



**INVITATION TO TENDER
JANITORIAL SERVICES
No. 2013-04**

The City of Dawson Creek is requesting bids for the provision of janitorial services at the following City facilities:

- 1. Airport Terminal/Tower**
- 2. Public Works Yard**
- 3. Library**
- 4. City Hall**
- 5. RCMP Telecoms**
- 6. RCMP Building**

The contracts are for a 3 (three) year term commencing May 1, 2013 and ending April 30, 2016.

There will be an optional site visit and question period starting at 9:30 a.m., Monday, March 18, 2013, at the Airport Terminal and continuing to each additional facility thereafter. Those participating in the site visits must provide their own transportation. This will be the only opportunity provided for site access unless alternate arrangements are made prior to March 18, 2013 by contacting Duncan Redfearn, Deputy Director of Community Services at 250.784.3683.

Please direct questions regarding specifications to Duncan Redfearn, Deputy Director of Community Services at 250.784.3683.

Bidders may bid on more than one facility. Bids must be sealed in an envelope **clearly marked with the project number and name** and delivered no later than **2:00 p.m. local time, Tuesday, March 26, 2013** to the attention of Brenda Ginter, Director of Corporate Administration, 10105 – 12A Street, Dawson Creek, BC, V1G 3V7.

It is the sole responsibility of the Bidder to ensure that its Bid is received at the above location and by the time stipulated. Bids received after the stipulated time will be rejected and returned to the Bidder unopened. Faxed Bids are not acceptable and will be rejected.

The City reserves the right to accept or reject all or any bids and to waive any informality, incompleteness or error in any bid.

City of Dawson Creek

CONTRACTOR ACKNOWLEDGEMENT FORM - JANITORIAL SERVICES

Company: _____

Contact: _____

Address: _____

_____ **Postal Code:** _____

Phone: _____ **Cell Number:** _____

Fax: _____ **Email:** _____

I acknowledge that all employees, subcontractors and representatives of the company will operate in compliance with all applicable federal, provincial and municipal occupational health and safety regulations, laws and bylaws.

Except as expressly and specifically permitted in these Instructions to Tenderers/Bidders, no Tenderer/Bidder shall have any claim for any compensation of any kind whatsoever, as a result of participating in the Tender, and by submitting a bid, each tenderer/bidder shall be deemed to have agreed that is has no claim.

A successful bidder must provide the following required documents one week after bids are awarded. Failure to do so may result in contract being awarded to a bidder who can meet the requirements.

I acknowledge that the following must be provided to the City of Dawson Creek if awarded the contract:

- City of Dawson Creek Business License
- WorkSafe BC Account and current WorkSafe BC Clearance Letter
- GST #
- Minimum 5 Million Liability Insurance with the City named as Additional Insured
- Criminal Record Check
- WHMIS training

The undersigned has carefully examined the Contract Documents for the City of Dawson Creek Janitorial Contract.

Company Representative (signature)

X _____

Name: _____

Title: _____

CITY OF DAWSON CREEK
CODE OF CONDUCT - CONTRACTORS

The relationship between City employees and representatives of contractors providing service to the City is critical to achieving the goals and objectives of the Corporation of the City of Dawson Creek.

In providing the highest level of service possible, it is essential that all representatives of the Contractor work together with City staff in a co-operative and congenial manner, always respecting established lines of authority.

The efficiency of City operations and the image the Corporation presents to the public may be influenced by any breakdown in the relationship between the Contractor's representatives and City employees. Therefore, the Contractor's representatives are expected to convey a friendly, approachable, positive and helpful attitude to City employees and to be honest, trustworthy, reliable, dependable and punctual in all workplace activities.

Contractors unable to demonstrate an ability to meet this standard may be disqualified from the bidding process. Successful bidders subsequently failing to meet this standard should expect termination of any contractual relationship with the City.

APPROVED BY COUNCIL:
DATE: August 23, 1999
REAFFIRMED BY COUNCIL:
DATE: April 30, 2001

I have read and agree to comply with the above Code of Conduct:

Company Representative (signature)

X _____

Name: _____

Title: _____

CITY OF DAWSON CREEK

Tender Summary Sheet

Company: _____
Address: _____
Postal Code: _____ Phone: _____
Contact: _____ Email: _____

Bid Summary

Bidders may bid on more than one facility. Please ensure to complete one quotation for each facility.

	Total yearly price (including all fees, levies, charges, licenses, etc.) <u>before</u> taxes
Facility:	
Facility:	
Facility:	
Facility:	
Facility:	
Facility:	

References (two most recent jobs):

Company: _____
Contact: _____ Phone: _____

Company: _____
Contact: _____ Phone: _____

Company Representative (signature)

X _____

Name: _____ Title: _____

FACILITY SPECIFICATIONS

Airport Terminal - (8,000 s/f approx.)

Frequency: 7 days per week

Airport Tower-frequency: 3 times a week

Public Works Yard – (3,000 s/f approx.)

Frequency: 5 days per week (Monday to Friday)

*** **RCMP Telecom Building – (2,700 s/f approx.)**

Frequency: 2 times per week

Library – (11,600 s/f approx.)

Frequency: 7 days per week

****RCMP Building – (12,000 s/f approx.)**

Frequency: 6 days per week (Monday to Saturday)

City Hall – (20,300 s/f approx.)

Frequency: 5 days per week (Monday to Friday)

Please note that the sizes provided for each facility are for information only and should not be used for calculating your bid. It is the responsibility of each bidder to familiarize themselves with the sizes of the contract areas.

* The RCMP Telecom Building is not always accessible due to the nature of the work and will require a flexible schedule with 2 visits per week. Contractor will only be paid for actual visits.

* There will be a Security Clearance required in both the RCMP Telecom and RCMP Detachment. This clearance will take approximately 6 months to process and will commence after the contract has been awarded. One employee per building will be given access and require a clearance. Any contractor unable to meet the required clearance will be deemed ineligible resulting in the agreement being terminated.

SPECIFICATIONS - JANITORIAL SERVICES

A. DESCRIPTION:

The work of this Contract consists of the furnishing of all labour, materials and equipment required for the day to day maintenance of clean and sanitary conditions in all City facilities.

The work shall be done in accordance with these specifications using the best techniques of the trade in the frequencies given in the attached schedule so as to comply with the inspection standards which form a part of these specifications.

B. FIRE SAFETY:

Waxes, floor finishes, polishes and cleaning materials are very susceptible to spontaneous ignition/combustion. All such materials shall be stored in metal containers with self-closing, tight-fitting lids until materials can be used or safely disposed off.

All litter shall be picked up in a metal container equipped with a self-closing, tight-fitting metal lid.

Contents of ashtrays and all smoking materials shall be picked up in a metal container equipped with a self-closing, tight-fitting metal lid. These materials must not be picked up or stored in the same containers as litter.

All litter shall be stored in a fire-resistive space until collected by the garbage service and/or removed from the building.

Janitor rooms and storage closets shall be kept clean, neat and tidy at all times.

All cleaning rags shall be kept in metal containers equipped with self-closing, tight-fitting lids.

All waxes, polishing oils, etc. shall be kept tightly sealed and stored in separate shelving from rags and other cleaning materials.

All floor mops shall be stored in a suspended position to allow free air circulation around heads of mops.

All smoking is prohibited in cleaning equipment rooms.

The use of hotplates and other electrical utensils is prohibited in cleaning equipment rooms.

The services of the City's Fire Department employees are available for advice at any time upon request by the Contractor.

C. MATERIALS & EQUIPMENT:

All materials and supplies shall be of a quality satisfactory to the Deputy Director of Community Services. Materials shall be delivered to the building in original containers bearing the suppliers' original labels. Breaking down and putting away of bulk quantities shall be done in the premises assigned to the Contractor.

The Contractor shall supply:

- a) All cleaning, polishing and vacuuming equipment;
- b) All cleaning, polishing and vacuuming supplies (except those listed below, as supplied by the City).
- c) Where possible, environmentally friendly (green) products will be used and supplied for the appropriate cleaning.
- d) The materials and supplies shall be purchased wherever possible from firms who can provide local advisory services by full-time representatives.
- e) The Contractor shall follow procedures and protocol for ordering supplies that the City does provide.

The Contractor shall equip his/her staff with suitable modern equipment to enable them to perform their tasks. As well as being adequate for the tasks, equipment shall be such as not to damage or cause unnecessary wear and tear to the building surfaces, furnishing or equipment. Equipment used in daily routines shall remain in the building and be stored in the custodian's rooms. This equipment (carts, pails, vacuum cleaners, brooms, mops, etc.) must be replaced when worn out.

Unless otherwise arranged, other powered or specialized equipment used periodically by the Contractor shall not be kept in the building and the Contractor shall not use the facilities of the building for storage of materials or equipment for use elsewhere, nor shall other operations of the Contractor be directed from premises in the building.

D. TASK / LOCATION FREQUENCY SCHEDULE:

The work shall be done in accordance with the Task/Location Frequency Schedule which is part of this Specification. The task locations or frequencies may be varied after experience has been gained in cleaning the building, but only in consultation with the Deputy Director of Community Services. The Contractor will provide to the Deputy Director of Community Services twice a year, a 6 month schedule outlining when "project work will be done".

E. INSPECTION STANDARD:

The work shall be performed by fully-trained persons, competent in the particular operation assigned to them. All work will be inspected by the Deputy Director of Community Services, or his delegate, who has the authority and knowledge necessary for effective influence on the conduct of the work.

The Contractor shall be available for discussion with the Deputy Director of Community Services as necessary, at which times any shortcomings will be brought to the Contractor's attention so that corrections may be made.

The Inspection Standards are meant to indicate acceptable results of good cleaning techniques and are part of this Specification. The Deputy Director of Community Services will not assume any responsibility for instructing workers in the techniques and will not normally speak directly to the workers, but may do so in urgent matters if the delegate, is not immediately available.

F. WORK ASSESSMENT:

The Contractor's overall performance and the quality of the work will be determined by the Deputy Director of Community Services' inspection using the Inspection Standards in conjunction with the Task/Location Frequency Table.

DESCRIPTION OF SERVICES & METHODS OF CLEANING

1. Spot Cleaning

This service consists of the removal of all defacing matter from surfaces, scuffs marks at desk areas, spots, smudges, stains, scuffs marks and traffic lanes in all areas of the building and includes carpets.

2. Pickup Services

This service consists of removing debris from floors and other horizontal surfaces and emptying waste receptacles.

3. Project Work

Project works shall consist of tasks that are performed at monthly or greater frequencies that are other than routine. Examples are: floor stripping and refinishing, major window washing, high dusting, etc.

4. Routine Work

Routine work shall consist of tasks performed at frequencies less than monthly.

5. Extra Work

This service consists of any cleaning tasks, except emergency cleaning, not included in the specifications. Authorization to proceed with such work must first be obtained in writing from the Deputy Director of Community Services or his/her delegated representative.

6. Clean

As used in the specifications shall mean that, after a cleaning procedure has been completed, the surface shall be neutral (soil and residue free).

7. Air Handling Units - Grills - Supply and Return

As used in the specifications includes window air conditioning units, induction units, heating convection and forced flow heating units, wall-mounted radiators, floor, wall and ceiling-mounted force flow heating units.

8. Note

Any minor omission that is normally a part of the cleaning - Contractor to rectify.

9. Dust Mopping

A dust control method shall be used in all dust mopping operations by using either a non-oil retardant on clean dust mops or disposable dust mop cloths. Sweeping compounds containing oils, abrasives or other harmful substances shall not be used. Power vacuum equipment may be used in lieu of dust mopping. All areas of floors shall be dust-mopped or vacuumed, including areas under furniture.

10. Wet Mopping

This operation shall be preceded by dust mopping. Clean water shall be used for wet mopping. A small amount of detergent may be added. Mop swirls on floors from dirty mops and water shall not be acceptable. Buffing shall follow wet mopping where a buffable floor finish is used.

NOTE: When mopping in washrooms, use germicidal agent.

11. Scrubbing and Refinishing

This operation shall be preceded by dust removal. Warm water to which the recommended amount of detergent has been added shall be used. Power scrubbing equipment will be used, either using a scrubbing brush or suitable synthetic pad. The solution shall be permitted time to work its chemical action on floor surfaces. All residues shall be picked up and the floor rinsed until clean. Floor finish, minimum 5 coats, shall be applied and buffed if recommended by the manufacturer, or a non-buffable finish may be used.

12. Stripping and Refinishing

This shall consist of the complete removal of all floor finish and other residues. When rinsed, floors shall be neutral. Sealing of floor shall be done with an approved penetrating floor sealer. It will be applied after floors are stripped. Minimum of 5 (five) coats of floor finish shall be applied and buffed, as recommended by the manufacturer. Furniture, including cabinets and file cabinets shall be removed for this operation, unless tenant requests otherwise and these areas stripped and refinished with the remainder of the area. Soil and residue shall be removed from the baseboards and all other vertical surfaces, including furniture legs and bases, while it is still solvent.

13. Buffing

This shall be performed by mechanical means using either lambs wool, felt or the correct synthetic pad.

14. Spray Buffing

Spray buffing will be permitted in lieu of washing, finishing and buffing in office areas. Spray buffing shall be done in other areas only with the permission of the Deputy Director of Community Services. If spray buffing in other areas does not maintain the standards of cleanliness required, the Deputy Director of Community Services will direct the Contractor to return to the frequencies of wash, wet mop and rinse, and scrub and refinish as specified. When spray buffing is used, unless equipment and methods of cleaning used by the Contractor indicate otherwise, spray buffing shall be followed by either vacuuming or dust mopping and dusting of furniture.

15. Miscellaneous Floor Cleaning

Traffic lanes and worn areas of floor finish will be removed and/or repaired as they occur, either by scrubbing, finishing or buffing or by spray buffing. Corners shall be kept free of dirt, dust and water marks at all times. Cleaning solutions shall not be allowed to seep under furniture, partitions, etc. Petroleum based waxes shall not be used on asphalt tile floors.

16. Walls and Ceilings

Walls shall be washed with warm water and detergent as recommended by the manufacturer. Walls, etc., shall be rinsed with warm clean water. At the conclusion of the cleaning operation there shall be no visible soil, streaks or other discolouration on the finish.

17. Windows and Glass Surfaces

Windows shall be washed with a non-streaking agent; alcohol solution may be used. Window washing operations shall include all adjacent metal surfaces such as mullions, frames, sills, etc. and window screens where they are installed.

18. Door Mats and Mat Recesses

Door mats shall be removed where applicable and cleaned using water and detergent. A stiff bristle brush may be used to remove encrusted dirt. Mats shall be well cleaned.

19. Waste Receptacles

Waste receptacles shall be damp wiped after each emptying. They will be washed completely as required in the specifications with warm water to which a germicidal agent has been added.

20. Ash Urns and Ashtrays

All ash urns and ashtrays shall be emptied and washed in warm water to which a germicidal agent has been added. Portions of these urns and stands that are not washable shall be damp wiped and dried.

21. Vinyl Upholstered Furniture

This material may be washed and/or damp wiped using warm water and a germicidal agent. It will be wiped dry. Suitable furniture cleaner, liquid or spray, may be used as an alternative method of cleaning. Care must be taken to wipe all cleaner residues from surfaces.

22. Washroom Cleaning

Washbasins, toilet tanks and urinals shall be thoroughly washed with warm water, added detergents to be used exactly as specified by the manufacturer. Special attention shall be paid to cleaning the underside of the seats and rims of the toilet bowls. Toilet bowls and urinals shall be de-scaled at least weekly. The de-scaling agent applied in such a way as to avoid damage to the fixtures, etc. Spray deodorant shall be used as required. Only trained workers in washroom sanitation will be accepted in these areas. Shower walls, floors, doors and fixtures will be washed and scrubbed with appropriate cleaning agent where applicable.

NOTE: USE GERMICIDAL AGENT.

23. Non-Washable Ceilings

These ceilings shall be vacuumed. This work must have prior approval of the Deputy Director of Community Services.

24. Miscellaneous

Cleaning works of art is not included in these specifications.

25. Finishes (General)

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

The particular type of cleaner which may be used for each surface is indicated below:

a) Stainless Steel: a properly buffered weak acid solution. For stubborn dirt marks, use a mild abrasive cleaning compound.

b) Aluminium: a buffered silicate. For stubborn dirt marks, use a mild abrasive cleaner such

as steel wool in conjunction with a non-etching chemical cleaner. For very stubborn dirt marks, use pumice in conjunction with a buffered phosphoric acid.

c) Anodized Aluminium: no abrasive or acid cleaner permitted.

d) Porcelain: a mild abrasive or properly buffered acid cleaner may be used on stubborn dirt marks.

e) Concrete: a bristle scrub brush may be used. For stubborn dirt marks, an abrasive solvent or acid cleaner may be used.

f) Painted Surfaces: for stubborn dirt marks, use a mild abrasive or properly buffered alkaline cleaner.

g) Glazed Brick and/or Ceramic: a medium scrub brush may be used. For stubborn dirt marks, use a buffered acid cleaner.

h) Terrazzo, Mosaic, Polished Stone, Marble: to clean, add a neutral liquid cleaner to water. The cleaning agent must be free from alcohols, acid, salts and strong alkaline.

i) Cut Stone, Stucco: a medium stiff brush may be used with clear water.

j) Vinyl Wall Surfaces: cleaning and maintenance of these surfaces shall be as indicated in the Technical Service Bulletin published by the Fabrikoid Division, Canadian Industries Limited.

NOTE: GERMICIDAL AGENTS SHALL BE USED IN ALL WASHING PROCEDURES.

26. Health and Safety

All Contractors and their employees will have updated WHIMS training/certificate before coming on site, and performing the assigned work.

TASK/LOCATION FREQUENCY LIST

DAILY:

1. **Floor Maintenance:**
 - a) Sweeping
 - b) Dry & wet mopping
 - c) Spray buffing
 - d) Miscellaneous
 - e) Polishing (where applicable)
 - f) Vacuum all rugs and carpets

2. **Lobby, Hallways, Entrance Areas:**
 - a) Sweeping
 - b) Mopping
 - c) Dusting
 - d) Walls (spot cleaning)
 - e) Glass doors and windows
 - f) Polishing (where applicable)
 - g) Miscellaneous

3. **Room Cleaning:**
 - a) Trash removal
 - b) Sweeping
 - c) Spot cleaning
 - d) Damp wiping and dusting
 - e) Spot cleaning of telephones

4. **Washroom Cleaning & Servicing:**
 - a) Trash removal
 - b) Replacement of supplies (paper, soap, etc.) as required
 - c) Sanitary receptacles
 - d) Fixtures
 - e) Dispensers, shelves, mirrors, walls, stall partitions, doors etc.
 - f) Floors (sweeping & mopping)

5. **Stairways:**
 - a) Sweeping, dusting, wall and banister spotting

3 TIMES WEEKLY:

1. **Floor Maintenance**
 - a) Floors buffed

2. **Washroom Cleaning & Servicing:**
 - a) Shower walls, floors, doors and fixtures will be washed and scrubbed with appropriate cleaning agent.

WEEKLY:

1. Floor Maintenance:

- a) Vacuum all rugs and carpets
- b) Spot clean carpets as required
- c) Clean wells under entrance floor mats

2. High Cleaning:

- a) Dust tops of partitions and ledges
- b) Dust and wipe ventilators, grills, radiators, etc.

MONTHLY:

1. General:

- a) Scrub stairways and banisters
- b) Scrub washroom floors and baseboards
- c) Dust pictures, plaques and clocks

QUARTERLY:

- a) Wash interior windows as needed, a minimum of 4 times per year including January and September

TWICE YEARLY:

- a) Sweep & wash janitor's rooms, storage & furnace rooms
- b) Strip and refinish all vinyl and/or asphalt tile floors

YEARLY:

- a) Wash walls, ceilings, transoms, light fixtures

SPECIAL SPECIFICATIONS

1. Install all interior light bulbs and tubes as and when required
2. There shall be no carry-over of refuse or garbage on the premises and property at any time
3. Exterior entrances to the building shall be swept to the first landing on a daily basis
4. **NOTE: ON ALL YEARLY SERVICES - The first time is to be six months after the award of the contract and every year thereafter**

JANITORIAL SERVICES - INSPECTION STANDARDS

1. CARPETS & RUGS

Vacuumping:

- a) Carpets and rugs shall be thoroughly clean and free from dust, dirt and other debris. Nap on rugs shall be laid in one direction.
- b) Chair t-mat shall be clean and carpet or rug area around and under mat shall be free of dust and dirt.
- c) Floor area under immediate edge of rugs shall be free of dirt and dust.
- d) Bare floors around rugs shall be clean. No dirt shall be left in corners, under furniture, behind doors or under radiators.
- e) All furniture and equipment moved during the cleaning operation shall be returned to its original location.

Spot Cleaning: Where spots cannot be removed by normal means, they shall have been reported to the Deputy Director of Community Services.

2. FLOOR MAINTENANCE

- a) There shall not be any dirt left in corners, behind or under free standing radiators, under furniture or behind doors.
- b) There shall not be a film of dust left on the floor due to dry or improperly treated dust mops or sweep cloths.
- c) There shall not be any dirt left where sweepings were picked up.
- d) There shall not be trash or other matter under desks, tables, chairs, bookcases, between file cabinets, behind doors or under free-standing radiators.
- e) Furniture and equipment moved during sweeping operations shall have been replaced.

Wet Mopping:

- a) All mopped areas shall be clean and free from dirt, surface stains, mop streaks and loose mop strands.
- b) In wet mopping, the floor shall have been rinsed and excess water removed.
- c) Walls, baseboards and other surfaces shall be free of water marks and splashing.
- d) Care shall have been taken throughout the mopping operation to prevent liquids from collecting under furniture legs and cabinets.

Spray Buffing:

- a) There shall not be any dust or dirt left on the floor after spray buffing.
- b) There shall not be any muddying or rippling effect as caused by over-spraying.
- c) The floor shall present an overall appearance of cleanliness. Baseboards and equipment shall be free of spray residue.

Scrubbing:

- a) The scrubbing operation shall have been performed in such a manner as to properly remove all dirt, wax build-up and stains.
- b) Liquid or powder cleaners shall be checked to ensure that they will not damage the floor.
- c) All areas, including areas inaccessible to the machine and which are cleaned by means of hand brushes, steel wool and/or mops, shall be clean and free of dirt, water streaks, mop marks and string.
- d) The floor shall have been rinsed and mopped or vacuum dried to present an overall

- appearance of cleanliness.
- e) Walls, baseboards and other surfaces shall be free of water marks, splashing and scars from equipment.
 - f) Terrazzo, marble and ceramic floors shall be refinished after scrubbing.

Waxing & Buffing:

- a) The waxed areas shall be free of streaks, mop strand marks, skipped areas and other evidence of improper wax application.
- b) There shall be no heavy accumulation of wax along walls or fixtures.
- c) Walls, baseboards, furniture and other surfaces shall be free of wax residue.
- d) The finished area shall be buffed to a uniform sheen to eliminate heavy brush marks.
- e) The floor shall be clean and bright-looking in corners and under furniture.
- f) Baseboards, furniture and equipment shall not be marred or damaged during buffing operations.
- g) Furniture and equipment, if moved, shall have been returned to their proper positions.

MISCELLANEOUS: Chairs, waste paper baskets, etc. must not be placed on desks or tables during cleaning operations and shall be replaced afterwards in their proper positions.

3. LOBBY, ENTRANCES AND CORRIDOR CLEANING

Sweeping, Mopping, Scrubbing: As outlined above.

Dusting:

- a) Lobby furniture shall be free of dust, finger marks and stains.
- b) Baseboards, radiators, grills, window sills and other fixtures shall be free of dust.

Walls:

Walls shall be free of finger marks, smudges and any other dirt spots of any kind.

Glass Doors & Sidelights:

- a) There will be no streaks or unwashed places on glass and the door frame will be clean.
- b) There will be no water spilled on the floor, sills or stools.

Polishing (where applicable):

Doorknobs, push bars, kick plates, railings, doors and other surfaces shall be clean and polished.

Miscellaneous:

- a) Foot grills shall have been cleaned as scheduled.
- b) Rubber mats shall be clean on both sides.
- c) Walk-off mats shall be clean and tidy.
- d) Lobby and entrances shall be free of debris at all times.

4. ROOM CLEANING

Trash Removal:

- a) All waste paper baskets shall be empty, clean and in place.
- b) Trash shall not be left on the floor.

Sweeping: As outlined above.

Dusting:

- a) There shall not be any dust or dust on desks or other office furniture.
- b) Glass tops on desks shall be clean and free of finger marks and stains.
- c) All surfaces free of files, paper, etc. shall be free of dust.
- d) All pictures, plaques, etc. that can be reached while standing on the floor shall be free of dust.
- e) Corners and crevices shall be free of dust.

Spot Cleaning: Interior walls, door frames, door glass and partition glass to be cleaned of finger marks.

Damp Wiping: Mirrors, draft deflectors, ashtrays and all other glass that can be reached while standing on the floor, shall be clean and free of dust, dirt, streaks and spots.

Vacuuming: As outlined above.

5. **WASHROOM CLEANING & SERVICING**

Trash Removal:

- a) All towel and garbage receptacles shall be empty and clean and towels replaced.
- b) All garbage receptacles shall be emptied and cleaned, both inside and out.

Supplies (Paper & Soap): All dispensers of supplies shall be clean and filled.

Sanitary Receptacles:

- a) All sanitary receptacles shall be free of spots, stains, finger marks and odour.
- b) All sanitary receptacles shall be emptied and a new bag inserted.

Fixtures:

- a) All surfaces of wash basins, flush tanks, toilet seats, bowls, urinals and all exposed piping shall be free of dust, dirt spots, and stains and disinfected with a germicidal solution.
- b) Plumbing fixtures shall be free of stains and green mould.

Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges:

- a) All dispensers, shelves, shelf brackets and ledges shall be free of finger marks, dust, dirt and stains.
- b) All mirrors shall be free of streaks, water spots, dust, lipstick smudges and should not be cloudy.
- c) Walls, stall partitions and doors shall be free of dust, hand marks, lipstick smudges, pencil marks, water streaks, mop marks and fittings should be free of green mould.

Floors: Floors, especially corners, shall be free of dirt, dust, black marks, loose paper, mop strings, water and mop marks. Baseboards should be clean. Floor shall have been disinfected.

Sweeping, Mopping, Scrubbing: As outlined above.

6. STAIRWAY CLEANING

Sweeping & Dusting:

- a) Stair landings, steps and all corners of stair treads shall be free of dirt, dust streaks and debris.
- b) Stair railings, door molding, ledges, radiators, window sills and grills shall be free of dust.

Cleaning, Polishing & Wall Spotting:

- a) Glass, wood and metal surfaces shall be clean and free of any smudges, finger marks and dirt.
- b) Handrails, doorknobs and other surfaces shall be clean and polished (where applicable).
- c) Walls up to a standing height shall be free of finger marks and other dirt spots of any kind.

7. ENVIRONMENTAL CONSIDERATIONS

Recycling:

The City of Dawson Creek is very committed to recycling all plastics, paper, metal, glass, cardboard, batteries, etc. Proper bins have been placed throughout the buildings. Janitorial Contractors play a major role in ensuring the success of our recycling program.

Contractors are required to empty the recycle bins from the offices into the larger bins at the designated locations. The actual pick up of the recycled materials is done by Parks and Rec staff on a weekly basis.

Cleaning Products:

The City of Dawson Creek is committed to using environmentally friendly cleaning products. The self dispensing units being used in City facilities are environmentally friendly.

Contractors are required to use those products. No other products should be used, unless authorization is given by the Deputy Director of Community Services.