

	<b>35 Carolina Avenue Stephenville, NL A2N 3P8</b>  <a href="http://www.cna.nl.ca/tenders">www.cna.nl.ca/tenders</a>	<b>DATE OF INVITATION:</b>  19 March 2013	<b>TENDER NUMBER:</b>  2012-152	Closing Time: 27 March 2013 2:00 P.M. Newfoundland Local Time  Public Opening: 27 March 2013 2:05 P.M. Newfoundland Local Time
<b>INVITATION TO TENDER</b>			<b>DIRECT INQUIRIES TO: Sharon Alexander</b> Email: <a href="mailto:sharon.alexander@cna.nl.ca">sharon.alexander@cna.nl.ca</a> Fax: 709-643-7971	
<b>SUBMITTED BY: (Company Name and Address)</b>		PLEASE QUOTE PRICES FOB DESTINATION TO BE DELIVERED TO  College of the North Atlantic Prince Philip Drive Campus St. John's, NL		
ITEM	DESCRIPTION/SPECIAL INSTRUCTIONS	QUANTITY	UNIT PRICE	EXTENDED PRICE
	College of the North Atlantic invites Tenders for the provision of Janitorial Services at the Prince Philip Drive Campus, St. John's, NL in accordance with the tender specifications outlined.  <b><u>Contract Duration:</u></b> Upon Award to 31 March 2014 with the option to extend for an additional year provided terms and conditions remain the same and with mutual consent.  <b><u>Site Visit:</u></b> Friday, March 22nd, 2013 at 2:00pm. Meet at Room G107A.(Physical Operations)  <b><u>Site Visit:</u></b> Bidders are advised to conduct a site visit before submitting a bid to familiarize themselves with the contract requirements.  Site visit briefing to be conducted by Joe Flaherty, Manager of Physical Operations (Building Manager) PPD Campus, Telephone 709-758-7392  This tender consists of: Invitation To Tender Form                    1 Page Detailed Contract Specifications        37 Pages Terms and Conditions for Purchasing 4 Pages			
<b>NAME OF OFFICIAL (Please Print)</b>		<b>SIGNATURE:</b>		<b>DATE:</b>
<b>TELEPHONE NUMBER:</b>		<b>FAX NUMBER:</b>	<b>DELIVERY DATE:</b>	
		<b>PAGE 1 OF 1</b>		
The Bidder offers to sell and/or supply, upon the terms set out herein (and any on any enclosed sheets) the supplies/services listed above (and on any attached sheets) at the prices quoted.				
<b>IMPORTANT – TERMS AND CONDITIONS FOR PURCHASING ATTACHED &amp; ANY ATTACHED DOCUMENTS CONSTITUTE PART OF THE TENDER. THIS DOCUMENT CANNOT BE ALTERED IN ANY MANNER.</b>				

## SECTION A: AGREEMENT FORM

### 1. TENDER AND CONTRACT AGREEMENT:

- 1.1. The Bidder shall perform the work of janitorial services where, when and as directed in this contract, within the terms and conditions provided. All operations will be performed with promptness, efficiency and in a manner satisfactory to College of the North Atlantic Management (CNA).
- 1.2. The Contract shall remain in force for the period stated in "Duration of Contract" Section and more clearly defined in the acceptance letter from CNA as to the exact starting-termination dates. This Contract may be extended on a month-to-month basis by mutual consent of the parties to the Contract.
- 1.3. The Bidder agrees that this Tender/Contract Form, subject to all provisions contained herein when accepted on behalf of CNA shall constitute a binding Contract between the Bidder and CNA.

### 2. GENERAL AGREEMENT:

The Bidder also agrees that:

- 2.1. bids shall remain effective for a period of 60 days from the closing date
- 2.2. CNA may reject any and all bids and that the lowest bid may not necessarily be accepted
- 2.3. the prices herein tendered include all labour costs, material costs, equipment costs, royalties, custom duties, foreign exchange charges, transportation costs, travelling costs, all overhead and profit, fringe benefits, all coordination fees, insurance premiums, cost of holidays, statutory or otherwise and all other related charges
- 2.4. failure to enter into a contract with CNA, if the tender is accepted, may necessitate forfeiture of the tender security, if such is required, at the option of CNA
- 2.5. all relevant clauses of Instruction to Bidders meet compliance
- 2.6. Bids will be evaluated and awarded based upon compliance with the tender documents. Insurance and Bonding requirements will be based on the total tender amount and as per conditions **Section B**.

### 3. ADDENDA:

The Bidder acknowledges receipt of the following Addenda:

- 3.1. Number(s): \_\_\_\_\_.

**4. PAYMENT:**

- 4.1. Subject to the applicable legislation respecting holdback percentages and in accordance with the provision of the General Conditions of the Contract, CNA shall make payments as per the contract documents.
- 4.2. Requests for payment for extra requirements must be submitted within 30 days of month end. Failure to submit invoices and backup documentation as required will result in the contract not being paid. No subsequent claims for the additional amounts will be considered.

**5. TENDER PRICE: REGULAR CLEANING**

- 5.1. The total weekly hours for regular cleaning is 480 consisting of Prince Philip Drive Campus at 440 hours and Children's Centre at 40 hours.
- 5.2. Total tendered amount for regular cleaning is \$\_\_\_\_\_ divided by total number of twelve (12) monthly equal payments of \$\_\_\_\_\_. The total tendered amount is to be reflective of the required hours of work outlined.
- 5.3. Cleaning Labour Rate-Regular Business hours = \$\_\_\_\_\_/hour
- 5.4. Cleaning Labour Rate-After hours (after 4:30 pm) and weekends \$\_\_\_\_\_/hour

**5.5. TENDER PRICES: PROJECT WORK****BIDDER'S UNIT PRICE TABLE**

	<b><u>APPROXIMATE QUANTITIES</u></b>	<b><u>UNIT PRICE</u></b>
PW 1 – Clean Student locker inside – Outside - metal	<u>1250 EA</u>	\$ _____
PW 2 - Clean ceiling - tile < 4M high Cleaning Procedure No: 2	<u>5929 M2</u>	\$ _____
PW 3 - Clean ceiling - tile > 4M high Cleaning Procedure No: 2	<u>547 M2</u>	\$ _____
PW 4 - Clean ceiling - gypsum < 4M high Cleaning Procedure No: 5	<u>6497 M2</u>	\$ _____
PW 5 - Clean ceiling - gypsum > 4M high	<u>199 M2</u>	\$ _____

## Cleaning Procedure No: 5

PW 6 - Clean ceiling - metal < 4M high Cleaning Procedure No: 3	<u>2024 M2</u>	\$ _____
PW 7 - Clean ceiling - metal > 4M high Cleaning Procedure No: 3	<u>3565 M2</u>	\$ _____
PW 8 - Wash light fixtures 4FT fluorescent < 4M high Cleaning Procedure No: 8	<u>2920 EA</u>	\$ _____
PW 9 - Wash light fixtures 4FT fluorescent > 4M high Cleaning Procedure No: 8	<u>18 EA</u>	\$ _____
PW 10 - Wash light fixtures 8FT fluorescent < 4M high Cleaning Procedure No: 8	<u>500 EA</u>	\$ _____
PW 11 - Wash light fixtures 8FT fluorescent > 4M high Cleaning Procedure No: 8	<u>51 EA</u>	\$ _____
PW 12 - Bay Lighting > 4M high Cleaning Procedure No: 8	<u>63 EA</u>	\$ _____
PW 13 - Wash walls - concrete < 4M high Cleaning Procedure No:15 & 16	<u>6067 M2</u>	\$ _____
PW 14 - Wash walls - concrete > 4M high Cleaning Procedure No: 15 & 16	<u>1183 M2</u>	\$ _____
PW 15 - Wash walls - gypsum < 4M high Cleaning Procedure No: 9	<u>16130 M2</u>	\$ _____
PW 16 - Wash walls - gypsum > 4M high Cleaning Procedure No: 9	<u>388 M2</u>	\$ _____
PW 17 - Wash walls - wood < 4M high Cleaning Procedure No: 9	<u>70 M2</u>	\$ _____
PW 18 - Wash walls - wood > 4M high Cleaning Procedure No: 9	<u>137 M2</u>	\$ _____
PW 19 - Wash ceilings/wall vents < 4M high	<u>60 EA</u>	\$ _____

Cleaning Procedure No: 10

PW 20 - Wash ceilings/wall vents > 4M high Cleaning Procedure No: 10	<u>30 EA</u>	\$ _____
PW 21 - Wash windows - inside < 4M high Cleaning Procedure No: 11	<u>2859 M2</u>	\$ _____
PW 22 - Wash windows - inside > 4M high Cleaning Procedure No: 11	<u>933 M2</u>	\$ _____
PW 23 - Wash windows - outside < 4M high Cleaning Procedure No: 12	<u>1422 M2</u>	\$ _____
PW 24 - Wash windows - outside > 4M high Cleaning Procedure No: 12	<u>2768 M2</u>	\$ _____
PW 25 - Light scrub and wax resilient flooring Cleaning Procedure No: 13	<u>10203 M2</u>	\$ _____
PW 26 - Strip and wax resilient terrazzo and ceramic flooring Cleaning Procedure No: 14	<u>10203 M2</u>	\$ _____
PW 27 - Concrete Floors: Scrub & Wash Cleaning Procedure No: 15	<u>1347 M2</u>	\$ _____
PW 28 - Concrete Floors: Wash only Cleaning Procedure No: 16	<u>6107 M2</u>	\$ _____
PW 29 - Wash walls - panel board <4M high Cleaning Procedure No: 9	<u>1478 M2</u>	\$ _____
PW 30 - Wash walls - tiles <4M high Cleaning Procedure No: 9	<u>952 M2</u>	\$ _____
PW 31 - Wash walls - vinyl board <4M high Cleaning Procedure No: 9	<u>1928 M2</u>	\$ _____
PW 32 - Wash walls - vinyl board >4M high Cleaning Procedure No: 9	<u>448 M2</u>	\$ _____
PW 33 - Wash plastic vertical blinds Cleaning procedure No. 9	<u>1884 M2</u>	\$ _____

**\* All quantities are approximate**

6. BIDDER'S SIGNATURE:

**This section is to be completed by Bidder.**

**Bidder's Name:** \_\_\_\_\_

**Bidder's Address:** \_\_\_\_\_

**Signed by:** \_\_\_\_\_

**Signed by:** \_\_\_\_\_

**Witnessed by:** \_\_\_\_\_

**Corporate Seal**

**Date:** \_\_\_\_\_

**DOCUMENTATION RECEIVED AND COMPLETE:**

**Confirmed on behalf of CNA.**

**Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Witnessed by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **SECTION B: INSTRUCTIONS TO BIDDERS**

### **1. GENERAL:**

- 1.1. Before submitting a bid, Bidders are advised to attend the site visit and fully inform themselves of the existing conditions and limitations. Subsequent claims resulting from the failure to attend site visit will not be considered. Therefore, Bidders are cautioned to examine the documents and the site(s) thoroughly to determine the nature and the extent of the work.
- 1.2. During the tendering period, any inquiries as to the scope of work, the interpretation of the clauses in this specification, the intent of the contract or the areas to be cleaned are to be directed in writing to the Purchasing Dept, College of the North Atlantic, 35 Carolina Avenue, Stephenville, NL - **Phone 643-7853 - Fax 643-7971**. Failure to contact the above personnel will be taken as evidence that the Bidder clearly understands the contract requirements.

### **2. TENDER SECURITY AND COMMENCEMENT OF WORK:**

- 2.1. A tender security of \$3000.00 must be included with tender submissions. The tender security shall be in the form either of a Certified Cheque, Money Order or Bank Draft from a recognized financial institution registered to do business in the Province of Newfoundland and made payable to College of the North Atlantic. No other form of tender security including cash will be accepted.
- 2.2. The tender security will be forfeited to, and become the property of CNA if, the Bidder, after having been issued a Letter of Acceptance within the tender validity period fails to provide the required Workplace Health, Safety and Compensation Commission documentation, COR documentation, insurance certificate, and commence work under the contract, within the times provided in the Contract Documents. The Bidder shall not commence work under the contract until CNA has indicated its satisfactory receipt of the Workplace Health, Safety and Compensation Commission documentation, COR documentation and insurance certificate.
- 2.3. CNA's right respecting the bid security shall be in addition to, and not in substitution for, or limitation of, any other rights that CNA may have for a default of the Bidder. The tender security of the Bidders ranking second and third behind the preferred Bidder will be returned to them upon expiration of the tender validity period. Tender security of the Bidders ranking higher than third will be returned after the tender opening.

### **3. PERFORMANCE SECURITY:**

The tender security of the successful Bidder will be retained as a performance security for the duration of a contract. No other performance security will be required. Upon satisfactory completion of the Work the performance security, with interest, will be returned to the Bidder. CNA's rights respecting

the performance security shall be in addition to, and not in substitution for or limitation of, any other right CNA may have for default of the Bidder.

4. **COMPLETION OF THE TENDER/CONTRACT FORM:**

- 4.1. Bidders are to make legible all the required information, including the numbers of addenda received during the tender period, and any other pertinent information in the space provided. Details on the extent of the work are given in **Section D** of this specification.
- 4.2. To complete the "Tender Price" section of the Tender/Contract Form, Bidders are to quote the lump sum price they will charge the College of the North Atlantic to perform all the work required by the tender documents for the entire life of the contract. This amount tendered is to include all taxes, labour costs, materials cost, equipment costs, royalties, custom duties, foreign exchanges, transportation, fringe benefits, all co-ordination fees, insurance premiums, cost of holidays – statutory and otherwise and all other relevant charges. The "Total Tender Amount" listed on the Tender/Contract Form will be referred to as the "Contract Price" upon award of Contract. The contract price will be divided by the number of months in the life of the contract to arrive at the monthly payment. Paragraph 5.4 of **Section A** must be completed for an as and when required labour rate.
- 4.3. The tender/contract forms shall be signed, sealed, witnessed, and dated under the completed Bidder's name and Bidder's address as follows:
  - 4.3.1. If a Sole Proprietor, indicate "Sole Proprietorship" next to each signature.
  - 4.3.2. If a Partnership, all partners must sign, and specify explicitly to whom payments should be made. Indicate "Partner" next to each signature.
  - 4.3.3. If a Limited Company, indicate next to each signature the corporate title of the signing officers. Seal the tender by affixing the corporate seal in the space provided.

5. **UNACCEPTABLE TENDERS:**

- 5.1. The following will be considered as unacceptable tenders, subject to rejection:
- 5.2. Tenders not submitted on the proper tender/contract form.
- 5.3. Tenders received after scheduled closing time on the tender closing date.
- 5.4. Tenders not accompanied by the required security.
- 5.5. Tenders documents altered by the Bidder.
- 5.6. Incomplete tenders.

6. **AMMENDMENT TENDERS:**

The Bidder may revise his tender by fax, or letter, provided the amendments are properly documented and received by the College of the North Atlantic prior to the tender closing time.

7. **ADDENDA:**



- 7.1. During the tendering period, any required additions to, deletions from, or alternations to the requirements of the tender documents will be issued in the form of an addenda.
- 7.2. All such changes will become an required part of the tender.
- 7.3. Bidders are responsible for ensuring receipt of all addenda issued during the tendering period, including addenda bound into the contract documents and acknowledge that all addenda have been received.
- 7.4. Bidders must insert the numbers of all addenda to the contract documents in the space provided on the tender form, if no addenda has been received, the word "**NONE**" should be inserted.

#### **8. ACCEPTANCE OF TENDERS:**

If the tender is accepted by CNA within 60 calendar days of the tender closing time, the successful Bidder must be willing to enter into a contract with CNA. Failure to enter a contract may at the discretion of CNA result in the forfeiture of the tender security.

#### **9. BIDDER'S RESUME:**

The Bidder is required to submit a summary of experience, personnel and equipment to the College of the North Atlantic with the tender.

#### **10. TENDER EVALUATION:**

Tenders will be evaluated and awarded based on the following:

- 10.1. All of the tendered prices for the duration of the contract;
- 10.2. and Compliance with all of the requirements of the tender specification.

#### **11. LIST OF BUILDINGS:**

- 11.1. The buildings include the Prince Philip Drive Campus and Annex, and the Children's Centre on Gooseberry Lane, St. John's, NL.
- 11.2. Should additional space or buildings be acquired by College of the North Atlantic during the life of this agreement (the same terms and conditions will apply) and any extra cost will be determined by the Manger of Physical Operations using the tendered amount for regular cleaning divided by the number of square feet being cleaned in all buildings under the contract or by the method described in **Section C-10-24**

**SECTION C: GENERAL CONDITIONS****1. DEFINITIONS:**

- 1.1. The contract documents shall consist of the Letter of Acceptance, the signed Tender/Contract Form, Instructions to Bidders, the General Conditions, the Drawings, if any, and the specifications, including all modifications thereof incorporated in any of the documents before their acceptance.
- 1.2. CNA and the Bidder are those named as such in the Tender/Bidder Form.
- 1.3. "Work" includes all labour, materials, equipment, and services required, as shown or described in the contract documents.

**2. DOCUMENTS:**

The contract documents are complimentary, and what is called for by any one shall be as binding as if called for by all. The intention of the documents is to include all labour, equipment and materials necessary for the proper execution of the work. The various documents shall take precedence over other documents in the following descending order: Letter of Acceptance, Tender/Contract Form, General Conditions, Specifications, Quality Monitoring System, Drawings, if any. Within this order documents of later date shall govern, and drawings of larger scale shall govern drawings of smaller scale.

**3. RECORDS TO BE KEPT:**

- 3.1. The Bidder shall maintain and keep full records, vouchers, and other correspondence and information in respect of his estimates and actual cost of the work, and shall make them available for copy, audit, or inspection by the Manger of Physical Operations or his representative.
- 3.2. Records shall include all relevant information such as the number of employees engaged on the work daily, hours worked by building (sign in sheets), and type and quantity of material used, and any other data required by the Manger of Physical Operations. Written progress reports indicating the work completed and the status of incomplete work are to be provided to the Manger of Physical Operations each month if requested.
- 3.3. All records, etc., shall be made available to the Manger of Physical Operations or his representative for inspection should they be requested. Final payment of invoices will not be made until the required records are received.
- 3.4. A copy of the work schedule must accompany the bid.

**4. MANAGER'S DECISION:**

- 4.1. The Manager of Physical Operations shall decide on questions arising under the contract documents. Any questions regarding work, omission, etc., shall be presented to the Manager of Physical Operations for explanation. If this is not done, it shall be assumed that the Bidder thoroughly understands the terms and conditions of these specifications.
- 4.2. The Manger of Physical Operations shall have the right to decide the proper timing and scheduling for any work and if the work done or the material supplied by the Bidder is acceptable. The Manager's decision on matters arising under this specification shall be final.

5. **SUPERINTENDENCE AND WORKMEN:**

- 5.1. The Bidder will provide competent supervision of the work at all times through a superintendent having authority to receive, on behalf of the Bidder, any order or communication relating to the work. Any superintendent or worker not acceptable to the College by reason of incompetence, improper conduct, or being a security risk, will be removed from the work and replaced forthwith.
- 5.2. At Prince Philip Drive Campus the Bidder shall designate one Night Supervisor. This individual's primary function will be to supervise, direct, and co-ordinate the activities of subordinate staff. It is intended that this position be completely supervisory and "**not**" a working foreperson's position.
- 5.3. The Bidder must employ at least (3) three day shift and at least (7) seven night shift janitorial employees to complete the required work of this contract as outlined in this document.
- 5.4. All employees are expected to report to work promptly on time and sign in upon reporting to work. Any repeated tardiness for reporting to work may result in employees being removed from the contract. This can be done at the discretion of CNA and no compensation will be made to the Bidder for such occurrence. The Bidder will be required to replace any workers removed from the contract for the next scheduled shift. CNA must be informed of all changes to janitorial staff.
- 5.5. At the discretion of the Manger of Physical Operations or his designate, the day shift janitorial employees can be assigned other related cleaning duties as and when required and will be expected to complete the tasks as delegated.

6. **CNA'S RIGHT TO DO WORK:**

If the Bidder should neglect to perform the work properly or fail to perform any provision of this contract, CNA, after written notice to the Bidder, may, without prejudice to any other right or remedy he may have, make good any deficiencies and may deduct the cost thereof from the payment then or thereafter due the Bidder. Manager of Physical Operations reserves the right to use his own forces for any work in the case of a unit price contract.

**7. CNA'S RIGHT TO TERMINATE CONTRACT:**

**Notwithstanding any provisions of the item titled "Settlement of Disputes and Claims," if the Bidder fails to carry out a written instruction under the terms of this contract within 24 hours CNA can terminate this contract after 24 hours notice to the Bidder.**

**8. SETTLEMENT OF DISPUTE AND CLAIMS:**

- 8.1. In the case of any disputes or claims arising between CNA and the Bidder as to their respective rights and obligations under the contract, either party hereto may give the other written notification of such a dispute or claim. The notification of dispute of claims shall be made within fourteen (14) days of the dispute or claim of action arising. If the dispute or claim cannot be resolved to the satisfaction of both parties, either party may refer the matter to such judicial tribunal as the circumstances require.
- 8.2. Legal proceedings shall not take place until after the performance of the disputed work except:
  - 8.2.1. When the dispute concerns a certification for payment;
  - 8.2.2. Where either party can show that the matter in dispute required immediate consideration while evidence is available; or
  - 8.2.3. In the case of legal proceedings where the action may become prescribed by reason of delay.

**9. EMERGENCIES:**

The Manager of Physical Operations has authority in any emergency to stop progress or make changes to the work whenever in his opinion such stoppage or changes may be necessary to ensure the safety of life, or of the structure, or neighbouring property.

**10. MATERIALS, APPLIANCES, WORKMANSHIP:**

- 10.1. Unless otherwise stipulated the Bidder shall provide and pay for all materials, labour, tools, equipment, necessary for the execution of the work.
- 10.2. CNA will supply all heat, light, power, and hot and cold water as may be required and available from existing services. The Bidder shall be responsible for all extensions to the heating, lighting and water systems that he may require.
- 10.3. The equipment and supplies must be of a type and quality acceptable to CNA.

**11. STORAGE:**

- 11.1. Where deemed necessary by the Manger of Physical Operations for expeditious execution of the work, adequate storage space in close proximity to the work will be provided

for the Bidder's use. The Bidder will be totally responsible for keeping this area clean and secure.

- 11.2. The Manger of Physical Operations written permission is required before erecting any temporary structure.

## 12. **LABOUR:**

- 12.1. The Bidder shall meet all legislative requirements of the labour laws of the Province of Newfoundland and Labrador in carrying out this work and all other labour laws applicable to the area in which the work is being done, including Statutory Holidays.
- 12.2. Each person employed on the work site shall be qualified and competent for that specific trade or duty in which he is employed and shall be paid as minimum the standard rates of wages applicable hereto.
- 12.3. In engaging labour for the work, first consideration will be given, to the employment of available and competent workmen who are resident in the area where the work is being done.
- 12.4. The Bidder shall maintain and keep available for inspection by the Manger of Physical Operations, a record of the names and addresses of all individuals who will be performing work.
- 12.5. The Bidder must inform his employees that a security clearance will be required. The Bidder will submit the list of employees to the Manger of Physical Operations complete with RNC issued Certificates of Conduct. Certificate of Conducts **must** be submitted before any work commences.
- 12.6. While work is being carried out by the Bidder's staff at the College, picture identification cards must be worn by the Bidder's cleaning personnel at all times.

## 13. **INSPECTION OF THE WORK:**

- 13.1. The Manger of Physical Operations or his appointed representative shall be permitted to inspect the Bidder's work at any time.
- 13.2. The Bidder shall make all necessary arrangements with any authority having jurisdiction over the work for the performance of any inspections, which may be required and shall notify the Manger of Physical Operations at least twenty-four (24) hours in advance of such inspections. The Bidder shall be on the site during all inspections.

## 14. **REJECTED WORK:**

- 14.1. The Bidder shall promptly remove and replace with new work/service, at no cost to CNA, any defective work/service whether the result of poor workmanship, defective materials,

damage through carelessness or other acts of the Bidder, which the Manger of Physical Operations decides, fails to conform to the contract.

- 14.2. If the Bidder fails to carry out the orders relative to the replacement of rejected work within the time decided by the Manger of Physical Operations, CNA may either (1) carry out such work and any costs incurred will be the responsibility of the Bidder or (2) deduct from the Bidder's monthly payment any amount, as determined by the Manger of Physical Operations to equal the value of the rejected work. The Bidder will **not** be reimbursed for any deductions made for rejected work/service.

**15. PROTECTION OF WORK AND PROPERTY:**

- 15.1. The Bidder shall provide and maintain adequate protection as approved by the Manger of Physical Operations for the building and its contents during the progress of his work.
- 15.2. The Bidder will be solely responsible to ensure that CNA's property is not damaged, destroyed, or stolen during the provision of services. Any damage or injury, resulting from the actions of the Bidder or his employees to the work and the property of CNA will be made good with new materials as required to match existing work in kind, quality, and workmanship at the expense of the Bidder.
- 15.3. Before commencing any work, the Bidder shall assess the effect of the proposed service on the existing buildings. Any work which could result in an adverse effect on building safety and operations must be brought to the attention of the Manger of Physical Operations for approval.
- 15.4. The Bidder shall be completely responsible for the safety of the work as it applies to protection of the public and property and the construction of the work. The codes that must be followed and enforced for safety must include but are not limited to the following:
- 15.4.1. The National Building Code, Part 8, Construction Safety Measures (Latest Edition).
- 15.4.2. The Workplace Health, Safety and Compensation Board Accident Prevention Regulations (Latest Edition).
- 15.4.3. Canadian Code for Construction Safety (Latest Edition) as issued by the Associate Committee of the National Building Code.
- 15.4.4. The Occupational Health & Safety Act and Regulations (1997).
- 15.4.5. WHMIS

**16. SAFETY HAZARDS:**

- 16.1. The Bidder shall report immediately to the Manger of Physical Operations any equipment or conditions which are considered unsafe.
- 16.2. No materials will be stored on site where they may present a hazard to property, personnel or affect the normal operating function of the building.

**17. LIABILITY INSURANCE AND REQUIRED DOCUMENTATION:**

The Bidder shall protect himself and indemnify and save CNA harm from any and all claims, losses, costs, damages, suits, proceedings, or actions arising out of or in executing the work, including his omissions, improper acts or delays.

Without restricting the generality of the foregoing, the Bidder shall maintain insurance acceptable to CNA, during the period of the contract or any extensions to the following limits:

- 17.1. Comprehensive Minimum General Liability in the amount of \$2,000,000 covering all operations of the contract especially third party and property damage, throughout the term of this contract, with College of the North Atlantic as additional named insured.
- 17.2. The Bidder shall provide suitable documentation certifying that he is registered and in good standing with the Workplace Health, Safety and Compensation Commission.
- 17.3. The Bidder will also be required to provide similar Workplace Health, Safety and Compensation Commission Certification prior to receiving payment on substantial and total performance of the work.
- 17.4. Certificate of Recognition (COR)
  - 17.4.1. The Bidder within 14 days of award of the contract and prior to commencement of the work, provide a Letter of Good Standing under the Certificate of Recognition Program from the Newfoundland and Labrador Construction Safety Association.
  - 17.4.2. At anytime during the term of the contract, when requested by the College, the Bidder shall provide such evidence of compliance by any or all of his or her sub-bidders.

**18. ACCIDENTS AND CLAIMS:**

- 18.1. Promptly reporting in writing to CNA all accidents whatsoever, arising out of or in connection with the performance of the work whether on or adjacent to the site which caused death, personal injury, or property damages. Where death or serious injuries or serious damages are caused, the accident shall be reported immediately to the Manger of Physical Operations or his representative.
- 18.2. If any claim is made against the Bidder or sub-Bidder on account of any accident, the Bidder shall promptly report the facts in writing to the Manger of Physical Operations giving full details of the claim.
- 18.3. The Bidder should provide a first aid kit at the site of the work to treat minor injuries occurring in connection with the work.

**19. PERMITS, NOTICES AND LAWS:**

The Bidder shall obtain and pay for all necessary permits, certificates, license or other fees required for the execution of the work. The Bidder shall comply with all laws, ordinances, rules, and regulations relating to the work.

20. **TAXES:**

The Bidder shall pay all taxes as required by Legislation.

21. **ASSIGNMENT:**

The Bidder shall not assign the contract or any part thereof or any benefit or interest therein or thereunder without the written consent of CNA.

22. **PROGRESS OF WORK:**

Following the receipt of the letter of acceptance from CNA and the provision of Bonding, Proof of Insurance and the Workplace Health, Safety and Compensation Commission Certification, as required by the Tender/Contract Documents, the Bidder shall begin the work and shall perform the work regularly with sufficient force to secure the completion of the work to the satisfaction of the Manger of Physical Operations.

23. **CHANGES IN THE WORK:**

- 23.1. CNA or the Manger of Physical Operations without invalidating the contract may make changes to the work.
- 23.2. Extra work shall not be started until the Manger of Physical Operations's written approval has been obtained. No additional payments will be made for unauthorized work.

24. **SERVICES NOT INCLUDED IN CONTRACT:**

There may be incidents during the course of this contract when the Bidders will be requested to supply services that are not included in the Tender/Contract Form.

The value of any changes shall be determined in one or more of the following ways:

- 24.1. estimate and acceptance in lump sum;
- 24.2. unit prices agreed upon; or
- 24.3. cost and percentages or by cost and a fixed sum

25. **COOPERATION:**

- 25.1. The Bidder shall cooperate with the individual in charge of the premises and with other trades as required for satisfactory and expeditious completion of the work.



- 25.2. The Bidder shall carry out all work required to provide necessary access for personnel and vehicles to occupied portions of the building.

26. **CLEAN-UP:**

The Bidder shall at all times keep the premises free from accumulations of waste material or rubbish resulting from his employees or the work. The work area shall be kept in a clean condition, satisfactory to the Manger of Physical Operations.

27. **APPLICATION FOR PAYMENTS:**

- 27.1. Payment for the work shall be as indicated on the Tender/Contract Form and/or described therein.
- 27.2. Applications for payment for work associated with this contract are to be made after each month of servicing. The application for payment must indicate the number of hours worked per week and the value must be proportionate to the amount of the contract for actual work performed.
- 27.3. Employee sign-in sheets must accompany the monthly application for payment and will be cross referenced to ensure the actual hours worked and invoiced amount are accurate (480 Hours Weekly). Deductions from payment will be made if the actual number of hours worked are less, i.e. due to employee absenteeism. **This will be strictly monitored.**
- 27.4. Applications for payment for any work that is carried out as part of the unit price position of the contract are to be made upon completion of the work.
- 27.5. Notwithstanding this clause or any other provision of this contract, CNA may in the event of a claim by CNA against the Bidder for damages arising out of the performance or non-performance of the contract, withhold payment of any amount equal to the alleged damages until the liability for damages is established and no amount of interest will be paid on amounts held under this claim.
- 27.6. Monthly payments for work associated with this contract will be subject to the work meeting an acceptable level of quality as determined by CNA through an on-going quality monitoring system, as described in **Section E**. The percentage of satisfactory work will be the percentage of monthly payments made.
- 27.7. Monthly payments will not exceed 1/12 of the tendered amount for one (1) year.

28. **PAYMENT FOR UNCORRECTED OR UNCOMPLETED WORK:**

Should CNA direct the Bidder not to correct work that has not been performed in accordance with the contract document or not to complete work required of the Bidder under the contract, an equitable deduction from the contract amount by the Manger of Physical Operations shall be made to compensate CNA of the uncorrected or uncompleted work.

29. **MINIMUM WAGE:**

The Bidder shall be entitled, upon written request, to reimbursement of additional costs associated with changes in minimum wage legislation during the period of this contract, which were previously unannounced prior to tender close. The Bidder shall bear responsibility for providing sufficient payroll information or other documentation, as may be requested, to substantiate a request.

30. **EXTENSION OF CONTRACT:**

At the end of the period of this agreement, the contract may be extended on a month-to-month basis by mutual agreement of both parties to the contract.

Any price adjustments shall be agreed upon and approved in advance with the Manger of Physical Operations.

31. **QUALITY MONITORING SYSTEM:**

- 31.1. The Bidder must participate daily/weekly in the Quality Monitoring System as determined by Manager of Physical Operations.
- 31.2. Monthly payments for work associated with this contract are subject to the work meeting an acceptable level of quality as determined by Manager of Physical Operations through an on-going quality monitoring system.
- 31.3. **INSPECTIONS: Four (4) inspections will be carried out each month and payment for that month will be based on the average percentage of the inspection report for satisfactory work (i.e. 90% to 100% = 100% payment for that month which is 1/12 of the annual cost of regular cleaning).**

**Each percentage point below 90% will be subtracted from the monthly payment and will be non-refundable.**

**CNA will expect any three (3) consecutive months to have an average above 90%.**

- 31.4. A quality index of less than 75% during two consecutive months will at the discretion of CNA be just cause for termination of the contract.
- 31.5. CNA, without invalidating the contract, may make changes to the quality monitoring system.

## SECTION D: TECHNICAL REQUIREMENTS

### 1. **GENERAL:**

This section of the specification outlines the technical requirements for the performance of the work for the contract. The work in general shall consist of the interior cleaning of the buildings listed to the satisfaction of the Manger of Physical Operations.

The Bidder is required to supply and pay for all labour, materials, tools, equipment necessary for the execution and completion of the work. The Bidder will be reimbursed for services rendered in a manner as described herein.

### 2. **DURATION OF CONTRACT:**

- 2.1. **The duration of this contract shall be from 00:01 hours on 1 April 2013 to 24:00 hours on 31 March 2014.**
- 2.2. Should the start date be delayed for any reason then the contract duration and the contract value will be reduced accordingly.
- 2.3. CNA retains the right to extend the period of this contract by a further two (1) year periods on the same terms and conditions provided CNA is satisfied with the Bidders performance, by giving written notice to the Bidder and the Bidder must reply in writing, accepting or rejecting the proposed extension, not later than fifteen (15) days after receipt of such notice.

### 3. **AREAS EXEMPT FROM CLEANING:**

- 3.1. Day Cleaners will be directed to do the exempted areas as required by the Manger of Physical Operations.
- 3.2. Prince Philip Drive Campus areas:
  - 3.2.1. The shops in E, H, J Blocks but not the classrooms, offices, mezzanine floors, corridors, washrooms, entrances, hand rails and stairways in E, H, and J Blocks.
  - 3.2.2. All food storage areas and Canteen (G Block) but not V. A.
  - 3.2.3. Tile area in Boiler Room.
  - 3.2.4. Boiler Room, Mechanical Room, & Electrical Rooms.
  - 3.2.5. Book Store and general storeroom, storage areas, and similar areas.
  - 3.2.6. Cashier's Office

### 4. **REGULAR CLEANING PROCEDURES**

- 4.1. Damp wipe
- 4.2. Furniture, fixtures and counter tops
- 4.3. Chalkboards and erasers

- 4.4. Walls
- 4.5. Fire equipment
- 4.6. Flooring rugs and carpet
- 4.7. Floor washing
- 4.8. Floor damp mopping
- 4.9. Dust mopping
- 4.10. Walk off matting
- 4.11. Recessed matting
- 4.12. Waste receptacles
- 4.13. WC fixtures misc - see water fountain
- 4.14. Toilets and urinals
- 4.15. Water fountains
- 4.16. Drafting boards
- 4.17. Telephones
- 4.18. Mirrors
- 4.19. Dusting
- 4.20. Spray buffing
- 4.21. Spot cleaning
- 4.22. Sink slush
- 4.23. Blinds
- 4.24. Burnishing
- 4.25. White Boards

## 5. **REGULAR CLEANING PROCEDURES - GLOSSARY**

- 5.1. **DAMP WIPE** - Consists of removing dust and dirt using a clean, damp cloth.
- 5.2. **FURNITURE, FIXTURES AND COUNTER TOPS**

**NOTE:** Papers and files left on furniture shall not be disturbed by the cleaning staff.

- 5.2.1. Dust and remove stains from all surfaces of all items, both fixed and movable.
- 5.2.2. Clean interiors of public clothes closet.
- 5.2.3. Wash boot tray and/or boot shelves during inclement weather, remove foot grills and clean out pan and drain.
- 5.2.4. Vacuum all upholstered furniture, including acoustical screens.
- 5.2.5. Remove and clean both sides all glass or plastic plates covering furniture, and dust tops of furniture before replacing plates.
- 5.2.6. Clean using an approved cleaner for all leather, vinyl and leatherette upholstered furniture in executive offices, boardrooms and waiting areas.

## 5.3. **CHALKBOARDS AND ERASERS**

- 5.3.1. Wipe with wet cloth and dry with dry cloth, leaving streak free.

5.3.2.Clean chalk rail and frames.

5.3.3.Eraser should be dust free using eraser cleaner or vacuum clean.

5.4. **WALLS**

5.4.1.Dust - consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.

5.4.2.Spot clean - which consists of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.

5.5. **FIRE EQUIPMENT**

5.5.1.Spot clean cabinet door glass.

5.5.2.Dust wall hung equipment.

5.5.3.Clean interior of hose cabinet.

5.5.4.Clean and/or polish fire extinguishers.

5.5.5.Clean both sides of cabinet door glass.

5.6. **FLOORING RUGS AND CARPET**

5.6.1.Clip loose threads during vacuuming operation.

5.6.2.Vacuum all carpeting on a full floor basis.

5.6.3.Vacuum and remove salt stains from all walk-way mats.

5.6.4.Shampoo all carpeting in place. Remove small mats to a designated location for this operation.

5.7. **FLOOR WASHING**

Wash - consist of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up rinse water. (Two bucket system).

5.8. **FLOOR DAMP MOPPING**

Damp mop - consist of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.

5.9. **DUST MOPPING**

Remove light soil from hard surfaces using an appropriate size dust mop. Cotton dry mops may be treated with an oil base or water soluble dust treatment.

5.10. **WALK OFF MATTING**

- 5.10.1. Vacuum - consist of removing sand, slush or water using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.
- 5.10.2. Salt Stain Removal - consist of vacuuming, flooding salt stains with water and allowing to stand for ten minutes, vacuuming up water and repeating operations as many times as necessary until stain is removed.

5.11. **RECESSED MATTING**

Remove mat and clean using a wet dry vacuum. Remove all dirt from floor and drain. Wash floor and replace mat when finished.

5.12. **WASTE RECEPTACLES and Recycling Containers**

- 5.12.1. Empty and damp wipe exterior of wastepaper baskets as required .
- 5.12.2. Empty garbage cans and waste receptacles and remove any items that may be in the corridors or elsewhere, that would be considered to be obvious garbage. If there should be any doubt, the items will be removed and placed in the boiler room for inspection by the custodial staff.
- 5.12.3. Wash and disinfect garbage cans and waste receptacles, including metal liner.
- 5.12.4. Wash and disinfect wastepaper baskets, garbage cans and waste receptacles including metal liner.
- 5.12.5. Supply and replace nightly plastic bags of correct size in wastepaper baskets, garbage cans and waste receptacles and recycle containers.
- 5.12.6. Garbage cans will include all the items listed in 5.12.5 above and any other container that maybe used to contain garbage within the building i.e. Cardboard box, garbage bag, etc.
- 5.12.7. Empty recycling containers and return to designated area/s.

5.13. **WASHROOM FIXTURES MISC**

Wash and disinfect. Odour of disinfectant must not be objectionable.

5.14. **TOILETS AND URINALS**

- 5.14.1. Remove any gum and other foreign residue from strainers in base of urinals.
- 5.14.2. Wash toilet seats (both sides), bowls and urinals with a germicidal detergent.
- 5.14.3. Clean and disinfect all flush valves.
- 5.14.4. De-scale toilet bowls and urinals.

5.15. **WATER FOUNTAINS**

Wash and disinfect. Odour of disinfectant must not be objectionable.

5.16. **DRAFTING BOARDS**

Clean with an abrasive cleaner. Wash and clean to remove any residue. Dust and wash chair and table legs etc.

5.17. **TELEPHONES**

Wash with germicidal solution.

5.18. **MIRRORS**

Clean mirrors with window cleaner and leave streak free.

5.19. **DUSTING**

Dust and remove stains from all surfaces of all items, both fixed and movable.

5.20. **SPRAY BUFFING**

Consist of spraying a spray buff on a swept floor, approximately 45 centimetres ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad removes black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed.

5.21. **SPOT CLEANING**

Consist of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.

5.22. **SINK SLUSH**

Clean sink and taps with abrasive cleanser, wash, and polish taps.

5.23. **BLINDS**

Damp wipe - consist of removing dust and dirt using a clean, damp cloth.

5.24. **BURNISHING**

5.24.1. Dust mop floor.

5.24.2. Place pad under machine.

5.24.3. Pass machine up and down in straight overlapping lines.

5.24.4. Do not allow machine to stand running in one area at one time - this will cause the pad to burn the finish.

- 5.24.5. When required - recoat with restore dilution rate 1:4 water.
- 5.24.6. Allow restore to dry and burnish again.
- 5.24.7. Clean equipment after each shift.
- 5.24.8. If battery operated - recharge and clean batteries after every shift.
- 5.24.9. Store equipment in a tidy manner.

5.25.     **WHITEBOARD**

- 5.25.1. Erase marking from whiteboard.
- 5.25.2. Apply whiteboard cleaner.
- 5.25.3. Wipe clean with a soft cloth.

5.26.     **REGULAR CLEANING**

### **MASTER FREQUENCY CHART**

NOTE: The Master Frequency Chart is to be used as a guide, which may require changes from time to time. These changes may require an increase or decrease in the frequency and locations.

LEGEND

1 WK - ONCE PER WEEK

2 WK - TWICE PER WEEK

3 WK - THREE TIMES PER WEEK

5 WK - FIVE TIMES PER WEEK

1 M - ONCE PER MONTH

4 YR - FOUR TIMES PER YEAR

A.R. - AS REQUIRED

5.27.     **PROJECT WORK**

- 5.27.1. The Bidder's tendered unit prices for all Project Work include all supervision, labour, overhead, materials, plant, tools, equipment, their maintenance, repairs and replacement costs, and all other costs related to the performance of Project Work.



- 5.27.2. CNA reserves the right to order any or no project work. During the term of the Contract, portions may be scheduled from time to time on an as-and-when required basis by issuance of a Project Cleaning Work Order Form.
- 5.27.3. Project Work **will not** be performed by personnel assigned to Regular Cleaning during the hours regular cleaning is to be carried out.
- 5.27.4. Project Work shall be undertaken at times as directed by CNA's representative.
- 5.27.5. The degree of cleanliness for the project work will be such that all work performed will meet the applicable standards as outlined in the Cleaning Procedures. CNA's representative shall judge the satisfactory performance of the work and his/her decision shall be final.
- 5.27.6. Because of changing schedules within the college, from June 1<sup>st</sup>. to September 1<sup>st</sup>. inclusive, each year the Manger of Physical Operations reserves the right to have the same number of cleaning staff normally assigned to regular night cleaning duties reassigned to project work during the day for the same number of hours and the amount tendered for regular cleaning shall cover the cost.
- 5.27.7. Following is a list of work that will be done on a project basis. As well, there is a description of how these individual projects are to be carried out:

5.28. **PROJECT WORK ITEMS**

- 5.28.1. Student lockers
- 5.28.2. Ceilings
- 5.28.3. Drapes
- 5.28.4. Carpet steam cleaning
- 5.28.5. Light fixtures
- 5.28.6. Walls
- 5.28.7. Ceilings - wall vents
- 5.28.8. Windows - inside
- 5.28.9. Windows - outside
- 5.28.10. Floor resilient - light scrub
- 5.28.11. Floor resilient - strip and wax
- 5.28.12. Concrete floor - scrub and wash
- 5.28.13.** Concrete floor - wash

5.29. **PROJECT CLEANING PROCEDURES**

5.29.1. **STUDENT LOCKER INSIDE**

**Procedure: 1**

- (1) Remove garbage, etc., from locker.
- (2) Wash and disinfect with germicide detergent.

**5.29.2. CEILING (TILE)****Procedure: 2**

The areas must be dry-dusted or vacuumed to remove light soils. Cover all equipment and furnishings with appropriate drop-cloths or remove items. Wash T-Bar.

**5.29.3. CEILING (METAL)****Procedure: 3**

Wash surface with water and neutral detergent, rinse and let dry.

**5.29.4. CEILING (STUCCO)****Procedure: 4**

The areas must be dry-dusted or vacuumed to remove light soils. Cover all equipment and furnishings with appropriate drop-cloth or remove items. Wash T-Bar.

**5.29.5. CEILING (GYPSUM)****Procedure: 5**

Wash surface with a minimum amount of water as excessive moisture may damage the surface.

Do not use harsh solvents or aggressive abrasive products.

**5.29.6. DRAPES - WINDOW****Procedure: 6**

These materials must be vacuumed in place using a tank-type vacuum.

**5.29.7. CARPET - EXTRACTION METHOD****Procedure: 7**

- (1) All carpets must be thoroughly vacuumed.
- (2) Use hot water extraction system to clean carpets.
- (3) Avoid over-wetting.

- (4) Allow 4 - 12 hours drying time.

#### 5.29.8. LIGHT FIXTURES

### **Procedure: 8**

- (1) Turn off light switch.
- (2) Remove lenses and clean.
- (3) Remove fluorescent tube and clean.
- (4) Clean light fixture using a minimum amount of water.
- (5) Replace tube and lenses securely.

#### 5.29.9. WALLS

### **Procedure: 9**

Wash surface with a minimum amount of water as excessive moisture may damage the surface.

Do not use harsh solvents or aggressive abrasive products.

#### 5.29.10. VENTS - CEILING/WALLS

### **Procedure: 10**

- (1) Wash with water and neutral detergent.
- (2) Wash between grills.
- (3) Wash area of wall or ceiling around grill.

#### 5.29.11. WINDOWS - INSIDE

### **Procedure: 11**

- a) Prepare the cleaning solution as recommended according to manufacturer's directions.
- b) Use a clean cloth or sponge, apply cleaner to the glass surface then clean in an up-and-down motion, avoid a circular motion.
- c) Replenish the cleaning solution on the glass surface as required, turning cloth or sponge often. Wring out as required.
- d) Wipe the glass surface to a clear, streak-free appearance with a squeegee or a second dry cloth.

5.29.12. **WINDOWS - OUTSIDE****Procedure: 12**

- a) If scaffolding, platforms, or ladders are required for this cleaning operation, ensure that personnel are properly instructed in the safe use of this equipment.
- b) Prepare the cleaning solution as recommended according to manufacturer's directions.
- c) Use a clean cloth or sponge, apply cleaner to the glass surface then clean in an up-and-down motion, avoid a circular motion.
- d) Replenish the cleaning solution on the glass surface as required, turning cloth or sponge often. Wring out as required.
- e) Wipe the glass surface to a clear, streak-free appearance with a squeegee or a second dry cloth.
- f) If window screens are used, they must be removed to clean glass and replaced again.

5.29.13. **FLOOR RESILIENT - LIGHT SCRUB****Procedure: 13**

Consists of removing the top layer or layers of floor finish by either the wet (use minimum amount of water) or dry-scrub method and the application of two (2) coats of a self-polishing, non-slip, metal inter-locked floor finish to the dry, clean floor. Complete operation by cleaning baseboards and splatters on walls.

This procedure applies to terrazzo window ledges.

5.29.14. **FLOOR RESILIENT - STRIP AND WAX****Procedure: 14**

Consists of moving furniture, sweeping floor, stripping, using either the wet or dry method to remove all layers of finish. Apply two coats of water base sealer and four coats of self-polishing, non-slip, metal inter-locked floor finish. Complete operation by cleaning baseboards and splatters on walls.

This procedure applies to terrazzo window ledges.

5.29.15. **CONCRETE FLOORS - SCRUB AND WASH****Procedure: 15**

Consists of removing dirt and grease from the floors using the wet mechanical method and a two bucket system. See procedure 16 for part two washing only.

5.29.16. **CONCRETE FLOORS - WASH ONLY**

**Procedure: 16**

Consists of applying a neutral detergent to the area, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. (Two bucket system)

5.30. **MATERIALS AND EQUIPMENT:**

The Bidder shall have sufficient equipment on hand at all times to perform the work satisfactorily. If and when equipment is removed from the site for maintenance and/or repairs, it must be brought to the attention of the College's representatives. This equipment must be replaced with other equipment of the same standard and specifications. All equipment must be maintained and operational at all times. Failure to comply with this may result in termination of the contract.

The following is a list of equipment and materials required to be on site at all times;

**5.30.1. PRINCE PHILIP DRIVE CAMPUS**

At this campus, there are four (4) major closets and each must be stocked with the following:

**5.30.1.1. East/Central/and West/Cleaning Closets**

- 1 - Vacuum (dry)
- 1 - Vacuum (wet)
- 1 - 2 bucket trolley c/w buckets
- 1 - 18" dust mop
- 1 - 36" dust mop
- 2 - Wet mops
- 1 - Maid's cart c/w

**5.30.1.2. Carpet Care Kit**

- Gum remover
- Rug spotter
- Bristle brush

**5.30.1.3. Glass Cleaning Kit**

- Spray bottles & glass cleaner

14" squeegee  
Window brush (lamb's wool)

**5.30.1.4. Washroom Care Kit**

Toilet bowl cleaner  
Toilet bowl brush  
Stainless steel cleaner  
Germicidal detergent (Quaternary)

**5.30.1.5. Floor Care Kit**

Neutral detergent

**5.30.1.6. Miscellaneous**

Degreaser  
Corn broom  
Magnetic broom  
Dust pan  
Feather duster  
6 Terry towel cloths  
Plastic pail

**NOTE: One burnisher and one 19" floor machine (dual speed) must be kept at PPD main building.**

**5.30.2. CHILDREN'S CENTRE**

1 - Vacuum  
1 - 2 bucket trolley c/w buckets  
1 - 18" dust mop  
1 - 36" dust mop  
2 -Wet mops

**5.30.2.1. Carpet Care Kit**

Gum remover  
Rug spotter  
Bristle brush

**5.30.2.2. Glass Cleaning Kit**

Spray bottles & glass cleaner  
14" squeegee  
Window brush (lamb's wool)

**5.30.2.3. Washroom Care Kit**

Toilet bowl cleaner  
Toilet bowl brush  
Stainless steel cleaner  
Germicidal detergent (Quaternary)

5.30.2.4. **Floor Care Kit**

Neutral detergent

5.30.2.5. **Miscellaneous**

Degreaser  
Corn broom  
Magnetic broom  
Dust pan  
Feather duster  
6 Terry towel cloths  
Plastic pail  
One 19" dual speed floor machine

5.30.3. **SPECIFICATIONS OF EQUIPMENT AND MATERIALS**

The following is the list of products **or their equal** College of the North Atlantic will accept:

- a) Pioneer 2100 Superbuffer
- b) Vacuums dry - Winsor Versamatic
- c) Vacuums dry upright - Hoover Elite
- d) Vacuum wet - PC 51
- e) Maid's Cart - Combo cart # 6850
- f) 2 bucket trolley c/w buckets - Brute Mop Bucket Line
- g) Floor machine - Dust bane Integra, dual-speed 19"
- h) Dust Mops - Industry Standard
- i) Wet Mops - Industry Standard
- j) Floor Soap - (Neutral) Balance
- k) Stripper - Terrazzo - First Step
- l) Linoleum - Guard
- m) Wax - Defense
- n) Germicidals - Quaternary - Spartan Finale
- o) Garbage Bags, 1.5 ml.

5.30.4. **WORK FORCE:**

The Bidder will provide the Manger of Physical Operations with details of the work force to be employed in carrying out the work and if not satisfactory to the Manger of Physical Operations, the Bidder will employ additional staff as directed at **No Additional** cost to CNA. The Bidder shall provide constant supervision to this staff and have his supervisor report in person at least once per week to CNA's representative to discuss the work. In addition, the Bidder hereby agrees to keep three janitorial employees, at least one each male and female, on the premises for eight hours each per day five days per week fifty two weeks per year unless determined otherwise by the Manger of Physical Operations. The work of these three employees will be determined by the Manger of Physical Operations or his representative.

5.31. **DEPORTMENT OF BIDDER'S PERSONNEL:**

- 5.31.1. Personnel engaged in cleaning duties shall be capable of functioning effectively and co-operatively with the building's staff, occupants, and the visiting public. The Bidder is to supply the necessary equipment to his employees for performance of their duties.
- 5.31.2. The Bidder will supply and require his employees to wear picture identity badges acceptable to the College.
- 5.31.3. All personnel will present a clean, neat and orderly appearance at all times and shall conform to all regulations and ensure that high standards of tact, courtesy, and discretion are maintained in all places of their work.
- 5.31.4. The Bidder will supply the three day personnel with upper clothing that will be readily identifiable to college staff.
- 5.31.5. The Bidder must supply a minimum of 2 pagers for the use of the cleaning personnel.

5.32. **LABOURERS:**

The Bidder will provide labour on a demand basis at a per hour rate for labourers if required who will be under the direction of the person designated by the Manger of Physical Operations.

5.33. **SUPPLIES PROVIDED BY OWNER AT PRINCE PHILIP DRIVE CAMPUS AND DISTRIBUTED BY THE BIDDER**

- 5.33.1. Hand towels, toilet paper, powdered and liquid hand soap and cleaners, urinal deodorant blocks, sanitary napkin receptacle bags, etc.
- 5.33.2. These supplies are provided by CNA. Bidder is responsible for distribution as required to replenish the areas containing these products in all buildings. CNA reserves the right to have college staff perform this function, either on an intermittent or regular basis.



## SECTION E: CLEANING CONTRACT QUALITY MONITORING SYSTEM

### 1. **MONITORING:**

- 1.1. This document is intended to outline a Quality Monitoring Program for the cleaning service of College of the North Atlantic. The program is designed with three objectives in mind:
- 1.1.1. To measure the quality of the cleaning services;
  - 1.1.2. To provide management information necessary to make quality improvements; and
  - 1.1.3. To provide incentive for the Bidder to maintain a high quality of work.

A brief overview of the program is given followed by the inspection procedure and the management reports.

### 2. **INSPECTION PROCEDURE:**

Inspections of a specific number of randomly selected rooms should be carried out weekly by the Manger of Physical Operations and/or his representative and a representative from the Bidder. The inspection procedure consists of observing items on the inspection sheet against standards of cleanliness and rating applicable items satisfactory or unsatisfactory.

### 3. **INSPECTION SHEET:**

An inspection sheet (see attached) contains the indicator items of quality and performance. If an item on the list is applicable for the area, it can be rated as "satisfactory" or "unsatisfactory". When an item is rated as satisfactory the number in the "S" column is circled and if rated unsatisfactory the number is written in the "U" column. Additional space is provided after the "U" column for the observer to give information regarding an unsatisfactory item.

### 4. **STANDARDS OF CLEANLINESS:**

It is necessary to provide some guidelines for the inspectors when rating specific items on the inspection sheet. This can be done by providing standards of cleanliness for each item on the cleaning inspection sheet. Some example standards are shown below:

#### **ITEMS**

Floors

Doors

#### **UNSATISFACTORY**

Dust or other dirt.  
 Large waste material  
 Foreign substances (gum, spills, soap, paint).  
 Wax build-up at edges.  
 Scuff marks from shoes or furniture.  
 Stains.

Dust (top edge).

Spots on hand plate.  
Foreign substances.

**Quality Measure:**

The ratio of the value of the number of satisfactory items to the total value of the number of items observed is used as an index of quality. The quality index can be computed for any area or combination of areas.

$$\text{QUALITY INDEX} = \frac{\text{VALUE OF SATISFACTORY ITEMS}}{\text{VALUE OF TOTAL ITEMS}}$$

5. **CLASSIFICATION OF ROOMS:**

The rooms to be inspected can be broken into five major groups. The five groups are:

- 5.1. Classrooms and labs
- 5.2. Washrooms
- 5.3. Offices - Meeting Rooms
- 5.4. Common Areas - corridors, lobbies, stairs, elevators, cafeteria, concession shops
- 5.5. Other Areas

6. **OBSERVATIONS SCHEDULE:**

The rooms to be inspected should be chosen at random, prior to the inspection. It is suggested that "a random number table" be used to allow for random selection of the rooms. It is recommended that a sample of 12 rooms be inspected weekly from the above groups. The breakdown per group should be:

CLASSROOMS	4
WASHROOMS	2
OFFICES	2
COMMON AREAS	2
OTHER AREAS	<u>2</u>
TOTAL	12

The day of inspection should also be chosen at random.

7. **MANAGEMENT REPORTS:**

The quality indices are computed each week by room groups. Average quality indices are computed for every four-week period. A four-week period consists of two payroll periods and is used as an operating period for management reports. The following reports are used to provide management with the necessary information to take corrective action to improve the quality.

8. **WEEKLY QUALITY REPORT:**

This is a weekly summary of the inspection sheets. Copies of this are to be distributed to the Bidder and used as a topic for discussion in the weekly Bidder/CNA meeting. This task may be delegated to CNA’s Custodial Supervisor. A copy of the report follows:

**WEEKLY QUALITY REPORT**

**COLLEGE OF THE NORTH ATLANTIC**

**WEEK ENDING**

**1. CLASSROOMS & LABS.** \_\_\_\_\_

**2. WASHROOMS** \_\_\_\_\_

**3. OFFICES** \_\_\_\_\_

**4. COMMON AREAS** \_\_\_\_\_

**5. OTHER AREAS** \_\_\_\_\_

**OVERALL QUALITY** \_\_\_\_\_

**COMMENTS** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**9. WEEKLY QUALITY REPORT****9.1. PURPOSE:**

The purpose of the Weekly Quality Report is to summarize the Inspection Sheets for CNA so that corrective action can be taken.

**9.2. RESPONSIBILITY:**

CNA is responsible for completing this report.

**9.3. DISTRIBUTION:**

Copies are to be distributed to the Bidder supervisor on a weekly basis. The original is maintained with the Manager of Physical Operations.

**9.4. PREPARATION:**

- |                     |   |
|---------------------|---|
| A. Week Ending:     | Enter the date of the end of the week.  |
| B. Classroom & Labs | Enter the average quality index of the rooms inspected from the Inspection Sheets.    |
| C. Washrooms:       | Enter the average quality index of the washroom inspected from the Inspection Sheets. |
| D. Offices:         | Enter the average quality index from the Inspection Sheets.                           |
| E. Common Areas:    | Enter the average quality index from the Inspections Sheets.                          |
| F. Other Areas:     | Enter the average quality index from the Inspection Sheets.                           |
| G. Overall Quality: | Enter the average of the five areas.  |
| H. Comments:        | Comment on any areas for low or high quality indices.                                 |

10. MONTHLY QUALITY CHART:

This is a visual representation of the overall quality indices for the months during the year. From this chart it is easy to detect trends and monitor progress.

(see below)

**MONTHLY QUALITY CHART**

90-

80-

70-

60-

Jan Feb Mar Apr May June Jul Aug Sept Oct Nov Dec

**WEEKLY CLEANING INSPECTION SHEET**

Location: \_\_\_\_\_

Group: \_\_\_\_\_

## TERMS AND CONDITIONS FOR PURCHASING COLLEGE OF THE NORTH ATLANTIC

### General

1. Inquiries before tendering should be directed in writing to the official whose name is shown in the appropriate box on the tender form and firms should quote the tender number on any correspondence. In the case where a tender envelope has been sent to the bidder, do not use the tender envelope for inquiries because tender envelopes are not opened before tender closing time. All requests for tender award prices should be in writing and sent to the purchasing department.
2. Tenders by fax will be accepted, however the College will not be held responsible for errors or omissions in fax transmissions. Tenders may be sent by facsimile, using the official tender forms, to 709-643-7971. Tender documents submitted by facsimile must be received "in full" at the College of the North Atlantic, Purchasing Department, by the specified closing time. Documents in transmission after the closing time will be considered late tenders. All responses must be received before the exact closing time and date indicated. Responses received after that time will not be considered.
3. In the case where tender envelopes are used, tenders must be submitted on the official tender form in sealed envelopes, showing the closing time and tender number and delivered before the closing time to:

**SUBMIT TO:**

**Purchasing Department  
35 Carolina Avenue  
Stephenville, Newfoundland  
Canada, A2N 3P8  
Telephone: 709-643- 7853  
Facsimile: 709-643-7971**

4. Please ensure that your firm's name, address, tender number and the closing date appears on the outside of the tender envelope.
5. The firm's name must appear on the tender and the forms provided must be completed in their entirety. Failure to submit a tender on the provided forms and/or failure to comply with all the terms and conditions will result in disqualification of the bid.
6. Any tender may be accepted or rejected in whole or in part. The lowest or any tender will not necessarily be accepted.
7. Prices include customs and brokerage fees, packing, shipping, cartage, loading and off-loading charges, unless otherwise specified in the tender.

8. It is understood that the tender offer will remain open for acceptance by the College for a period of not less than 30 days from the closing date of tender, unless otherwise indicated herein.

9. Firms must satisfy themselves that the item on which they are tendering is available for delivery on the date they specify on the tender, as such a quotation is legal and binding.

10. Unless otherwise stated herein, all prices quoted shall be regarded as net, unless a cash discount is specified, taxes extra.

11. In case of error in the extension of prices, the unit price will govern.

12. If required, the bidder will enter into a formal contract containing such items and conditions (not inconsistent with the terms and conditions of this tender) as may be required. Unless and until such a formal contract is entered into, this tender and any acceptance of tender shall together be the complete and only contract.

13. If applicable, items must be C.S.A. approved. The College may also take into account any approvals or recommendations provided by neutral, independent third parties as to energy efficiency or environmentally friendly products.

14. Bidders shall provide brochures, descriptive literature or specifications for such items as furniture, equipment, etc. Failure to provide such literature or specifications sufficient to show that tender specifications have been met shall result in the disqualification of the bid. Equipment, furniture, etc. must be new unless otherwise specified in the tender.

15. Acquisition made as a result of this tender will be governed by the laws of the Province of Newfoundland and Labrador.

16. Bidders must ensure that you have read and understand all requirements articulated on this document -the invitation to tender and any other documentation provided. Failure to meet all requirements will result in the disqualification of your bid.

17. Any bidder wishing to clarify any aspect of a tender or express concern over specifications or basis of evaluation must make a written submission. Only written submissions will be answered and such answers will be in writing and will be provided to any bidder who receives tender documents. **Submissions must be received 48 hours prior to the tender closing date.**

18. College of the North Atlantic reserves the right to modify the terms of a tender document at any time prior to closing, at its sole discretion. When these changes occur within five business days of the closing date, the closing date may be extended to allow for a suitable bid preparation.

19. Amendments: College of the North Atlantic will not consider or issue amendments, corrections or extensions of a tender 24 hours before the noted tender closing time. Any amendment issued forms a part of the tender document and must be acknowledged by bidders with tender submission or the bid will be rejected.

20. Or equivalent: Bidders must provide detailed specifications on all furniture, equipment, etc, offered in order to determine equivalency in those circumstances where bidders are not supplying the specific unit described. College of the North Atlantic shall be the sole judge as to the suitability of the equipment and/or services to be purchased. Whenever reference to a specific brand name is made in a tender/proposal, it is illustrative and to be construed as a specification which describes a component that has been tested or evaluated by College of the North Atlantic as best meeting the specific operational, design, performance, maintenance, quality or reliability standards and requirements of College of the North Atlantic, thereby incorporating the requirements by reference within the specification. An equivalent (or equal) may be offered by bidders, subject to testing and evaluation at the option of College of the North Atlantic prior to award of bid. College of the North Atlantic reserves the sole right to reject a substituted component that will not fulfill requirements. It shall be the sole responsibility of bidders to provide at the bidder's expense any product information, test data and other information or documents College of the North Atlantic may require to fully evaluate or demonstrate the acceptability of the offered substitute. Where appropriate, independent testing or evaluation, including destructive testing at qualified test facilities at bidder's expense, may be required as a condition of acceptance.

21. Where dimensions are shown, suppliers are advised that they are for descriptive purposes only. Variations will be accepted provided the product is suitable for the intended use.

22. Payment Terms: 30 Days net

23. Quantities: College of the North Atlantic reserves the right to make purchases of additional quantities providing prices, terms and conditions remain the same as provided in the original tender documents.



24. College of the North Atlantic reserves the right to reject bids received from bidders who cannot show a reasonable acquaintance with and do not possess proper qualifications for the preparation and proper performance of the class of work involved. Evidence of such competence must be furnished by the bidder if requested to do so prior to the acceptance of the bid and execution of the contract documents.

25. Unless otherwise specified in the tender document, evaluation will be made on the mandatory requirements only and no weight or value will be given to added values.

26. Bidders may only submit one (1) bid per line item. Multiple bids per line item may be rejected. Bidders with multiple options on items may submit multiple tender documents. (For each alternate bid, a complete separate tender document must be submitted)

27. Bidders who are currently in a legal dispute with the College about the provision of wares or services substantially similar to those being sought under this tender are disqualified from bidding.

28. Bidders please note: The College is a public body and is subject to the Provisions of the Access to Information and Protection of Privacy Act S.N.L. 2002, c. a-1.1 (ATIPP). Any information supplied to and held by the college may be subject to requests from the public made under ATIPP for access to this information. You will be notified of any such request and will be given the opportunity to make representations on the request. The College will not be responsible for any legal costs incurred by you in making such representations and will not make any such representations on your behalf.

29. Holdbacks: College of the North Atlantic reserves the right to withhold payment of 10% of the overall tender value until all conditions of the tender are met to the satisfaction of the College. These holdback funds will also serve as security for the remedy of any breach of the tender.

30. Liquidated damages applicable to heavy equipment only: Heavy Equipment shall be delivered to the location specified in the tender within 120 days of issuance of the purchase order by the College. Should the successful bidder fail to deliver the heavy equipment as required within this 120-day timeframe, the successful bidder will pay to the College, as liquidated damages and not as a penalty, an amount equal to the total per-day rental cost of equivalent heavy equipment to that specified in the tender, calculated from the 121<sup>st</sup> day after issuance of the purchase order by the College until the date of actual delivery.