

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving
PWGSC
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095**

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

| | |
|---|--|
| Title - Sujet JANITORIAL SERVICES | |
| Solicitation No. - N° de l'invitation W7719-125137/A | Date 2012-02-23 |
| Client Reference No. - N° de référence du client W7719-125137 | |
| GETS Reference No. - N° de référence de SEAG PW-\$TOR-033-5870 | |
| File No. - N° de dossier TOR-1-34310 (033) | CCC No./N° CCC - FMS No./N° VME |
| Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-11 | |
| Time Zone Fuseau horaire Eastern Standard Time EST | |
| F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/> | |
| Address Enquiries to: - Adresser toutes questions à: Martin, Lesley | Buyer Id - Id de l'acheteur tor033 |
| Telephone No. - N° de téléphone (905) 615-2076 () | FAX No. - N° de FAX (905) 615-2060 |
| Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE 1133 SHEPPARD AVE W. TORONTO Ontario M3K2C9 Canada | |

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

| | |
|--|--|
| Delivery Required - Livraison exigée Specified herein - Précisé dans les présentes | Delivery Offered - Livraison proposée |
| Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur | |
| Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur | |
| Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie) | |
| Signature | Date |

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PART 1 - GENERAL INFORMATION

1. Security Requirement

There is a security requirement associated with the requirement. For additional information, consult Part 4 - Evaluation Procedures and Basis of Selection, and Part 6 - Resulting Contract Clauses.

2. Statement of Work

The Work to be performed is detailed under Article 2. Statement of Work of the resulting contract clauses.

3. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions(<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2011-05-16) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

5. Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for site visit to be held on March 22, 2012 at 10:00am at the main entrance reception room. Bidders must register at the guard house prior to entering the building. Bidders should communicate with the Contracting Authority no later than two (2) days before the scheduled visit to confirm attendance and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit. Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-compliant. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

6. Ontario Labour Legislation

1. In accordance with the requirements of section 77(1) of the Employment Standards Act, 2000, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached:
 - (a) the employee's job classification or job description;
 - (b) the wage rate actually paid to the employee;
 - (c) a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
 - (d) the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
 - (e) the date on which the employer hired the employee;
 - (f) any period of employment attributed to the employer under section 10 of the Act;
 - (g) the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
 - (h) a statement indicating whether either of the following subparagraphs applies to the employee:
 - (i) The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
 - (ii) The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.

2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.
3. In addition to the above information, a copy of either the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.
4. Bidders must use the information referred to in subparagraphs 1.(a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.
5. The enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.
6. Bidders who require clarification or further information may contact the Contracting Authority.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (3 hard copies)
 Section II: Financial Bid (1 hard copy)
 Section III: Certifications (1 hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that

bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

Bidders must submit their financial bid in Canadian funds, in accordance with the Basis of Payment. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) must be shown separately, if applicable.

1.1 SACC Manual Clauses

C3011T (2010-01-11), Exchange Rate Fluctuation

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

See Annex F

1.1.2 Point Rated Technical Criteria

See Annex F

1.2 Financial Evaluation

1.2.1 Mandatory Financial Criteria

The Offeror must complete and submit with its offer, Annex B - Basis of Payment, in Canadian funds. Pricing must be provided for all Firm and Optional Requirements.

Total Evaluated Price is the sum of Year 1 - Evaluated Price plus Year 2 - Evaluated Price plus Year 3 - Evaluated Price.

Year 1 - Evaluated Price is calculated as follows: Firm Monthly Rate multiplied by 12 plus extra work - regular working hours multiplied by 200 plus extra work - non regular working hours multiplied by 36.

Year 2 - Evaluated Price and Year 3 - Evaluated Price are calculated the same as Year 1 - Evaluated Price

2. Basis of Selection

2.1 Minimum Point Rating

- 1. To be declared responsive, a bid must:

- (a) Comply with all the requirements of the bid solicitation; and
- (b) Meet all mandatory technical evaluation criteria; and
- (c) Obtain the required minimum points for the technical evaluation criteria which are subject to point rating.

2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

3. Security Requirement

1. At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

2. For additional information on security requirements, bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Website.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

1.1 Federal Contractors Program - Certification

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder, or, if the Bidder is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract. Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government

Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Bidder does not fall within the exceptions enumerated in 3.(a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.
3. The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- (a) () is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;
- (b) () is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (c) () is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (d) () is subject to the FCP, and has a valid certificate number as follows: _____ (e.g. has not been declared an ineligible contractor by HRSDC.)

Further information on the FCP is available on the HRSDC Web site.

1.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her resume to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

PART 6 - RESULTING CONTRACT CLAUSES

1. Security Requirement

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - i. Security Requirements Check List and security guide (if applicable), attached at Annex D;
 - ii. Industrial Security Manual (Latest Edition).

2. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A, and the Contractor's technical bid entitled _____, dated _____.

3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

3.1 General Conditions

2010C (2011-05-16) General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from June 1, 2012 to May 31, 2013 inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Annex B - Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

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Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

tor033

Client Ref. No. - N° de réf. du client

W7719-125137

File No. - N° du dossier

TOR-1-34310

CCC No./N° CCC - FMS No/ N° VME

Name: Lesley Martin
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Address: 33 City Centre Drive, Suite 480C
Mississauga, Ontario, L5B 2N5

Telephone: 905-615-2076
Facsimile: 905-615-2060
E-mail address: lesley.martin2@pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority - Inserted at Contract Award

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone : _____
Facsimile: _____
E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

Name: _____
Telephone : _____
Facsimile: _____
E-mail address: _____

6. Payment

6.1 Basis of Payment - Firm Price, Firm Unit Price(s) or Firm Lot Price(s)

For the Work described in 1. Monthly Rate of Annex B - Basis of Payment.

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid firm lot prices as specified in Annex B - Basis of Payment for a cost of \$_____ (insert at contract award). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

For the firm portion of the Work only, Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.2 Basis of Payment - Limitation of Expenditure

For the Work described in 2. Extra Work of Annex B - Basis of Payment.

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment - Annex B, to a limitation of expenditure of \$_____. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

6.3 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$_____. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contractor Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (a) When it is 75 percent committed, or
 - (b) Four (4) months before the contract expiry date, or
 - (c) As soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

Whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.4 Monthly Payment

SACC Manual clause H1008C (2008-05-12) Monthly Payment

6.5 SACC Manual Clauses

A9117C (2007-11-30) T1204 - Direct Request by Customer Department
C0710C (2007-11-30) Time and Contract Price Verification

7. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment
 - (b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

8. Certifications

- 8.1 Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the

Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____.

10. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2010C (2011-05-16) Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (f) Annex C, Insurance;
- (g) Annex D, Security Requirement Check List;
- (h) Annex E, Successor Employer Information;
- (i) the Contractor's bid dated _____

11. Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex C. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract. The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

12. Performance Bond

In order to ensure that funds will be available to complete the Work in accordance with the conditions of the Contract, the Contractor must, within fifteen (15) calendar days after the date of contract award, provide to the Contracting Authority a duly executed performance bond (form PWGSC-TPSGC 505). The performance bond must be ten (10) percent of the Contract Price and must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, Appendix L (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=14494§ion=text#appL>), Acceptable Bonding Companies.

If Canada does not receive the performance bond within the specified period, Canada may terminate the Contract for default pursuant to the default provision of the Contract.

13. Labour and Material Payment Bond

1. In order to provide funds for labour, services and material, the Contractor must, within fifteen (15) calendar days after the date of contract award, provide to the Contracting Authority a duly executed labour and material payment bond (form PWGSC-TPSGC 506). The labour and material bond must be ten (10) percent of the Contract Price and must be accepted as security by one of the bonding

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tor033

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W7719-125137

CCC No./N° CCC - FMS No/ N° VME

companies listed in Treasury Board Contracting Policy, Appendix L (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=14494§ion=text#appL>), Acceptable Bonding Companies.

2. The Contractor must post a copy of the bond in a plainly visible place where any of the Work is performed
3. If Canada does not receive the required bond within the specified period, Canada may terminate the Contract for default pursuant to the default provision of the Contract.

14. SACC Manual Clauses

A0075C (2010-01-11) Ontario Labour Legislation
A9062C (2011-05-16) Canadian Forces Site Regulations
A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)
B1501C (2006-06-16) Electrical Equipment

ANNEX A STATEMENT OF WORK

1. Site of Work

Defence R&D Canada Toronto, 1133 Sheppard Avenue West, P.O. Box 2000, Toronto, Ontario, M3M 3B9

Total Building(s) Area (252,496.00 sq. ft) (approximate)

Carpeted Area within above area (30,000 sq. ft. (approximately)

2. Areas

The areas of work are defined in the scope of work (4.),

3. Definitions

The following definitions apply:

- a. **Site Authority (SA)** means the Group Leader of Infrastructure and Environment, DRDC Toronto, or authorized representative(s). The Site Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Any changes to the scope of work are to be discussed with the Site Authority or Technical Authority, but any resulting change can only be confirmed by the issuance of a written addendum through the contracting authority. Technical matters may be discussed with the Site Authority.
- b. **Technical Authority (TA)** means the Contract Administration Officer/Infrastructure & Environment, DRDC Toronto, or authorized representative(s).
- c. **Working Supervisor (WS)** means the Contractor's authorized work-site representative, responsible for all areas of work in this contract, with back-up assistance.
- d. **Assistant/Working Supervisor (AWS)** who shall have all the authority normally vested in the WS, during the WS's absence.
- e. **Applicable Legislation** means all applicable legislation, regulations, by-laws, codes, rules, standards, policies, procedures, promulgated by any federal, provincial, and municipal government body, including those of its agencies, having authority over DRDC Toronto buildings and site.
- f. **DRDC Toronto** means Defence Research Development Canada, Toronto
- g. **PWGSC** means Public Works and Government Services Canada

3.1 Definition of Terms and Quality Standards:

The Definition of Terms and Quality Standards described in this document for janitorial services core tasks and optional tasks shall be strictly adhered to. All inspections made by the Departmental Representative shall be rated according to these Quality Standards.

3.1.1 Routine Cleaning

Cleaning operations which are specified to be performed monthly or more frequently such as weekly or daily.

3.1.2 Scheduled Operations

Cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually.

3.1.3 Project Cleaning/Work

Cleaning operations which are specified to be performed only when ordered by the Departmental Representative.

3.1.4 Flight of Stairs

Includes steps and risers situated between two floor levels including landing(s).

3.1.5 Materials

Materials consist of items such as toilet tissue, paper hand towels, hand soap, deodorant blocks, plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building(s).

3.1.6 Trash

Includes the contents of ashtrays, waste receptacles, sand urns and sani-cans. Also paper clips, paper, mop strings, pins, staples and discarded items on the floor or furniture.

3.1.7 High Traffic Areas

Includes entrance lobbies, elevator lobbies, corridors and traffic aisles in open office.

3.1.8 QUALITY STANDARDS

.1 Cleaning: General

- a. All surfaces and objects specified in the Statement of Work must be free of dust, stains, spills, debris and soil immediately after cleaning operation.
- b. Machinery and equipment must not block a passageway, or present a trip hazard.
- c. Where required, caution signs must be placed adjacent to the affected area on all approaches.
- d. Furnishings moved by cleaners must be relocated to their original location.

.2 Spot Cleaning

- a. All affected areas must be clear of stains, streaks and soil.
- b. All over-spray from spray applicators must be wiped clean from all surfaces.

.3 Sweeping

- a. All Floor areas including open areas and flooring around furniture legs and into corners must be free of dirt and litter.

.4 Hosing

- a. All areas must be clean of dirt, mud and debris with no water ponding.

b. Equipment must be removed and stored immediately after use.

.5 Dust Mopping

a. All Floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.

.6 Damp Mopping

a. Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting.

b. Walls, baseboards and other surfaces must be free of splash marks.

c. The Contractor must start with clean water and mop.

d. The Contractor must sweep or dry mop immediately before damp mopping.

.7 Wash Floors

a. All standards outlined in .5 Damp Mopping apply.

b. Surfaces must be rinsed free of cleaning solution.

c. All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.

.8 Machine Scrub

a. All areas must be free of dirt, stains, scuff marks, splashing, cleaning chemical and water accumulations.

b. Corners and other areas not accessible to a floor scrubber must be scrubbed.

.9 Spray Buffing

a. All areas must present an overall appearance of cleanliness, have a bright shine through out and be free of debris and dust.

b. Spills, scuffs and stains must be removed prior to spray buffing.

.10 Scrub and Refinish

a. Apply all performance standards as with "Machine Scrubbing".

b. The contractor must apply one coat of finish compatible with existing.

c. All areas must present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and be free of debris and dust.

.11 Strip and Refinish

a. Apply all performance standards as with Scrub and Refinish

b. All old finish must be removed and all residual stripper chemical cleaned away.

c. All areas must be clean and clear of all stains, blemishes and dirt, and have a consistent shine free of scrapes and marks.

d. New finish must cover all portions of the floors.

e. Refinish must include 2 coats of finishing material (wax, etc.)

.12 Vacuuming

a. All carpet surfaces must present an overall appearance of cleanliness and must be free of visible dust, dirt and grit.

b. A power head must be used. Vacuums must be 2 motor design (1 for suction, 1 for power head).

.13 Stain Removal

- a. All carpets and walk-away mats must have no visible stains or discoloration after stain removal operation.
- b. Where stain removal involves wetting of a hard surface floor, caution signs must be positioned.

.14 Hot Water Extraction

- a. All carpets and walk-away mats must be clean and free of accumulated dust and dirt and stain.
- b. Areas must be cleaned to walls and corners.

.15 Damp Wiping

- a. Surfaces must be free of dust, stains, streaks and water spotting.
- b. Wiping cloths must be rinsed frequently and free of stains and odors. Feather dusters are not acceptable.

.16 Glass and Mirror Cleaning

- a. All glass must be clean on both sides and free of streaks and finger marks.
- b. Adjacent areas including frames, casing and ledges must be free of water spotting, splash marks and streaks.

.17 High dusting

- a. All surfaces must be free of dust.
- b. Either Damp rag wiping or vacuuming must be specified by Technical Authority
- c. Dust must be contained and prevented from floating freely in the air during operation.

.18 Clean and Disinfect

- a. Technical Authority approved, commercial disinfectant cleaner shall be used.
- b. Manufacturer's instructions shall be followed for best results.
- c. All affected surfaces shall be rinsed clean of residual disinfectant.

4. Scope of Work

- 4.1 The Contractor must ensure complete and all-encompassing cleaning of the DRDC Toronto buildings as per the statement of works. Misinterpretation of any requirements within these specifications shall not relieve the Contractor of responsibility.
- 4.2 The Contractor must provide all **supervision, labour, material, equipment, transportation** and any **incidentals** necessary **to complete** the janitorial cleaning services and frequencies indicated for the various areas included and as shown listed in paragraph 6.2 below of these contract specifications. Applies to all areas, including office/storage spaces, and closets/slop sinks used by the Contractor.
- 4.3 The Contractor must provide each working day for DRDC Toronto, seven(7) janitors, with a back-up janitor to provide for an immediate replacement in the event the regular janitor is absent for any reason (see backup pool, 13.2) for the janitorial cleaning of the Cafeteria Facility (CF), located on the ground floor, Building 201A, as per summary, schedule and standing operating procedures, as are respectively shown below. Includes all areas within the CF (i.e., Dining Room and Kitchen, furniture, equipment, material storage spaces, and slop sinks, etc., used by the Janitorial Contractor).
 - a. Building 201 A&B: Basement, First Floor, and Second Floor;
 - b. Building 54: Ground Floor and Second Floor;

- c. Building 54 A, (Portables): Single Floor;
- d. Building 215, (Guardhouse): Single Floor;
- e. Trailer 1 (Portable): Single Floor
- f. Trailer 2 (Portable): Single Floor
- g. Trailer 3 (Portable): Single Floor
- h. Entrances Exits and Perimeters of the above buildings: Sweep all litter up at entrances and exits, pick-up litter (out to sidewalks) and remove cigarette butts from containers, and pick-up waste from small garbage containers/waste cans.

4. Work Not Included

- a. Research Facility apparatus, tools, equipment and electronic equipment;
- b. Glasses, dishes, plants, books, computer hardware and software;
- c. Sweeping and/or litter pick-up from main parking areas and roadways;
- d. Snow/ice removal from parking areas, roadways and lengthy sidewalks;
- e. Boiler Plant, Electrical and Mechanical Service Rooms;
- f. Ceilings, (except building washroom ceilings are included);
- g. Stores/Warehouse (material handling) area; and
- h. Extra work (janitorial cleaning not included in these contract specifications).

5. Workmanship

Workmanship must be of a uniformly high quality and in accordance with standard practice of janitorial services for scientific research laboratories with medical assessment facilities. All janitorial contract work must be done by personnel skilled in their trade under the constant supervision of a fully experienced, highly skilled janitorial cleaning on-site Working Supervisor, (WS). The Contractor's personnel must be fully conversant in the English language.

6. Supplies by DRDC Toronto

DRDC Toronto will provide the Contractor with washroom supplies consisting of toilet paper, bar soap, liquid soap, and paper towels (to be drawn from STORES).

7. Storage

DRDC Toronto SA will supply the Contractor with sufficient space for storage of all cleaning materials and equipment. Materials and equipment required for the Cafeteria Facility must be dedicated and stored within the Cafeteria Facility.

8. Materials and Equipment

8.1 Materials and equipment required for the performance of this contract, such as, janitorial mobile carts and mopping tanks, scrubbing machines, floor machines, wet/dry vacuum cleaners, carpet shampooers', ("all machinery must be industrial/commercial quality and have very low level noise"), brooms, mops (wet and dry), mop racks, ladders, hoses and spray nozzles, dusting cloths, pails, scrubbing brushes, cloths, scrapers, soaps, scouring material, detergents, spray deodorants, disinfectants, polishing materials (e.g., metal polish, waxes and applicators), etc., and uniforms, work gloves (various), rubber boots and all other necessary personal protective equipment (PPE), snow and ice removal equipment, etc., must be supplied by the Contractor and comply with the latest edition of the Ontario Occupational Health and Safety Act and the Regulations, including comply with DND health and safety policy, Canada Labour Code Part II, as well as any other applicable regulations, requirements, acts, etc.

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- 8.2 All of the Contractor's janitorial cleaning machinery, roll-carts and equipment, (industrial/commercial quality) must be maintained at the highest standard of cleanliness, appearance and efficiency, and must be clearly marked with Contractor's identification. The DRDC Toronto SA may, at any time order the Contractor to remove from the premises, all machinery and/or equipment that is either, non industrial/commercial quality, noisy or disturbing, or that is not maintained in either a serviceable, clean or presentable manner, from the DRDC Toronto premises and ask for immediate replacement of these items with acceptable machinery and/or equipment by the Contractor, subject to approval of DRDC Toronto SA.
- 8.3 In the event the Contractor at any time considers making changes to their cleaning materials and equipment list, the Contractor must, prior to making any changes, advise the DRDC Toronto SA verbally, followed up in writing, and must obtain DRDC Toronto SA's approval for making any changes, and must provide a revised list in writing to the DRDC Toronto SA within forty-eight (48) regular working hours for DRDC Toronto.
- 8.4 The Contractor must clearly identify all contract materials and equipment for easy identification and must be entirely responsible for its care and storage. Materials and equipment must not be left standing in entrances/exits, corridors or other common use areas after working hours, or otherwise cause any unsafe condition for building occupants.
- 8.5 DRDC Toronto SA may, at any time order the Contractor to remove from the premises, any cleaning products which are of a disturbing nature, i.e., floor stripping material with a strong offensive odour, etc., and ask for immediate replacement of these products with acceptable replacement cleaning products, subject to approval of DRDC Toronto SA.
- 8.6 All material such as soaps, detergents, scouring material, cleaners, finishes, and sealers, etc., must **comply with** or be equal to the latest **Canadian Government Specifications Board (CGSB) standards, Government of Canada Policy on Green Procurement (the use of "green" or "greener" products and materials when delivering services)** and/or have the **"ECO-LOGO" symbol/label** (should be **recognized biodegradable and be environmentally safe products**) and be applied only to the surfaces for which they are authorized by the manufacturer of such materials. It is the Contractor's responsibility to determine the most satisfactory materials for the Work and to comply with the above noted standards.
- 8.7 Electricity, cold and hot water required by the Contractor in the execution of janitorial cleaning services will be provided by the Department of National Defence without charge.

9. Responsibility for Damage to Building and Contents

- 9.1 It is the responsibility of the Contractor to ensure that all products are compatible with the surface on which they are used and Contractor's personnel are fully familiar with their use.
- 9.2 Any damages/breakage resulting from the use or misuse of such agents or materials as noted above shall be assessed with a claim for any damages/breakage's.
- 9.3 The Contractor must provide and maintain adequate and suitable means to save the building and its contents from damage, injury, dust and defacement during the progress of the work by providing and using clean cloths, painters' or similar drop-sheets, or other approved protection wherever necessary, or as otherwise directed by the DRDC Toronto SA. The Contractor must ensure that all mobile equipment; (e.g., barrels, utility carts and mop buckets, etc.) are provided with resilient surrounding

non-marking bumpers with quiet, non-scuff wheels or castors, subject to the approval of the DRDC Toronto SA.

- 9.4 It is the Contractor's responsibility, at time of contract award, to examine the surfaces that are to be maintained in the Work, in order to ascertain their condition, and to bring to both PWGSC and the DRDC Toronto SA attention, in writing, any defective surfaces identified within five (5) working days after award of the contract.

10. Supervision, Liaison, Communication and Personnel

- 10.1 The Contractor must provide a full time on-site Working Supervisor (WS), with a back-up full time on-site Assistant/Working Supervisor (A/WS). The A/WS must have all the authority normally vested in the WS, to receive and act upon reports and/or requests for cleaning services by the DRDC Toronto SA during the absence of the WS. The WS, or the A/WS must be at the Work site from 0730 hours (07:30 A.M.) to 1700 hours (5:00 P.M.) inclusive, during normal working hours for DRDC Toronto, as its representative supervising the performance of the services. The WS, or the A/WS, must report to the SA's office at 08:00 hours (08:00 A.M.) daily during regular working hours, or as otherwise directed by the SA to obtain any special instructions, and to accompany the SA on inspections of the work. All other Contractor's staff working at DRDC Toronto must be full time experienced janitors, and be at the work-site from 0730 hours, (7:30 A.M.) to 1530 hours (3:30 P.M.) inclusive, during normal working hours for DRDC Toronto.

Exclusions to regular work days are Saturday's and Sunday's, (except for specified contract Project Work), and all designated statutory holidays for the Department of National Defence.

The Contractor must be responsible for the provision of a sufficient number of janitorial staff members to carry out the Work to the complete satisfaction of DRDC Toronto SA. It has been determined through past experience that a total of seven (7) janitorial staff (includes the WS and A/WS) are required for DRDC Toronto. One room will be provided for the Contractor's use as an office, an equipment/material storage space; and several other small storage spaces throughout the facilities shall be provided for the Contractor's use.

- 10.2 The Contractor must maintain a pool (a minimum of 3) security cleared staff to draw on a moments notice to backfill staff shortage. At no time should there be less than seven (7) janitorial staff.
- 10.3 The Contractor must during regular hours for DRDC Toronto, provide his/her WS with a cellular phone, to be backed-up by a direct alpha numeric readout paging device, (both being vibration activated; sound or voice paging is not be permitted) capable of receiving messages within a five minute period. These means of communication are to be properly maintained in good working order and in the possession of the WS, or A/WS during her/his working hours at DRDC Toronto. This is essential for communication between the DRDC Toronto SA, , and the WS, or the A/WS at any time during regular working hours for DRDC Toronto. Contractor's personnel "are not permitted any personal use of any of DRDC Toronto's telephones", (except in an emergency situation, i.e., fire, injury, environmental spill, etc.). Any violation of this, will be addressed by the DRDC Toronto SA, .
- 10.4 Periods/ times for Contractor's employee's lunch break and coffee breaks will be mutually agreed upon between the DRDC Toronto SA and the Contractor, at the commencement of the contract, so as not to interfere/conflict with the normal operations of DRDC Toronto. The DRDC Toronto Cafeteria catered services are available for use by the Contractor's employee's should they choose to make use of them.

10.5 DRDC Toronto SA or representative, reserves the right to direct the Contractor /, WS and/or A/WS, to remove from the DRDC Toronto site of work, any of its personnel or representatives, found by the DRDC Toronto's SA or authorized representative to be unacceptable for any good and sufficient reason. The DRDC Toronto SA or representative may verbally request immediate removal, (or as otherwise directed) of any member of the Contractor's personnel by the WS, or the A/WS during WS's absence, and follow up in writing on an Unsatisfactory Performance Report, (UPR) within forty-eight (48) hours, (by facsimile, original to WS). In a case where removal of the WS may be required, this must be carried out directly by the Contractor. The Department of National Defence, and DRDC Toronto has a "**zero tolerance harassment policy**" currently in effect. The DRDC Toronto SA, or representative, must verbally brief the Contractor on the current harassment policy at the outset of the Contract Work, and in turn, the Contractor must be responsible to brief his/her janitorial staff.

11. Operation Schedule

11.1 The Contractor shall adhere to the Work schedules and procedures in accordance for all Work under this contract. Within forty-eight (48) hours of the commencement of this contract, the Contractor shall provide to the DRDC Toronto SA in writing, information and schedules concerning the, names of the Contractor's designated WS and A/WS, and all other contract working personnel, their scheduled hours of work, and building location/area the Contractor's personnel are tasked with work, (subject to change by the Contractor's WS). Scheduling of any project work of these contract specifications shall be carried out by the Contractor during silent hours, normally on weekends, (Saturday's and Sunday's) therefore, the DRDC Toronto SA will advise the Contractor with advance notification of the dates/times for this work. The Contractor shall ensure copies of the above noted work schedules are posted within the Contractor's office space. The WS, or , the A/WS, will be responsible to report to and for accompanying the DRDC Toronto SA, , on inspections of work in progress, or the completed work, on a when and as requested basis.

11.2 The Work schedules noted above, shall be subject to change at any time to meet with DRDC Toronto operational requirements, therefore, (other than a short-time temporary change) the DRDC Toronto SA or their representative, will provide the Contractor, or representative, WS and/or A/WS, with a minimum of five (5) working days advance notification in writing of the date any full-time changes are to occur. The Contractor will be responsible to inform the Contractor's WS, or the A/WS in his/her absence, of the changes to take place, both verbally and followed up in writing. The Contractor shall not make any changes to the Work schedules, (may cause conflict with DRDC Toronto's operational requirements) without formally requesting a change verbally, followed up in writing to the DRDC Toronto SSA, and not proceed to make any changes without prior verbal or written consent from the DRDC Toronto SA.

12. Inspection and Reporting

All buildings will be regularly inspected daily by the DRDC Toronto SA, accompanied by the WS if the DRDC Toronto SA requires. In any event, any unsatisfactory conditions will be reported to the Contractor's WS, or the A/WS by either a verbal or written communication. The written communication must be given immediate attention by the Contractor to rectify the specific unsatisfactory condition. The **Contractor's** site representative, the **WS** or the A/WS, **must indicate action taken** to rectify the unsatisfactory situation. Results of any work done that in the opinion of the DRDC Toronto SA is not acceptable must be considered incomplete and the work must be redone and completed within a subsequent twenty-four (24) hour period, to the DRDC Toronto SA's complete satisfaction.

13. Identification Cards/Passes

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- 13.1 All of the Contractor's personnel and representatives engaged in the work must carry and wear DRDC Toronto identification passes, (either a designated Contractor's pass or a Visitor's temporary pass) as issued by DRDC Toronto Guardhouse Security staff.
- 13.2 It will be necessary for all of the Contractor's personnel to report at the initial commencement of the work to the DRDC Toronto SA, and thereafter to the Head of Human Resources or representative, and the Establishment Security Officer (ESO) and/or Establishment Security NCO, as directed by the DRDC Toronto SA, in order that appointments are arranged for their pictures to be taken for their identification cards, (access pass for DRDC Toronto site). Identification cards will be issued to the Contractor's personnel and signed for individually
- 13.3 The Contract staff's DRDC Toronto identification cards (I.D. cards) must be kept in a register at the Guardhouse. The I.D. cards must be signed out upon entry and signed back-in upon exit during regular and non-regular working hours for DRDC Toronto. For security reasons, the **Identification cards** shall be worn by Contractor personnel on outer clothing and **will be clearly visible at all times**. Contractor shall report any problems with the access cards immediately to the DRDC Toronto SA. Upon termination of this contract and/or contract personnel and/or the use/means of any temporary access, the identification cards must be immediately returned by the Contractor or Contractor's personnel, to the DRDC Toronto Guardhouse Security staff.
- 13.4 The Contractor will be provided with one (1) motor vehicle pass, which will be issued by the DRDC Toronto Establishment Security Officer (ESO) and/or Establishment NCO/IC Security, or the DRDC Toronto Guardhouse Security staff, (signed for by the Contractor). The Contractor must show this pass to the Commissionaires located at the Guardhouse, at all times upon entry to the DRDC Toronto site, and park within an approved parking area, (shall not restrict movement of other traffic). Upon contract termination, the pass shall be immediately returned to the DRDC Toronto Guardhouse Security Staff by the Contractor or Contractor's representative.

14. Contractor's Uniforms

During the period that DRDC Toronto buildings are in normal use by the occupants, (regular working hours), the Contractor must ensure all personnel employed as Contract janitorial staff are suitably attired at all times as follows:

- a. male employees must wear an industrial-type shirt, or waist length duster-coat, with the company name label, (easily readable) sewn on the shirt;
- b. female employees must wear a waist length duster-coat with the company name label, (easily readable) sewn on the coat;
- c. Uniforms must be similar, properly maintained in good condition and cleaned regularly;
- d. Full length pants or slacks; knee-length dresses and skirts worn with the above uniforms must be properly maintained in good condition and cleaned regularly, (shorts or short-skirts are not permitted); and
- e. All footwear must completely cover the feet for safety reasons, (open foot-wear must not be permitted).

15. Fire & Life Safety

- 15.1 The Contractor must adhere to all DRDC Toronto Fire Regulations/Orders and Drills. Any waxes, floor finishes, polishes, and cleaning materials that are susceptible to spontaneous ignition/combustion, must be stored in approved metal containers with self-closing, tight-fitting, metal lids, until such materials can be safely disposed of. Contractor must provide the approved containers.

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- 15.2 All garbage/litter and recyclables must be picked-up in separate containers/carts, (no cross-contamination is permitted). Contractor must provide the approved containers/carts.
- 15.3 All garbage/litter and recyclables must be removed from the buildings immediately after being collected. The Contractor's WS, or , the A/WS, must ensure there is no cross-contamination of garbage/litter and recyclables; if so, must sort into appropriate containers located on the exterior of buildings, (areas designated) as required.
- 15.4 Smoking is strictly prohibited within Federal Government buildings, and within the DRDC Toronto buildings. Smoking is only permitted at exterior designated smoking areas having waste butt-containers.
- 15.5 From date of contract commencement, the Contractor must fully familiarize himself/herself and all of the Contractor's staff members with and completely adhere to all DND/DRDC Toronto security, safety, fire regulations and drills, and any other DND/DRDC Toronto site regulations, and standing orders, and/or as otherwise directed by the DRDC Toronto SA.
- 15.6 The Contractor's WS's office/storage space, Janitor closets and other cleaning material storage rooms must be kept clean, neat and tidy, (including equipment) at all times to the satisfaction of the DRDC Toronto SA, or representative thereof.
- 15.7 All used cleaning rags must be kept in metal containers equipped with self-closing, tight-fitting, metal lids. Used rags and wipes must be thoroughly cleaned before reuse, or disposed of in approved containers. Containers must be supplied by the Contractor.
- 15.8 All waxes, polishing oils, etc., shall be kept tightly sealed and stored on shelving separate from rags and other cleaning materials.
- 15.9 All floor mops, when not in use shall be thoroughly cleaned and stored in an upright, suspended position to allow free air circulation around mop heads. Mops, shall not be left in buckets containing cleaning materials or agents (i.e., bleach) overnight at any time, nor shall mops used for stripping or waxing or any other application be left in any container overnight without having been thoroughly cleaned. All mop buckets shall be emptied and thoroughly rinsed out at the end of each workday.

16. Safety, Security and Protection of Property and Personnel

- 16.1 The Contractor undertakes and agrees to comply with all Standing Orders, Site and Security Regulations that are in effect at DRDC Toronto which relate to the safety of persons on the site, or the protection of property against loss or damage from any and all causes including fire. The Contractor shall be responsible for observing and enforcing safety in accordance with all Provincial Labour Laws/Regulations in effect for the Contractor and his/her representatives and personnel.
- 16.2 All contract personnel working at DRDC Toronto **must be pre-trained in the Workplace Hazardous Materials Information System (WHMIS)** in accordance with Federal Legislation. Contractor shall provide copies of this certification for all of the Contractor's personnel to PWGSC and the DRDC Toronto SSA at commencement of the contract, (or at any time the Contractor makes personnel changes). Contractor will **ensure copies of Material Safety Data Sheets (MSDSs) are located within a binder or whirl-board file, (having an index to the information) visible in all cleaning storage areas for materials in use.** The Contractor is responsible for providing applicable MSDSs to the DRDC Toronto SSA at the time of bringing materials on site and for notifying the DRDC Toronto SSA of the removal of same off-site, (update information as

applicable). DRDC Toronto SSA reserves the right to disallow entry or require the immediate removal of any material(s) from the Work site if a violation occurs by the Contractor, (notification by the DRDC Toronto SSA to Contractor will be by way of UPR to the Contractor's WS, or in her/his absence, the A/WS.

- 16.3 In accordance with the Canadian Environmental Protection Act and DRDC Toronto's Environmental Management System, the Contractor **shall use to the fullest extent possible**/subject to product market availability, (keeping in mind the stringent sanitary conditions required) **environmentally-sound and/or most least hazardous** (i.e. on-toxic, low phosphate, biodegradable and odourless, etc.) **acceptable cleaning products**. Preferably, approved environmentally-safe cleaning products with the **ECO-LOGO symbol** shown on the label. **WHMIS labelling instructions for materials will be strictly adhered to at all times by the Contractor**. The DRDC Toronto SA reserves the right to refuse and/or reject all materials brought on site that do not conform to the outlined Federal Government Act and/or DRDC Toronto standard operating procedures, including safety and environmental and regulations.

17. Cleaning Periods/Access

- 17.1 Neither the Contractor, or any of his/her personnel will be given access to DRDC Toronto buildings and no charges shall be levied by the Contractor for days on which DRDC Toronto is normally closed, (e.g., statutory and other civic holidays, Saturdays and Sundays) without the express verbal approval and/or written instruction from the DRDC Toronto SA.
- 17.2 Contract janitorial cleaning for DRDC Toronto buildings will cover the period from 0730 hours, (7:30 A.M.) to 1700 hours, (5:00 P.M.) inclusive, on regular working days for DRDC Toronto. The majority of the Contractor's personnel shall commence work at 0730 hours, (7:30 A.M.) and cease work at 1530 hours, (3:30 P.M.), however, the Contractor's WS, or A/WS in WS's absence shall remain on site up to 1700 hours, (5:00 P.M.) inclusive during regular working hours to carry out an inspection and ensure all building washrooms have sufficient toiletries/paper towels, no plugged toilets or flooding has occurred, etc., and to handle any emergency clean-up which may arise throughout the buildings before departing the work site.
- 17.3 Stripping, machine-scrubbing, sealing and waxing of floor surfaces located in the Guardhouse and in all other building corridors, stairways, entrances/exits and open common areas; carpet cleaning, venetian/vertical blind cleaning, drapery cleaning, interior ceiling/wall vents/grills cleaning, and all other designated project work shall be performed by the Contractor during non-regular working hours for DRDC Toronto, and/or as otherwise directed by the DRDC Toronto SA. Venetian and/or vertical blinds and drapery for cleaning as scheduled shall be removed by the Contractor or the Contractor's representative during non-regular working hours, be commercially cleaned by experienced cleaners and/or commercial cleaning equipment, returned and reinstalled in same location in the most expeditious manner possible after normal working hours, or to be cleaned in place as directed by the DRDC Toronto SA. Contractor shall be responsible for making good and/or replacing any damaged or lost items through venetian, vertical blinds or window drapes being removed or re-installed, or for improper reinstallation, to the satisfaction of the DRDC Toronto SA. All work shall be to the complete satisfaction of the DRDC Toronto SA. All cleaning, in accordance with the schedule contained within these specifications shall be carried out by the Contractor or representative, during non-regular working hours and will be carried out in a continuous and expeditious manner under the Contractor's WS or , the A/WS's supervision, to the complete satisfaction of the DRDC Toronto SA or her designated representative thereof. **Where access is permitted to the Contractor during non-regular working hours, (i.e., during emergency work, project work or extra work conditions) " a DRDC Toronto representative must always be present"**.

18. Cleaning Record

The contractor must post a log at each washroom (e.g. inspection and cleaning schedule, this is to include the date, time, activity (what was done) and the cleaners name /initials).

19. Frequency of Work

19.1 Routine Work is a task performed on a monthly or less frequent basis. The work must be done during regular working hours for DRDC Toronto, and must not in any manner cause disruption to the workings of the research facilities, office's, or other building facilities. Where significant disruption to the workings of the research facilities, office's, or other building facilities is likely to occur from the janitorial work, the DRDC Toronto SA can direct the Contractor to reschedule the work. Schedules for the work in this contract must be in accordance with Service and Frequencies, of these Contract Specifications.

19.2 Project Work is a task performed at a four-month or greater frequency. Such work must be done during non-regular hours, normally, Saturday's and/or Sunday's, for DRDC Toronto, (or as otherwise directed by the DRDC Toronto SA), and this work must be sufficiently pre-scheduled by the Contractor, submitted in writing to and must meet with the DRDC Toronto SA's approval. The work must not in any manner cause disruption to the workings of the research facilities, office's, or other building facilities. Where significant disruption to the workings of the research facilities, office's, or other building facilities is likely to occur from the janitorial work, the DRDC Toronto SA can direct the Contractor to reschedule the work. Schedules for the work in this contract shall be in accordance with Section, Service and Frequencies, of these Contract Specifications.

19.3 Emergency Cleaning consists of any cleaning task of an immediate and urgent nature resulting from accidents or other unforeseen causes, e.g., minor flooding occurrences and back up thereof into plumbing fixtures, etc., which are not covered elsewhere in these Contract Specifications. In any such event, the DRDC Toronto SA can direct the Contractor to carry out the emergency cleaning, to the complete satisfaction of the DRDC Toronto SA's requirements.

19.4 'Clean', as used in these Contract Specifications, must mean that once a cleaning procedure or cleaning operation is complete, the surface must be dry, neutral, soil, odour and residue-free, and cleaned satisfactory to DRDC Toronto SA's requirements.

19.5 Spot/Spill Cleaning must consist of removing all defacing matter from the surface of all horizontal and vertical areas of the building (up to four meters) including all carpeted floor areas and furniture. Examples include scuffmarks on walls, floors, and spots, spills; smudges and stains on floors, carpets and furniture. Cleaning products must be used according to manufacturer's recommendations and instructions.

19.6 Pick-Up Services must consist of removing debris from floors and other horizontal surfaces. Includes removal of waste materials from containers for interior of buildings **commencing at 1330 Hours (1:30 P.M.)** daily, unless directed otherwise by the DRDC Toronto SA, . Pick-up of recyclable materials from containers from interior of buildings must be carried out on Tuesdays, and removed to the exterior recycle tote carts for pick-up and removal by others. Pick-up litter and cigarette butts from the exterior grounds and containers as per SA's schedules. In accordance with, Service and Frequencies, of these Contract Specifications.

19.7 Dust removal or dust-mopping operations must employ dust control by using non-oil retardant, clean dust mops, and/or disposable clean dust mop cloth coverings. Power vacuum equipment of

industrial/commercial grade, (low-level noise) may be used instead of dust mopping. Special care must be taken when working around research facilities electronic equipment apparatus and computer hardware and software, etc.

19.8 Damp mopping must be preceded by dust removal. An approved germicidal agent must be added to the detergent and disinfectant treated water. An approved degreasing agent is required for cleaning in the Cafeteria Kitchen, Lounge's and Lunchroom areas. Watermarks and scuff marks on baseboards must be removed. Buffing must follow damp mopping where a buffable floor finish is present. If, , a second damp mopping and buffing is required, the DRDC Toronto SA, can direct the Contractor to do so. At the end of each workday, mops must be cleaned and thoroughly rinsed out and hung-up to air dry (free of any odors). Mops must not be left in buckets containing dirty wash water or cleaning agent such as bleach. All mop buckets will be emptied and thoroughly rinsed out at the end of each workday.

19.9 Wash or Wet Mop and Rinse must be preceded by dust removal. An approved germicidal agent must be added to the detergent and disinfectant treated water. An approved degreasing agent is required for cleaning in the Cafeteria Kitchen, Lounge and Lunchroom areas. Watermarks and scuff marks on baseboards must be removed. Buffing must follow, where a buffable floor finish is present. If a second wash, wet mop, rinse and buffing is required, the DRDC Toronto SA, can direct the Contractor to do so. At the end of each workday, mops must be cleaned and thoroughly rinsed out and hung-up to air dry (free of any odours). Mops must not be left in buckets containing dirty wash water or cleaning agent such as bleach. All mop buckets must be emptied and thoroughly rinsed out at the end of each workday.

19.10 Power Scrubbing and Refinishing must be preceded by dust removal. An approved germicidal agent must be added to the detergent and disinfectant treated water. An approved degreasing agent is required for cleaning in the Cafeteria Kitchen, Lounge and Lunchroom areas. Industrial/Commercial power scrubbing equipment with either a scrubbing brush or suitable synthetic pad(s) must be used. The Contractor must ensure the provision of contract staff properly trained in the power scrubbing and refinishing processes, and that all Provincial, and DRDC Toronto health and safety regulations are properly observed and adhered to. The solution's chemical action must be permitted sufficient time to work on the floor surfaces as recommended by the products manufacturer. All residues must be picked up and the floor rinsed and neutralized with warm clean water until thoroughly clean. If, , a second power scrubbing, wash and rinse is required, the DRDC Toronto SA, can direct the Contractor to do so. Two coats of floor finish must be applied. If, , an additional coat of floor finish is required, the DRDC Toronto SA, can direct the Contractor to do so.

19.11 Stripping and Refinishing of floors material and methods must consist of the complete removal of all previously applied floor finishes and other residues, as recommended by the products manufacturer. Floors must be completely neutralized. Two coats of floor finish must be applied. Furniture, including, all desks, bookshelves and file cabinets etc., must be removed in advance by the Contractor to facilitate work, (unless facility occupant requests otherwise), and after these areas are stripped and refinished (on completion of operations) furniture and office equipment must be replaced to the same locations (unless facility occupant requests otherwise). The contractor must ensure the provision of contract staff properly trained in the stripping and refinishing of floors and that all DRDC Toronto and Provincial Health and Safety Regulations are properly observed and adhered to. Relocation of any office or laboratory tools, equipment and/or electronic equipment, i.e., computers, etc., must be the responsibility of the facility occupant/user, (excludes photocopy machines for which the Contractor must use diligent care and attention during removal/replacement). Soil and residue must be cleaned from corners, edges, baseboards and all other vertical surfaces, including furniture legs and bases, etc., while cleaning material is

still solvent. If, , a second stripping and refinishing of floors is required, the DRDC Toronto SA, can direct the Contractor to do so.

- 19.12 Buffing will be performed by a mechanical means, specifically using an industrial/ commercial grade buffing machine with vacuuming function/capability, (low level noise) using a synthetic pad, which will ensure a satisfactory finish. If a floor finish is found to be slippery and unsafe for building occupants and visitors after the floor buffing operations are completed, (whatever the cause), the DRDC Toronto SA, can direct the Contractor to remedy the hazardous condition immediately to prevent an accident or injury to any persons occurring.
- 19.13 Spray Buffing may be permitted in research facilities, offices, and other building areas in lieu of washing, finishing and buffing, only with the prior authorization to do so from the DRDC Toronto SA. If spray buffing in research facilities, offices, and other building areas does not maintain the high standards of cleanliness required, the DRDC Toronto SA, must direct the Contractor to return to the normal required frequencies of wet mop, wash and rinse, and/or power scrubbing and refinishing.
- 19.14 Carpet and Area Rug Cleaning, (includes entrance throw carpets) must consist of a thorough vacuuming with high quality industrial/commercial vacuum cleaners, (low level noise) with “installed electrical power-head beater bar”, on each thereof to remove all coarse and loose particles. Stains in carpeting must be fully prepared/treated with a quality industrial/commercial grade stain removal product and used in accordance with products manufacturer’s instructions. This must be followed by using a high quality industrial/ commercial grade carpet shampoo machine, (low level noise) except for the throw carpets and thoroughly cleaning the carpets using hot water and an approved odourless carpet and rug shampoo. When thoroughly dry, the carpet or rug must be vacuumed. If, , a second carpet or rug cleaning and vacuuming is required, the DRDC Toronto SA can direct the Contractor to do so.
- 19.15 Highly visible portable warning signs must be bi-lingual (in both English and French) and guide ropes, tapes, or other highly visible markings must be provided and used by the Contractor to identify areas undergoing cleaning operations where danger may exist for building occupants or the visiting general public. The size and type of these highly visible signs must be appropriate for the area in which they are to be used. Entrance/exit corridor and stairwell accesses (fire escape routes) must not be totally restricted to use by the building occupants during the course of the work.
- 19.16 Cleaning carts must be kept clean at all times, wheels must be non-marking and non-squeaking, and must be properly outfitted with cleaning materials and stored in Contractor’s storage areas at the end of each work-day. If, , the carts are not properly maintained, the DRDC Toronto SA, can direct the Contractor to remove the carts from the work-site and replace with satisfactory carts.
- 19.17 Minor Carpet Cleaning for spillage, stains, loose coarse particles and other marks to fully carpeted areas, throw carpets, (entrances) and small rugs must be vacuumed, spot cleaned and stains/marks removed daily. A “smaller high quality industrial/commercial grade combination carpet shampoo machine with beater bar attached”, (low level noise) must be supplied by the Contractor and used for this purpose, unless spills, stains and spots are of a very minor nature wherein, a small portable, hand held vacuum cleaner, (low level noise) may be used and other cleaning materials as necessary to remove deposits. If, , a second cleaning and/or shampooing is required, the DRDC Toronto SA, can direct the Contractor to do so.
- 19.18 Building Interior walls throughout must be thoroughly washed with an approved germicidal agent added to the detergent water. This same procedure must apply also when cleaning the ceilings of

washrooms and locker rooms (only applies to ceilings located in washrooms/locker rooms). At the conclusion of the cleaning operation, there must be no visible soil, streaks, residue or other discoloration on the finish. If, , a second cleaning is required, the DRDC Toronto SA, can direct the Contractor to do so.

19.19 Glass and mirrors must be washed with a non-streaking cleaning agent. This cleaning operation must include all adjacent metal surfaces, such as mullions, frames and sills, etc.

19.20 Waste and recycle receptacles must be thoroughly washed and disinfected with an approved germicidal agent added to the detergent water. Suitable plastic waste bags, of industrial (heavy duty) strength, see through/clear, must be used in all waste and recycle receptacles, and any residue or soiled plastic waste bags must be replaced after each scheduled pick-up service.

19.21 Vinyl Upholstered Furniture must be thoroughly washed with an added approved germicidal agent and be used as recommended by the products manufacturer. The furniture must be wiped dry. A suitable furniture cleaner, liquid or spray, may be used for cloth or other synthetic material upholstered furniture according to manufacturer's recommendations. Care must be taken to remove all cleaner residues and leave surfaces clean and dry. A small hand-held dust/dirt removal vacuum machine, (low level noise) may be used to remove any grit or other loose particles from furniture.

19.22 Washbasins, showers, toilets, urinals and other washroom fixtures must be thoroughly washed. Sufficient amounts of detergents and disinfectants with an approved germicidal agent added must be used. All washroom doors entrance push plates and exit handles, all water closet flush handle , urinal flush handle and faucet handles. Special attention must be paid to cleaning the undersides of seats and rims of toilet bowls and urinals. Washroom fixtures must be de-scaled in such a way as to avoid damage to the fixtures. The Contractor must be responsible for clearing all blocked washroom plumbing fixtures, "only by using a standard commercial grade, heavy duty fixture plunger", and must immediately report any blocked washroom plumbing fixtures that cannot be cleared by use of a plunger to the DRDC Toronto SA.

Follow Annex 'A'

- a. Wash floor
- b. Wipe down all walls and light switch areas for handprints.
- c. Wash and disinfect toilet seat both sides and clean wash basin and toilet bowl.
- d. Wash and disinfect urinal.
- e. Wash and disinfect toilet and urinal flush handle
- f. Wash sink, faucet and counter top.
- g. Clean mirror.
- h. Wash and disinfect entrance and exit door handles
- i. Remove waste
- j. Refill supplies (e.g. soap, paper towels, toilet papers)
- k. Update log sheet

19.23 Locker Room cleaning must be treated in the same manner as washroom cleaning. In addition, both the interior and exterior tops and sides of metal lockers must be dusted and/or vacuumed, thoroughly washed and disinfected. An approved germicidal agent must be added to the detergent water. Temporary removal and replacement of items to facilitate cleaning may be required by the Contractor, or as otherwise directed by the DRDC Toronto SA.

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- 19.24 Other plumbing fixtures, including drinking fountains, portable water dispensers, mop-sinks, eye-wash stations, emergency showers, sinks, etc., must be thoroughly washed and disinfected. An approved germicidal agent must be used. Plumbing fixtures must be maintained in a sanitary, clean and polished condition at all times.
- 19.25 Venetian and/or Vertical blinds must be initially dusted and/or damp wiped in place. Turn slats so that they lie flat and clean one side. Then turn slats so that opposite side is out and clean with a sponge. Cloth vertical blinds will be labelled and removed for a thorough commercial cleaning during project work, and must be replaced in the same location by the Contractor, or if directed by the DRDC Toronto SA, , be thoroughly cleaned in place. Any damaged or heavily worn blinds must be reported to the DRDC Toronto SA. Research facilities or office occupant(s) can request blinds not be removed and Contractor must inform the DRDC Toronto SA. If, , a second cleaning is required, the DRDC Toronto SA, can direct the Contractor to do so.
- 19.26 Drapery must be pre-labelled and removed by the Contractor for a thorough commercial dry-cleaning and be returned and replaced in same location. Damaged or much worn drapery must be reported immediately to the DRDC Toronto SA. Research facilities or office occupant(s) can request drapery not be removed and Contractor must inform DRDC Toronto SA. If, , a second cleaning is required, the DRDC Toronto SA, can direct the Contractor to do so.
- 19.27 Window Cleaning
- Interior and Exterior windows must be done twice (2 times) a year. One (1) early spring and one (1) late fall.
 - Interior and exterior window cleaning must be coordinated to ensure work done at similar time.
 - Interior window must include window sills.
 - for building interior windows in entrances/exits, partition walls and doors, etc. must be carried out. On completion, all window surfaces must be clean, dry, neutral, soil and residue free. The Contractor must ensure the provision of contract staff properly trained in window cleaning, and that all Provincial and DRDC Toronto Health and Safety Regulations are properly observed. Contractor must immediately report any damaged or cracked windows to the DRDC Toronto SA, also, must report the location of any windows unable to be cleaned for any obstruction or other reason. If, , a second cleaning is required, the DRDC Toronto SA, can direct the Contractor to do so. The only exception to the above is the work for the DRDC Toronto Guardhouse requires that the Contractor "clean both interior and exterior windows" as per specified schedules.
- 19.28 Removable and non-removable lighting fixture covers, such as glass globes, plastic and metal reflectors and diffusing louvers, must be thoroughly washed and dried.
- 19.29 All metal fixtures All building entrance doors interior and exterior handles and push plates (e.g., brass stair rails, metal push plates, kick plates, name plates and escutcheons, etc.) must be thoroughly polished. Wooden handrails, etc., must be thoroughly cleaned with an approved disinfectant and an approved germicidal agent, and very lightly polished using an approved furniture polish. Avoid getting polish material on floor, step, wall or door etc., to which fixture is attached, (ensure any residue is removed).
- 19.30 All horizontal and vertical surfaces (other than floor areas) listed hereunder must be thoroughly cleaned. Disinfectant with an approved germicidal agent must be added to the detergent water. The surface must always be thoroughly neutralized. Acid, abrasive and other cleaning materials

may be used as per manufacturer's recommendations, however, adequate care must be taken not to damage any treated surfaces.

19.31 Winter mats: the contractor is responsible to supply and install a minimum of 25 winter mats. The contractor is also responsible to remove, professionally clean and store the winter mats during the spring and re-install in the fall. The contractor is responsible to ensure the mats are placed without tripping hazard and to replace damaged or defective mats.

19.32 Research Facilities and Office Furniture and Equipment, except for equipment such as research facilities tools and equipment, electronic equipment, office and research facilities computers (hardware and software), must be cleaned regularly, including the use of an approved disinfectant, (with added approved germicidal agent, and where required, an approved furniture cleaner/polish. Surface must be left free of residue, oil and film. Surfaces must be rinsed thoroughly and dried. At the conclusion of the cleaning operation, there must be no visible soil, streaks, residue or other discoloration on the finish. Papers, files, books, plants or experimental tools, electronic equipment, computer hardware and software and research facilities apparatus are not to be moved by the Contractor, who will clean around such objects, if it is possible, without causing any damages. The Contractor's WS must arrange scheduling of this work with the facilities occupant(s). Research facilities and office occupants may, wherever possible, remove all such objects to allow for a more complete and thorough cleaning. Contractor must report any damages caused by the Contractor's staff immediately to the DRDC Toronto SA. Research facilities and office occupants can request rescheduling of this cleaning in the event it may cause any interference with their work (operational requirements). Contractor must notify the DRDC Toronto SA if unable to schedule or reschedule this cleaning work with the occupant(s) for any reason.

19.33 Quality Control:

The contractor is responsible for management and quality control actions to meet the terms of the contract. The contractor must provide quarterly review/inspection (4 times per year) to ensure adherence to contract requirements and customer satisfaction. The quarterly review must be submitted to the TA. At the discretion of the TA a more frequent (e.g. month quality control "report card") may be requested if conditions and/or customer/occupant complaints are frequent or persistence.

The contractor is required to develop a comprehensive program of inspections and monitoring actions.

20. Deliverables

The Contractor must provide the tasks and areas each personnel is responsible for to the DRDC Toronto SA within 10 days of Contract award.

The Contractor must provide the names and security clearance numbers for the 3 back up personnel to the Contracting Authority and DRDC Toronto SA within 15 days of Contract award

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Buyer ID - Id de l'acheteur

tor033

CCC No./N° CCC - FMS No/ N° VME

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**ANNEX A - Appendix 1
Services and Frequencies**

See Attached

**ANNEX B
BASIS OF PAYMENT**

A. FIRM REQUIREMENT

YEAR 1 - JUNE 1, 2012 TO MAY 31, 2013

1. Monthly Rate

1.1 Firm Monthly Rate, \$ _____, (Goods and Services Tax extra or Harmonized Sales Tax extra, as appropriate).

2. Extra Work

2.1 Price for Extra Work based on provision of labour during regular working hours, (Monday through Friday from 0700 hours to 1700 hours), on an as and when requested basis, \$ _____/hour/person (Estimated 200 hours)

2.2 Price for Extra Work based on provision of labour during non-regular working hours, on an as and when requested basis, \$ _____/hour/person (Estimated 36 hours)

Year 1 - Evaluated Price \$ _____

B. OPTIONAL REQUIREMENT

YEAR 2 - JUNE 1, 2013 TO MAY 31, 2014

1. Monthly Rate

1.1 Firm Monthly Lump Sum Price, \$ _____, (Goods and Services Tax extra or Harmonized Sales Tax extra, as appropriate).

2. Extra Work

2.1 Price for Extra Work based on provision of labour during regular working hours, (Monday through Friday from 0700 hours to 1700 hours), on an as and when requested basis, \$ _____/hour/person (Estimated 200 hours)

2.2 Price for Extra Work based on provision of labour during non-regular working hours, on an as and when requested basis, \$ _____/hour/person (Estimated 36 hours)

Year 2 - Evaluated Price \$ _____

YEAR 3 - JUNE 1, 2014 TO MAY 31, 2015

1. Monthly Rate

1.1 Firm Monthly Lump Sum Price, \$ _____, (Goods and Services Tax extra or Harmonized Sales Tax extra, as appropriate).

2. Extra Work

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File No. - N° du dossier

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- 2.1 Price for Extra Work based on provision of labour during regular working hours, (Monday through Friday from 0700 hours to 1700 hours), on an as and when requested basis,
\$ _____/hour/person (Estimated 200 hours)
- 2.2 Price for Extra Work based on provision of labour during non-regular working hours, on an as and when requested basis, \$ _____/hour/person (Estimated 36 hours)

Year 3 - Evaluated Price \$ _____

Total Evaluated Price \$ _____

Note: Estimated hours provided will be used for evaluation purposes only. The hours are not a guarantee of usage.

ANNEX C INSURANCE

1. Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - (l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - (m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

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- (n) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- (o) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

2. Automobile Liability Insurance

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
2. The policy must include the following:
 - (a) Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
 - (b) Accident Benefits - all jurisdictional statutes
 - (c) Uninsured Motorist Protection
 - (d) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation

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ANNEX D
SECURITY REQUIREMENT CHECK LIST

SEE ATTACHED

ANNEX E
SUCCESSOR EMPLOYER INFORMATION

As previously noted - the enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of a reliance upon any of this information.

| | Classification | Hourly Rate | Benefits | Weeks worked | Date Hired |
|---|-----------------------|--------------------|-----------------|---------------------|-------------------|
| 1 | Supervisor | 13.00 | N | > 26 | 2/1/2006 |
| 2 | Janitor | 12.25 | N | > 26 | 2/1/2006 |
| 3 | Janitor | 12.25 | N | > 26 | 2/1/2006 |
| 4 | Janitor | 12.25 | N | > 26 | 7/17/2006 |
| 5 | Janitor | 12.25 | N | > 26 | 6/1/2009 |
| 6 | Janitor | 12.25 | N | > 26 | 8/17/2009 |
| 7 | Janitor | 12.25 | N | > 26 | 6/14/2011 |
| 8 | Janitor | 12.25 | N | < 26 | 11/8/2011 |

ANNEX F TECHNICAL CRITERIA

1. Mandatory Technical Criteria

| Item # | Mandatory Criteria |
|--------|--|
| M.1 | <p>The bidder must demonstrate that they have a minimum of 5 years cleaning experience working in a Medical or Research Laboratory.</p> <p>Three references including contact name and telephone number for jobs similar in nature to this requirement must be provided. The information provided will be used in the Point Rated Technical criteria to evaluate the bids.</p> |

2. Point Rated Technical Criteria

Proposals will be evaluated in accordance with the following criteria. Bidders are advised to address these criteria in sufficient depth in their proposals. Points will be awarded based on the degree to which the information / material you have provided demonstrates your capability to perform and successfully carry-out the requirement described in this Request For Proposal.

Total of 80 points are available. To be considered responsive, a proposal must achieve an **overall minimum of 56 points out of 80 points total.**

2.1 Corporate Experience (45 points max.)

The Bidder should have relevant corporate experience in similar types of support services operations. To demonstrate this experience, the Bidder should provide details of three (3) *similar operations, currently or previously managed by the Bidder's firm, if more than three (3) are provided, the first three (3) listed within the bidders RFP will be used for evaluation purposes. The experience should be within the last 10 years, and current jobs should be a minimum of 6 months working on the job.

- Name and location of organization for whom work was done
- Name and telephone number of an individual that will be contacted in regard to your firm's performance and the information you have addressed herein;
- Type of operating environment, i.e. factory, office, care/medical facility etc.;
- Length of time your firm has provided service for the named organization;
- Type(s) of service provided and the extent of service provided;
- Population supported / served;
- Square footage of area covered by janitorial services, as applicable to organization supported.

* similar - for the purpose of evaluation similar means the extent of comparability in terms of scope, magnitude, operating environment and business sector.

Three attempts will be made to contact the references. If the contact person cannot be reached after 3 attempts have been made, the reference will receive zero points.

Each reference will be evaluated individually and the sum will be divided by 3 to obtain the allocated points for the criteria.

Example: Reference 1: 35 points, Reference 2: 42 points, Reference 3: 40 points; Points for Corporate Experience = 39 points

2.2 Personnel Plan (10 points max.)

The bidder should demonstrate that sufficient staff will be provided on an on-going basis to meet Project Authorities' needs in a cost effective manner.

- a. The bidder should provide a detailed resume for their proposed on-site working supervisor and on-site assistant working supervisor.

The resumes should include education, training and relevant work experience (supervisory role in janitorial services, including the number of years).

- b. The bidder should provide its current staff turnover rate and a description of their approach to reducing/minimizing their staff turnover

2.3 Operations Plan (20 points max.)

The bidder should demonstrate that the service requirements listed herein can be met. In order to do so, bidders should provide an operations plan that includes the following as a minimum:

- a. a detailed Quality Control System, which outlines the procedures and resources that will be used to address unsatisfactory performance;
- b. a detailed list of equipment to be used for this requirement;
- c. a proposed materials list including the brand name, manufacturer, and, descriptive literature for the products that will be used;
- d. a personnel replacement plan which covers staff absences due to holidays, illness and staff departures;
- e. a contingency plan - for the continued provision of service (including materials) in the event of labour disruptions at DRDC, your facility or your suppliers' .

2.4 Start-up Plan (5 points max.).

The bidder should demonstrate their ability to manage the implementation process by providing a proposed start-up plan detailing their staff orientation training, including training of Health & Safety.

**ANNEX A - Appendix 1
Services and Frequencies**

| SERVICES AND FREQUENCIES | | | | | | | | | | | |
|--------------------------|----|---|--|--|-----------------------|---|----------------------------|---------------------------------|---|--|--------------------------------------|
| SERIAL | | | FREQUENCY | | | | | | | S E M I A N N U A L L Y | A N N U A L L Y |
| | | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | | | |
| 1 | | General | | | | | | | | | |
| | 1 | Dust notice boards and ledges, (damp wipe as required) | | | | | | | X | | |
| | 2. | Fire hose Cabinets & Display Cases | | | | | | | | | |
| | | a. Dust and damp wipe | | | | | | | X | | |
| | | b. Wash and polish glass | | | | | | | X | | |
| | 3. | Radiators | | | | | | | | | |
| | | a. Dust and damp wipe | | | | | | | X | | |
| | 4. | Ceiling and air diffusers, air intake grills | | | | | | | | | |
| | | a. Vacuum, (damp wipe if required) | | | | | | | X | | |
| | 5. | Door kick plates, railings and hand plates, etc. | | | | | | | | | |
| | | a. Clean and Polish | | | | | | | X | | |
| | 6. | Door grills/vents | | | | | | | | | |
| | | a. Vacuum, damp wipe if required | | | | | | | X | | |
| | 7. | Entrances, exits and walkways, etc. | | | | | | | | | |
| | | a. Sweep and remove any litter or clear any snow or ice from 3 meter's out from all building entrance and exit doors and from snow blocking the recycle tote carts. | | | X | | | | | | |
| | 8. | Plumbing fixtures (other than washrooms) | | | | | | | | | |
| | | a. Wash | | | | X | | | | | |
| | | b. Disinfect | | | | X | | | | | |
| | | c. Flush | | | | X | | | | | |
| | | d. Descale | | | | | | X | | | |

| | | SERVICES AND FREQUENCIES | | | | | | | | |
|-----|--|--------------------------|--|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|
| | | | FREQUENCY | | | | | | | |
| | | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y |
| 15. | Waste Removal (Commence 1:30 p.m. daily) | | | | | | | | | |
| | a. Pick up from interior containers and place in large exterior waste containers | | | | X | | | | | |
| | b. Pick up from all exterior containers and place in large exterior waste or recycle containers | | | | | X | | | | |
| | c. Pick up litter, bldg. perimeter, entrances/exits | | | X | | | | | | |
| | d. Pick up butts and butt containers | | | | | | X | | | |
| | *WS advise SA if large exterior waste containers are full prior to scheduled pickups or are not picked-up as per schedule. | | | | | | | | | |
| | *Pick up schedule provided by SA to WS | | | | | | | | | |
| 16. | Waste Container Maintenance | | | | | | | | | |
| | a. Supply/replace waste bags, interior containers | | | | | | X | | | |
| | b. Supply/replace bags – food waste containers | | | | X | | | | | |
| | c. Wash and disinfect interior waste containers | | | | | | | X | | |
| 17. | Recyclable Containers | | | | | | | | | |
| | a. Pick up interior containers and place in large exterior recycle containers | | | | | | X | | | |
| | b. Pick up from all exterior recycle containers and place in large exterior recycle containers | | | | | | X | | | |
| | c. Supply and replace recycle bags | | | | | | X | | | |
| | d. Wash and disinfect recycle containers | | | | | | | X | | |

| | | SERVICES AND FREQUENCIES | | | | | | | | |
|---|---|---|--|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|
| | | | FREQUENCY | | | | | | | |
| | | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y |
| 2 | 1 | Special Areas | | | | | | | | |
| | | Entrances/Exits, corridors, main lobbies, etc. | | | | | | | | |
| | | a. Floor | | | | | | | | |
| | | (1) Dustmop sweep corners, wash and buff (including baseboard) (Main Lobby bldg. 201 & 54 priority #1) | | | X | | | | | |
| | | (2) Wash; spray wax and buff worn wax areas | | | | | | X | | |
| | | (3) ** Strip & Wax | | | | | | | X | |
| | | (4) Clean spots & spills *Corridor Rooms 2024 to 2049 no wax unless specified otherwise by the SSA. | | X | | | | | | |
| | | (5) Vacuum throw mats (using beater bar) **Project work scheduled as per SA & WS | | | | | | | X | |
| | | b. Walls | | | | | | | | |
| | | (1) Spot clean to 4 M up | | X | | | | | | |
| | | (2) Light switches | | | | | X | | | |
| | | c. Foot grills, recessed pans and rubber floor mats to be thoroughly cleaned | | | | | X | | | |
| | | d. Glass doors/side glass, washed and polished | | | | | X | | | |
| | | e. Door frames/base boards shall be cleaned; and clean and polish all brass throughout | | | | | | X | | |
| | | f. All washroom doors entrance push plates and the exit handles. All watercloset flush handle, urinal flush handle and faucet handles. | | | X | | | | | |
| | | | | | X | | | | | |

| | | SERVICES AND FREQUENCIES | FREQUENCY | | | | | | | |
|---|--|---|--|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|
| | | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y |
| 2 | | Stairs and Stairwells | | | | | | | | |
| | | a. Dustmop/sweep and wash (including hand rails) | | | | X | | | | |
| | | b. Clean spots/spills | | X | | | | | | |
| | | c. ** Strip/Wax (very light coat) | | | | | | | X | |
| | | d. Spot clean walls to 4 M up | | X | | | | | | |
| | | **Project work scheduled as per SA & WS | | | | | | | X | |
| 3 | | Offices | | | | | | | | |
| | | a. Walls | | | | | | | | |
| | | (1) Spot clean to 4 M up | | X | | | | | | |
| | | b. Floors | | | | | | | | |
| | | (1) Dustmop/sweep in corners (and baseboards) | | | | X | | | | |
| | | (2) Dustmop/sweep, wash and buff | | | | | X | | | |
| | | (3) Vacuum (beater bar) carpet | | | | X | | | | |
| | | (4) Clean spots/spills | | X | | | | | | |
| | | (5) ** Strip/Wax | | | | | | | X | |
| | | (6) ** Shampoo carpet | | | | | | | X | |
| | | ** Twice a year work as scheduled between the WS and the Occupant (may require doing during silent hours) | | | | | | | | |
| | | c. Furniture and filing cabinets | | | | | | | | |
| | | (1) Dust (damp wipe if required) | | | | | X | | | |
| | | (2) Wash and polish furniture | | | | | | X | | |

| | | SERVICES AND FREQUENCIES | | | | | | | | | |
|----|--|--|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|--|--|
| | | FREQUENCY | | | | | | | | | |
| | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y | | |
| 4. | Washrooms – Priority #1 (to be completed during A.M. and rechecked during the P.M. daily) | | | | | | | | | | |
| | a. Floors | | | | | | | | | | |
| | (1) Sweep, wash and disinfect | | | X | | | | | | | |
| | (2) Clean spots/spills, toilet/sink overflows | | X | | | | | | | | |
| | (3) ** strip/wax | | | | | | | X | | | |
| | b. Shower floors, walls and fixtures and curtains | | | | | | | | | | |
| | (1) Wash and disinfect | | | X | | | | | | | |
| | ** Project work scheduled as per SA and WS | | | | | | | X | | | |
| | c. Toilet seats (both sides), bowls, urinals, sinks, basins, taps, receptacles, dispensers, mirrors and shelves | | | | | | | | | | |
| | (1) Wash and disinfect | | | X | | | | | | | |
| | (2) Descale toilet bowls and urinals | | | | X | | | | | | |
| | (3) Unplug all clogged-up drains (plunger) report to SA if unable to unplug) | | X | | | | | | | | |
| | d. Remove waste from receptacles | | | X | | | | | | | |
| | e. Replenish soap, toilet paper, and paper towels into receptacles | | | X | | | | | | | |
| | f. All washroom doors entrance push plates and the exit handles. All water closet flush handle, urinal flush handle and faucet handles. | | | X | | | | | | | |
| | g. Clean spots/spills and any litter | | X | | | | | | | | |

| | | SERVICES AND FREQUENCIES | | | | | | | | |
|----|--|--|--|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|
| | | | FREQUENCY | | | | | | | |
| | | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y |
| | | h. Divers washroom, Room #s 1109, & A, B, & C also the CUMA lab, Room #1204 requires more cleaning, especially during scheduled Dive Series. The facility must be maintained with a very high level of sanitation and the shower, washroom and change room floors will be thoroughly washed/disinfected. Specific cleaning instructions and schedule as per SA and Facility Coordinator to WS. | | | X | | | | | |
| 5. | | Guardhouse (commence at 11am daily) | | | | | | | | |
| | | a. Walls | | | | | | | | |
| | | (1) Spot clean | | X | | | | | | |
| | | b. Floors | | | | | | | | |
| | | (1) Dustmop, sweep corners | | | X | | | | | |
| | | (2) Wash and disinfect | | | X | | | | | |
| | | (3) Wash, spray wax/buff | | | | | X | | | |
| | | (4) Vacuum throw mats (using beater bar) | | | X | | | | | |
| | | (5) Clean spots/spills | | X | | | | | | |
| | | (6) ** Strip/Wax ** Project work twice a year as per SA & WS | | | | | | | X | |
| | | c. Horizontal and vertical surfaces | | | | | | | | |
| | | (1) Clean Spots | | X | | | | | | |
| | | d. Furniture and file cabinets | | | | | | | | |
| | | (1) Wash and polish | | | X | | | | | |
| | | e. Windows | | | | | | | | |
| | | (1) Wash and polish interiors | | | | | X | | | |
| | | (2) Wash and polish exteriors | | | | | | X | | |

| | | SERVICES AND FREQUENCIES | FREQUENCY | | | | | | | |
|---|--|--------------------------|--|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|
| | | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y |
| 6 | Building 54A (portables) and Trailers 1,2, & 3 Cleaning instructions and schedules as per SA and Facility Co-ordinator to WS | | | X | | | | | | |
| 7 | Cafeteria – Kitchen (commence at 4.00 P.M.) ** Room #'s 1101, 1101A & 1101B | | | | | | | | | |
| | a. Waste and Recyclables | | | | | | | | | |
| | (1) Remove waste/recyclables | | | | X | | | | | |
| | (2) Wash/disinfect above containers | | | | | | | X | | |
| | b. Floors | | | | | | | | | |
| | (1) Dustmop, sweep corners, vacuum, wash, disinfect and degrease | | | | X | | | | | |
| | (2) Clean spots/spills, broken dishware etc. | | | X | | | | | | |
| | c. Glass | | | | | | | | | |
| | (1) Wash and polish entrance/exit door glass | | | | | X | | | | |
| | (2) Spot clean | | | X | | | | | | |
| | ** Twice per year a thorough clean-up; includes clean walls & S/S equipment & degrease range hood & backsplash (project work scheduled as per SA and Cafeteria Contractor to WS). | | | | | | | | | |
| 8 | Cafeteria – Dining Room (Commence at 3:30 P.M.) Room # 1011 (includes Conference Room) | | | | | | | | | |
| | a. Waste and Recyclables | | | | | | | | | |
| | (1) Remove waste/recyclables | | | | X | | | | | |
| | (2) Wash and disinfect above containers and throughout area they are stored in | | | | X | | | | | |
| | *Shall require more frequent waste/ recycle removal and clean-up as per the SA to WS during visits, seminars and courses, etc. | | | X | | | | | | |

| | | SERVICES AND FREQUENCIES | | | | | | | | |
|----------|--|---|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|--|
| | | | | | | | | | FREQUENCY | |
| | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y | |
| | | ** Twice a year project work to shampoo carpet, and thorough clean-up throughout (relocation of furniture/equipment req'd) | | | | | | | | |
| | | Shall require more frequent removal of waste and recyclables and cleaning as scheduled by SA to WS during visits, seminars/courses. | X | | | | | | | |
| | | e. Glass | | | | | | | | |
| | | (1) Wash and polish all interior partition and door glass. | | | X | | | | | |
| | | (2) Spot clean | X | | | | | | | |
| | | f. Walls and Air Vents | | | | | | | | |
| | | (1) Clean spots and spills from walls | X | | | | | | | |
| | | (2) Vacuum air vents, (damp wipe if required) | | | | | X | | | |
| 9 | | Auditorium, Conference & Meeting Rooms | | | | | | | | |
| | | a. Walls | | | | | | | | |
| | | (1) Spot Clean to 4 M up | X | | | | | | | |
| | | b. Floors | | | | | | | | |
| | | (1) Dustmop, sweep corners | | | X | | | | | |
| | | (2) Wash and buff | | | | X | | | | |
| | | (3) Vacuum carpet (using beater bar) | | | X | | | | | |
| | | (4) Clean spots/spills | X | | | | | | | |
| | | (5) **Shampoo Carpet | | | | | | X | | |
| | | c. Furniture | | | | | | | | |
| | | (1) Wash and polish | | | | X | | | | |
| | | (2) ** Shampoo furniture | | | | | | X | | |
| | | *May require more frequent cleaning per SA to WS for seminars, courses, etc. | | | | | | | | |
| | | ** Shampoo carpet and furniture which is project work scheduled twice a year as per SA and Facilities Co-ordinator. | | | | | | | | |

| | | SERVICES AND FREQUENCIES | | | | | | | | |
|-----------|--|--|--|-----------------------|---|----------------------------|---------------------------------|--|--------------------------------------|--|
| | | | | | | | | | FREQUENCY | |
| | | C L E A N I N G P E R I O D | A S R E Q U I R E D | D A I L Y | T W I C E W E E K L Y | W E E K L Y | M O N T H L Y | S E M I A N N U A L L Y | A N N U A L L Y | |
| 10 | Aerospace Centrifuge Research Facilities | | | | | | | | | |
| | a. Walls | | | | | | | | | |
| | (1) Spot clean to 4 M up | | X | | | | | | | |
| | b. Floors | | | | | | | | | |
| | (1) Dustmop, sweep corners | | | | | X | | | | |
| | (2) Wash and disinfect | | | | | X | | | | |
| | (3) Clean spots/spills, etc. | | X | | | | | | | |
| | (4) ** Strip/Wax | | | | | | | X | | |
| | c. Horizontal and vertical surfaces | | | | | | | | | |
| | (1) Dust (damp wipe if required) | | | | | X | | | | |
| | (2) Clean spots/spills, etc. | | X | | | | | | | |
| | d. Furniture | | | | | | | | | |
| | (1) Wash and polish | | | | | X | | | | |
| | ** Twice per year a thorough clean-up which includes thorough medical station w/washroom clean-up, strip/wax all floors and clean walls within the centrifuge pit area, to 4 M up which is project work scheduled as per SA and the Facilities Co-ordinator in conjunction with the WS and Bldg. 54 janitor. | | | | | | | | | |
| 11 | Research and Simulation Facilities | | | | | | | | | |
| | a. Walls | | | | | | | | | |
| | (1) Spot clean to 4 M up | | X | | | | | | | |
| | b. Floors | | | | | | | | | |
| | (1) Dustmop, sweep corners | | | X | | | | | | |
| | (2) Wash and buff | | | | X | | | | | |
| | (3) Clean spots, spills, etc. | | X | | | | | | | |
| | (4) ** Strip/Wax | | | | | | | X | | |
| | c. Horizontal and vertical surfaces | | | | | | | | | |
| | (1) Clean spots/spills, etc. | | X | | | | | | | |

| |
|--|
| Contract Number / Numéro du contrat |
| W7719-125137 |
| Security Classification / Classification de sécurité |
| Unclassified |

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

| | | |
|---|--|--|
| PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE | | |
| 1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine | National Defence | 2. Branch or Directorate / Direction générale ou Direction ADM (S&T)/DRDC Toronto |
| 3. a) Subcontract Number / Numéro du contrat de sous-traitance | | 3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant |
| 4. Brief Description of Work / Brève description du travail Janitorial Services | | |
| 5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? | | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui |
| 5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? | | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui |
| 6. Indicate the type of access required / Indiquer le type d'accès requis | | |
| 6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.) | | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui |
| 6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. | | <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui |
| 6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? | | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui |
| 7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès | | |
| Canada <input type="checkbox"/> | NATO / OTAN <input type="checkbox"/> | Foreign / Étranger <input type="checkbox"/> |
| 7. b) Release restrictions / Restrictions relatives à la diffusion | | |
| No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays: | All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays: | No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays: |
| 7. c) Level of Information / Niveau d'information | | |
| PROTECTED A / PROTÉGÉ A <input type="checkbox"/> | NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> | PROTECTED A / PROTÉGÉ A <input type="checkbox"/> |
| PROTECTED B / PROTÉGÉ B <input type="checkbox"/> | NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> | PROTECTED B / PROTÉGÉ B <input type="checkbox"/> |
| PROTECTED C / PROTÉGÉ C <input type="checkbox"/> | NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> | PROTECTED C / PROTÉGÉ C <input type="checkbox"/> |
| CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> | NATO SECRET / NATO SECRET <input type="checkbox"/> | CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> |
| SECRET / SECRET <input type="checkbox"/> | COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/> | SECRET / SECRET <input type="checkbox"/> |
| TOP SECRET / TRÈS SECRET <input type="checkbox"/> | | TOP SECRET / TRÈS SECRET <input type="checkbox"/> |
| TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/> | | TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/> |

1385607 350-103(2004/12)

Security Classification / Classification de sécurité

DRDC - RDDC 167

| |
|--|
| Contract Number / Numéro du contrat |
| W7719-125137 |
| Security Classification / Classification de sécurité |
| Unclassified |

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
 If Yes, indicate the level of sensitivity.
 Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
 Short Title(s) of material / Titre(s) abrégé(s) du matériel : _____
 Document Number / Numéro du document : _____ No / Non Yes / Oui

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

| | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL | <input type="checkbox"/> SECRET SECRET | <input type="checkbox"/> TOP SECRET TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS | Special comments: Commentaires spéciaux : _____ | | |

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
 REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURE DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui

| |
|--|
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PART C (continued) / PARTIE C (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

| CATEGORY / CATÉGORIE | PROTECTED / PROTÉGÉ | | | CLASSIFIED / CLASSIFIÉ | | | NATO | | | | COMSEC | | | | | |
|---|---------------------|---|---|-----------------------------|--------|--------------------------|---|---------------------------------------|-------------|--|--------|---|---|-----------------------------|--------|--------------------------|
| | A | B | C | Confidential / Confidentiel | Secret | Top Secret / Très Secret | NATO Restricted / NATO Diffusion Restreinte | NATO Confidential / NATO Confidentiel | NATO Secret | Cosmic Top Secret / Cosmic Très Secret | A | B | C | Confidential / Confidentiel | Secret | Top Secret / Très Secret |
| Information / Assets / Renseignements / Biens | | | | | | | | | | | | | | | | |
| Production | | | | | | | | | | | | | | | | |
| IT Media / Support TI | | | | | | | | | | | | | | | | |
| IT Link / Lien Electronique | | | | | | | | | | | | | | | | |

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
 If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
 If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

| |
|--|
| Security Classification / Classification de sécurité |
|--|

