

APPENDIX – 1 - Quality Assurance & Contract Compliance

SECTION A: CONTRACT EXECUTION	RATING Satisfactory (S) Unsatisfactory (U) Not Applicable (N/A)
A.1. Adherence to General Conditions – Scope of Work	S
A.2. Contractor provided competent supervisors and staff to the project	S
A.3. Contractor provided proper equipment	S
A.4. Ability to produce a reasonable schedule and follow it.	S
A.5. Interim deadlines and completion dates met	S
A.6. No Subcontractors –without advanced City Approval	S
A.7. Cooperation with Contractors staff and authorized third-party representatives (Custodial Services Client Groups.)	S
A.8. Public Relations – Response to public issues and complaints	S
A.9. Housekeeping – Equipment and Supplies properly secured when not in use. Staff in proper uniforms with photo ID badges (where applicable)	S
A.10. Signage – Sufficient signage on site to advise building occupants that work is being performed i.e. Caution Wet Floor. Replaced when damaged	S
A.11. Shift Registry Log Book on site	S
A.12. Deficiencies completed in a satisfactory and timely manner	S
A.13. Provided required submissions in a timely manner (e.g. invoicing, project work schedules)	S
A.14. Reasonableness of contractor's claims/extras.	N/A
A.15. Timely response to unplanned request – i.e. spill cleanup.	S
A.16. Contracted staff wearing CSA approved safety shoes & required PPE to perform work as specified/required.	S
A.17. Contractor invoice submitted with appropriate back up documentation (e.g. confirmation of shift register/employee log book of hours worked / timesheets)	S

APPENDIX – I Quality Assurance & Contract Compliance

SECTION B: QUALITY AND WORKMANSHIP	RATING Satisfactory (S) Unsatisfactory (U) Not Applicable (N/A)
B.1. Adherence to equipment and supply specifications – i.e. Greenseal / EcoLogo and Special Specifications where applicable	S
B.2. Work is being carried out standards specified – i.e. ISSA-CIMS where applicable	S
B.3. Workmanship - Acceptability of appearance of completed work that is NOT governed by measurable specifications (e.g. carpet shampooing).	S
SECTION C: HEALTH & SAFETY	RATING Satisfactory (S) Unsatisfactory (U) Not Applicable (N/A)
C.1. Management of MOL orders on project	N/A
C.2. Contractor Staff trained in WHMIS and safe and proper equipment operation.	S
C.3. Health and safety issues managed in accordance with OHSA (e.g. Contractor Health & Safety Policy posted.) MSDS Binder on site	S
SECTION D: ENVIRONMENT	RATING Satisfactory (S) Unsatisfactory (U) Not Applicable (N/A)
D.1. Use of Environmentally preferred equipment – HEPA filters on equipment where applicable – EPA certified equipment where applicable. Use of microfiber cleaning systems.	S
D.2. Adherence/Compliance to City Recycling Program	S
D.3. Satisfactory management and disposition of waste, contaminated materials where applicable.	S
Overall Performance	S