

January 6, 2019

**Information and Privacy Commissioner/Ontario**  
2 Bloor Street East, Suite 1400  
Toronto, ON M4W 1A8

**Attention:** Nicole Lahaie

**Areas:** All Carpeted Areas Floors 6,14 & 15

**PROPOSAL FOR CARPET MAINTENANCE**  
**JANUARY 1 2019 TO DECEMBER 31, 2019**

This carpet preventative maintenance program has been specifically prepared for use at the offices of **Information and Privacy Commissioner/Ontario**, while paying close attention to recommendations specified by carpet manufacturers and consultants.

Although this program was designed with the intention of extending the life of your carpet and ensuring that the carpet retains a high appearance level, we are always open to suggestions in regards to intensifying or reducing the program.

**Description of Services**

**Spot Cleaning**

This service will be performed prior to machine cleaning. A technician will inspect all carpeted areas and all stains will be treated with environmentally safe cleaning solutions. All cleaning solutions will be extracted from the carpet fibres.

**Absorption Cleaning**

This method of cleaning is designed specifically for month to month maintenance and should always be supplemented with deep extraction cleaning. Absorption cleaning uses non-residual cleaning solutions, very low moisture and nylon pads. The cleaning solutions and moisture suspend the soiling and stains away from the carpet fibres and transfers them onto nylon pads that are changed regularly throughout the cleaning process. Carpet is dry and fresh within 15-20 minutes.

### **Deep Extraction Cleaning**

Commonly called "*steam cleaning*" or "*hot water extraction*", this is the most effective cleaning method available. It is highly recommended by carpet manufacturers and consultants to use this method of cleaning at least once to four times a year.

With this method, we first pre-spray heavily soiled sections and high traffic areas with cleaning solvent in order to suspend soil from the fibres. The next step is the actual *deep extraction* in which our equipment delivers steam through one hose and extracts the dirty water through another hose simultaneously. We follow that step with grooming of the carpet to give it the look of its original appearance while restoring its pile height.

### **Special Service**

One **Special Service** we provide is a complete walk-thru and inspection executed by your Corporate Specialty representative the next business day after your service is completed. If at that time there are any areas not meeting your/our standards, our technicians will return to ensure you get the positive results required to protect your corporate image.

### **I.I.C.R.C. Certified**

The IICRC is a testing and certification body operated by the cleaning industry's regional and national trade associations. Each subscribes to the highest standards of professionalism, technical knowledge and skill. By representing the industry as a whole rather than by any one company or group, the IICRC has become universally accepted as the objective certifying body for those reaching levels of proficiency in the industry.

**SCHEDULE OF SERVICES**

Service	Areas	Frequency
Spot Cleaning	All Areas	Monthly
Absorption Cleaning	High & Medium Traffic Areas	Monthly (except when performing deep extraction)
Deep Extraction Cleaning	All Areas	Semi-Annually


Service	Cost		
Spot Cleaning	Included with service		
Absorption Cleaning	\$ 209.00 x 10 months	=	\$2,090.00
Deep Extraction Cleaning	\$1,309.00 x 2 months	=	\$2,618.00

**TOTAL YEARLY**

**\$4,708.00**

Date: Jan 7 / 2019

Corporate Specialty Services Inc.

Accepted by:   
*Janet Geisbarga*

By:   
**John Perry**

January 6, 2019

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Areas: Floors 6,14 & 15

**MONTHLY JANITORIAL PROPOSAL**  
**JANUARY 1 2019 TO DECEMBER 31,2019**

Monthly Cleaning

Entrances, Main Lobby and Hallways

- To vacuum all lobby carpets and matting.
- To clean all entrance glass, both sides.
- To wipe clean all metal door frames.
- To remove all finger marks and smudges from walls, tabletops, reception desks, directory boards, interior glazing.
- To dust all horizontal surfaces such as furniture, ledges, heating apparatus and similar surfaces.
- To vacuum brush or spot wipe all furniture as required.

Elevator Lobbies

- To sweep and damp mop all hard surface flooring.
- To remove finger marks and smudges from walls, glass, signs and elevator call button panels.

Washrooms

- To sweep, wash and rinse floors using a germicidal agent. (Special Attention to grout)
- To wash and disinfect all basins, toilet bowls, both sides of toilet seats and urinals.
- To empty and clean all paper towel and sanitary disposal receptacles.
- To clean and polish all mirrors, counters, shelves and exposed plumbing.
- To spot clean all partitions and walls and baseboards

Servery/Cafeteria/Kitchen/Coffee Station

- To clean and polish sinks and counter tops with a germicidal agent.
- To remove finger marks and smudges from doors, walls and cupboards.
- To wipe clean the exterior and interior of appliances.
- To sweep and damp mop non-carpeted floors.
- To wipe clean all table tops and chairs.
- To clean and disinfect all door handles on cupboards & drawers

### General Office Areas

- To vacuum all carpeted areas.
- To sweep/vacuum and wash all non-carpeted flooring.
- To remove finger marks, splash marks and smudges from walls, doors, baseboards, glazing and file cabinets.
- To dust to the level of five feet all furniture, window ledges and workstation partitions.
- To dust clean all telephones and computer screens.
- To lock all entrance doors during and after housekeeping service
- To hand dust vertical surfaces such as sides of desks, tables, filing cabinets and equipment.
- To clean all kickplates, pushplates and similar metal.
- To remove wax, scuff marks or dust from baseboards.
- To vacuum all carpeted areas.
- To dust all blinds
- To wipe clean telephone handsets and computer keyboards with a germicidal agent.

### emi Annual Cleaning

#### Copy Areas (15<sup>th</sup> Floor)

- To dust and damp wipe all copy areas including all shelving, cupboard facings and all copiers- including tops of all shelving.
- To dust and damp wipe all copy machines (removing all finger marks)
- To sweep and damp mop all hard surface flooring.

#### Reception Area-15<sup>th</sup> Floor

- To clean and disinfect all furniture

#### All Vinyl Flooring

- To strip seal and wax. (VCT Flooring-Kitchens/Hallways/Photocopy Room/Production Room)

#### 6th Floor Partition Glass

- To clean partition glass/both sides including frames using an industrial glass cleaner

#### Commissioner's Office

- To thoroughly clean all areas of desks (tops & sides)
- To clean all shelving (removing pictures and items-one shelf at a time, dusting and replacing all items back in their original spots)
- To dust all picture frames
- Clean behind computer monitor

Production Room

- Dust all shelving inside cubbies and tops of shelving

Legal Room

- Dust all shelving inside cubbies and tops of shelving

Office Areas

- Clean all accessible areas of desks and hard surfaces including door handles using **disinfecting wipes** on all hard surfaces

MONTHLY COST \$1769.00

Date: Jan 7 / 2019 Corporate Specialty Services Inc.

Accepted by: [Signature] By: [Signature]  
John Perry  
Grant Gebbaza