



# **CLEANING SPECIFICATIONS**

## **Annex C – Technical Document**

October 2023

John H. Chapman Space Centre



Agence spatiale  
canadienne

Canadian Space  
Agency

**Canada**



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## 1. Title

Providing professional sanitary maintenance services at the John H. Chapman Space Centre in Longueuil.

## 2. Intent

The Canadian Space Agency (CSA) wishes to engage a sanitary maintenance business licensed to operate in the province of Quebec, Canada, to provide the services required for its facilities at the John H. Chapman Space Centre in Longueuil, Quebec.

This contract involves delivering sanitary maintenance at the site of the John H. Chapman Space Centre without disrupting the CSA's research and development activities. The objective of the contract is to retain the services of a 365-day-a-year contractor capable of providing the expertise, equipment, materials, consumables, skilled labour and so on to carry out sanitary maintenance at the Space Centre.

This is a turnkey contract. The services required are described in **SECTION 6: CONTINUOUS SERVICES**. The terms and conditions set forth in this document specify the Contractor's obligations as regards execution of the contract and delivery of the services. The Contractor may also be required to perform additional work. Such additional work is extra and billable. Explicit authorization by the CSA's project authority is required for such work. The potential additional work is described in **SECTION 7: ADDITIONAL WORK**.

These specifications set out the general rules and are complemented by the specific provisions in the various annexes.

## 3. Background

Constructed in 1993, the building houses just over 600 Canadian Space Program researchers and managers. The Space Centre is a four-storey building with a total gross area of 29,261 m<sup>2</sup>. The building usage profile is as follows:

**The ground floor (Level 1)** has a total area of 14,096 m<sup>2</sup>. It holds visitor reception areas, circulation areas, a 250-seat cafeteria, a 500-seat conference centre, laboratories, office space, archives, computer rooms, a receiving dock, storerooms and mechanical rooms.

**Level 2** (7,683 m<sup>2</sup>) holds a control centre, circulation areas, office space and mechanical rooms.

**Level 3** (5,922 m<sup>2</sup>) holds office space, the executive offices, circulation areas and mechanical rooms.

**Level 4** (1,560 m<sup>2</sup>) is entirely occupied by a mechanical room.

Because of its activities, the CSA is always holding different events, such as news conferences, outside visits, seminars, conferences and group meetings, which means that catering services are frequently used over the course of the year. During a given year, buffets are provided for an estimated 8,000 to 10,000 people at various CSA locations.

- Events involving 25 or fewer people: 150 per year
- Events involving 26 to 75 people: 50 per year







- Events involving 75 to 250 people: 15 per year

## 4. Definitions

**Work:** All works, tasks, materials and substances that the contractor is required to deliver, do, supply and perform under the contract and that are consistent with the quality of service expected under the CSA's high standards.

**Client:** The Canadian Space Agency is designated as the Client for these technical specifications.

**Site:** The site address is 6767 Route de l'Aéroport, Longueuil, Quebec. The building is the John H. Chapman Space Centre.

## 5. Stakeholder roles and responsibilities

**CSA project authority:** The CSA representative who has the authority to give direction and instruction to the Contractor. The project authority also recommends payment requests and performance of the unit-cost additional work stipulated in the contract.

**Contractor's contract administrator:** The member of the Contractor's organization who has full responsibility for delivering the services described in this contract. This includes, but is not limited to, providing the expected quality of service, management of the Contractor's on-site team, and administrative and financial management. The Contractor's contract administrator is also responsible for the health and safety of the personnel assigned to the contract. The Contractor's contract administrator must be available to attend monthly meetings with the client and report on the services. The Contractor's contract administrator is not required to work on-site at the John H. Chapman Space Centre.

**Contractor's supervisor:** The member of the Contractor's organization who serves as the main on-site contact. The Contractor's supervisor has the authority to make operational decisions under the contract for the benefit of the client and for all shifts. The Contractor's supervisor ensures that the work carried out on the client's premises by the Contractor is properly completed in accordance with the contract, and that the quality of the service is as expected. The responsibilities of the Contractor's supervisor include, but are not limited to, preparing personnel schedules, submitting personnel attendance reports to the client, planning preventive and corrective work, and reporting on the proper execution of the work on an ongoing basis. The Contractor's supervisor is responsible for the health and safety of the Contractor's personnel. The Contractor's supervisor must work full-time at the John H. Chapman Space Centre site. The Contractor's supervisor must be fluent in both official languages, English and French (spoken and written).

## 6. Continuous services

The services required in this section must be provided on an ongoing (daily) basis for the entire term of the contract. Payment for these services, which are described in Section 5, will be on a lump-sum basis, that is, one charge for all services for the year. Payment will be made in 12 equal monthly instalments, each of which will be one-12th of the total amount of the bid.



The CSA representative will not make requests regarding the requirements of this section unless the quality-of-service requirement in these specifications is not met. The Contractor is responsible for performing these activities for the entire term of the contract. Any additional requests by the CSA will be handled as specified in Section 7.

The CSA has a service call and complaint system. The CSA will forward one-time requests and complaints concerning work improperly done to the Contractor's representative for immediate action.

The CSA compiles data on service requests and complaints and may use the data to make changes to cleaning activities, notify the Contractor of activities that it has failed to perform properly, or determine the extent to which the Contractor has fulfilled its obligations and modify the monthly payment accordingly.

## 6.1 Assigned resources

The Contractor must supply the necessary resources to perform cleaning activities in all parts of the site, including those which operate around the clock. Those resources are 100% dedicated to the John H. Chapman Space Centre site. The Contractor is responsible for maintaining service on the premises as required. It is vital for the Contractor to minimize staff turnover.

Employee attendance must be confirmed using the Contractor's own attendance system. Every invoice must be accompanied by an attendance list.

The client must provide the Contractor's employees with a healthy work environment that meets the requirements of the *Canada Labour Code*. The CSA will provide a 35 m<sup>2</sup> room for the storage of materials and equipment and a 20 m<sup>2</sup> room to serve as an office and locker room.

### 6.1.1 Minimum attendance schedule

The resources listed below are the minimum staff required by the CSA for execution of the contract. The Contractor may have to use more resources to meet the contract requirements. It is up to the Contractor to assess what human resources, equipment, materials and expertise are needed to deliver all of the continuous services while respecting the CSA's minimum requirements. The Contractor may not bill extra for assigning additional resources to perform the tasks outlined in Section 5 (Continuous Services).

The Contractor is responsible for establishing the number of hours required to fulfil all the cleaning profiles. If the minimum resources listed in Section 3.1 are insufficient to provide all the continuous services, including the cleaning profiles, the Contractor must assign additional staff. The Contractor must never assign fewer resources than the minimum indicated.

The Contractor is required to assign, at a minimum, the resources necessary to meet the numerical and schedule requirements indicated below.

#### **Day shift, Monday to Friday**

- One (1) supervisor for an eight-hour shift from 8:00 a.m. to 5:00 p.m.
- One (1) cleaner for an eight-hour shift from 6:00 a.m. to 3:00 p.m.
- One (1) cleaner for an eight-hour shift from 8:00 a.m. to 5:00 p.m.





### **Evening shift, Monday to Friday**

- Five (5) cleaners for a seven-hour shift from 4:30 p.m. to 11:30 p.m.

### **Weekend shift**

- Four (4) cleaners for an eight-hour shift from 8:00 a.m. to 4:00 p.m., Saturday or Sunday at the Contractor's discretion.

### **Holiday shift**

- One (1) member of the Contractor's team for an eight-hour shift from 8:00 a.m. to 5:00 p.m. to provide minimum services: snow removal, garbage removal in areas that operate around the clock, special events, etc.

The Contractor must assign equitable cleaning rounds to project staff with a view to meeting the cleaning profile objectives. The assigned resources must understand the essence of the work, its scope and the expected performance criteria.

## **6.1.2 Contractor's responsibility for its personnel**

- Provide the staff with the necessary instructions to carry out their duties. This includes assigning clear work procedures, methods and rounds for each shift and indicating the work to be done and the areas that are expected to be covered based on the number of hours of work assigned to each staff member. The work rounds must have been previously submitted to the CSA representative for approval.
- Outsourcing the contract for cleaning work to a subcontractor or a cleaning firm is unacceptable.
- The individuals assigned to the contract must be full employees of the service provider.
- Ensure that the full complement of qualified staff listed in 6.1.1 is present.
- Provide all staff, materials and products needed to perform the continuous services.
- The Contractor will make every effort to minimize its staff turnover for the entire term of the contract.
- Provide replacement workers if one or more regularly assigned workers are absent. There should be a pool of at least three (3) replacement workers who have security clearances and are aware of the building's layout.
- Submit to the CSA project authority for approval the files of staff that the Contractor plans to assign to the project, including replacements, and provide files for any other staff that subsequently join the team, as the need arises.
- Submit files for other employees if the CSA rejects any of those submitted.
- Employee or resource files should contain the following information:
  - The employee's name
  - The employee's résumé, which should include details about the employee's education, sanitary maintenance training (e.g., courses taken, date, length, instructor's name), experience, previous



employment and, at a minimum, the contact information of one previous employer so that the CSA can perform a reference check

- Through a daily monitoring and inspection program, make sure that staff perform their duties according to the established schedules, deadlines and objectives, and take necessary corrective measures should employees fail to achieve their objectives.
- A workplace manual should be available on site for consultation on request. The manual should include the cleaning profiles, work rounds, the schedule for periodic or occasional work, the daily inspection grids, a list of products and equipment, safety data sheets, and a list of employees and their telephone numbers.
- The CSA is modernizing. The Contractor is required to assist its employees in learning to understand and use new work tools such as electronic work order management.
- The Contractor is responsible for determining the human and material resources required to achieve the contract objectives, including the target for the monthly average cleanliness index (85%; see Annex E for details). The Contractor is responsible for determining requirements for staff, equipment, small tools, accessories, paper, products and supervisory time while maintaining a continuous presence as required in these specifications.
- The Contractor is responsible for its employees' attire. Its staff must be appropriately dressed in a standard uniform so that CSA employees can easily identify them. The Contractor must supply work clothes that are in good condition and bear the service company's name and the employee's name.
- Assign fair, specific cleaning rounds to project staff with a view to meeting the specifications in the cleaning profiles.
- Ensure that staff fully understand the work objectives, scope of the tasks and performance criteria.

#### **6.1.4 Contractor's responsibility for 24/7 availability**

Availability means ensuring that whenever it needs to do so, the CSA will be able to contact the contract administrator or an employee designated by the Contractor to request information or issue a call-back. The designated contact must be reachable at any time by some ordinary means of communication (i.e., pager or cell phone). This means of communication will be selected with the client. The availability requirement can also be met with a centralized emergency call service. If this option is selected, availability must be provided by a pool of employees familiar with the CSA's facilities.

The responsible employee designated by the Contractor must be able to communicate with the Contractor's other employees so that major requirements can be acted on promptly and effectively. In such circumstances, it is acceptable for the response to be provided by a pool of resources other than those normally assigned to the Space Centre contract.

Whether the situation arises during the time when the Contractor must have staff present at the CSA or outside that period, the Contractor's representative or staff must report to the CSA representative as soon as possible regarding the measures taken to deal with the situation. If the service request is deemed billable by the CSA, an invoice separate from the one for the continuous service contract must be submitted no later than 10 business days after the end of the month in which the service request was made.





### 6.1.5 Personnel training

It is the Contractor's responsibility to assign properly trained personnel to perform the work under this contract. At the start of the contract, the Contractor must submit documentation proving that the employees have the knowledge, education, course certificates and competency cards required to perform their duties. To be considered valid, the courses must have been taken in the three (3) years preceding submission of the bid. This information must be provided for each new resource assigned to the site during the contract period.

The Contractor must also provide an ongoing training program tailored to CSA needs for staff assigned to the project and submit certificates to the CSA. The program must include the topics addressed, the syllabus, the length of the training, the date and the name(s) of the instructor(s). This training plan and confirmation that resources are properly trained must be provided to the project authority on the contract anniversary date each year.

The Contractor must be able to show the CSA that staff members have received training in the handling and use of cleaning products from the manufacturer or distributor. In addition, the Contractor must ensure that its employees receive proper training in operating the equipment needed to carry out the cleaning activities in the cleaning profiles.

The Contractor must ensure that its employees have been trained in the methods used to clean and treat the finishes at the Space Centre.

### 6.1.6 Personnel management

It is the Contractor's responsibility to manage its personnel as required by law:

- Perform all compensation-related activities, including, but not limited to, income-tax deductions, employment insurance, pension plan, QPP contributions, professional liability insurance, life insurance, union dues, professional dues, bonuses, statutory holidays, and leave.
- Manage personnel through an employee performance appraisal program, initiative incentives and disciplinary measures.
- Replace staff who are on vacation or sick leave or otherwise unavailable with employees of equivalent qualifications who are familiar with the CSA's facilities.
- Keep employees in reserve to meet special CSA requirements.
- Establish agreements with suppliers and subcontractors, carry out planning and coordination activities for implementation, verify work compliance, and make payments.

## 6.2 Cleaning profiles

The cleaning profiles identify what routine, periodic and occasional cleaning work needs to be done and how often. The CSA has prepared twenty-five (25) cleaning profiles listing the tasks to be performed by the Contractor and their frequency. The cleaning profiles apply to the twenty-five (25) work zones defined by the CSA. The work zones are shown in the building plans attached to these specifications. The tasks listed under the cleaning profiles are described in the Description of Cleaning Tasks. In addition, the CSA has prepared plans showing the different floor finishes. The plans show the boundaries of the various types of floor coverings without reference to the work zones.





The Contractor must meet the following expectations:

- Complete the cleaning profiles on a continuous basis, 365 days a year.
- Daily activities (D) apply to business days, i.e., Monday to Friday inclusive, excluding statutory holidays.
- Spaces to be cleaned on holidays are indicated in the various cleaning profiles.
- In general, cleaning is done outside business hours, i.e., Monday to Friday after 6:00 p.m. and on weekends or holidays.

### 6.3 Support services for events

Post-event clean-up (emptying garbage cans, vacuuming, removing stains from carpets) is an integral part of the building maintenance tasks in this contract.

### 6.4 Support services for service requests

Service requests are made in response to unforeseen situations such as an overflow or a coffee spill on a carpet. The possibilities are too numerous to list. Unforeseen events can be divided into two categories: those which occur during the time when the Contractor must have staff on the premises and those which occur outside that period. The Contractor will provide service in response to unforeseen events using the continuous-presence staff specified in the contract. Unless the problem requires the use of additional resources or the Contractor can show that the action it has taken has caused a significant delay in its regular work plan, the Contractor will receive no additional payment for action taken to deal with an unforeseen event during the time when the Contractor must have staff on the premises.

The Contractor must provide an emergency call service at all times and must be able to respond rapidly if the CSA so requires outside the period when it normally has staff present. If the CSA asks the Contractor to respond to an emergency outside the period when it normally has staff present, the Contractor may bill the CSA for the staff assigned to deal with the event at their hourly rates. The hourly rate paid by the CSA will be the rate quoted by the Contractor in the bidding process.

The Contractor may be paid an additional amount for cleaning areas adjacent to a construction site. In such cases, the Contractor must demonstrate that the construction site activities add to its workload and submit to the CSA representative a proposal to cover compensation for the inconvenience. The proposal must specify the number of additional people required and the additional work time multiplied by the hourly rate quoted in the Contractor's initial bid. The CSA reserves the right to check the additional employees' sign-in and sign-out times to make sure that they match the Contractor's claims. Should there be a discrepancy between the hours claimed by the Contractor and the actual hours, the lesser amount will apply.

During the period when the Contractor must have staff on site, the Contractor's employees must carry and keep in good working order a two-way radio supplied by the CSA so that they can respond promptly to service requests.



## 6.5 Reporting breakage and deficiencies

In performing their cleaning duties, the Contractor and its staff are required to make the rounds of the entire Space Centre every day. As a result, they are in the best position to observe some types of breakage and report them to the CSA representative, who will have corrective measures taken. As part of its duties, the Contractor must report any breakage observed.

The Contractor will set up a means for its employees to report any breakage they observe in the course of their duties. This will involve a written breakage and deficiency report to be completed by the Contractor's staff at the end of each shift. An alternative means may be submitted to the CSA for approval.

The Contractor will submit the report to the CSA representative the day following the shift, whether or not any breakage or deficiency was observed.

## 6.6 Cleaning and replacing burned-out tubes and bulbs

In performing their cleaning duties, the Contractor and its staff are required to make the rounds of the entire Space Centre every day. As a result, they are in the best position to observe non-functioning lights, replace tubes/bulbs and notify the CSA representative. Note: The process of converting to LED lighting is 85% complete and is expected to be fully complete in March 2025.

For light fixtures **less than 4 m** up, the Contractor is required to do the following:

- Make a note of lights that are not working;
- Change tubes and bulbs of lights that are not working;
- Place the tube or bulb in a box provided for this purpose, take the boxes to the recycling room, and place them on the pallets so that CSA staff can dispose of them;
- Notify the CSA representative of any lights that still do not work after the tubes or bulbs have been replaced;
- Notify the CSA representative if there is less than a week's supply of light bulbs or tubes in stock;
- Replace tubes and bulbs in non-functioning lights within 12 hours of noticing them. If a light does not operate normally after the tube or bulb is replaced.

For light fixtures **over 4 m** up, the Contractor is required to do the following:

- Make a note of lights that are not working;
- Notify the CSA representative of the location of lights that are not working. The tube or bulb will be replaced by a CSA electrician.

All CSA light fixtures must be cleaned once a year as described in the cleaning profile and on a schedule agreed by the Contractor and the project officer.

The CSA will supply tubes and bulbs of the required models in sufficient quantities for the Contractor to change burned-out tubes and bulbs. The Contractor is to notify the CSA when inventories are low so that supplies can be ordered.



## 6.7 Washroom patrol services

The Contractor is required to conduct two patrols a day (one during the day and the other in the evening) of all multi-person and individual washrooms in the Space Centre so that the tasks listed in the washroom cleaning profile can be performed.

This includes the cleaning of toilet bowls, mirrors, urinals, sinks, counters and dispensing equipment. It also includes replenishing supplies of paper towels, toilet paper, sanitary pads and hand soap.

## 6.8 Participation in the CSA's recycling program

The CSA has a waste management program that involves separating waste into five categories:

- Recyclable materials
  - Paper and cardboard
  - Plastic, metal, multilayer containers
- Compostable materials
- Ultimate waste
- Batteries, CDs and ink cartridges

See Annex F – Sorting Information Poster for more details on the materials sorted at the CSA.

The CSA considers its recycling program very important. We ask the community to pre-sort waste at sorting stations across the site. It is important for the Contractor and its employees to comply with the program's requirements and inform us of any problems they witness. The Contractor is required to take the bags from each sorting station and pile them in the proper location for disposal by a specialized firm. The firm's contract is directly with the CSA.

Failure by the Contractor to separate perishables from recyclable items would result in a considerable increase in waste disposal costs. If it is determined that the Contractor or its employees were negligent in sorting the bags, a penalty of \$300 will be applied for any container refused by the CSA's service provider because of negligence during delivery to the collection site.

The Contractor must inform the CSA representative if its employees observe any negligence by users in sorting materials, identify the location of the problem, and provide evidence (photos, precise location, date) so that the CSA can take the necessary measures with the users at fault.

We expect the Contractor to do the following:

- Separate waste into the five categories mentioned above;
- Supply transparent bags for recyclables and opaque bags for ultimate waste;
- For compostable materials, supply bags certified as compostable by recognized organizations. In Quebec and Canada, certification from the Bureau de la normalisation du Québec (BNQ) is required. Certification guarantees that the bags are accepted by suppliers that process compostable materials. The Contractor must provide the CSA with the name and description of the product to be used;



- Place materials in the proper containers provided by the CSA. Keep the materials separate at all times; never mix materials from different categories;
- Dispose of containers and waste resulting from maintenance activities in accordance with the CSA's recycling policies;
- Janitorial staff will be involved in ensuring that periodic waste characterization activities (held roughly once every two to four years for a period of one week) are carried out properly. Although no changes will be made during that period, particular attention must be paid to the disposal of materials and the labelling of garbage bags.

## 6.9 Winter maintenance activities

The Contractor must supply the necessary additional resources to meet the added requirements of winter maintenance activities. Entrances must be kept completely free of snow and ice for a distance of 2 m from the doors of the building. Snow must be removed and abrasive applied as soon as snow accumulates on the ground in the areas identified in the plan (reference to the winter maintenance cleaning profile plan).

- Make sure the areas indicated in the plan are cleared by 6:30 a.m. from Monday to Friday and by 9:00 a.m. on Saturdays, Sundays and statutory holidays.
- Spread salt provided by the CSA over an area extending 2 m from the building access doors; make sure that those surfaces are free of ice at all times.
- Check that all sidewalks leading to the parking lot are safe and ice-free. Apply abrasive in areas where it may be needed. Inspections should be carried out three (3) times a day (6:30 a.m., 11:30 a.m. and 3:00 p.m.). Notify the project officer when the situation warrants more extensive spreading of abrasives.

## 6.10 Disinfection stations

There are more than fifty (50) disinfection stations scattered around the Space Centre. The Contractor is required to replenish them at least once a week. The Contractor must also ensure that the disinfectant bottle is working properly, and that the paper towel supply is replenished. Each station contains the following:

- One (1) bottle of surface disinfectant liquid
- One (1) roll of brown paper towels

There are also 120 bottles of disinfectant gel in locations around the CSA that are not disinfection stations. The Contractor is required to supply the product, refill the bottles, clean all disinfectant gel bottle caps, and test the dispensing mechanism on a weekly basis to make sure that the gel is dispensed downwards.

## 6.11 Equipment and tools

The Contractor must meet the following criteria in delivering the continuous services:





- Provide all functional machinery and equipment needed to deliver the continuous services. The CSA has specific requirements regarding equipment and tools left on site at all times. Those requirements are outlined later in this section;
- Repair, have repaired or replace all large pieces of electrical or mechanical equipment within 24 hours after they stop working;
- Supply new, good-quality equipment within seven (7) days of the start of the contract. Safety equipment must meet the requirements of the certification bodies for the type of equipment concerned;
- Instruct all employees in the operation and use of equipment and products provided by the Contractor. It is the Contractor's responsibility to assign resources that are trained to use and handle the tools and equipment required to perform the work;
- In the case of equipment supplied by the CSA, ensure that employees have received training from the CSA;
- Regularly replace cleaning tools (mops, microfibre cloths, polisher pads, spray bottles, carpet stain removal kits, etc.), equipment and work clothes, depending on how often they are used and how dirty they are.

The Contractor must, at a minimum, always leave the following equipment in good working order in the storerooms assigned by the CSA:

- One ride-on scrubber-dryer with the following features:
  - Cleaning capacity: 18,000 sq. ft./hour
  - Brush speed: 180 rpm
  - Brush pressure: 50 lb
  - Maximum noise level: 66.9 decibels
  - Reference equipment: Windsor Chariot iScrub 20
- Two dual-speed rotary floor polishers with the following features:
  - 18" disc
  - 4-gallon water tank
  - 1.5 hp
  - Noise level: 60/63 dB
  - Reference product: Centaur Rabbit-3
- One high-speed rotary floor polisher (burnisher) with the following features:
  - Motor: 1.5 hp, 120 V AC
  - Pad driver diameter: 20"
  - Electrical Power cord: 14/3 calibre
  - Speed: 1,500 – 2,000 rpm
  - Shockproof handle
  - Accidental-start prevention mechanism
  - Non-marking bumper
  - Built-in dust collector



- Four portable dry vacuum cleaners (with strap) with the following features:
  - 120 V motor
  - Power: 1.8 hp
  - Water lift: Minimum 50"
  - 12" combination carpet and floor attachment
  - Round brush
  - Crevice attachment
  - Upholstery attachment
  - Special attachments for vacuuming woodwork
  - HEPA filter
  
- One compact walk-behind sweeper with the following features:
  - Width 18"
  - 1 side broom
  - Automatic broom drive
  - Noise level: 62 dBA
  - Reference product: Nobles Scout 5
  
- Eight dry vacuum cleaners with the following specifications:
  - 2.5 gallons
  - 99.97%-efficient, 0.3-micron HEPA filter
  - Reference product: Nacecare NVH-200
  
- One wide-area vacuum cleaner with the following features:
  - 30" wide
  - 4-stage HEPA filter
  - 120 V
  - Reference product: Tennant V-WA-30
  
- Three industrial vacuum cleaners (with brush) with the following features:
  - Brush speed: 4,000 rpm
  - Width: 18"
  - Filtration: 98% at 0.3 microns
  - HEPA filter
  - Maximum noise level: 69 decibels
  - Accessories:
    - 4" round brush
    - Crevice attachment
    - Upholstery attachment



- Special attachment for vacuuming woodwork
- Reference product: Tennant 3120
  
- Two industrial wet/dry vacuum cleaners with the following features:
  - Capacity: Minimum 16 gallons
  - CSA-approved
  - Reference: Nobles V-WD-16P
  
- Two industrial carpet cleaning extractors for heavy-duty carpet cleaning:
  - 500 psi pump
  - CSA-approved
  - Reference product: Esteam Ninja Warrior
  
- One self-contained carpet extractor:
  - 1.8 hp
  - 3-stage vacuum motor
  - Brush speed: 1,200 rpm
  - Brush width: 17"
  - Product reference: Nobles EX-SC-1020
  
- One portable stain extractor:
  - 2-stage motor
  - 120 V
  - Maximum 18 lbs.
  - Reference: Nobles EX-SPOT-2

The Contractor must supply all other equipment required to perform the tasks in the cleaning profiles, including carts, brooms, mops and buckets.

Only the following equipment will be provided by the CSA:

- Stepladders and ladders more than 1.5 m high
- Equipment for transporting materials and products from the receiving dock to the Contractor's storeroom
- A telescopic boom lift with a lifting capacity of 14 m and a 5.5 m platform lift and a 7.5 m telescopic basket.  
The Contractor will provide personnel with the skills and training required to handle this equipment.

## 6.12 Materials and products

The Contractor must supply all materials, consumables and products needed to perform the continuous services. The Contractor must meet the following criteria in delivering the continuous services:





- Unless otherwise indicated, supply all materials and products needed to perform the continuous services. The quality of the products must be recognized in the marketplace. Each product used must be submitted to the CSA representative for approval. The products include, but are not limited to, the following:
  - Hand soaps for hands
  - Detergents with ECO LOGO certification
  - Cleansers with ECO LOGO certification
  - Odour eliminators with ECO LOGO certification
  - Degreasing compounds with ECO LOGO certification
  - Disinfectants with ECO LOGO certification
  - Stripping compounds with ECO LOGO certification
  - Floor finishes with ECO LOGO certification
  - Spot removers with ECO LOGO certification
  - Recycled Paper towels
  - Toilet paper
  - Soap for men's and women's showers (10 dispensers)
  - Odorless hand sanitizing gel with a minimum of 70% ethyl alcohol
  - All other products normally used in a building like the Space Centre for sanitary and cleaning needs
  
- Supply products that are compatible with the building's dispensers, flooring and architectural finishes. Where required, supply the product specified by the architectural finish manufacturer, even if the product is not normally used by the Contractor.
  
- The CSA supplies building occupants with sanitary pads and tampons for emergency situations. The Contractor is only responsible for ensuring that there are always products available in the dispensers. The CSA is responsible for supplying the sanitary pads and tampons.
  
- The Contractor is responsible for maintaining an inventory of sanitary pads and tampons.
  
- Use green chemistry- and/or biotechnology-based cleaning products that are environmentally friendly and do not affect wastewater treatment performance. To that end, the products used must be recognized by an environmental certification program such as ECOCERT, EcoLogo (Canada's Environmental Choice Program), Green Seal (United States) or Ecolabel (European Union). Manufacturers' instructions should be followed regarding product quantity and use. Areas should be set up in janitorial rooms for diluting the products in accordance with the manufacturers' instructions.
  
- The products should have a low level of toxicity; in other words, they are not considered toxic if they are swallowed or come into contact with skin, according to WHMIS criteria.
  
- Fill hand-held paper dispensers to capacity at least once a day on the daily round.
  
- Toilet paper dispensers must contain a minimum of 1 new roll. Rolls at 35% capacity or less must be placed on the dispenser and a new roll must be installed in the dispenser. Hand paper dispensers, toilet paper dispensers, soap dispensers and sanitary napkin/buffer dispensers must not be empty at any time.



- Instruct employees on product handling and use.
- Transport materials and products that the Contractor has had delivered from the receiving dock to the storeroom that the CSA has assigned.
- Store materials and products according to manufacturer's directions.
- Provide the CSA with safety data sheets for all products, post copies in the workplace, and keep the list of hazardous product safety data sheets up to date.
- Fifteen (15) days before the start of the contract, submit a complete and definitive list of all the products, accessories and equipment to be used to carry out the work, including the names of the manufacturers, where the products were made and their composition.
- Fifteen (15) days before the start of the contract, submit technical and safety data sheets for the products to be used. If the project authority considers any of the proposed products to be a danger to users' health and safety, replace them with products that meet health and safety criteria.
- Obtain approval for any new products before using them to carry out the work under the contract.

### 6.13 Occupational health and safety

The Contractor must comply with all of the following criteria:

- All personnel must have, at all times, a valid WHMIS 2015 training certificate that is no more than three (3) years old.
- At least two people must have proof of training in the use of a telescopic boom lift with a 45-foot height capacity and a lift platform with a 19-foot height capacity so that they can carry out the cleaning work at heights provided for in the contract.
- Ensure that the Contractor's staff follow instructions, take part in the CSA's occupational health and safety program, and follow the rules in the *Canada Labour Code*, Part II.
- Comply with all accident, fire safety, confidentiality, security and intrusion protection measures. Comply with safety rules recommended in national and provincial codes and prescribed by authorities with jurisdiction over work materials, methods and practices. Submit documentation showing that the Contractor's employees have the necessary training to meet these requirements.
- Comply with WHMIS regulations and ensure that the safety data sheets for all hazardous products are available in the building at all times and are kept in a location near where the products are stored. A copy must also be kept in the janitorial rooms where cleaning products are stored. The safety data sheets must be kept up to date. An electronic list of safety data sheets must be produced, submitted to the CSA project authority, and kept up to date for the entire term of the contract.
- The Contractor must provide, at its own expense, all personal protective equipment for its crew, including safety boots and harnesses. The Contractor must ensure that its employees are trained in the proper use of that equipment, and that periodic use and compliance checks are carried out.





The CSA will do everything it can to support the Contractor in its efforts to ensure the health and safety of its workers. The Contractor, through its delegation, processes and work methods, must ensure the health and safety of the client's employees at all times. The Contractor will immediately communicate any deficiencies identified or questions raised on this subject to the CSA project authority.

## 6.14 Corporate security

The Contractor must comply with all of the following criteria:

- Ensure that its employees agree to security screening by the CSA security office for the purpose of obtaining and keeping a SECRET clearance.
- Ensure that its employees are fit to undergo and pass that security screening.
- When submitting a candidate, the Contractor must clearly indicate to the CSA what position the security screening is for.
- It is the Contractor's responsibility to complete Personnel Security Screening Form 330-23 for the resources it intends to assign to the project, including the **Checks Required portion (section C1) of the form** ([Instructions for completing the Personnel Security Screening Form – Canada.ca](#)).

The Contractor must also sign section C1 to confirm that the required checks have been performed. Some checks may not be applicable. From experience and for information purposes only, the following checks are recurrent for all positions under this cleaning contract:

- Verification of identity and background
- Confirmation of educational qualifications
- Personal and employment references

These checks are the Contractor's responsibility as the first step in the security screening process for assessing an individual's honesty and trustworthiness.

It is imperative for the Contractor to review the résumé and take the time to ask questions about education and previous employment when interviewing a candidate. It is strongly recommended that the Contractor call at least one reference and check that the information provided by the candidate is reliable and accurate.

Security screening is handled by the CSA. That said, the Contractor must make every effort to ensure that only candidates whose Form 330-23 checks have been completed are submitted. Since the CSA normally assumes the costs, we expect minimal rejection of candidates due to security concerns.

If there are grounds to believe that the Contractor is not complying with its checking obligations, the CSA reserves the right to charge the Contractor for the screening costs. The Contractor is bound by its obligation of result (see Section 8) at all times. The Contractor understands that the CSA has a rigorous security screening process. The Contractor cannot hold the CSA responsible for the rejection of candidates due to security concerns.



- Make sure that employees accept the building access control system and the fact that the CSA uses entry and exit records to check hours worked.
- Only employees who have a security pass and are on the Contractor's payroll are allowed onto the worksite.
- Keep keys issued by the CSA at the worksite, in the location specified by Security, and follow all CSA directives regarding keys. The Contractor must ensure that no keys are copied or misplaced for any reason. Should this occur, the Contractor will cover the costs of any corrective measures the project officer may deem necessary to maintain building security.
- Follow CSA instructions.
- Read, understand and abide by the information in the documents provided by the CSA.

If the required security clearance cannot be issued or maintained, the CSA will request a replacement.

The Contractor must comply with instructions concerning access restrictions based on CSA activities (24/7 operations, experiments, events, etc.). This means that some work may not be able to be carried out as originally planned. No additional claim may be made for such changes to the established schedule. With this in mind, the Contractor will provide the project authority with a detailed schedule several weeks in advance.

Some rooms have a special security rating. They must be unlocked by a security guard, and the work must be done with a security guard present. The CSA will work out an agreement with the Contractor to have these rooms serviced during a specific time slot, and the project authority will make the necessary arrangements with Security so that the Contractor does not waste too much time waiting for security officers. The Contractor may not claim additional fees for delays caused by the need to follow security instructions.

This work represents between 60 and 90 minutes a day for one employee. A schedule will be established at the outset of the contract to avoid scheduling conflicts.

## **7. Carpet, chair and armchair cleaning**

As noted in the bid chart, the costs associated with cleaning carpets, chairs and armchairs must be submitted separately. For reference, the total carpeted area in the building is about 14,500 m<sup>2</sup>. There are about 1,000 chairs, 30 armchairs and 5 sofas. The CSA reserves the right to decide whether to have this optional work done. The work includes, but is not limited to, the following activities to be performed in the most efficient order for successful completion of the work.

### **Carpet cleaning**

- Move objects on the floor that could interfere with cleaning.
- Vacuum all surfaces thoroughly, including tight spots, before the cleaning process.
- Spray heavy traffic lanes with a cleaning product, and remove any gum or stubborn stains.
- Clean the carpets using the truck-mounted mechanical extraction method
  - o Subcontracting is acceptable for this part
  - o Disinfection of carpets
  - o Deep cleaning
  - o Immediate extraction of most of the water from the carpet



- Use environmentally safe EcoLogo-certified cleaning solutions.
- Once the cleaning is finished, replace any items that may have been moved, if possible.
- This task requires additional planning (i.e., ensuring that ventilation is on during the work).

#### **Cleaning of chairs and armchairs**

- Clean chair and armchair fabric using a mechanical extraction method, with hand brushing if required and immediate extraction of 95% of the water.
- Clean the feet and arms of the chairs so that the chairs are completely clean.

Scheduling for this additional work is just as important as the planning of continuous services. Carpet cleaning must be carried out in the evening or on weekends. The Contractor is responsible for submitting a schedule at least one (1) week before the work is to begin. The work must be carried out over a period of no more than TWO (2) months.

The Contractor must meet the following requirements:

- The Contractor will perform the work safely using methods that will not damage the building's carpeting.
- The Contractor will provide competent personnel, including a foreman to direct the teams.
- Handle any materials that need to be moved with care.
- Advise the CSA representative if a room cannot be cleaned because of specific circumstances.

One (1) week in advance of the work, the CSA representative will post a notice asking users to remove any objects that could interfere with carpet cleaning.

The required services will be delivered in accordance with these specifications and approved by the architecture project authority. If the work is not compliant, a written notice will be sent to the Contractor. The Contractor will take the necessary measures to correct the problem within twenty-four (24) working hours.

## **8. Other additional work**

The Contractor will quote an hourly rate per person for each year of the contract for any work requested in addition to the requirements in these specifications. Such requests will be authorized in writing solely by the project authority or his or her supervisor. This work will be billed on a monthly basis.

The CSA reserves the right to decide whether to have this optional work done.

## **9. Obligation of result**

The Contractor's obligation of result applies to all of these specifications.

For greater certainty, the presence of resources consists of providing a team of competent employees able to perform the continuous services required by these specifications. The Contractor is responsible for selecting the members of the team, submitting them to the CSA for approval, instructing and training them, assigning them duties, and monitoring their performance. The Contractor is also responsible for supplying, maintaining and, if necessary, replacing the



equipment required to carry out the work. The Contractor must also supply the materials and products needed to execute this contract.

The contract administrator agrees to meet with the client's representative at least once a month. The purpose of this monthly meeting is to monitor the operations associated with the contract. The meetings will be held in the client's offices. The administrator must provide a general status report for each item in Section 5 (Continuous Services) and Section 6 (Additional Work). Before each meeting, the administrator must provide the CSA project authority with a monthly report in PDF form containing at least the following information:

- A list of the resources assigned to the contract and their roles
- A list of staff leave
- Proof of completion of cleaning profiles and any problems encountered
- A list of additional work requested by the client, the proof required to complete each request, and the associated monetary value (for billing purposes)

In addition,

- At the start of the contract and every six months thereafter, provide proof that the bags and products supplied under the contract are certified in accordance with the standards specified.
- At the start of the contract and annually thereafter, provide a list of concrete actions undertaken by the Contractor in its sustainability program.

Complaints by building occupants regarding any tasks or parts of tasks will be passed on in writing to the Contractor for immediate action. The CSA representative will meet with the Contractor's representative once a week to discuss the list of complaints received. The CSA representative will inform the Contractor of any changes that must be made to its work methods and will identify any shortcomings that need to be addressed.

When it is possible to take corrective action, the CSA representative will tell the Contractor what corrective measures it can take to address the shortcomings. When it is impossible to take corrective action or perform work that was not done at the required time, the CSA representative will assess the monetary value of the work. This sum, plus a 15% administrative charge, will be deducted from the Contractor's monthly payment. If this occurs, the CSA representative will send a written note to the Contractor indicating its failure to meet its obligations and the amounts that will be deducted from the monthly payment.

A penalty of \$100 per workday will be deducted from the Contractor's monthly payment if inspections reveal that at any time of day, any paper towel, soap, toilet paper or sanitary pad dispenser is less than 40% full. The same penalty will apply if the CSA call centre receives a complaint that one of the dispensers is empty.

## **10. Environmental considerations**

In accordance with Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than traditional products and services, contractors should do the following:

Paper consumption





- Submit invoices, correspondence, and draft and final reports electronically. If printed documents are required, double-sided black-and-white printing is the default option, unless otherwise specified by the functional owner.
- Make sure that printing paper is made from recycled materials and/or is certified as coming from a sustainably managed forest.
- Use e-signing, where clients are able to accept it, to reduce paper consumption.
- Recycle unneeded printed documents (subject to security requirements).

#### Travel requirements

- Use videoconferencing or teleconferencing wherever possible to cut down on unnecessary travel.
- Use public transit or other environmentally-friendly modes of transportation whenever possible.
- To support its efforts to promote the sourcing of sustainable plastic products and the reduction of related plastic waste from packaging, the CSA expects the Contractor to take action in this regard when making its own purchases.

## 11. Bid enhancement

Although it is not mandatory for the Bidder to provide the following items, those provided will be perceived as enhancing the Bidder's submission. The documents must be included with the bid.

- A. An equity, diversity and inclusion plan
- B. A code of values and ethics
- C. An Indigenous hiring policy