceiling finishes	<p>Description:</p> <ul style="list-style-type: none"> ▪ All ceilings are substantially free of dirt, residue, dust, grit, lint, soil, film, graffiti, and cobwebs; and ▪ Hazardous materials, structural cracks, and/or deflection, and/or water damage are to be reported.
Ducts, grills and vents	<p>Description:</p> <ul style="list-style-type: none"> ▪ All ventilation outlets are kept unblocked and substantially free of dust, grit, chewing gum, soil, film, cobwebs, scuffs, and any other marks.
Waste containers	<p>Description:</p> <ul style="list-style-type: none"> ▪ Waste containers in offices, common rooms/areas, corridors and washrooms shall be at less than 25% capacity and free from excessive malodour; ▪ Exterior of waste containers shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease; ▪ Waste container liners, tied securely, placed neatly in disposal bins provided; and ▪ The janitorial contractor may collect recyclables from waste containers, subject to prior approval by Manager of the Facility Management.
Recycling and compost bins	<p>Description:</p> <ul style="list-style-type: none"> ▪ Recycling and compost bins emptied and free from excessive malodour; ▪ Exterior of bins shall be clean and free of residue, dirt, dust, grit, soil, film, graffiti, smudge marks, and grease; and ▪ Recycling and compost, bags tied securely, placed neatly in disposal bins provided.

Fixtures – Interior and Exterior

ELEMENT	STANDARDS OF ACCEPTANCE
Electrical and lighting fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ All electrical and lighting fixtures attached to the exterior of the Police Headquarters surface are free of excessive, dirt, dust, graffiti, deposits, marks, stains, and cobwebs; ▪ All electrical and lighting fixtures attached to the interior of the Police Headquarters surface are free of excessive, dirt, dust, deposits, marks, stains, and cobwebs; ▪ Light switches are free of excessive fingerprints, scuffs, and any other marks; ▪ Improperly secured fixtures, damaged fixtures, and fixtures with no tubes, or bulbs, or are burnt out, are to be reported; and ▪ Motor vents are clean and free of excessive dust and lint.

ELEMENT	STANDARDS OF ACCEPTANCE
Lifting devices	<p>Description:</p> <ul style="list-style-type: none"> ▪ Lifting devices, elevators, and escalators are free of excessive dirt, dust, deposits, marks, stains, and cobwebs.
Pipes and conduit	<p>Description:</p> <ul style="list-style-type: none"> ▪ Sprinkler pipes, water pipes, conduit, and other similar fixtures are free of excessive, dirt, dust, deposits, marks, stains, and cobwebs; and ▪ Sprinkler heads will not be tampered with.
Furnishings and fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ All hard surface furniture is substantially free of spots, soil, film, grease, dust, smudge marks, fingerprints, and spillage; ▪ Soft furnishings are substantially free from stains, soil, film, and dust; ▪ Furniture legs, wheels and castors are substantially free from mop strings, soil, film, dust, and cobwebs; ▪ All high surfaces are substantially free from dust and cobwebs; ▪ Shelves, bench tops, cupboards, and wardrobes/lockers are clean inside and out, and substantially free of dust and litter; ▪ Internal plants are substantially free of dust and litter; ▪ Waste/rubbish bins or containers are clean inside and out, substantially free of stains and odour, and mechanically intact; ▪ Fire extinguishers and fire alarms are substantially free of dust, grit, dirt and cobwebs, and mechanically intact; and ▪ All artwork, wall-hangings, and framed art are substantially free of dust and cobwebs.
Kitchen fixtures and appliances	<p>Description:</p> <ul style="list-style-type: none"> ▪ Fixtures, surfaces, and appliances are free excessive dust, deposits, marks, and cobwebs; ▪ Electrical and cooking fixtures and appliances are kept free from signs of use or non-use; ▪ Cooker hoods, interior and exterior, and filters are free of grease and dirt on inner and outer surfaces; and ▪ Refrigerators/freezers are clean and free of ice build-up.
Toilets and washroom fixtures	<p>Description:</p> <ul style="list-style-type: none"> ▪ Porcelain, cubicle rails, and plastic surfaces are substantially free from smudges, body fluids, soap build-up, mineral deposits, and hair – inside and outside; ▪ Metal surfaces, shower screens, and mirrors are substantially free from streaks, soil, smudges, soap build-up, and oxide deposits; ▪ Wall tiles and wall fixtures, including soap dispensers, towel holders, are substantially free of dust, grit, smudges/streaks, mould, soap build-up, and mineral deposits; ▪ Shower curtains and bath mats are free from stains, smudges, smears, odours, mould, and body fluids; ▪ Plumbing fixtures are substantially free of smudges, dust, soap build-up, and mineral deposits;

ELEMENT	STANDARDS OF ACCEPTANCE
	<ul style="list-style-type: none"> ▪ Bathroom fixtures are substantially free from unpleasant odours; ▪ Polished surfaces are of a sufficient uniform lustre; ▪ Sanitary disposal units are clean and functional; and ▪ Consumable items are in sufficient supply.
Handrails and railings	<p>Description:</p> <ul style="list-style-type: none"> ▪ Interior handrails and railings are substantially free of residue, grease, dirt, film and stains.
Hand sanitizing stations	<p>Description:</p> <ul style="list-style-type: none"> ▪ Hand sanitizing stations are substantially free from smudges, dust, and sanitizer, build-up; and ▪ Hand sanitizer is in sufficient supply.

Holding Facility

ELEMENT	STANDARDS OF ACCEPTANCE
Overall appearance	<p>Description:</p> <ul style="list-style-type: none"> ▪ Surfaces and fixtures substantially free of dirt, dust, grit, litter, chewing gum, marks and spots, water, or other liquids.

Parking Garage

ELEMENT	STANDARDS OF ACCEPTANCE
Overall appearance	<p>Description:</p> <ul style="list-style-type: none"> ▪ Vertical surfaces, piping, conduit, and fixtures substantially free of dirt, dust, grit, marks, and spots; and ▪ Floor surfaces and fixtures substantially free of dirt, grit, litter, marks and spots, oil, grease.

Environmental Standards

ELEMENT	STANDARDS OF ACCEPTANCE
Overall appearance	<p>Description:</p> <ul style="list-style-type: none"> ▪ All areas appear tidy and uncluttered; and ▪ Fire access and exit doors are left clear and unhindered.
Odour control	<p>Description:</p> <ul style="list-style-type: none"> ▪ There is no unpleasant or distasteful odour emanating from the facilities; and ▪ Room deodorizers are clean and functional.

APPENDIX F – PERFORMANCE CRITERIA

A: General Service Requirements

Element Description	Importance Factor	Period of Consideration	Maximum Number of Non-Compliances During Period
Service Calls for Work Outside Common and Specific Service Requirements	Medium	One Year	3
Quotations for Work	Medium	One year	3
Communication	High	Contract term	1
Emergency Response	High	Contract term	1
Authorization of Work	Medium	One Year	3
Site Access	High	One year	1
Janitorial Services Staff	High	Contract term	1
Subcontracting	High	Contract term	1
Identification	High	One year	1
Uniforms	High	One year	1
Professionalism	High	One year	1
Identification of Safety Issues	High	One year	1
Invoicing	Medium	One Year	2
Safety	High	Contract term	1
Protection of Work and Property	High	One year	1
Security Checks	High	One year	1
Supervision	High	One year	1
Assignment of Staff	High	One year	1
Work During Regular Hours of Operation	High	One year	2
Training	High	One year	2
Cleaning Schedule	Medium	One Year	3

B: Common Service Requirements

Building Exterior Elements

Element Description	Importance Factor	Period of Consideration	Maximum Number of Non-Compliances During Period
Building Site	High	One Year	2
Exterior Features	Low	One Month	1
Exterior Walls	Low	One Month	1
Windows, Curtain Wall Systems, Entrances, and Skylight Systems	-	-	-
<i>Main Entrances</i>	High	One Year	2
<i>Secondary Entrances and Exits</i>	Medium	One year	4
Exterior Doors	-	-	-
<i>Main Entrances</i>	High	One Year	2
<i>Secondary Entrances and Exits</i>	Medium	One year	4

Element Description	Importance Factor	Period of Consideration	Maximum Number of Non-Compliances During Period
Ducts, Grills, and Vents	Low	One Month	1
Waste Containers	High	One Year	2
Recycling Bins	Medium	One year	3

Building Interior Elements

Element Description	Importance Factor	Period of Consideration	Maximum Number of Non-Compliances During Period
Wall Finishes (vinyl, gypsum board, epoxy, stainless steel, and tile)	Medium	One year	3
Windows and Window Coverings	High	One Year	2
Interior Doors	High	One Year	2
Hard Floor Finishes	High	One Year	2
Soft Floor Finishes (Carpet)	High	One Year	2
Ceiling Finishes	Medium	One year	4
Ducts, Grills and, Vents	Medium	One year	4
Waste Containers	High	One Year	2
Recycling and Compost Bins	High	One Year	2
<i>All Washroom Interior Elements</i>	High	One Year	1

Fixtures – Interior and Exterior

Element Description	Importance Factor	Period of Consideration	Maximum Number of Non-Compliances During Period
Electrical and Lighting Fixtures	Medium	One year	4
Lifting Devices	High	One Year	2
Pipes and Conduit	Medium	One year	4
Furnishings and Fixtures	High	One Year	2
Kitchen Fixtures and Appliances	High	One Year	2
Toilets and Washroom Fixtures	High	One Year	1
Handrails and Railings	Medium	One year	3
Hand Sanitizing Stations	High	One Year	2

Environmental Standards

Element Description	Importance Factor	Period of Consideration	Maximum Number of Non-Compliances During Period
Overall Appearance	High	One year	2
Odour Control	High	One Year	2

C: Specific Service Requirements

Building Exterior Elements

Element Description	Importance Factor	Period of Consideration	Maximum Number of Non-Compliances During Period
City Hall, 15 Market Square	-	-	-
<i>Council Chambers, Common Area, and Washrooms</i>	High	One Year	1
<i>Mayor's office/reception, City Manager's office, common area, boardroom(s), Customer Service Centre</i>	High	One Year	1
Canada Games Aquatic Centre, Mercantile Centre, and Harbour Station Pedways	-	-	-
<i>Floor Cleaning</i>	High	One Year	1
<i>Winter Operations</i>	High	One Year	1
Saint John City Market, 47 Charlotte Street	-	-	-
<i>All Elements</i>	High	One Year	1

* The performance criteria for all elements not specifically mentioned above are evaluated based upon criteria presented under General and Common Service Requirements