

## **DEFINITION OF SERVICES AND TASKS**

The Department of Employee & Organizational Development (DE&OD) invites bids for the provision of office cleaning services for its facility located 3rd Floor, Ingham and Wilkinson Building, 129 Front Street, Hamilton HM12 for a two-year period. This may be extended for up to one (1) year based on availability of funds and satisfactory performance of the contractor. Services are to be provided after 5:00 p.m. Monday to Friday.

### **1.1 Emptying of Trash**

Trash is to be removed from all bins within Department as identified on the floor plan in this appendix and placed in the trash bin provided by the Corporation of Hamilton at curb side. A new liner is to be placed in the bins throughout the Department.

### **1.2 Sweeping, Damp Mopping of uncarpeted floors, and Vacuuming of Floors**

Areas with hard flooring and tile must be swept thoroughly before mopping. Mopping shall be carried out with care and attention to surroundings. Where there is carpet, vacuuming is required.

### **1.3 Dusting of Furniture**

Furniture is to be hand dusted with suitable cleaning agents. Where possible, a thorough dusting of surfaces, including file cabinets, bookstands, picture frames, counters, etc. is required.

### **1.4 Cleaning of Sinks**

Sinks (including counters) are to be cleaned and sanitized with suitable mildew and soap scum removal products. The kitchen sink is to be cleaned of food residue. Cleaning dishes is a part of the contract.

### **1.5 Cleaning of Toilets**

Toilets are to be cleaned and sanitized with appropriate cleaning products. Cleaning brushes shall be supplied by the contractor.

### **1.6 Checking and replenishing of Paper products**

Paper dispensers for hand towels and toilet paper are to be checked and replaced as needed. Note that certain areas are high use and must be replaced daily. Partially used rolls are to be replaced and put to the side for additional capacity. Broken dispensers should be reported to the Head of Department or designated person.

### **1.7 Checking and refilling of Soap dispensers**

All soap dispensers are to be checked and replaced as needed. Broken dispensers should be reported to the Head of Department or designated person.

### **1.8 Cleaning of Walls, Counters, and Mirrors**

These surfaces shall be wiped with the appropriate cleaning products to ensure they are marked and smudge free. The area includes tile walls of kitchen and bathrooms, and mirrors within bathrooms.

### **1.9 Cleaning of Windows**

Windows and windowsills shall be cleaned with the appropriate cleaning products. These apply to the internal surface of the windows. Internal windows requiring height access to reach are not a part of the contract. Windows and windowsills shall be cleaned on a weekly basis.

### **1.10 Cleaning of Refrigerators**

The exterior of the refrigerators is to be cleaned using the appropriate clearing materials on a weekly basis. The interior is to be cleaned on a quarterly basis, subject to all food items being removed.

### **Daily Cleaning**

- Empty all waste paper bins and remove trash from offices; cubicle areas; reception desk; meeting, interview, skills testing, and training rooms; and restrooms. Replace bin liners daily.
- Spot clean, remove dust, dirt and finger marks to all windows including viewing panels to doors.
- Spot clean fingerprints from the entrance door to the Department (glass and aluminum handles).
- Wet wipe all furniture in the reception and staff lounge areas with an approved furniture cleaning product. Clean phone sets at the front desk and in the staff lounge with an approved disinfectant cleaner.
- Clean exterior face of cupboard doors, and tables.
- Clean interior of coffee machine
- Clean all water coolers throughout the department.
- Wash dirty dishes left in the kitchen sink.
- Clean all kitchen areas, sinks, cupboards exteriors, tiles, backsplash, counters, and all common rooms. Replace all hand towels and soap as needed.
- Clean all toilets, sinks, mirrors, tiles, fixtures, sweep and mop all floors with an approved EPA cleaning solution. Replace all hand towels, toilet paper rolls and soap as needed.
- Clean and disinfect all urinals in the men's washroom. Note: all cleaning solutions, solvents shall be environmentally friendly (preferably green).
- Clean and disinfect all metal and laminated surfaces in all washrooms.
- Remove litter and vacuum all floors in reception area, offices, walkways, corridors throughout the area.
- Sweep and mop all floor tiles with an approved cleaning solution.

### **Weekly Cleaning** (defined as 1 day per week)

- Remove dirt marks and stains from all office furniture with an approved cleaning solution.
- Wet wipe all furniture in offices and open areas with an approved furniture cleaning product. Clean all phone sets, and handsets with an approved disinfectant cleaner.
- Wet wipe all office equipment, printers and copies with an approved cleaning solution.
- Wet wipe all and towel dispensers and bathroom cubicles with an approved cleaning solution.
- Clean outside of microwaves, toaster oven, coffee maker and refrigerators.
- Use a soft brush vacuum cleaner to vacuum the floor to remove the finer particles of dirt and dust.
- Full Hepa vacuum clean all carpeted floor areas throughout the department.
- Remove cobwebs

### **Monthly Cleaning** (defined as 1 day per month)

- Clean all office picture frames (not personal) and signs, wall clocks, doors, window sills, filing cabinets, and shelves through the department.
- Disinfect all rubbish bins
- Wet wipe and clean all venetian blinds
- Vacuuming any vents where dust can collect

- Removing fingerprints and marks on accessible light switches

**Quarterly Cleaning** (defined as once every three months)

- Cleaning refrigerators interior, subject to food items being removed.