



North Peace Airport Services  
9919 Terminal Rd.  
Fort St John, BC  
V1J 4H9

September 17, 2020

**RE: North Peace Regional Airport Janitorial Services Contract**

Thank you for your interest in this service agreement opportunity with North Peace Airport Services.

Our aim at North Peace Airport Services is to provide airport users with high quality facilities and prestige levels of customer service. As part of this overall initiative, we are looking to provide a clean and safe environment for airport customers and staff.

Should further clarification be necessary or if a site visit is desired, proponents may contact the site representative at (250) 787 0426.

**PROPOSAL SUBMISSION INSTRUCTIONS**

- Complete and return two copies of proposal documents to:  
9919 Terminal Rd. Fort St. John, BC V1J 4H9
- Closing Time and Date is: 3:00 PM Pacific Time, Wednesday October 21, 2020

North Peace Airport Services reserves the right to reject any incomplete or late proposals.

Proposal evaluations will be conducted by North Peace Airport Services and will consider a variety of criteria. These may include but are not limited to:

1. Conformity to the proposal submission requirements;
2. Competency to carry out the work;
3. Experience of the proponent in providing services similar in scope to this contract;
4. Management of work (schedule & work plan, operational plans);
5. Proponent's reputation and references;
6. Proponent's financial stability;
7. Proponent's management team experience and qualifications;
8. Proponent's quality management system and training programs;
9. Quality of equipment and supplies, subcontractors and material suppliers;
10. Cost;
11. Labour relations (proponent to indicate status of collective agreements, if applicable);
12. Such other matters as North Peace Airport Services may consider relevant.

The lowest proposed bid may not necessarily be accepted. North Peace Airport Services reserves the right to accept the Proposal that it deems of best value to North Peace Airport Services, and the right to reject any or all Proposals, in each case without giving any notice. As provided for herein, the Proposal made by the Proponent shall constitute an offer, open for acceptance by North Peace Airport Services for the period herein provided. North Peace Airport Services will not be liable under any contract, in connection with the Request for Proposals or the submission of Proposals, unless and until North Peace Airport Services has accepted one or more of such offers. In no event will North Peace Airport Services be responsible for the costs of preparation or submission of any Proposal.

Each party submitting a Proposal, by submitting a Proposal, accepts all of the conditions and stipulations set out herein, and acknowledges and agrees that North Peace Airport Services will have no liability or obligation to any proponent except only the party, if any, awarded the Contract by North Peace Airport Services in its sole discretion, and agrees that, if not awarded the Contract, then, whether or not any express or implied obligation has been discharged by North Peace Airport Services, North Peace Airport Services shall be fully and forever released and discharged of all liability and obligation in connection with the Request for Proposals and all related matters, and all procedures which preceded.

North Peace Airport Services reserves the right, at its discretion, to negotiate with any proponent, as it sees fit, or with another proponent or proponents concurrently. In no event will North Peace Airport Services, be required to offer any modified terms to any other proponent. North Peace Airport Services shall incur no liability to any other proponent as a result of such negotiations or modifications.

Adequate bid security is a necessary requirement of this contract if your bid is in excess of \$25,000.00 per year, as detailed in the package enclosed. Please ensure that bid security is enclosed with your sealed Request for Proposals, if required.

Yours truly,



Mike Karsseboom  
Managing Director,  
North Peace Airport Services

attach.

## 1. Interpretation

In this Agreement, the following words shall have the following meanings:

"Agreement Security" means any security given by the Contractor to North Peace Airport Services, in accordance with the Agreement.

"Arbitration", where provided for herein, means arbitration as provided for in the General Conditions.

"Compensation" means the Proposal prices, subject to adjustment as may be agreed by North Peace Airport Services and Contractor from time to time, and subject to adjustment, charges and set-off as provided for herein.

"Agreement" means the undertaking by the parties to perform their respective duties, responsibilities and obligations as prescribed in the Agreement Documents and represents the entire agreement between the parties.

"Contractor" means the person, firm, or corporation whose proposal has been accepted by North Peace Airport Services and who has executed the Form of Agreement.

"Agreement Documents" means the Agreement between North Peace Airport Services and the Contractor, and all other documents and subsequent written amendments thereto made pursuant to the provisions of the Agreement and signed by the parties.

"Contractor's Equipment" means all equipment and materials brought onto the Site by the Contractor in connection with the performance of the Services.

"Contractor's Proposal Documents" means the materials set out in this Agreement, which was submitted by the Contractor in response to the Request for Proposals.

"Employees" shall mean the Supervisor, Customer Service Personnel, Cleaners, and all other persons employed by the Contractor to perform the Agreement.

"Germicide" shall mean disinfectants on the list that the Government of Canada issues appropriate to eliminate bacteria, viruses (specifically the Corona Virus that leads to COVID-19) and other pathogens.

"Managing Director" shall mean the senior representative of North Peace Airport Services or their authorized representative.

"Material" includes all commodities, articles and things required to be furnished by or for the Contractor under the Agreement for the due performance of the Agreement.

"Plant" includes all tools, implements, machinery, vehicles, buildings, structures, equipment, animals/birds and things other than material, that are necessary for the due performance of the Agreement.

"Project Work" shall mean that Work which is a task specifically designated from time to time during the Agreement period by the Site Representative to be accomplished within a given period of time.

"Routine Work" includes, subject only to any express stipulation in the Agreement to the contrary, everything that is necessary to be done, furnished or delivered by the Contractor to perform the Agreement.

"Request for Proposals" means request for proposals with a closing date of **October 21, 2020**, including all accompanying materials and appendices.

“Services: means the Customer, Security and Janitorial Services as set out in the Agreement Documents, including Project Work if any requested by North Peace Airport Services.

“Site” means the lands and premises owned by the North Peace Airport Society.

"Site Representative" means the officer or employee of North Peace Airport Services who is designated pursuant to the Offer and Acceptance and includes a person specially authorized by the Site Representative to perform, on the Site Representative's behalf, any of the Site Representative's functions under the Agreement and is so designated in writing to the Contractor.

“Specifications” means specifications for the provision of the Services, as set out in this Agreement, as revised from time to time as contemplated in these General Conditions, and, for greater certainty, encompasses the procedures and manner in which the Services are carried out and performed, supervisory procedures and monitoring, the extent and scope of the Services, record keeping, the supplies, materials, and equipment to be utilized, and any Subcontractors or Material Suppliers who may be engaged in connection with providing the Services.

"Subcontractor" means a person to whom the Contractor has subcontracted the whole or any part of the work.

“Term” means the term hereof as set out in this Agreement, subject to renewal and earlier termination as set out in the Agreement.

Where used in the Agreement, unless the context otherwise requires:

“At all times” means 24 hours per day, throughout the Term, including holidays.

“Person” includes, where the context permits, a corporation, firm, joint venture, organization or public body.

“This Agreement” and other references to this Agreement, such as “herein” and “hereto” includes Appendices A-C annexed hereto and the schedules if any thereto, and includes all amendments hereto made pursuant to the provisions of this Agreement.

The headings appearing in the Agreement are for convenience of reference only and in no way define, limit or enlarge the scope or meaning of the provision.

All references to any party, whether a party to the Agreement or not, will be read with such changes in number and gender as the context or reference reasonably requires.

Unless otherwise indicated, all dollar amounts referred to in the Agreement are in lawful money of Canada, and shall be payable at Fort St. John, British Columbia.

If the Contractor is comprised of more than one individual or legal entity, then all liabilities and obligations shall be joint and several.

The Agreement Documents shall be read and construed together. The Agreement Documents are to be considered as one and whatever is called for by one shall be as binding as if called for by all.

## **2. Successors and Assigns**

The agreement shall inure to the benefit of and be binding upon the parties hereto and their executors, administrators, successors and assigns.

## **3. Assignment of Agreement**

The Agreement is personal to the Contractor. The Contractor shall not be entitled to assign the Agreement or any portion of the Agreement either voluntarily, involuntarily or by operation of law, and the Contractor shall not have any right, power or authority to subcontract or delegate the Services to be performed hereunder, or any portion thereof, without North Peace Airport Services' written approval, which approval may be arbitrarily withheld.

#### **4. Subcontractors and Material Suppliers**

Neither the whole nor any part of the work may be sub-contracted by the Contractor without the consent of the Site representative, and every such sub-contracting by the Contractor shall provide that the sub-contractor shall comply with all of the terms and conditions of this Agreement which can reasonably be applied to this undertaking.

Subcontractors and Material Suppliers named in the Proposal submission form and others as may be approved by North Peace Airport Services following execution of the Agreement shall not be changed nor shall additional Subcontractors or Material Suppliers be engaged or utilized except with the written approval of North Peace Airport Services.

The Contractor is responsible to North Peace Airport Services for the acts and omissions of its Subcontractors, material suppliers, and of their employees, to the same extent as the Contractor is responsible for its own acts and omissions and the acts or omissions of its employees.

Nothing in the Agreement Documents creates any contractual relationship between any subcontractor or material supplier and North Peace Airport Services.

The Contractor shall bind every subcontractor and material supplier to the same terms as in the Agreement Documents.

#### **5. No Implied Obligations**

No implied terms or obligations of any kind by or on behalf of North Peace Airport Services shall arise from anything in the Agreement, and the express covenants and agreements contained herein, and made by North Peace Airport Services are the only covenants and agreements upon which any rights against North Peace Airport Services are to be founded. Without limiting the generality of the foregoing, the Agreement supersedes all communications, negotiations and agreements, either written or oral, relating to work and made prior to the date of the Agreement.

#### **6. Time of Essence**

Time is of the essence of the Agreement.

#### **7. Commencement of Work**

The Contractor hereby agrees that the work shall start within seven (7) days after official notification of acceptance of the Request for Proposals unless otherwise instructed in writing.

#### **8. Execution of Work**

The work shall be performed in a careful, prompt and workmanlike manner, to the entire satisfaction of the Site Representative. The contractor's employees shall be capable of carrying out the work as detailed in Schedule "B" – Cleaning Specifications and Conditions for North Peace Regional Airport, Schedule "C" – Quality Assurance Audit Checklists, and amendments as they are made from time to time.

The performance of work is of a visible quality and time critical nature, in view of fluctuating

passenger volume. It is essential that a sufficient number of employees/ supervisors are on the worksite to complete the work according to the specifications of the agreement documents.

Routine cleaning work will be coordinated with airport operational hours and flight schedules, to ensure all public areas are in a clean condition. A proposed schedule of cleaning times is to be available for authorization by the Site Representative.

Routine cleaning will be timed to coincide with airport operational hours and flight schedules, to ensure all requirements are met. A proposed schedule for janitorial service is to be available for authorization by the Site Representative.

Project Work shall be carried out at the times specified in writing by the Site Representative on an as-and-when required basis. The compensation payable for Project Work will be as agreed in the Agreement by North Peace Airport Services and the Contractor. Project Work shall be performed by personnel not assigned to regular services as covered by the Specifications during the period that the Project Work is performed. Records of Project Work will be maintained by the Contractor for six months following said work. Details of Project Work will be itemized on each monthly billing.

North Peace Airport Services reserves the right to have Project Work performed or carried out by persons other than the Contractor.

#### **9. Control and Supervision of Work**

The work shall, in every particular, be under and subject to the control and supervision of the Site Representative, and all orders, directions and instructions, at any time given with respect thereto, or concerning the conduct thereof, shall promptly and efficiently be followed, performed and complied with by the Contractor, to the satisfaction of the Site Representative.

The Contractor shall have the sole responsibility for the employment of all employees, including all supervisory personnel, and for all other Agreement Services Suppliers, and shall be responsible for hiring, dismissal, discipline, direction and control of all Agreement Services Suppliers.

The Contractor shall ensure that all of its employees and all other Agreement Services Suppliers have received necessary training, and shall take reasonable measures to ensure that they are reliable, honest, dressed appropriately, presentable at all times, and of good character.

#### **10. Contractor's Site Supervisor**

For each shift the Contractor shall, during working hours, until completion or termination of the Agreement, keep on the site of the work a competent, designated Site Supervisor who is capable of performing the scope of the work, and has the authority to receive on behalf of the Contractor any order, direction or other communication that may be given under the Agreement.

#### **11. Safety**

The Contractor shall observe, exercise and use caution to ensure the safety of and avoid injury to persons or property (i.e. appropriate signage), or annoyance to, or undue interference with, the public, the tenants and operations in the work areas affected, the building and on the site.

The use of gasoline, highly flammable solvents or cleaning materials is prohibited inside all the buildings under this Agreement.

The Contractor shall neatly store all materials and equipment when not in use in storage areas and Cleaners' closets designated by the Site Representative. The Contractor is solely responsible for any thefts or losses of any Contractor's Equipment and any materials and supplies. The Contractor shall keep these areas neat and clean at all times in accordance with applicable fire regulations.

The Contractor shall comply with all applicable Federal and Provincial legislation related to WHMIS and dangerous goods, all liquid supplies are to be labelled clearly, and all products are to be used as intended and in a safe manner.

## **12. Security**

The Contractor must attend, prior to commencement of this Agreement, a security briefing meeting as arranged by the Site Representative. The Contractor shall comply with all airport policies, procedures and regulations related to security and shall instruct each Employee of such requirements and obtain their written acknowledgement of their understanding of such requirements.

It is the Contractor's responsibility to seek clarification from the Site Representative of any security requirements with which they are not familiar or are unclear.

The Contractor shall provide each month to the Site Representative, a list of names and addresses of all employees employed on this Agreement, and only those employees listed shall be in attendance on site while the work is being performed.

The Contractor is responsible to ensure that all their Employees are fully aware of and comply with site safety and security regulations and requirements as applicable to his or her responsibilities. Any breach of such requirements by an employee may be grounds for his/her removal from the site, as well as for taking the work from the Contractor.

For security, hygiene and identification, the Site representative will require all Contractor staff to wear clean suitable uniforms displaying the Contractors name clearly. All other clothing, including footwear, should be suitable for the work carried out and be neat in nature.

The Site Representative shall issue an Airport Pass. Failure to wear such identification either in the restricted or public areas may result in action being taken against the Contractor by the appropriate authorities for breach of security.

The Site Representative shall designate a place where all Contractor employees are to sign for the required keys.

In the event that any keys or passes are lost by the Contractor or cannot be produced on demand, the following sums of money shall be deducted from the Agreement monthly payments to cover replacement and administrative costs.

Each pass	- \$150.00
Each key	- \$150.00

## **13. Acceptance of Work**

The Site Representative shall be the sole judge of the work and material, in respect of both quality and quantity, and their decision on all questions in dispute with regard thereto, or as to the meaning and intention of the Agreement, shall be final, and no work under the Agreement shall be deemed to have been performed, no materials or things provided, so as to entitle the Contractor to payment therefor unless and until the Site Representative is satisfied therewith as evidenced by certificate in writing, which certificate shall be of a condition precedent to the right of the Contractor to be paid therefor.

Where the Contractor has failed to perform any of the work specified in the Agreement, or has failed to perform any such work in accordance with the said specifications, and the Site Representative has given notice thereof to the Contractor and has by such notice required the Contractor to rectify such failure, and such failure is not rectified forthwith, the Site Representative may, without any other

authorization, deduct from any of the payments reserved to the Contractor under the Agreement an amount equal to ten percent (10%) of such payment, and the Contractor will release North Peace Airport Services from all claims for reimbursement of or based upon any such decision.

#### 14. Termination of Agreement

North Peace Airport Services may at any time by giving thirty (30) days written notice terminate the Agreement, without cause. The Contractor will, upon receipt of such notice, cease all work on the date of termination indicated in the notice.

North Peace Airport Services may terminate the Agreement for cause, without notice, as follows:

- a. For dishonesty or theft
- b. If Contractor is insolvent or a receiver is appointed
- c. If the Contractor fails to make reasonable best efforts to promptly and diligently remedy any deficiency or failure in the performance of the Services after notice thereof having been given more than once by North Peace Airport Services, to the Contractor
- d. If the Contractor has sub-contracted the Services or part thereof without the approval of North Peace Airport Services.
- e. For any other reason stipulated in these General Conditions or in the Agreement.

North Peace Airport Services will have no liability for termination of the Agreement pursuant to this General Condition. Any termination by North Peace Airport Services under this General Condition shall not prejudice, limit or affect any claim, under the provisions of the Agreement or otherwise, that North Peace Airport Services, may have against the Contractor, or any other rights and remedies of North Peace Airport Services.

#### 15. Upon Termination

Upon any termination of the Agreement, the Contractor will leave the Agreement Service Areas in clean and orderly condition and remove all Contractor's Equipment from the Site and repair at its expense any damage occasioned by such removal. North Peace Airport Services may elect, as to any Contractor's equipment left on site 30 days after termination, that such equipment shall become the property of North Peace Airport Services.

After termination, neither the Contractor nor any Agreement Service Suppliers will have any right to enter upon the agreement areas, except public areas as general members of the public, without written permission of North Peace Airport Services.

Upon termination, the contractor shall forthwith return to North Peace Airport Services, all property of North Peace Airport Services in the charge custody, control of the Contractor or Contractor Service Suppliers including all keys, badges, pass cards and all documents and records relating to the provision of the Services.

North Peace Airport Services shall pay the Contractor the compensation for the services rendered to the date of termination, pro-rated as appropriate.

#### 16. Right to Cure, In Any Event

If the Contractor fails to carry out and perform the services in accordance with the Agreement, North Peace Airport Services may carry out and perform the services to the extent reasonably necessary to remedy the deficiency, in the opinion of North Peace Airport Services, and engage others to do so, and may charge against the Contractor all cost and expense in doing so

#### 17. Obligation of Contractor



The Contractor accepts full and exclusive responsibility and liability for payment of federal and provincial payroll taxes and for contributions for unemployment insurance, old age pensions, annuities, retirement, worker's compensation, health hospitalization plans and other benefits expressed under any provision of any law, measured by wages, salaries, or other remuneration paid or payable by the Contractor to or on behalf of agreement service suppliers engaged in connection with the Services. The Contractor shall cause each subcontractor who performs any part of the work hereunder to accept the same responsibility and liability with respect to employees of such subcontractor.

The Contractor shall take all reasonable action to prevent any strikes, lockouts, picketing, boycotts and other labour disputes on Site or any other disruptive actions affecting North Peace Airport Services or its operations. In the event of a strike or lockout which results in the Contractor being unable to perform all or a portion of the services, the Contractor shall, with North Peace Airport Services' approval, take whatever steps are necessary to maintain the performance of the services and to provide such performance with the least affect on the normal operations of North Peace Airport Services. North Peace Airport Services reserves the right to make whatever arrangements it considers necessary to ensure that the services are carried out and, pursuant thereto, to use whatever equipment the Contractor has on site. The Contractor shall not remove the Contractor's equipment and supplies, in such event. In case of such labour disruption, if the Contractor fails to perform its obligations hereunder within a period of **24 hours** following receipt of written notice of such failure, North Peace Airport Services shall have the right to employ another contractor to perform the Contractor's obligation hereunder and to take any other steps it deems necessary to ensure that the services are carried out, and if such labour disruption and failure continues for **3 days**, North Peace Airport Services will be entitled to terminate the Agreement.

#### **18. Protection of North Peace Airport Services Property**

The Contractor shall take every precaution, during the term of the Agreement, to prevent damage, waste, injury and the unnecessary exposure, carelessness or otherwise of any and all materials, supplies, articles, effects and things furnished by North Peace Airport Services for or in connection with the works.

Upon becoming aware of any loss, damage or theft, whether caused by any Agreement Service Supplier or otherwise, in any agreement area, the Contractor will promptly inform North Peace Airport Services.

In the event a loss, damage or theft occurs in any area on site in circumstances such that North Peace Airport Services reasonably infers that any Agreement Services Supplier was responsible of the cause of such loss, theft or damage, the Contractor shall make good such loss, theft or damage.

#### **19. Equipment to Remain on Site**

For the term of the Agreement no materials, tools, or equipment belonging to North Peace Airport Services shall be removed from the premises of North Peace Regional Airport without the written consent of the Site Representative.

#### **20. Materials, Tools and Equipment**

The Contractor shall, except as in the Agreement otherwise provided, at their own cost and expense, provide all and every kind of labour, superintendence, services, tools, implements, machinery, plant, equipment, materials, supplies, articles and things necessary for the due execution of all and every works, set out in the specifications, the specifications forming part of the present agreement, and shall forthwith commence the work and diligently execute and fully complete the same.

Equipment deemed by North Peace Airport Services to be of improper type or design, unsafe or inadequate for the purpose intended, shall be replaced by the Contractor at the Contractor's cost with

equipment approved by North Peace Airport Services.

## 21. Records to be Kept by Contractor

The Contractor shall maintain full records and prepare accounts of all transactions, invoices, receipts, vouchers, correspondence, payroll records of all person employed, project work, etc., as they pertain to the operations under this Contractor, and shall make them available to audit and inspection by the Site Representative, or by persons acting on his behalf, shall allow them to make copies of and to take extracts from, and shall furnish them with any information which they may require from time to time in connection with such records. The Contractor shall require his sub-contractors to comply with the foregoing as if they were the Contractor.

## 22. Notices, Orders, etc.

Notices for the purpose of this Agreement shall be in writing and shall be deemed to have been sufficiently communicated if:

In the case of the Contractor, any order, direction, decision or communication shall be deemed to have been sufficiently communicated to the Contractor if put in writing and delivered in person to the Contractor, the Contractor's site supervisor, or left at the Contractor's site office, or mailed to the Contractor's last known postal address.

In the case of North Peace Airport Services, mailed to the following address:

North Peace Airport Services  
PO Box 6490  
9919 Terminal Rd.  
Fort St John, BC  
V1J 4H9

## 23. Indemnification by Contractor

The Contractor shall indemnify and save harmless North Peace Airport Services from and against all claims, demands, losses, costs, damages, actions, suits, or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out of, related to, occasioned by or attributable to the activities of the Contractor, the Contractor's servants, agents, subcontractors and sub-subcontractors in performing the work.

## 24. Canadian Labour and Materials

The Contractor shall use Canadian labour and material in the performance of the work to the full extent to which they are procurable, consistent with proper economy and the expeditious carrying out of the work.

Subject to the proceeding clause, the Contractor shall, in the performance of the work, employ labour from the locality where the work is being performed to the extent to which it is available.

## 25. Unsuitable Employees

The Contractor shall, upon the request of the Site Representative, remove any person employed by the Contractor for purposes of the Agreement who, in the opinion of the Site Representative, is incompetent, intemperate, disorderly or has acted improperly, and the Contractor shall not permit a person who has been removed to return to the work site, as an employee of the Contractor without the written consent of the Site Representative.

## 26. Security Clearances

All contractors, supervisors and employees must comply with security arrangements on the work site. Personnel required to enter access control areas to perform duties under this Agreement will be required to possess an identification pass, to be worn as the issuing authority may require.

## 27. Security Deposit - Forfeiture

If the work is taken out of the Contractors hands, or if the Contractor is in breach of or in default under the agreement, North Peace Airport Services may negotiate the security deposit, in the case of money, and the amount realized by North Peace Airport Services shall be deemed to be a debt payable by North Peace Airport Services to the Contractor and North Peace Airport Services shall have the right of set-off and may set-off against the debt any sum or amount which the Contractor may be liable to pay North Peace Airport Services and the balance of the debt, if any, after the right to set-off has been exercised, and if such balance, in the opinion of the Site Representative, is not required for the purpose of the agreement shall be paid by North Peace Airport Services to the Contractor.

## 28. Security Deposit - Return

North Peace Airport Services shall, if the Contractor is not in breach of or in default under the Agreement, return to the Contractor all or any part of the security deposit that, in the opinion of the Site Representative, is not required for the purposes of the Agreement.

North Peace Airport Services shall pay interest thereon to the Contractor at a rate established from time to time.

## 29. Applications and Applicable Legislation

It shall be the sole responsibility of the Contractor to comply with all applicable Federal, Provincial and Municipal laws, rules, notices, directives, standards, orders, regulations and legislation(s) which may have application to the services being performed under this agreement.

The Contractor will comply with all provincial and federal legislation affecting conditions of work and wage rates.

The Contractor shall upon request by North Peace Airport Services provide certificates of compliance from regulatory bodies or other evidence of compliance.

## 30. Contractor Status

This is an Agreement for the performance of services. The Contractor shall be engaged under the agreement as an independent Contractor.

The Contractor and any employee of the contractor is not engaged by the agreement as an employee, servant or agent of North Peace Airport Services.

All persons employed by or subcontracted to the Contractor to perform services hereunder shall be employees or Subcontractors, as the case may be, of the Contractor and shall not be agents or employees of North Peace Airport Services. The Contractor shall not employ for the purpose of performing Services hereunder any person who is either a full time or part time employee of North Peace Airport Services or otherwise contracted to North Peace Airport Services.

The Contractor will be solely responsible for any and all payments and deductions required to be made by law. This includes Canada or Quebec Pension Plans, Worker's Compensation, Unemployment Insurance and Income Tax.

**31. Services to Persons Other Than North Peace Airport Services**

Subject to the below, the Contractor will be free to agreement with and provide services to any other person.

The Contractor will not, without prior consent of North Peace Airport Services, agreement with or provide services on the site to any person other than North Peace Airport Services. Such consent may be arbitrarily withheld. North Peace Airport Services may, as a condition of giving consent, stipulate conditions as North Peace Airport Services considers desirable for the orderly provision of the Services and the management by North Peace Airport Services of the Agreement.

**32. Advertising or Promotion by Contractor**

The Contractor shall not display any signs or other advertising at the Site and shall not distribute any literature or in any other way promote its presence at the Site without the prior approval of North Peace Airport Services.

Use of the North Peace Airport Services name by the Contractor or other unauthorized persons for the purpose of advertising or solicitation of business without the prior written consent of North Peace Airport Services is expressly forbidden.

**33. Language/Communication**

The Contractor and any employee of the contractor shall be able to express themselves effectively both orally and in writing, in English.

**34. Miscellaneous**

No action nor lack of action on the part of North Peace Airport Services at any time to exercise any rights or remedies conferred under this Agreement shall be deemed to be a waiver on the part of North Peace Airport Services of any right or remedy.

No amendment or other modification to the Agreement is valid or binding upon the parties unless the same is in writing.

The proper law of the Agreement is the law of the Province of British Columbia.

The Contractor hereby submits to the jurisdiction of the Courts of the Province of British Columbia. North Peace Airport Services may require that any action or proceeding concerning the Agreement or anything connected with the Agreement shall be initiated in the courts of British Columbia.



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## General Specifications and Conditions for Janitorial Services

### *General*

The Contractor undertakes and agrees to:

- Not disturb any papers on or in desk, cabinets, etc.
- Not to throw anything out with garbage if there is doubt as to whether or not it is garbage.
- Not to use or tamper with any equipment in the facilities, i.e. computer systems, phone systems, photocopiers, airline equipment, etc.

### *Cleaning Schedule*

The Contractor shall provide two periods of cleaning services each day. One shall be of a “policing cleaning” nature and the other period shall be of a “scheduled cleaning” nature. Both of these cleaning periods are described in the specification section for each type of building area in this Schedule.

Policing cleaning is normally scheduled by NPAS to coincide with flight schedules. Policing cleaning has historically been accomplished in a window of between 6 to 7 hours. Scheduled cleaning is scheduled to occur after flight operations for the day have ceased, although some overlap may be allowed at the sole discretion of NPAS.

### *Protection of Property or Persons*

The Contractor will undertake and agree to comply with all rules and regulations in force on the site where work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any all causes including fire.

### *Security*

It will be the responsibility of the Contractor to ensure that the Air Terminal Building is secured daily, based on flight schedules in effect on that day, and that under no circumstances, should the safety and security of airport assets be compromised in any way. Failure to comply with these requirements may result in immediate termination of the Agreement.

One set of keys will be issued to the Contractor. The set of keys shall not be removed from the Airport property for any reason without the prior consent of North Peace Airport Services. In the event that any keys are lost by the Contractor or cannot be produced on demand, the sum of **one hundred and fifty dollars (\$150.00)** shall be deducted from the Contractor’s fee to cover replacement and administrative costs.

### *Conduct*

The Contractor will be responsible for the professional conduct of the janitorial staff and will ensure the following is maintained:

- Janitorial staff do not interfere with duties or processes of airport employee’s, i.e. passenger check-in, passenger screening, car rental operations etc.
- Janitorial staff do not interfere with building occupant’s property, i.e. do not open drawers or cabinets, do not use telephones (except in emergency), do not disturb books, papers, etc.

### *Minor Cleaning*

It must be understood that all minor cleaning details are the responsibility of the Contractor and must be included in the base price.

### *Cleaning Safety*

The Contractor shall ensure that all employees performing duties under this agreement have been trained in the requirements of the Contractor’s Safety Plan. The Contractor will ensure that employees are trained



in sanitary cleaning techniques to prevent the cross-contamination of surfaces used for eating or personal care. The Contractor shall provide separate cleaning cloths for sanitary cleaning in lunchrooms and desktops. Sanitary cleaning cloths shall be of a distinctive colour to keep separate from other cleaning cloths.

### *Environmental Protection*

The Contractor shall consider potential environmental and human health impacts when choosing cleaning products and shall give preference to products that minimize actual or potential environmental impacts. Any hazardous materials used shall have the proper WHMIS labels and any staff using these products shall be properly trained.

All waste will be handled according to the relevant Federal, Provincial, Regional and Municipal requirements. The Contractor must be aware of and comply with these standards. In particular, the Contractor shall not dispose of hazardous materials into the sanitary sewer or storm drainage system.

## Janitorial Quality Standards

### *General*

The Work specified shall be accepted only if it meets the applicable quality standard detailed in this section, to the satisfaction of North Peace Airport Services.

The goal of these quality standards varies as to area. Under these standards, soil will be removed before being allowed to accumulate in routine cleaning. A "no visible soil" level is in contrast to a "visible soil" level where soil is expected and is visible as in baggage makeup areas and a "no soil" environment which is bacteria free as in a hospital operating room.

Under these standards, soil removal will vary as to the area of work. Note the examples given below:

#### **Public Areas & Office Areas**

Objective is no visible soil, meaning: clean, bright, neat, and hygienic.

#### **Washroom Areas**

Objective is no soil, meaning: clean, bright, neat and an extremely high standard of germ/bacteria free hygiene.

#### **General Areas**

Objective is visible soil, meaning: clean and neat appearance

The Specifications that follow herein are not in limitation of the Contractor's obligation to maintain the facilities/buildings in a "first class" manner and represent the minimum service level required to achieve this standard.

No allowances will be granted to compensate for additional or unexpected costs incurred by the Contractor including, but not limited to costs for extra personnel required to adequately perform the Services under this standard and in accordance with the Specifications.

Failure to rectify specified deficiencies within the specified time frame, will result in a minimum deduction of 10% of that day's payment. The daily amount is calculated by the yearly cost, divided by the months, divided by the days of the month deficiency was not rectified (as follows):

Year \$ total, divided by 12 months, divided by days of the month = day's total, multiply by 10% = daily penalty.

The following illustrates examples of minimum quality standards.

### *Building Exterior*

Debris and cigarette butts shall not be allowed to accumulate within 3 meters of the building exterior. Sidewalks will be free of sand, soil and debris. During winter months sand used for traction control shall be left in place.

Entrances shall present a clean surface free from grime, soap or water marks.

Cigarette butt canisters and trash cans near terminal entrance doors shall be emptied regularly.

### *Floor Maintenance*

#### **Sweeping/Dust Mopping/Spot Cleaning:**

There shall be no dirt, trash or other matter left in corners, behind or under furniture or behind doors. Floors shall be free of dust film.



There shall be no dirt left where sweepings were picked up.

**Damp and Wet Mopping:**

All mopped areas shall be clean and free of surface stains, mop streaks and loose mop strands.  
Walls, baseboards and other surfaces shall be free of watermarks and splashes.  
Water or other cleaning solution shall not have been allowed to collect under furniture legs and cabinets.

**Spray Buffing:**

There shall be neither dust nor dirt left on the floor.  
There shall be no muddying or rippling effect caused by over spraying.  
The floor shall present an overall appearance of cleanliness.  
Baseboards, equipment and furniture shall be free of spray residue.

**Scrubbing/Stripping:**

There shall be no surface dirt or stains visible when scrubbed.  
There shall be no wax or finish build-up on the floor surface when stripped.  
The furniture, excluding file cabinets, shall be moved for complete floor coverage.  
Walls, baseboards and other surfaces shall be free of watermarks, splashes and scars from equipment.

**Finishing (application of wax or floor finishes):**

The floor shall be free of streaks, mop strand marks, skipped areas and other evidence of improper application.  
The floor shall be clean and bright looking including in corners and under furniture.  
There shall be no residue on walls, baseboards, furniture and other surfaces.

**Vacuuming or Carpet Sweeping:**

Carpets and rugs shall be clean and free from dust, dirt and other debris.  
Floor mats shall be clean and carpet or rug area around and under floor mats shall be free of dust and dirt.  
Floor area under immediate edge of rugs shall be free of dirt and dust.  
Bare floors around rugs shall be clean. No dirt shall be left in corners, under furniture, behind doors or radiators.

**Miscellaneous:**

Chairs, wastepaper baskets, etc., shall not be placed on desks or tables during cleaning operations.  
Furniture and equipment shall be replaced to the position it occupied prior to the commencement of the floor cleaning operations.

*Walls*

Walls shall be free of finger marks, smudges and other defacing marks.  
Cover baseboards, lower walls and areas around fixtures shall be free of build-up or other soil.  
Polish all stainless steel surfaces.

*Glass Doors*

There shall be no streaks, smears or unwashed places on glass and all framing shall be clean.  
There shall be no water on the floor sills or ledges.

*Plexiglass barriers*

There shall be no streaks smears on glass and all framing shall be clean.

*Polishing Metal Surfaces*

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

### *Miscellaneous*

Walk-off mats shall be clean and dry.  
Lobby and entrances shall be free of debris/ litter.

### *Waste and Recycling Removal*

All interior waste and recycling receptacles shall be emptied, cleaned and put back in place.  
Plastic bags shall be replaced and the exterior of receptacles wiped clean.  
All ash trays shall be emptied, and cleaned.

### *Dusting*

There shall not be any dust or dust streaks on desks or other office furniture.  
Glass tops on desk and tables shall be clean and free of finger marks and stains.  
All pictures, plaques, etc., shall be free of dust.  
Corners and crevices shall be free of dust.  
Windowsills, door ledges, frames, baseboards, partition ledges, and air return grills shall be free of dust.  
Overhead structural beams and pipes in buildings shall be free from visible dust.

### *Spot Cleaning*

Walls, doors, door frames, door and partition glass shall be free of finger marks.

### *Damp Wiping*

Mirrors and all other glass shall be clean and free of dust, dirt streaks and spots.

### *Washroom Cleaning and Servicing*

#### **Trash Removal:**

All paper and garbage receptacles shall be emptied, plastic bags shall be replaced and the exterior surface wiped clean.

#### **Supplies:**

All dispensers of supplies shall be kept filled.

#### **Sanitary Receptacles:**

All sanitary receptacles shall be emptied and disposal bags replaced.  
All sanitary receptacles shall be free of odour, spots, stains and finger marks.

#### **Fixtures:**

All surfaces of wash basins, and all exposed piping shall be free of dust, build-up, dirt spots and stains.  
All surfaces of flush tank, toilet seats, bowls and urinals shall be disinfected.  
Plumbing fixtures shall be free of stains, soap build-up, dust and mould.

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

All dispensers, shelves, shelf brackets and ledges shall be free of finger marks, dust and stains.  
All mirrors shall be clean.  
Walls, stall partitions and doors shall be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings shall be free of mould.

#### **Floors:**

Floors shall be maintained as per scheduled floor cleaning using a germicidal detergent.

#### **Pet relief area (if available):**

Clean and sanitize regularly

### *Clocks, Pictures, Plaques and Other Equipment*

Glass shall be clean and free of streaks.  
Edge shall be wiped free of dust.

### *Light Fixtures*

Fixtures shall be free of dust and insects. No dirt shall be left on furniture or floor beneath fixture.  
When washed, shall be clean and free of streaks.  
Diffuser shall be securely in place.  
No water marks shall appear on furniture or on floor

### *Lockers*

Tops shall be free of dust.  
Fronts shall be free of spots, splash marks, dust and streaks.

### *Window Blinds*

Both sides shall be clean and free of dust and smudges.  
Window frames and adjoining area shall be free of dust and debris.

### *Wall or Ceiling Ventilators/Vents/Diffusers*

Vents and diffusers shall be free of dust.  
Framework around ventilator shall be wiped clean.

### *Exhaust Fans and Ceiling Fans*

Wall area around fan shall be free of dust.

### *Junction of Walls and Ceilings*

Corners shall be free of cobwebs.

### *Window, Partition and Showcase Glass Cleaning*

Glass shall be clean on both sides and free of all streaks.  
Sash and sill shall be clean and free of water marks.  
Items moved during the cleaning operation shall be returned to original location.

### *Janitor's Room*

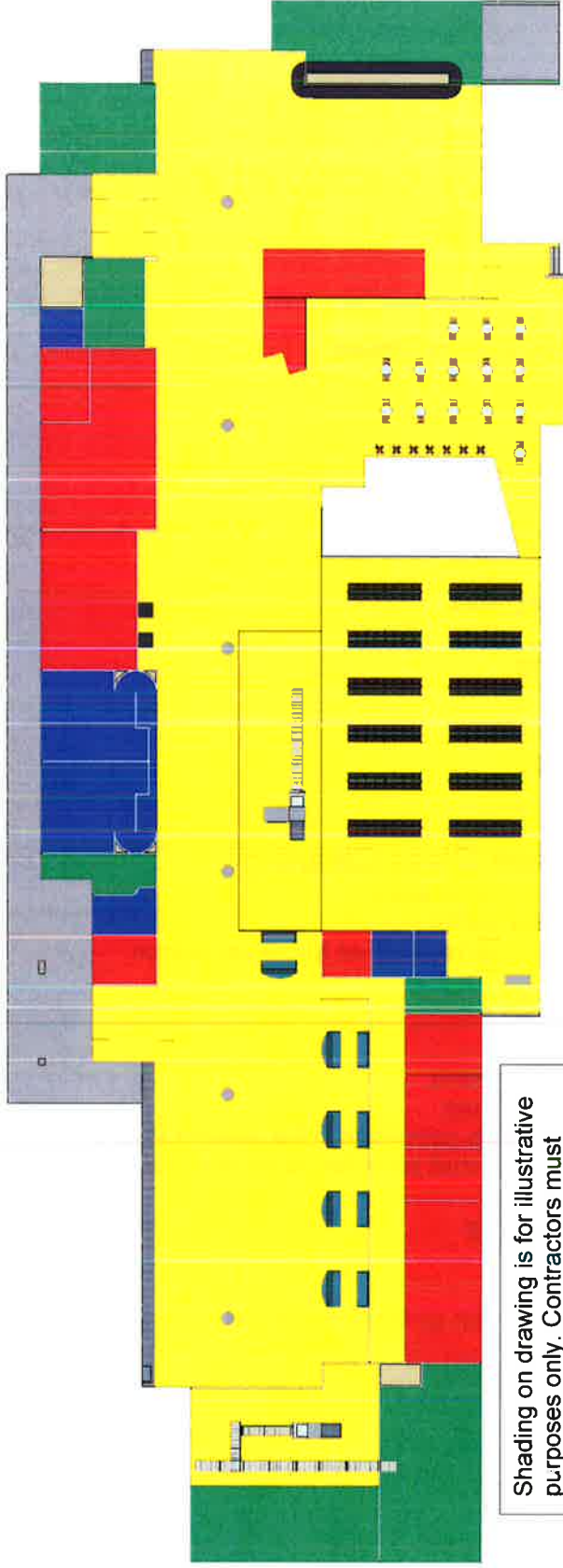
All floors shall be clean.  
All fixtures and walls shall be free of dust and stains.  
Mop pails/trucks shall be empty and free of odours.  
There shall be no wastepaper, garbage or empty containers in the Janitor's Room.  
Storage of janitorial supplies and consumables shall be limited to no more than 30 days' requirements.

### *Stairways and Basement Hallways*

All floors shall be clean.  
Corners shall be free of cobwebs.  
Doorknobs, push bars, kick plates, railing, metal surfaces doors and other surfaces shall be clean and polished.

### Building Floor Plans

Figure No. 1 - Air Terminal Building (ATB) Main Floor Area



Shading on drawing is for illustrative purposes only. Contractors must confirm all areas to determine type and level of cleaning for space.

Figure No. 2 – Maintenance Garage Main Floor Plan



Figure No. 3 – Fire Hall Floor Plan



### Sample Specification

Area	Scheduled Cleaning	Days per Year	Policing Cleaning
<div data-bbox="423 1482 524 1755" style="border: 1px solid black; padding: 5px; width: fit-content;">Denotes which areas of the airport</div>	<div data-bbox="561 1005 813 1621" style="border: 1px solid black; padding: 5px;">"means the thorough and complete cleaning that is done to a high standard at a specified frequency. This work is coordinated with the Supervisor and is usually done so as to minimize impact on airport operations. This work is also done when traffic patterns are less likely to affect the cleaning operation"</div>		<div data-bbox="487 90 829 821" style="border: 1px solid black; padding: 5px;">"means the cleaning that is meant to maintain the standard achieved in between scheduled cleaning. It mostly includes waste collection and liner replacement, cleaning of debris/spots/spills from floors, spot cleaning walls/doors/glass/ seating, cleaning washroom toilets/sinks/counters, replenishing paper supplies, and any other areas of visible soils. It does not include any cleaning which is heavy in nature and likely to create traffic flow problems and or poor cleaning results due to obstructions"</div>

Denotes respective colour coding for drawings

Denotes suggested cleaning frequencies.

Frequency	Explanation:
365	Daily (7 days per week)
104	2x Weekly
52	Weekly
26	Every other week
12	Monthly
4	Quarterly
2	Semi-annually
1	Annually



**Specification - Public Areas**

No visible soil – Clean, bright, neat, and hygienic.

Public Areas	Scheduled Cleaning	Days per Year	Policing Cleaning
<ul style="list-style-type: none"> <li>• Entrance/Exit Areas</li> <li>• Main Concourse</li> <li>• Holdroom</li> <li>• Arrival/Departure Areas</li> <li>• Does NOT include restaurant area</li> <li>• Security Screening Checkpoint</li> </ul>	<p>Empty all waste containers. Damp dust containers/cabinets and replace liners. Remove all waste. Separate recyclables.</p> <p>Damp dust all reachable areas, for example:</p> <ul style="list-style-type: none"> <li>- Furniture</li> <li>- Tables and cabinets (exterior only)</li> <li>- Ticket counters and counter tops</li> <li>- Window sills</li> <li>- Ledges</li> <li>- Door grates (front and back)</li> <li>- Fixtures and signs</li> <li>- Metal surfaces</li> <li>- Wall paneling</li> </ul> <p>High damp dust, for example:</p> <ul style="list-style-type: none"> <li>- Overhead structural beams and pipes (duster extension)</li> <li>- Signs</li> <li>- "FIDS"</li> <li>- Ceiling Fans</li> </ul> <p>Polish all stainless steel</p> <p>Cleaning and sanitizing Plexiglas barriers</p> <p>Spot clean all walls, doors, door facings, and partitions</p> <p>Remove fingerprints, smudges, and stains</p> <p>Vacuum return air grills</p> <p>Clean all glass, including display cases (interior and exterior)</p>	<p>365</p> <p>365</p> <p>12</p> <p>365</p> <p>365</p> <p>12</p> <p>12</p>	<p>Empty waste containers if necessary. Damp dust containers and replace liners. Remove all waste.</p> <p>Spot clean floors, carpets, and mats, if necessary. Remove all dirt, gum, debris, stains, and spills.</p> <p>Spot clean all glass, if necessary, for example:</p> <ul style="list-style-type: none"> <li>- in entrances and vestibules</li> <li>- partitions</li> <li>- along concourse and holdroom</li> <li>- display cases</li> </ul> <p><i>Some glass may require a thorough wash daily!</i></p> <p>Spot clean all walls, doors, and partitions, if necessary. Remove fingerprints, smudges, and stains.</p> <p>Spot clean seats and tables, if necessary. Remove debris.</p> <p>Spot clean entrances and vestibules, if necessary. Remove debris.</p>





**JANITORIAL SERVICES – NORTH PEACE REGIONAL AIRPORT**  
Cleaning Specifications and Conditions

Schedule B

Public Areas	Scheduled Cleaning	Days per Year	Policing Cleaning
	<p>Spot clean all glass, for example:</p> <ul style="list-style-type: none"> <li>- Windows and mirrors</li> <li>- In entrances and vestibules</li> <li>- Partitions</li> <li>- Along concourse and hold room</li> </ul> <p><i>Some glass may require a thorough wash daily!</i></p> <p><u>Seats</u></p> <ul style="list-style-type: none"> <li>- Vacuum</li> <li>- Remove stains</li> <li>- Disinfect washable surfaces</li> <li>- Shampoo (fabric seats only)</li> </ul> <p><u>All Carpets</u></p> <ul style="list-style-type: none"> <li>- Vacuum carpets from wall to wall, rearrange furniture as necessary</li> <li>- Spot clean carpets</li> <li>- Shampoo</li> </ul> <p><u>All Soft Surface Floors (for example: vinyl, linoleum)</u></p> <ul style="list-style-type: none"> <li>- Damp mop stains and spills</li> <li>- Dust/damp mop entire area</li> <li>- Spray clean/buff scuffed, marked, or dull floors</li> <li>- Strip and re-finish (minimum of 3 coats)</li> <li>- Scrub and re-apply finish (minimum of 1 coat)</li> </ul> <p><u>Tile Floors</u></p> <ul style="list-style-type: none"> <li>- Damp mop stains and spills</li> <li>- Spray clean/buff</li> </ul> <p><u>Entrance Mats</u></p> <ul style="list-style-type: none"> <li>- Fully vacuum</li> </ul> <p>Remove all debris, including cigarette butts and debris from entrance/exit areas and sidewalks in front of ATB</p>	<p>365</p> <p>365 365 365 12</p> <p>365</p> <p>365 12</p> <p>365 365 365 1 3</p> <p>365 365</p> <p>365</p> <p>365</p>	



### Specification – Washrooms

No soil - clean, bright, neat and an extremely high standard of germ/bacteria free hygiene.

Washroom Areas	Scheduled Cleaning	Days per Year	Policing Cleaning
<p>(Air Terminal Building only)</p> <p><b>All washroom tasks at Fire Hall and Maintenance Garage washrooms are completed 52 days per year. There is no policing cleaning at these buildings.</b></p>	<p>Empty all waste and sanitary disposal containers. Clean/disinfect containers (interior &amp; exterior) and wall mounted cabinets. Replace liners. Remove all waste.</p> <p>Damp dust all walls, doors, metal surfaces, seats, partitions, and fixtures, using a germicide solution. Remove fingerprints, smudges, and stains.</p> <p>Descalc fixtures using organic acid type cleaner</p> <p>Wash walls, doors, partitions, and ceiling</p> <p>Damp dust all surfaces and high reach areas</p> <p>Clean all door and ceiling vents, and ceiling exhaust fan grills</p> <p><u>Sink Areas</u></p> <ul style="list-style-type: none"> <li>- Thoroughly clean mirrors, counters, ledges, sinks, splashguards, chrome fittings, plumbing, and fixtures, using a germicide solution</li> </ul> <p><u>Toilets</u></p> <ul style="list-style-type: none"> <li>- Thoroughly clean toilet bowls (interior &amp; exterior), toilet seats, sanitary disposal containers, chrome fittings, plumbing, railings and fixtures, using a germicide solution</li> <li>- Remove graffiti from cubicle partitions</li> <li>- Deodorize toilets</li> </ul>	<p>365</p> <p>365</p> <p>52</p> <p>12</p> <p>365</p> <p>365</p> <p>365</p> <p>365</p>	<p>Empty all waste and sanitary disposal containers. Clean/disinfect containers (interior &amp; exterior) and wall mounted cabinets. Replace liners. Remove all waste.</p> <p>Spot clean all walls, doors, metal surfaces, seats, partitions, and fixtures, using a germicide solution. Remove fingerprints, smudges, and stains.</p> <p><u>Sink Areas</u></p> <ul style="list-style-type: none"> <li>- Spot clean mirrors, counters, ledges, sinks, splashguards, chrome fittings, plumbing, and fixtures, using a germicide solution.</li> </ul> <p><u>Toilets</u></p> <ul style="list-style-type: none"> <li>- Spot clean toilet bowls (interior &amp; exterior), toilet seats, sanitary disposal containers, chrome fittings, plumbing, railings and fixtures, using a germicide solution.</li> <li>- Remove graffiti from cubicle partitions.</li> <li>- Deodorize toilets.</li> </ul> <p><u>Urinals</u></p> <ul style="list-style-type: none"> <li>- Spot clean urinals (interior &amp; exterior), splashguards, partitions, chrome fittings, plumbing, and fixtures, using a germicide solution.</li> <li>- Remove graffiti from partitions.</li> <li>- Deodorize urinals.</li> </ul>



Washroom Areas	Scheduled Cleaning	Days per Year	Policing Cleaning
	<p><u>Urinals</u></p> <ul style="list-style-type: none"> <li>- Thoroughly clean urinals (interior &amp; exterior), partitions, chrome fittings, plumbing, and fixtures, using a germicide solution</li> <li>- Remove graffiti from partitions</li> <li>- Deodorize urinals</li> </ul> <p><u>Dispensers</u></p> <ul style="list-style-type: none"> <li>- Thoroughly clean all dispensers using a germicide solution</li> <li>- Refill dispensers (for example: toilet paper, hand towels, hand soap, and sanitary products) <i>Keep soap dispensers in working condition.</i></li> </ul> <p><u>Baby Change Station (Accessible Washroom)</u></p> <ul style="list-style-type: none"> <li>- Thoroughly clean baby change station with a germicide solution</li> </ul> <p>Polish all stainless steel</p> <p><u>Floors</u></p> <ul style="list-style-type: none"> <li>- Thoroughly damp mop with a germicide solution</li> <li>- Machine scrub</li> </ul> <p><i>Floors under sinks, toilets, and urinals will require special attention!</i> <i>Some floors may require more frequent scrubbing!</i> <i>Some washroom floors may require a floor seal (minimum of 1 coat)!</i></p>	365  365  365  365 365	<p><u>Dispensers</u></p> <ul style="list-style-type: none"> <li>- Spot clean all dispensers using a germicide solution.</li> </ul> <p>Refill dispensers (for example: toilet paper, hand towels, paper cups, handsoap, and sanitary napkins).</p>



**Specification – Offices**

No visible soil - clean, bright, neat, and hygienic.

Office Areas	Scheduled Cleaning	Days per Year	Policing Cleaning
<ul style="list-style-type: none"> <li>• Air Terminal Building</li> <li>• Fire Hall</li> <li>• Maintenance Garage</li> </ul>	<p>Empty all waste containers. Damp dust containers/cabinets and replace liners. Remove all waste.</p> <p>Damp dust all office furniture, for example:</p> <ul style="list-style-type: none"> <li>- desks, tables, seats, counters, cabinets (exterior and tops only), and shelves</li> </ul> <p>Damp dust all fixtures and equipment, for example:</p> <ul style="list-style-type: none"> <li>- lockers (exterior and tops only)</li> <li>- equipment, computers, and monitors</li> <li>- telephones</li> <li>- fixtures and signs</li> <li>- pictures and display cases</li> <li>- vertical blinds</li> </ul> <p>High dust all surfaces with a high duster (up to a height of 10')</p> <p>Clean all walls, doors, and partitions. Remove fingerprints, smudges, and stains.</p> <p>Polish all stainless steel</p> <p>Clean all glass (interior and exterior)</p> <p>Spot clean all glass <i>Some glass may require a thorough wash daily!</i></p> <p>Vacuum fabric seats and backs</p> <p>Remove seat stains</p>	<p>365</p> <p>365</p> <p>365</p> <p>365</p> <p>365</p> <p>365</p> <p>365</p> <p>12</p> <p>365</p> <p>365</p> <p>365</p>	



**JANITORIAL SERVICES – NORTH PEACE REGIONAL AIRPORT**  
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Office Areas	Scheduled Cleaning	Days per Year	Policing Cleaning
	<p>Damp dust all reachable areas, for example:</p> <ul style="list-style-type: none"> <li>- Furniture</li> <li>- Tables and cabinets (exterior only)</li> <li>- Ticket counters</li> <li>- Windowsills</li> <li>- Ledges</li> <li>- Door grates (front and back)</li> <li>- Metal surfaces</li> </ul> <p><u>Carpets</u></p> <ul style="list-style-type: none"> <li>- Vacuum carpets from wall to wall</li> <li>- Spot clean carpets</li> <li>- Shampoo</li> </ul> <p><u>All Soft Surface Floors (for example: vinyl, linoleum)</u></p> <ul style="list-style-type: none"> <li>- Damp mop stains and spills</li> <li>- Dust/damp mop entire area</li> <li>- Spray clean/buff scuffed, marked, or dull floors</li> <li>- Strip and re-finish (minimum of 3 coats)</li> <li>- Scrub and re-apply finish (minimum of 1 coat)</li> </ul> <p><u>Lunchroom(s)</u></p> <ul style="list-style-type: none"> <li>- Clean work/eating surfaces with germicidal cleaner</li> <li>- Clean and shine all fixtures with germicidal cleaner</li> <li>- Clean garbage container with germicidal cleaner</li> </ul>	<p>365</p>        <p>365 365 365 4</p>     <p>365 365 365 1 3</p>  <p>365 365 52</p>	



**Specification - General Areas**

Visible soil - clean and neat appearance.

General Areas	Scheduled Cleaning	Days per Year	Policing Cleaning
<ul style="list-style-type: none"> <li>• Baggage areas</li> <li>• Airline storage</li> <li>• Janitor Room</li> <li>• Building Exterior</li> </ul>	<p><u>Building Exterior</u></p> <ul style="list-style-type: none"> <li>- Remove paper, cigarette butts, and debris</li> <li>- Empty and damp dust exterior all waste and cigarette receptacles</li> <li>- Sweep sidewalks of sand, soil and debris (except winter)</li> <li>- Clean entrance area</li> <li>- Pressure wash exterior walls and sidewalks</li> </ul> <p><u>Baggage and Airline Storage Areas</u></p> <ul style="list-style-type: none"> <li>- Clean baggage and storage areas, including vestibules</li> <li>- Dust mop entire floor area</li> <li>- Damp mop entire floor area</li> </ul> <p><u>Janitor Room</u></p> <ul style="list-style-type: none"> <li>- Dust mop</li> <li>- Damp mop with germicide solution</li> <li>- Machine scrub</li> <li>- Thoroughly clean hopper sink, counters, shelves, chrome fittings, plumbing, and fixtures, using a germicide solution</li> <li>- Wash walls with germicide solution</li> </ul> <p><i>Ensure "clean" equipment/supplies are separated and do not come into contact with anything that is "soiled".</i></p> <p><i>Ensure that area is free and clear of clutter.</i></p> <p><i>Ensure supplies and equipment are neatly stored.</i></p> <p><i>Ensure janitor room is locked after use.</i></p>	<p>365</p> <p>365</p> <p>365</p> <p>52</p> <p>12</p> <p>52</p> <p>52</p> <p>12</p> <p>365</p>	



**QUALITY ASSURANCE AUDIT - JANITORIAL SERVICES**

**GENERAL AREAS**

**Date:**

**Time:**

**Audited By:**

No.	Item	Score	Comment
	<b>Building Exterior</b>		
1	- cigarette butts and debris removed		
2	- sidewalk swept		
3	- entrance area free of grime		
	<b>Baggage &amp; Storage Areas</b>		
4	- floors swept and free of debris		
	<b>Janitor room areas cleaned</b>		
5	- sink		
6	- counters		
7	- shelves		
8	- plumbing and fixtures		
9	- walls		
10	- dust/damp mopped floor		
11	- machine scrubbed		
	<b>Janitor room</b>		
12	- free and clear of clutter		
13	- supplies/equipment neatly stored		
14	- no supplies in excess of 30-day supply		
	<b>RATING LEGEND:</b>		
	<b>Below Standard - Score 0</b>		
	<b>Meets Standard - Score 1</b>		

**Corrective Action Plan – For any item scored at 0 (zero)**

No.	Corrective Action

**Continue on reverse if necessary**

<b>QUALITY ASSURANCE AUDIT - JANITORIAL SERVICES</b>			
<b>OFFICE AREAS</b>			
<b>Date:</b>			
<b>Time:</b>			
<b>Audited By:</b>			
No.	Item	Score	Comment
<b>Waste</b>			
1	- containers/cabinets damp dusted		
2	- garbage/recycling removed/disposed		
<b>Damp Dusting (office furniture)</b>			
3	- desks		
4	- tables		
5	- seats		
6	- counters		
7	- cabinets		
8	- shelves		
<b>Damp Dusting (fixtures/equipment)</b>			
9	- lockers		
10	- equipment, computers, and monitors		
11	- telephones		
12	- fixtures and signs		
13	- pictures and display cases		
14	- vertical blinds		
<b>High Dusting</b>			
15	- all surfaces		
<b>Walls/Doors/Partitions</b>			
16	- spot cleaned		
<b>Stainless steel</b>			
17	- polished		
<b>Glass</b>			
18	- dust free		
19	- spot cleaned		
20	- cleaned (interior and exterior)		
<b>Fabric Seats</b>			
21	- vacuumed seats and backs		
22	- seat stains removed		
<b>Damp Dusting (reachable areas)</b>			
23	- furniture		
24	- tables and cabinets (exterior only)		
25	- ticket counters		
26	- window sills		
27	- ledges		
28	- door grates (front and back)		





29	- metal surfaces		
	<b>Carpets</b>		
30	- free of debris		
31	- vacuumed		
32	- spot cleaned		
	<b>Floors</b>		
33	- dust/grit free		
34	- damp mopped		
35	- baseboards cleaned		
36	- buffed/burnished		
	<b>Lunchroom</b>		
37	- No soil - horizontal surfaces		
38	- fixtures bright and spot free		
39	- garbage container clean		
	<b>RATING LEGEND:</b>		
	<b>Below Standard - Score 0</b>		
	<b>Meets Standard - Score 1</b>		
<b>Corrective Action Plan – For any item scored at 0 (zero)</b>			
<b>No.</b>	<b>Corrective Action</b>		

**Continue on reverse if necessary**

<b>QUALITY ASSURANCE AUDIT - JANITORIAL SERVICES</b>			
<b>PUBLIC AREAS</b>			
<b>Date:</b>			
<b>Time:</b>			
<b>Audited By:</b>			
No.	Item	Score	Comment
<b>Waste</b>			
1	- containers/cabinets damp dusted		
2	- garbage removed/disposed		
<b>Damp Dusting (reachable areas)</b>			
3	- furniture		
4	- tables and cabinets (exterior only)		
5	- ticket counters		
6	- window sills		
7	- ledges		
8	- door grates (front and back)		
9	- fixtures and signs		
10	- metal surfaces		
<b>Damp Dusting (unreachable areas)</b>			
11	- signs		
12	- "FIDS"		
13	- ceiling fans		
14	- vertical blinds		
15	- overhead structural beams & pipes		
<b>Stainless steel</b>			
16	- polished		
<b>Doors / Walls (including brick walls)</b>			
17	- spot cleaned		
18	- washed		
19	- vacuumed (brick walls)		
<b>Return air grills</b>			
20	- vacuumed		
<b>Glass Windows/Partitions</b>			
21	- spot cleaned		
22	- glass washed		
23	- frames dust free		
24	- display cases cleaned		
<b>Fabric Seats</b>			
25	- vacuumed		
26	- stains removed		
<b>Carpets</b>			
27	- free of debris		
28	- vacuumed		
29	- spot cleaned		



	<b>Floors</b>		
30	- dust/grit free		
31	- damp mopped		
32	- baseboards cleaned		
33	- buffed/burnished		
	<b>Entrance Mats</b>		
34	- vacuumed		
35	- spot cleaned		
	<b>Drinking Fountain</b>		
36	- cleaned		
	<b>RATING LEGEND:</b>		
	<b>Below Standard - Score 0</b>		
	<b>Meets Standard - Score 1</b>		
<b>Corrective Action Plan – For any item scored at 0 (zero)</b>			
No.	Corrective Action		

Continue on reverse if necessary

<b>QUALITY ASSURANCE AUDIT - JANITORIAL SERVICES</b>			
<b>WASHROOMS</b>			
<b>Date:</b>			
<b>Time:</b>			
<b>Audited By:</b>			
No.	Item	Score	Comment
<b>Waste</b>			
1	- containers cleaned & disinfected		
2	- garbage removed/disposed		
<b>Walls</b>			
3	- spot cleaned		
4	- washed		
<b>Doors</b>			
5	- washed		
6	- handles cleaned		
7	- vents cleaned		
<b>Cubicles/Doors</b>			
8	- damp wiped		
9	- free of graffiti		
10	- dust free		
<b>Fixtures</b>			
11	- descaled		
12	- spot cleaned		
<b>Damp Dusting (high reach areas)</b>			
13	- lights		
14	- vents		
15	- ceiling		
16	- ceiling exhaust fan grills cleaned		
<b>Sink Areas</b>			
17	- counters/ledges cleaned		
18	- glass/mirrors cleaned		
19	- sinks cleaned/polished		
20	- fixtures cleaned/polished		
21	- plumbing/fittings cleaned (below counter)		
<b>Toilets</b>			
22	- seat washed and disinfected		
23	- bowl washed and disinfected (int.)		
24	- bowl washed and disinfected (ext.)		
25	- plumbing/fittings cleaned		
26	- deodorized		
<b>Urinals</b>			
27	- washed and disinfected (int.)		
28	- washed and disinfected (ext.)		



29	- plumbing/fittings cleaned		
30	- deodorized		
	<b>Dispensers</b>		
31	- damp dusted		
32	- spot cleaned		
33	- replenished with supplies		
34	- in working condition		
	<b>Baby Change Station</b>		
35	- cleaned		
	<b>Stainless Steel</b>		
36	- polished		
	<b>Floors</b>		
37	- damp mopped		
38	- machine scrubbed		
39	<b>Absence of Odours</b>		
40	<b>"Twice daily cleaning"</b>		
	<b>RATING LEGEND:</b>		
	<b>Below Standard - Score 0</b>		
	<b>Meets Standard - Score 1</b>		
<b>Corrective Action Plan – For any item scored at 0 (zero)</b>			
<b>No.</b>	<b>Corrective Action</b>		

Continue on reverse if necessary



**JANITORIAL SERVICES AGREEMENT**

**BETWEEN:**

**NORTH PEACE AIRPORT SERVICES  
9919 TERMINAL ROAD  
FORT ST. JOHN, BC  
V1J 4H9**

**OF THE FIRST PART**

**AND**

**OF THE SECOND PART**

**RE:**

**JANITORIAL SERVICES  
NORTH PEACE REGIONAL AIRPORT**

**TERM:**

**December 1, 2020 TO November 30, 2025**

**THIS AGREEMENT** dated this                  day of                                  AD, 2020.

**BETWEEN:**                                  NORTH PEACE AIRPORT SERVICES  
(hereinafter referred to as "NPAS")

OF THE FIRST PART

**AND:**

(hereinafter referred to as the "Contractor")

OF THE SECOND PART

**WHEREAS** NPAS wishes to contract janitorial services for the North Peace Regional Airport; and

**WHEREAS** the Contractor has offered to provide such services and has the necessary resources and expertise required by NPAS;

**NOW THEREFORE** this Agreement witnesseth that in consideration of the mutual terms and covenants contained herein, the parties agree as follows:

- 1) The entire Agreement is composed of the following documents:
  - a) This Agreement
  - b) Schedule A – General Conditions
  - c) Schedule B – Cleaning Specifications and Conditions for North Peace Regional Airport
  - d) Schedule C – Quality Assurance Audit Checklists
  - e) Contractor’s Proposal for Janitorial Services, which further includes:
    - i) Request For Proposals Agreement
    - ii) Contractor’s Qualification Statement
    - iii) Contractor’s Equipment Statement
    - iv) Contractor’s List of Sub-Contractors
    - v) Contractor’s Operational Plan
    - vi) Schedule of Projection of Labour Hours
- 2) For the purposes of administering this Agreement, NPAS appoints the Manager, Airport Operations as its designate, hereinafter referred to as the "Supervisor".
- 3) All janitorial supplies, consumables and equipment are to be supplied by the Contractor, including dual paper towels and toilet tissue, urinal blocks, sanitary products, hand soap and garbage bags.
- 4) The Contractor shall for the full term of this Agreement:
  - a) perform such services, and comply with said conditions, as set out in Schedule "B" Specifications and Conditions attached to this Agreement, or as may be prescribed from time to time by the Supervisor for janitorial services to North Peace Regional Airport, and;
  - b) perform all work to the satisfaction of the Supervisor. At minimum, a monthly Quality Assurance Audit will be conducted by the Contractor and Supervisor or its designate to ensure



that the quality standards set out in Schedule "B" are maintained. Quality Assurance Audit checklists are included in Schedule "C", and;

- c) report to the Supervisor any problems, concerns or damages that are noticed during the performance of regular janitorial services, and;
  - d) make arrangements for a replacement janitor during absences. The designated replacement must be acceptable to the Supervisor.
- 5) NPAS shall pay the Contractor, each year of the five (5) year term in accordance with the Request For Proposals Agreement as submitted by the Contractor.
  - 6) NPAS shall pay the Contractor, for any additional duties over and above those outlined within this agreement as authorized by the Supervisor or its designate in accordance with the Request For Proposals Agreement as submitted by the Contractor.
  - 7) The Contractor, at the end of each month, shall submit an invoice for services provided and NPAS shall make payment within THIRTY (30) days of receipt of the invoice or, at the discretion of NPAS, be placed on the automatic payment system.
  - 8) This Agreement shall remain in effect and in force for the period of five years (December 1, 2020 to November 30, 2025) and may be terminated earlier as per the General Conditions attached at Schedule A.
  - 9) This Agreement may be amended by the mutual consent of both parties.
  - 10) For purposes of the Agreement the mailing address of the Contractor is:

and of NPAS is:

North Peace Airport Services  
9919 Terminal Road  
Fort St. John, BC  
V1J 4H9

- 11) The Contractor acknowledges that it is an employer as defined in the Occupational Health and Safety Act, and that it will, as a condition of this Agreement, comply with the Occupational Health and Safety Act and the regulations thereto.
- 12) The Contractor agrees that the terms and conditions of this Agreement shall be binding upon the Contractor, its staff, subcontractors and their staff employed by the Contractor, and further that the Contractor shall abide by all applicable Federal and Provincial labour and equipment statutes.
- 13) Prior to undertaking any work, the Contractor shall provide NPAS with its registered WorkSafeBC account number and certify that its account is in good standing and that it will remain so for the duration of the Agreement.

- 14) The Contractor shall ensure compliance on his part and on the part of his staff and/or subcontractors, with the Workers' Compensation Act and Regulations thereunder, especially provisions having to do with the prevention of accidents and diseases and the provision of safe working conditions.

In any case, where, pursuant to the provisions of the Workers' Compensation Act, the WorkSafeBC orders the Contractor or one of his staff and/or subcontractors in respect to their operations under this Agreement to cease operations because of failure to install or adopt safety devices or appliances or methods directed by order of WorkSafeBC, or required by the Act or regulation thereunder, or because WorkSafeBC is of the opinion that conditions of immediate danger exist that would be likely to result in injury to any person, the Supervisor, on 24 hours written notice to the Contractor, may terminate the Agreement whether the work is completed or not. Provided the Contractor is not available or capable of removing the danger to life or equipment resultant from the Contractor's operations, the Supervisor may arrange for the removal of this danger as a charge to the Contractor.

- 15) The Contractor shall carry Comprehensive General Liability Insurance in the amount of not less than THREE MILLION DOLLARS (\$3,000,000.00) inclusive per occurrence, against bodily injury, death, and property damage, including loss of use thereof, with NPAS, Vantage Airport Group, and North Peace Airport Society as "additional insureds".
- 16) The Contractor shall at its expense, carry an Individual Fidelity Bond in the amount of TEN THOUSAND DOLLARS (\$10,000.00) per employee.
- 17) The Contractor shall maintain Workers' Compensation Insurance covering all employees and subcontractors engaged in the work in accordance with the statutory requirements of the Province of British Columbia
- 18) The Contractor must procure and maintain at its own expense, Automobile Liability Insurance in the amount of ONE MILLION DOLLARS (\$1,000,000.00) per occurrence. The automobile insurance must cover all automotive vehicles used in connection with this Contract and the Contractor for all sums which the Contractor shall become legally obligated to pay as damages because of bodily injury, including passenger hazard and property damage caused by an occurrence. Such coverage must include all automotive equipment used in the performance of the Contract, both on and off the Work site.
- 19) The Contractor shall provide Certificate of Insurance to NPAS prior to commencement of the Contract and shall be subject to approval by NPAS. Such insurance shall remain in effect during the term of the contract and the insurance shall not be cancelled or terminated without 30 days prior written notice to NPAS.
- 20) Emergency or special cleaning requests shall commence within the time frame agreed to by both parties. The rate of pay shall be in accordance with clause 6 of this contract.
- 21) The waste and recyclable material collected daily shall be disposed of by the Contractor into collection bins provided by NPAS.

**IN WITNESS WHEREOF**, the parties hereto have executed this document

on the \_\_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
Witness or Corporate Seal for Contractor

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Witness for North Peace Airport Services

\_\_\_\_\_  
North Peace Airport Services





**Required** with the tender to establish the Contractor’s capability, experience, and integrity necessary for the faithful performance of the work.

Submitted to North Peace Airport Services by:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Corporation: \_\_\_\_\_ Partnership: \_\_\_\_\_ Individual: \_\_\_\_\_

Date Incorporated/Registered: \_\_\_\_\_

1. List the names and addresses of principals/partners:

Name of Principal/Partner	Full Mailing Address	Phone Number

2. List major projects your organization has underway at this time. Please indicate contact name and telephone number for reference verification.

Nature of Work	Company Name	Contact Name	Phone Number	Date of Work	Contract Value

3. Proof of ability to obtain Liability Insurance. If successful proponent, Certificate of Insurance must be delivered to the North Peace Airport Services Administration Office prior to commencement of contract.

**PROOF MUST BE ATTACHED TO TENDER IN ORDER TO BE A VALID TENDER.**



- 4. Proof of ability to obtain Fidelity Bond. If successful proponent, Certificate of Insurance must be delivered to the North Peace Airport Services Administration Office prior to commencement of contract.

**PROOF MUST BE ATTACHED TO TENDER IN ORDER TO BE A VALID TENDER.**

- 5. Copy of registered Workers’ Compensation Board account number and certification that account is in good standing and that it will remain for the duration of the Contract must be provided to the North Peace Airport Services Administration Office prior to commencement of work.

- 6. Additional Data:

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- 7. Has the Company/Organization’s name changed over the last five years, if so please list previous name(s):

Name your company/organization was previously known by	Date: From	Date: To

- 8. Declaration:

**The answers to the foregoing questions and all statements therein contained, are true and correct.**

Name of Organization: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

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

Dated: \_\_\_\_\_



The Contractor shall supply a detailed inventory of all equipment and accessories to be utilized in the performance of the contract. Leased equipment shall be listed separately, and options of the renewal shall be stated. Where equipment is to be acquired, delivery guarantees by the manufacturer shall be attached to the tender document. This inventory shall be done by completing the list below. All equipment listed must be available upon the effective date of commencement of operations.

**Owned Equipment**

Year	Type	Model	Manufacturer	Anticipated Remaining Useful Life

**Leased Equipment**

Year	Type	Model	Manufacturer	Anticipated Remaining Useful Life







**JANITORIAL SERVICES – NORTH PEACE REGIONAL AIRPORT  
Contractor’s List of Sub-Contractors**

**Appendix D**

It is my/our intention to employ the following sub-contractors whom I/we believe, following investigation, to be reliable and competent for the performance of that part of the work indicated. All other work will be done by me/us.

Description of Work	Names and Addresses of Sub-Contractors



The Contractor shall supply an operational plan and a management plan that details how the Contractor intends to execute and manage the service. It is up to the Contractor to determine the level of detail necessary for their plan, but these plans shall be used in the evaluation process.

**The Contractor must develop and supply an operational plan. At a minimum the operational plan must include:**

1. The details of the method(s) the Contractor proposes to use to execute this agreement.
2. A description of potential service deficiencies and how the Contractor has overcome these deficiencies in other situations.
3. A description of the company's history.
4. A letter of reference from the Contractor's financial institution or from the Contractor's accountant that speaks to the ability of the Contractor to pay bills in a timely fashion and having the resources to acquire equipment in the event of a breakdown.
5. A description of the Contractor's labour relations program including staff hiring and retention initiatives.
6. The Contractor's Safety Plan.
7. The Contractor's environmental protection plan.
8. The Contractor's employee training program.

**The Contractor must develop and supply a proactive service management program. At a minimum the operational plan must include:**

1. Effective Management:
  - Active involvement on the part of senior management in account meetings and issue resolution
  - Single point of contact for receipt and distribution of work orders and issue resolution
  - Consistent supervision of on-site cleaners
  - Monthly meetings with area supervisors to review contract requirements, discuss complaints and communicate remedial action plans
2. Up-to-date Staff Supervisor Profiles:
  - For each supervisor, the number years of experience, number of sites supervised (including other customers) and overall comments regarding performance (e.g. responsiveness, complaint levels, adherence to contract terms)
3. Complaints and Trends Analysis:
  - Compile and graph cumulative and average number of complaints by service category (e.g. washrooms, floors, waste) and month to pinpoint problems
  - For areas with excessive complaints, review work order details to identify trends (e.g. specific recurring janitorial issues such as washroom cleanliness, slow response to work orders/complaints)
4. Remedial Action Plans:
  - Propose resolutions (e.g. replacement of cleaners or supervisors) to specific problems (e.g. excessive complaints, recurring issues)
  - Identify approach to resolutions (e.g. better training, new supervisors)
  - Identify associated communications issues (e.g. phone call to Client for update purposes)
  - Propose means and frequency of follow-up (e.g. bi-weekly visits to branch by supervisor)
5. Reporting:
  - Submit quarterly updates on the above four requirements to the airport
  - Supervisor must visit the site a minimum of every other week to rate cleaning performance with summary report provided to the airport





**JANITORIAL SERVICES – NORTH PEACE REGIONAL AIRPORT**  
**Schedule of Projection of Labour Hours**

**Appendix F**

The Contractor shall submit a schedule of projection of labour hours based upon the table below as an example. Please feel free to submit your own document with a header title of "Schedule of Projection of Labour Hours" which will be incorporated into your proposal.

<b>JOB REQUIREMENT</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>YEARLY</b>
<b>Example:</b> Daily Scheduled Cleaning Twice Daily Cleaning Glass Cleaning Strip and Re-Finish Floors Carpet Cleaning			
<b>TOTAL HOURS</b>			

