

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Public Works Government Services Canada-**  
**Bid Receiving / Réception des soumissions**  
**189 Prince William Street**  
**Room 421**  
**Saint John**  
**New Brunswick**  
**E2L 2B9**

## **INVITATION TO TENDER**

## **APPEL D'OFFRES**

**Tender 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.

### **Soumission 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 et sur toute feuille ci-annexée, au(x) prix indiqué(s).

### **Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

### **Issuing Office - Bureau de distribution**

Public Works Government Services Canada- Bid  
Receiving / Réception des soumissions  
189 Prince William Street  
Room 421  
Saint John  
New Bruns  
E2L 2B9

<b>Title - Sujet</b> Cleaning Svcs, St. Andrew's Bio Sta	
<b>Solicitation No. - N° de l'invitation</b> E0227-132450/A	<b>Date</b> 2012-12-05
<b>Client Reference No. - N° de référence du client</b> R.031325.001	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$PWB-020-3176
<b>File No. - N° de dossier</b> PWB-2-35115 (020)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-01-17</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Standard Time AST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Donovan, Janine PWB	<b>Buyer Id - Id de l'acheteur</b> pwb020
<b>Telephone No. - N° de téléphone</b> (506) 636-5347 ( )	<b>FAX No. - N° de FAX</b> (506) 636-4376
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> Cleaning Services St. Andrew's Biological Station St. Andrew's New Brunswick Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

**BUILDING CLEANING  
ST. ANDREW'S BIOLOGICAL STATION  
ST. ANDREWS, NEW BRUNSWICK  
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CCC No./N° CCC - FMS No/ N° VME

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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. Requirement**

Public Works and Government Services Canada (PWGSC) has a requirement for the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory cleaning/janitorial services at the St. Andrew's Biological Station located in St. Andrews, New Brunswick. The Service Contract is required for the period for a period of March 1, 2013 to February 28, 2015 with an option to extend for two additional one year periods. The services must be provided in accordance with the Specification attached at Annex "E".

This agreement is subject to the provisions of the Agreement on Internal Trade, the World Trade Organization's Agreement on Government Procurement and the North American Free Trade Agreement.

### **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*

(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>)  
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 (2012-11-19) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

#### 1.1 SACC Manual Clauses (by reference)

##### A0220T - Evaluation of Price (2007-05-25)

### 2. Submission of Bids

Tenders shall be received at the office designated for the receipt of tenders, on or before the date and time set for tender closing. Late tenders will be returned unopened.

- (a) Bids must be complete and submitted on prescribed tender form;
- (b) Include the tender call number/project number and description of proposed work;
- (c) Include the closing date and time;
- (d) Must be received prior to bid closing time and at the designated place and facsimile number - FACSIMILE NUMBER IS ( 506-636-4376 ).

#### NOTE: FACSIMILE BIDS

Only incorrect handling by the Department of Public Works and Government Services will excuse the delay of responses transmitted by facsimile. Misrouting, traffic volume, weather disturbances, or any cause for the late receipt of such responses are not acceptable.

**Bid Receiving**  
**Public Works and Government Services Canada**  
**Room 421**  
**189 Prince William Street**  
**Saint John, New Brunswick**  
**E2L 2B9**

**NOTE: THIS IS NOT A PUBLIC OPENING**

### 3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 (five) 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 New Brunswick.

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. Insurance Requirements**

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex "C".

If the information is not provided in the bid, 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.

#### **6. Workers Compensation Certification - Letter of Good Standing**

The Bidder must have an account in good standing with the applicable provincial or territorial Workers' Compensation Board.

The Bidder must provide, within seven (7) days following a request from the Contracting Authority, a certificate or letter from the applicable Workers' Compensation Board confirming the Bidder's good standing account. Failure to comply with the request may result in the bid being declared non-responsive.

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **1. Bid Preparation Instructions**

Price must not appear in any other area of the bid except in the **Financial Bid**.

It is required that the bids follow the response format/instructions as detailed below:

#### **Section I: Technical Bid**

No Technical Bid required as part of this requirement.

#### **Section II: Financial Bid**

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

#### **Section III: Certifications**

Bidders must submit the certification required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures and Basis of Selection

Bids will be evaluated in accordance with the **Evaluation Criteria and Basis of Selection** specified in **Annex "A"** and **Basis of Payment** specified in **Annex "B"**. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

### 2. Security Requirement

1. Before award of a contract, 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. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. 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>) 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. Code of Conduct Certifications - Related Documentation**

**1.1** By submitting a bid, the Bidder certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any bid in respect of which the information requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.

Bidders who are incorporated, including those bidding as a joint venture, must provide with their bid or promptly thereafter a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, including those bidding as a joint venture, must provide the name of the owner with their bid or promptly thereafter. Bidders bidding as societies, firms, partnerships or associations of persons do not need to provide lists of names. If the required names have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form- PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html>) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

### **2. 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.

## 2.1 Federal Contractors Program - Certification

Suppliers who are subject to the Federal Contractors Program (FCP) and have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive federal 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.

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;
- (d) ( ) has not been declared an ineligible contractor by HRSDC, and has a valid certificate number as follows: \_\_\_\_\_. Further information on the FCP is available on the HRSDC Web site

## 2.2 Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

### Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or

(d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, in the context of the fee abatement formula, a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

#### **Former Public Servant in Receipt of a Pension**

Is the Bidder a FPS in receipt of a pension as defined above? YES ( ) NO ( )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

#### **Work Force Reduction Program**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? YES ( ) NO ( )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

#### **Certification**

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By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

## PART 6 - RESULTING CONTRACT CLAUSES

### 1. Security Requirement

#### SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # E0227-132450

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:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "F";
  - (b) Industrial Security Manual (Latest Edition).

### 2. Requirement

Public Works and Government Services Canada (PWGSC) has a requirement for the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory cleaning/janitorial services at the St. Andrew's Biological Station located in St. Andrews, New Brunswick. The Service Contract is required for the period March 1, 2013 to February 28, 2015 with an option to extend for two additional one year periods. The services must be provided in accordance with the Specification attached at Annex "E".

### 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*

(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>)  
Manual issued by Public Works and Government Services Canada.

#### 3.1 General Conditions

2010C (2012-11-19), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

### 4. Term of Contract

#### 4.1 Period of the Contract

The work is to be performed from March 1, 2013 to February 28, 2015.

#### 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 the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days 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:

Name: Janine Donovan  
Title: Supply Specialist  
Organization: Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Real Property Contracting  
Address: 189 Prince William Street  
Saint John, New Brunswick  
E2L 2B9  
Telephone: (506) 636-5347  
Facsimile: (506) 636-4376  
E-mail address: janine.donovan@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 - Will be made available at time of 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:

Title:

Organization:

Address:

Telephone:

Fax:

E-mail:

## **6. Payment**

Basis of payment is in accordance with Annex "B" and section 12, Payment Period, of the 2010C (2012-11-19), General Conditions - Services (Medium Complexity).

### **6.1 Monthly Payment**

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

## **7. Invoicing Instructions**

The Contractor must submit invoices in accordance with the information required in section 10, Invoice Submission, of the 2010C (2012-11-19), General Conditions - Services (Medium Complexity).

## **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 New Brunswick.

## **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) 2010C (2012-11-19);
- (c) Specification (Annex "E") and annexes;
- (d) Any Amendment issued or any allowable bid revision received before the date and time set for solicitation closing;
- (e) the Contractor's bid dated \_\_\_\_\_

## **11. SACC Manual Clauses**

SACC Manual Clause A0285C (2007-05-25) Worker's Compensation

SACC Manual Clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

SACC Manual Clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

## **12. 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 seven (7) days after request from the Contracting Authority and prior to award of Service 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



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## **ANNEX "A"**

### **EVALUATION CRITERIA AND BASIS OF SELECTION**

## **ANNEX "A"**

### **EVALUATION CRITERIA AND BASIS OF SELECTION**

Bids received will be assessed in accordance with the entire requirement of the bid solicitation.

#### **1. Mandatory Criteria**

1. Submission of firm prices/rates for two (2) years including two (2) option years in accordance with Invitation to Tender.
2. A duly completed and signed Invitation to Tender including all Addenda.
3. Within seven (7) days and prior to award of Service Contract, provide proof that Bidder has an account in good standing with the Provincial Workers Compensation Board/Commission.
4. Within seven (7) days of request from Contracting Authority and prior to award of Service Contract, company must provide a signed statement indicating that the company will maintain Worker's Compensation Board coverage for the life of the Service Contract, including any sub-contractors
5. Within seven (7) days and prior to award of Service Contract, the bidder shall be required to provide proof of Liability Insurance in the amount of \$2,000,000.00.
6. Within seven (7) days from Standing Offer Authority and prior to award of Standing Offer Agreement, Offeror must provide documentation indicating that they have successfully completed a recognized current (within the last 3 years) **EXTERNAL SAFETY AUDIT**. This audit is to be performed by an independent company/person qualified to conduct safety audit

#### **2. 2007/05/07 A0069T Basis of Selection - Mandatory Requirements Only**

A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will recommended for award of a contract.

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E0227-132450/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

pwb020

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File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

R.031325.001

PWB-2-35115

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## **ANNEX "B"**

### **BASIS OF PAYMENT**

**ANNEX "B"**  
**BASIS OF PAYMENT**

The following requirement must be strictly adhered to: **Failure to do so shall render the bidder's proposal as non-responsive.**

It is mandatory that the bidders submit firm rates for the Period of the Service Contract for all items listed hereafter. Unit Price Tables, will be considered as the bidder's Financial Proposal.

Each item specified in the Unit Price Tables, includes wages, traveling time and costs, allowances, supervision, liabilities as employer, insurance, and the use of all tools, tackle, etc., overhead, profit, and all other liabilities whatsoever.

The prices inserted in the Unit Price Tables, includes all applicable federal, provincial and municipal taxes. However, they do not include any amount for the Goods and Services Tax (GST)/Harmonized Sales Tax (HST). The appropriate GST/HST amounts will be paid by Her Majesty to the Offeror in addition to the amount paid against the amount of the contract.

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**E0227-132450**

The estimated quantity entered in column four for each item is an estimate only for service as and when required and does not infer all the quantities for that item will be utilized or that the quantities may not be exceeded.

NOTE: TENDERS WILL BE EVALUATED ON THE TOTAL BID FOR THE FIRST TERM OF THE CONTRACT PLUS THE OPTION YEARS. HOWEVER, ANY CONTRACT AWARD WILL BE FOR THE TERM OF MARCH 1, 2013 TO FEBRUARY 28, 2015.

Item	Class of Service	Unit of Measure	Estimated Quantity	A Term	
				March 1, 2013 to February 28, 2015	
				Price per Unit	Total
1.	Lump Sum price per month for routine cleaning, emergency and maintenance cleaning including annual steam cleaning of carpets and scrubbing and resealing of hard flooring	month	24		
2.	<b>Project Cleaning Operations:</b> Extra cleaning as requested by PWGSC for work including, but not limited to: function cleaning in Conference Room, as requested floor stripping, waxing, resealing, steam cleaning, cleaning o ceilings over 1.8 M etc.	m <sup>2</sup>	5,000		
3.	Hourly rate for setting up conference centre and moving of furniture	hour	200		
TOTAL FOR FIRST TERM				\$	A

The estimated quantity entered for each item is an estimate only for service (as and when required) and does not infer all the quantities for that item will be utilized or that the quantities may not be exceeded.

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Item	Class of Service	Unit of Measure	Estimated Quantity	B		C	
				First Option Year March 1, 2015 to February 29, 2016	Price per Unit	Second Option Year March 1, 2016 to February 28, 2017	Price per Unit
1.	Lump Sum price per month for routine cleaning, emergency and maintenance cleaning including annual steam cleaning of carpets and scrubbing and resealing of hard flooring	month	12				
2.	Project Cleaning Operations: Extra cleaning as requested by PWGSC for work including, but not limited to: function cleaning in Conference Room, as requested floor stripping, waxing, resealing, steam cleaning, cleaning o ceilings over 1.8 M etc.	m²	5,000				
3.	Hourly rate for setting up conference centre and moving of furniture	hour	200				
TOTAL FOR OPTION YEARS				\$	B	\$	C

GRAND TOTAL FOR FIRST TERM AND OPTION YEARS \$ A, B and C

The estimated quantity entered for each item is an estimate only for service (as and when required) and does not infer all the quantities for that item will be utilized or that the quantities may not be exceeded

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## **ANNEX "C"**

### **INSURANCE REQUIREMENTS**

**Annex "C" 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 Department of National Defence
  - (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.
- (n) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.

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**Annex "D" Complete List of Each Individual Who is Currently on the Board of Directors**

***NOTE TO BIDDERS***

***WRITE DIRECTORS SURNAMES AND GIVEN NAMES IN BLOCK LETTERS***

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# **ANNEX "E"**

## **SPECIFICATION**



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

**PUBLIC WORKS AND  
GOVERNMENT SERVICES CANADA  
(PWGSC)**

**ASSET AND FACILITIES MANAGEMENT SERVICES  
(AFMS)**

**BUILDING CLEANING  
MAINTENANCE SERVICE CONTRACT SPECIFICATION**

**FOR**

**ST. ANDREW'S BIOLOGICAL STATION**

**Canada**

**Description:** Building Cleaning

**Location:** St. Andrews Biological Station  
531 Brandy Cove Road  
St. Andrews, New Brunswick  
E5B 2L9

**Departmental Representative:** Brian Kohler  
Technical Facilities Manager, AFMS  
Brian.Kohler@pwgsc-tpsgc.gc.ca  
T: 506-529-5965 | F: 506-529-8387

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## **Definitions**

As Required	Frequencies are subject to change at any time without warning in order to maintain the established cleaning standard. When the frequency of a cleaning operation is "As Required (AR)", the final decision as to when this service shall be carried out will be made by the Client with the approval of the Technical Facilities Manager.
Building	See 'Facility'
Clean	For the width and breadth of the surface in question, it shall be free of foreign matter down to the original surface or last protective coating.
Cleaning Staff	See cleaner - Annex "B".
Cleaning Supervisor	See 'Cleaning Working Supervisor' - See Annex "B".
Client	Department of Fisheries and Oceans accommodations on behalf of PWGSC and/or its representatives.
Complete and satisfactory cleaning services	The continual janitorial, cleaning and minor maintenance procedures as specified in this document to the satisfaction of the Client and the Technical Facilities Manager.
Contract Area	The area to be serviced under this contract is the St. Andrew's Biological Station Complex.
Contractor	The janitorial/cleaning service contract holder or any representative thereof.
Duty Coordinator	A PWGSC employee assigned on a rotating basis whose responsibility is to coordinate after-hours jobs.
Entity	Includes any individual or group that is responsible for a 'Function.'
Facility	The complex of buildings so named the St. Andrew's Biological Station.
Facility Support Officer	A Department of Fisheries Representative who oversees the day-to-day operations of the Facility on behalf of the client department.
Function	An event hosted through either Public or Non-Public Funds.
Hot Work	Any work where flame is used or a source of ignition may be produced.
Inspector	The Cleaning Contract Inspector that acts on behalf of the Technical Facilities Manager to oversee janitorial service delivery.
Janitorial Staff	See 'The Contractor'



Litter	Any discarded material foreign to the environment including but not limited to the following: <ul style="list-style-type: none"> <li>• Paper</li> <li>• Bottles</li> <li>• Wood</li> <li>• Leaves</li> <li>• Plastic/paper bags</li> <li>• Cloth</li> <li>• Beverage</li> <li>• Broken glass</li> <li>• Scattered bricks and stones</li> <li>• Pieces of metal</li> <li>• Empty containers</li> <li>• Cigarette butts (outside smoking areas)</li> </ul>
Technical Facilities Manager	The Technical Facilities Manager reports to the PWGSC Property Manager and is responsible for addressing issues at the Station, and is the on-site contact for this contract.
Normal Working Days/Hours	As defined in Section 4. Special Requirements, 4. Building Cleaning Operations and 8. Cleaning Between 12:00 and 16:30.
PWGSC	Public Works and Government Services Canada
Site Manager	The employee of the Contractor who is designated by the Contractor to act as a liaison person between the Technical Facilities Manager and the Contractor for the purposes of: <ol style="list-style-type: none"> <li>decision-making in matters of priority in the execution of the cleaning duties;</li> <li>supervising to ensure that the cleaning tasks are performed in accordance with the contract specifications;</li> <li>overseeing the conduct/deportment of the Contractor's employees;</li> <li>daily inspections of the facilities; and</li> <li>shall wear a distinctive uniform.</li> </ol>
Supervisor	See 'Working Supervisor' - See Annex "B".
WHMIS	Workplace Hazardous Materials Information System
Working Supervisor	A Contractor representative who may be assigned janitorial or cleaning duties combined with supervisory duties.

- 1. Description of Work** .1 Scope of work under this Contract comprises the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory cleaning/janitorial services as specified herein for the St. Andrews' Biological Station, St. Andrews, New Brunswick.
- 2. Inspection** .1 The Contractor shall notify the Technical Facilities Manager when each major operation listed in the Cleaning Schedule is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable.
- 3. Buildings** .1 In this specification, where no one specific building is cited, the general statements are meant to refer to all buildings.  
.2 Buildings to be cleaned under this contract are:  
**St. Andrew's Biological Station**
  - .1 New Science Building
  - .2 Esther Lord Building
  - .3 Harry Hachey Conference Centre
  - .4 Lauzier Building, except machine shop, carpentry shop, electronics shop and vehicle bays
  - .5 Sample Storage (ARC) Building offices, labs and washrooms in the north end, corridor only in south end.
  - .6 Medcoff Building
  - .7 New Wet Lab Building all common areas, hallways, washrooms, dive room, stairways and manager's office.
  - .8 Pedway
  - .9 Storage building main corridors floor cleaning only every 6 months.
- 4. Examination of Premises** .1 All parties tendering should examine the site of the proposed work prior to submitting their tenders, become thoroughly acquainted with same and obtain any and all information that may be necessary to properly execute contract.  
.2 Make arrangements with Brian Kohler, Technical Facilities Manager, telephone number (506) 529-5965 prior to any site visit.  
.3 Mandatory site visit required.
- 5. Codes and Legislated Requirements** .1 The following codes and standards in effect at the time of award are subject to change/revision. The latest editions of each shall be enforced during the term of the contract:
  - .1 Canada Labour Code, Part II.
  - .2 National Building Code of Canada.
  - .3 National Plumbing Code.
  - .4 Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.

- |           |                                |     |   |
|-----------|--------------------------------|-----|---|
|           |                                | .5  | National Fire Code.   |
|           |                                | .6  | Canadian Construction and Canada Labour Safety Codes; Provincial Government, Workers' Compensation Board; and Municipal Statutes and Authorities.   |
|           |                                | .7  | Canadian Electrical Code, Part 1, CSA C22.1.  |
|           |                                | .8  | Canadian Environmental Protection Act.  |
|           |                                | .9  | Safety Code for Window Cleaning Operations, CAN/CSA-Z91.  |
|           |                                | .10 | Fall - Arresting Devices and Vertical Lifelines CAN/CSA Z259.2.1.   |
|           |                                | .11 | Safety Belts and Lanyards CAN/CSA Z259.1.   |
|           |                                | .12 | New Brunswick Occupational Health & Safety Act.   |
|           |                                | .13 | The Contractor is responsible to be familiar with the relevant Codes and Standards and to ensure that all work undertaken on behalf of Public Works and Government Services is completed in a safe manner.  |
|           |                                | .14 | Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), American Society for Testing Materials (ASTM) and referenced organizations.  |
|           |                                | .15 | The Contractor can obtain addresses for codes and standards from the Technical Facilities Manager upon request.   |
|           |                                | .16 | In the event of a conflict between any of the above codes or standards the most stringent shall apply.  |
|           |                                | .17 | These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The Contractor shall be fully familiar with their contents and requirements as related to the work and materials specified.   |
| <b>6.</b> | <b>Environmental</b>           | .1  | All work is to be performed in accordance with the Federal Environmental Protection Act and the Provincial Environmental Acts and Regulations.  |
|           |                                | .2  | All buildings are smoke free and the site's Air Quality Guidelines (attached hereto as Annex D), shall be followed.   |
| <b>7.</b> | <b>Materials and Equipment</b> | .1  | All materials used in the work shall conform to Canadian General Standards Board standards.   |
|           |                                | .2  | The Contractor shall, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him/her for use in the work and he/she may be required to provide samples of materials from his/her stock for testing purposes.   |
|           |                                | .3  | Equipment and materials to be CSA certified and manufactured to standard quoted. Vacuum cleaners to be new or in new condition, be equipped with a power nozzle and have a filtration system capable of trapping 99% of the dust (i.e. Hepa or Microtex filter). A wet/dry vacuum cleaner is to be kept on site in each building for cleaning mats and accidental spills. These |

- vacuum cleaners shall have an air flow of not less than 100 cfm and a noise level of less than 70 dB.
- .4 Where there is no alternative to supplying equipment which is not CSA certified, obtain special written approval from an independent testing agency recognized by the Provincial Department of Labour. Pay cost for obtaining approval.
- .5 Use only materials, equipment and products that are environmentally friendly, scent free, meet the Air Quality Guidelines, and have been approved by the Technical Facilities Manager for work under this Contract.
- .6 Unless otherwise specified, comply with manufacturer's latest printed instructions for materials and installation methods.
- .7 Deliver, store and maintain materials with manufacturer's seals and labels intact.
- .8 Store materials in accordance with manufacturer's and supplier's instructions.
- .9 Do not store materials on-site without the Technical Facilities Manager's approval.
- .10 Public Works and Government Services Canada accepts no responsibility for materials or equipment stored on-site.

## 8. Safety

- .1 The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
- .2 In particular, the Contractor shall comply with the WHMIS legislation which requires the employer to provide detailed worker education about potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. All containers holding product deemed under WHMIS to be hazardous must bear correct WHMIS label(s).
- .3 The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The Technical Facilities Manager reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.
- .4 Deliver, store and maintain packaged material and equipment with manufacturer's seals and labels intact.
- .5 Store material and equipment in accordance with supplier's instructions.

- .6 Contractor shall not place mop pails, mops, brooms, soap or other equipment where it is hazardous to personnel movement.
- .7 Contractor is not permitted to use ladders, scaffolds, until these have been inspected and found safe to use. Contractor shall be instructed that this equipment is to be used in the approved manner.
- .8 At times of inclement weather, entrance ways, lobbies, etc., are to be monitored by day staff and kept free of hazards; i.e. wet floor, slush, sand, salt, etc.
- 9. Workforce Qualifications**
- .1 The Contractor shall provide proof that employees, including supervisors, are WHMIS trained. Employees shall be retrained in accordance with Provincial and Federal standards as required.
- .2 The Contractor shall provide proof that employees have received training in fall protection if the employees are required to work off of an unprotected work surface higher than 2.1 meters.
- .3 The Contractor shall have one person with Standard First Aid/CPR on site while employees are required to work. The Contractor shall provide proof of employees that are trained in accordance with Provincial standards.
- 10. Conversion of Floor Covering**
- .1 There will be no adjustment to the Contract amount where the existing floor covering is converted to another type during the term of the Contract.
- 11. Space Assigned**
- .1 The Technical Facilities Manager shall provide the Contractor with such space as is considered necessary by the Technical Facilities Manager for the performance of the Contractor's duties.
- .2 The Contractor must not list, publicize or use the address or telephone numbers on site in any fashion for business purposes. The Contractor shall supply staff with cell phone.
- .3 The Department will not be responsible for damage to the Contractor's supplies, material or equipment in the building nor for employees' personal belongings brought into the building while employed by the Contractor.
- .4 The Contractor shall supply all devices deemed necessary to store, handle and transport the Contractor's equipment and supplies.
- .5 All space assigned to Contractor for supplies and material shall have updated Material Safety Data Sheets (MSDS) on entry door. This is to remain on site at all times.

- |                                |    |  |
|--------------------------------|----|--|
| <b>12. Personnel</b>           | .1 | The Contractor will provide the Technical Facilities Manager with a list of all people working at the Saint Andrews Biological Station, complete with a copy of their licences, where applicable, and will update the list immediately when personnel changes.           |
|                                | .2 | The Contractor and his/her personnel must adhere to the Federal Government "NO SMOKING" policy while in Federal facilities.  |
| <b>13. Security Clearance</b>  | .1 | The Contractor and his personnel must be suitable for security clearance as defined by the PWGSC <b>Enhanced Reliability</b> .   |
|                                | .2 | The Contractor shall ensure all personnel are security cleared to the level stipulated in above paragraph. The Contractor is responsible to obtain security clearance for employees in accordance with the PWGSC Industrial Security Manual.                             |
|                                | .3 | The Contractor shall ensure an adequate number of extra employees are security cleared to cater to shortages due to illness, holidays and transfer. Employees without security clearances shall NOT be employed in the buildings where security clearances are required. |
|                                | .4 | Prior to commencing work, the Contractor shall provide the Technical Facilities Manager with proof positive that all submissions required by Public Works and Government Services Canada to initiate security clearance procedures have been completed.                  |
|                                | .5 | The Contractor shall maintain an up-to-date list of employees involved in the contract including managers, supervisors, technicians, trades personnel, labourers and sub-contractors.  |
|                                |    | This list shall be made available to PWGSC's Technical Facilities Manager. The list shall be signed by the Contractor and shall contain the following information:   |
|                                | .1 | Employee's name;   |
|                                | .2 | His/Her social insurance number;   |
|                                | .3 | Position;  |
|                                | .4 | Specific buildings where employee works, if applicable;  |
|                                | .5 | Employee's current security clearance;   |
|                                | .6 | Status of employee's visit clearance request, if applicable;   |
|                                | .7 | All sub-contractor's - same as items listed above.   |
|                                | .6 | The Contractor shall provide proof of the information contained within the list to The Technical Facilities Manager upon demand. PWGSC reserves the right to have removed from the site those personnel who do not meet security requirements.                           |
| <b>14. Access to Buildings</b> | .1 | Only those employees whose names appear on the Contractor's security clearance list will be allowed access to the work site. No other persons accompanying employees will be allowed on-site.  |

- .2 All cleaning staff employed by the Contractor, regardless of hours of work **must sign IN and OUT**; and enter the times of arrival and departure in registers or on sheets so provided at the security guard's control desk or other designated area. In the event of a dispute and the absence of other evidence, the register will be regarded as evidence of hours of work. **Failure to sign "OUT" will render the entry invalid.**
- 15. Security - Keys**
- .1 All keys or cards entrusted to the Contractor during the fulfillment of his/her Contract must be signed OUT and returned each day and kept fully protected and secure at all times.
- .2 Keys must not be removed from the site at any time.
- .3 **Duplication of keys is strictly prohibited.**
- 16. Log**
- .1 A log will be maintained in the building by the Contractor in which he/she shall record on a daily basis, all of the work performed other than the normal day-to-day cleaning. The log shall be made available for inspection by the The Technical Facilities Manager as required.
- .2 The Contractor will log any activities they were unable to complete or perform as a result of refused access.
- .3 Post a cleaning schedule in each building for Operations and Frequencies.
- 17. Quality Standards**
- .1 The Quality Standards, where applicable, shall be adhered to strictly. Inspections made by the the Technical Facilities Manager or his representative will be based on these standards.
- 18. Product Approvals**
- .1 The Contractor shall ensure that all controlled products used in the performance of the work are classified and labelled according to the Workplace Hazardous Materials Information System (WHMIS).
- .2 The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.



- .5 The Contractor is to:
- .1 supply a copy of MSDS sheets for Building(s) WHMIS station.
  - .2 mark these MSDS sheets with their company name.
  - .3 maintain and update these MSDS as required.
- .6 All produces shall be of Environmentally-Friendly (Green), scent-free, and adhere to the site Air Quality Guidelines. These products shall be supplied with no extra cost to the contract and be subject to the final approval of the Technical Facilities Manager.
- 19. Contractor Responsibilities**
- .1 The Contractor shall maintain and provide PWGSC with current phone, fax and pager numbers to be able to provide response to requests for service from the local Technical Facilities Manager and/or the National Service Call Centre (NSCC) 1-800-463-1850 on a twenty-four (24) hour, seven (7) day per week basis. This involves ensuring that cellular phones and pagers are of a type that can be contacted from the National Service Call Centre in Toronto. If the request for service is from the NSCC, the Contractor shall, immediately upon completion of the service, report back to the NSCC describing the action taken to correct the problem.
- .2 The Contractor shall provide service during specified regular working hours, silent hours and weekends.
- .3 The Contractor will advise the Technical Facilities Manager of the telephone number at which he/she or his/her representative may be contacted at any time.
- .4 The Contractor shall not refuse any call for service requested by the Technical Facilities Manager and the time lapse between call out and start of work shall **not exceed four (4) hours**.
- .5 Contractor prior to commencement of work, shall report to the commissionaires desk to log in.
- .6 The Contractor will be notified, on award of the Contract, the name and phone number of the Technical Facilities Manager.
- .7 Cost of emergency services shall be included in the Contract amount.
- .8 The Contractor shall supply the on-site "Work Supervisor" with a cell phone to permit immediate access to services if and when required.
- .9 There are specific products and procedures to be used on the Science Building floor coverings. It is the contractors responsibility to identify and use them.



1. **Compliance Requirements**
  - .1 Comply with the Canada Labour Code Part II and the Canada Occupational Health and Safety Regulations.
  - .2 Comply with the Provincial Occupational Health and Safety Act and supporting Occupational General Safety Regulations as amended from time to time.
  - .3 Observe and enforce construction safety measures required by the following statutes and authorities:
    - .1 The National Building Code of Canada, Part 8.
    - .2 The National Fire Code of Canada.
    - .3 Provincial Workers Compensation Board.
    - .4 Municipal Statutes and Ordinances.
2. **Submittals**
  - .1 Prior to Award Contractors are to provide (within seven (7) calendar days from request):
    - .1 Documentation indicating that the Contractor is registered in a recognized safety certification program which will lead to successful completion of an **EXTERNAL SAFETY AUDIT within one (1) year of award of this contract**. This audit is to be performed by an independent company/person approved to conduct safety audits.
  - .2 Certification letter of good standing from Worker's Compensation Board.
  - .3 Signed statement by the Company Owner that the company will maintain Worker's Compensation Board coverage for the life of the Standing Offer Agreement (SOA) / Service Contract (SC), including any sub-contractor(s).
  - .4 Before Work Begins Contractors are to provide documentation:
    - .1 A copy of the company's site specific safety plan.
    - .2 The Contractor and his/her personnel must adhere to the Federal Government 'NO SMOKING' Policy while in Federal facilities and/or Scent Free Policy if applicable.
    - .3 All sub-contractors shall adhere to the above provisions.
3. **Training**
  - .1 Before Work Begins Contractors are to provide documentation:
    - .1 Certification of training for safety for all personnel that will be involved with the Standing Offer Agreement/Service Contract. Updated list complete with licenses shall be kept on site including personnel changes.
    - .2 Training for workers shall include (but not limited to)
      - .1 Safe operation of tools and equipment.
      - .2 Proper wearing and use of personal protective equipment (PPE).
      - .3 Safe work practices and procedures of their given work tasks or function.
      - .4 Site conditions and minimum site safety rules.

<b>4. Disciplinary Procedures for Safety Violations</b>	.1	Contractors shall have their own written disciplinary procedures for violation or noncompliance of work site safety rules and regulations.
	.2	<b>First Violation:</b> Verbal warning issued to the Contractor for the first violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and PWGSC).
	.3	<b>Second Violation:</b> Written warning to Contractor for second violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and PWGSC).
	.4	<b>Third Violation:</b> A third violation of a safety regulation, rules, policy and procedures may result in the termination of the contract with a recommendation to the Contracting Authority that the Contractor be denied access to future SOA/SC(s). (Documented to contract file, copies to Contractor and PWGSC).
	.5	<b>Serious Violation:</b> For a serious violation of a safety regulation, rules, policy and procedures as deemed by a Regulator, Project Manager or Safety Officer a recommendation will be made to the Contracting Authority to immediately terminate the SOA/SC(s). (Violation documented on contract file, copies to Contractor and PWGSC).
	.6	<b>Charges Laid or Guilty Determination by Courts:</b> Infractions of safety regulations, rules, policy and procedures that result in charges being laid by a Regulator against the Contractor or the Contractor being found guilty by the courts may result in that Contractor being denied access to future contracts.
<b>5. Asbestos</b>	.1	Within the confines of the site, the provision of products containing fibrous asbestos materials is prohibited.
	.2	Demolition or disturbance of spray or trowel-applied asbestos can be hazardous to health. Should material resembling spray or trowel-applied asbestos be encountered in course of work, stop work and notify the Technical Facilities Manager immediately. Do not proceed until written instructions have been received from the Technical Facilities Manager.
<b>6. Fastening Devices Explosive Actuated</b>	.1	Explosive actuated devices shall not be used, until approved by the Technical Facilities Manager.

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| <b>7. Hot Work</b>        | .1 | All hot work activity, as defined in "Definitions" of this specification, is to take place with written permission from the Technical Facilities Manager via a Hot Work Permit.  |
|                           | .2 | The ventilation system in the area of any Hot Work activity is to be isolated to prevent migration of fumes/smoke and to reduce any possible spread of fire to other areas of the facility.  |
|                           | .3 | Contractor is to employ an employee trained in the use of fire extinguishers as fire watch during any Hot Work for a minimum of 60 minutes after activity has ceased.  |
| <b>8. Confined Spaces</b> | .1 | All work in confined spaces will be carried out in compliance with the Canada Occupational Safety and Health Regulations, Part XI.   |
|                           | .2 | The Contractor to provide and maintain all equipment as required by any person to enter and/or perform work in a safe manner, in compliance with the Canada Occupational Safety and Health Regulations, Part XI.                       |
|                           | .3 | The Contractor to provide and maintain training, as required by the Canada Occupational Safety and Health Regulations, Part XI.  |
|                           | .1 | The Contractor and/or his employees shall provide proof of training and qualifications when requested by the Technical Facilities Manager.   |
|                           | .4 | The Contractor to provide the Technical Facilities Manager with a copy of an "Entry Permit" for each and every entry into the confined space to ensure compliance with the Canada Occupational Safety and Health Regulations, Part XI. |
|                           | .5 | The Contractor to have a hazard assessment of the confined space performed.  |
|                           | .1 | The Contractor to provide the Technical Facilities Manager with a copy of the hazard assessment.   |
| <b>9. Fall Protection</b> | .1 | All work carried out above the mandatory height restrictions, from unguarded structure and/or scaffolding, will be done in compliance with the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10.             |
|                           | .2 | The components of a fall protection system shall meet the standards as outlined in the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10 (2).   |
|                           | .3 | The Contractor is to ensure fall protection equipment is maintained, inspected and tested by a qualified person as required by the Canada Occupational Safety and Health Regulations, Part XII, Section 12.3.                          |

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| <b>10. Safety Plan</b>       | .1 | The Contractor shall provide a copy of their company's Occupational Health and Safety Policy and Program. It shall meet the requirements of the Provincial Occupational Health and Safety Acts. The Technical Facilities Manager shall instruct the Contractor where the Federal Standards apply.   |
|                              | .2 | The Contractor shall perform site hazard assessments to establish site specific safe work practice procedures for the safety and well being of his / her employees. Copies shall be made available to the Technical Facilities Manager upon request.  |
|                              | .3 | All copies of the formal Hazard Assessments conducted by the Contractor throughout the duration of the work shall be retained and made available to the Technical Facilities Manager immediately upon request.  |
|                              | .4 | It is the Contractor's responsibility to be familiar with all applicable Safety Acts, Regulations, Codes and contract requirements. These must be identified and addressed in the Safety Plan, by identifying Standard Operating Procedures (SOP) and safe work practices (SWP) which incorporate clear and specific control measures, applicable rules, procedures and practices, all of which shall become mandatory. |
|                              | .5 | Post the Safety Plan at a common location on the site visible to all workers and persons accessing the site. Ensure that all employees, including sub-contractors' personnel, are advised of such Safety Plan and of the posted location.   |
|                              | .6 | The Contractor shall ensure all workers and authorized persons entering the work site are notified of and abide by the posted Safety Plan, safety rules, procedures, safe work practices and applicable Safety Acts, Regulations, and codes. Any person not complying with these shall not be permitted on the site.  |
|                              | .7 | Shall ensure that all applicable personal protective equipment (PPE) is used.   |
|                              | .8 | The Technical Facilities Manager shall coordinate arrangements for the Contractor to be briefed on site safety within fourteen (14) days of award of Standing Offer Agreement/Service Contract.   |
| <b>11. Product Approvals</b> | .1 | The Contractor shall ensure that all controlled products used in the performance of the work are classified and labeled according to the Workplace Hazardous Materials Information System (WHMIS).  |
|                              | .2 | The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.  |

- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
- .5 The Contractor is to:
  - .1 supply a copy of MSDS sheets for Building(s) WHMIS station.
  - .2 mark these MSDS sheets with their company name.
  - .3 maintain and update these MSDS as required.
- .6 All products shall be of Environmentally-Friendly (Green), scent-free, and adhere to the site Air Quality Guidelines if possible. These products shall be supplied with no extra cost to the contract and be subject to the final approval of the Technical Facilities Manager.

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|-----------|---------------------------|----|--|
| <b>1.</b> | <b>Environmental</b>      | .1 | All work is to be performed in accordance with the Federal Environmental Protection Act and the Provincial Environmental Acts and Regulations. |
| <b>2.</b> | <b>Disposal of Wastes</b> | .1 | Do not bury rubbish and waste materials on site unless approved by the Technical Facilities Manager.   |
|           |                           | .2 | Do not dispose of waste or volatile materials, such as mineral spirits, oil or paint thinner into waterways, storm or sanitary sewers.         |
| <b>3.</b> | <b>Open Fire</b>          | .1 | Fires on site are not permitted  |

1. **Supplies**
  - .1 The Contractor is responsible to supply all cleaning materials, tools, equipment and supplies for the total cleaning contract. The supplies shall include, but are not restricted to: paper towel 2-ply towel tissue, liquid and bar hand soap, sani-bags, deodorant pucks, garbage bags, liquid germicidal soap, rubber gloves, operating gloves, glass cleaner, cleaning detergents, scouring materials, wax and sealers. All supplies MUST be first quality and approved by the Technical Facilities Manager.
  - .2 All products shall comply with site Air Quality Guidelines.
  - .3 It shall be the Contractor's responsibility to ensure that all supplies are maintained at appropriate levels in sufficient advance of requirements.
  - .4 The Contractor shall supply an acceptable commercial quality wet/dry vacuum as described in Section # 1 General Requirements, Item 7.3.
2. **Uniforms**
  - .1 All cleaning personnel employed under this contract shall be uniformed as follows:
    - .1 **Heavy Duty Cleaners** - Industrial type matching shirt and trousers or coveralls with the company name or crest affixed to the shirt or coveralls.
  - .2 Picture ID's shall be worn while on-site. This shall be located attached in a visual place on the uniform.
3. **Building Security Locking & Unlocking**
  - .1 All doors to rooms, offices, labs, etc. which must be unlocked by the Contractor's employees, shall be locked immediately upon leaving.
4. **Building Cleaning Operations**
  - .1 **Cleaning**
    - .1 Cleaning (including all vacuuming and use of cleaning agents) to take place between (12:00-22:00) Monday to Friday. There are a few specified areas (see #8) that require cleaning when staff are present (between 12:00 and 14:30).
    - .2 Where individual offices are equipped with light switches and they are unoccupied, lights are to be turned on when entering to clean the office, and switched off, immediately on leaving the office to proceed to clean the next office.
    - .3 **Schedule Operations**  
Scheduled operations will be performed Monday through Friday between 12:00 to 22:00.
    - .4 Prior to award of Contract, the Contractor will submit his/her plan of operation in writing to conform with the routine cleaning, scheduled operations and special cleaning conditions.
    - .5 Heavy cleaning (stripping, waxing, carpet shampooing) to be done after 17:00, or during weekend hours. Closure of areas or hallways need 48 hours notice. The Contractor shall coordinate all heavy cleaning through

the Technical Facilities Manager who shall advise the DFO staff.

- 5. Contract Staff**
- .1 The Contractor will quote an hourly rate for additional labour on an as and when required basis for such services as furniture moving, special cleanups, etc.
  - .2 All contract cleaning staff are to have authority to carry out directions coordinated through the Technical Facilities Manager and Cleaning Supervisor.
  - .3 The Contractor shall equip his superintendent with a cell phone so he may be contacted by the Technical Facilities Manager, Department of Public Works and Government Services or his representative during the work day.
- 6. Excluded Areas**
- .1 The following do not form part of this cleaning contract:
    - .1 Cleaning of exterior windows, except entrances.
    - .2 Office machines and personal property of occupants.
    - .3 Plants.
    - .4 Office desks and furniture.
    - .5 Machinery in workshops.
    - .6 Main building experimental laboratory area (to be identified by DFO staff).
    - .7 High dusting over 2.5 metres in height
- 7. Special Cleaning Conditions, Etc.**
- .1 The Contractor shall be responsible for setting up conference **and meeting rooms and rearranging** furniture as required, during hours of operation.
  - .2 There are very specific solutions, equipment and procedures to be used on the flooring materials in the New Science Building. The contractor is responsible to ensure that the manufacturers maintenance procedures are followed.
- 8. Cleaning between 12:00 and 16:30**
- See below for rooms requiring cleaning between 12:00 and 16:30 hrs:
- .1 #252, 253 Radio isotope lab
  - .2 #138, 140, 145 Computer centre and communications room.



## GLOSSARY OF TERMS

### BUILDING CLEANING

CATEGORY & TYPE	OPERATION	DETAILED INFORMATION
<b>Flooring</b>		
ALL	Sweeping	Consists of removing loose, dry surface soil. <b>Where surface is not subject to damage by solvents</b> , use a solvent based, treated sweeping compound, dust cloth or dust mop. <b>Where surface is subject to damage by solvents</b> , use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used to ensure no streaks are left on the floor.
MOST	Spray Buffing (Spray Clean)	Consists of spraying a spray buff on a swept floor, approximately 50 centimetres ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed.
MOST	Wet or Dry Scrub (Semi-Stripping)	Consists of removing the top layer or layers of floor finish using either the wet (use minimum amount of water) or dry scrub method of the application of two (2) coats of a self-polishing, non-slip metal interlocked floor finish to the dry, clean floor. Complete operation by cleaning baseboards.
MOST	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. <b>Note:</b> <ol style="list-style-type: none"> <li>1. Floor sealer to be applied up to the baseboards.</li> <li>2. Floor finishes to be applied up to 30 centimetres from the baseboards except for the last coat which will be applied right up to the baseboards.</li> <li>3. Each coat of finish to be laid in the opposite direction from the previous coat.</li> <li>4. Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.</li> <li>5. When using either the Wet scrub or Wet strip method, use a minimum amount of solution.</li> <li>6. When using a Dry scrub or Dry strip method, damp mop the floor before applying sealer or finish.</li> <li>7. When using the Wet scrub or Wet strip method, rinse the floor twice before applying sealer or finish.</li> </ol>

### **Resilient**

- Offices - Washrooms - Laboratories	Strip & Refinish	Consists of moving furniture, sweeping floor, stripping by using either the Wet or Dry method to remove all layers of finish. Apply a minimum of one (1) coat of a water base sealer and three coats of a self-polishing, non-slip, metal interlocked floor finish. Complete operation by cleaning baseboards.
- Corridors - Entrances - Lobbies	Strip & Refinish	Same as for Offices EXCEPT that four coats of self-polishing, non-slip metal interlocked floor finish will be applied.
ALL	Polish or Buff	Consists of covering the full floor area with a machine or brush or pad to restore surface shine.
ALL	Damp Mop	Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.

### **Terrazzo, Quarry Tile, Unpainted Concrete**

ENTRANCES AND LOBBIES	Strip & Refinish	Same as for Resilient floors.
WASHROOMS	Machine Scrub	As above EXCEPT rinse with a germicidal solution.
WASHROOMS	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing with a germicidal solution and picking up the rinse solution.
WASHROOMS	Strip & Refinish	Consists of sweeping floor, stripping using either the Wet or Dry strip method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and two coats of a self-polishing, non-slip, metal interlocked floor finish.
WASHROOMS	Patrol Cleaning	Consists of picking up litter, wiping hand basins including wall surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition to the regular nightly servicing.

### **Unpainted Concrete**

MOST	Strip & Reseal	Consists of sweeping, stripping and applying one coat of an approved sealer.
RUGS & CARPETING	Vacuum	Consists of removing dust, dirt and litter using an upright or

		canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.
	Stain Remover	Consists of identifying the type of stain by look, feel or odour and the removal using the appropriate remover in accordance with instructions in commercially available spot remover kits.
WALK-AWAY MATS	Vacuum	Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner equipped with the appropriate floor tools.
	Salt Stain Remover	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed.
	Shampoo	Consists of vacuuming, stain removal and shampooing using either a machine agitated dry foam or jet extractor method. Hose washing may be used only if specified by the manufacturer and in accordance with his instructions.
WALLS	Dust	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.
	Spot Clean	Consists of removing fingerprints, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.
CEILINGS (Soft acoustical tile)	Vacuum	Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.
DRAPES	Vacuum	Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.
VINYL & LEATHERETTE UPHOLSTERY	Clean & Polish	Consists of removing soil marks and stains using an approved cleaner.
AIR GRILLS AIR DIFFUSERS	Vacuum	Consists of removing dust and dirt using a vacuum cleaner equipped with a wand and brush attachment or wipe with a damp sponge and dry with a clean cloth.
	Wash	Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.

LUNCH & REST ROOM	Patrol Clean	Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc., damp wiping of sinks, counters and fixtures, emptying and cleaning of ash trays, picking up debris from floor, emptying garbage cans and waste receptacles.
CHALKBOARDS	Dry Clean	Consists of removing all chalk and erasers from trough, cleaning the chalkboard using a large soft cloth, chamois or a No. 1106 "Hygieia" chalkboard cleaner. Fold the cloth or chamois to fit the hand and starting from the top of the board and working from left to right, clean the entire board. Using a separate cloth, clean the chalk trough, replace chalk and erasers in chalk trough.
	Washing	Consists of removing all chalk and erasers from trough. Using a dry cloth, remove excess chalk dust from board and trough. Using a sponge or cloth partially wrung out, apply clear water to board, use squeegee to remove excess wash water, clean trough, dry board using clean dry cloth (do not let air dry), dry trough; WHEN board is dry. Cover chalkboard surface with the broad side of a piece of white chalk. Rub chalk dust into surface with a felt brush or dry cloth. Remove all loose dust from surface of board with a dry chamois. Dust trough and replace chalk and erasers.

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**1. EXTERIOR**

- |                        |    |  |
|------------------------|----|--|
| <b>Ash Tray or Urn</b> | .1 | Ash tray or urn should be empty, clean and in place.   |
| <b>Entrances</b>       | .1 | After washing exterior walls and soffits, a clean surface free from grime, soap and water streaks should be presented. |

**2. FLOOR MAINTENANCE**

- |                             |    |   |
|-----------------------------|----|---|
| <b>Sweeping</b>             | .1 | There should be no dirt, trash nor other matter left in corners, behind nor under free standing radiators, under furniture, behind nor under other movable items, nor behind doors. |
|                             | .2 | Floors should be free of dust film.   |
|                             | .3 | There should be no dirt left where sweepings were picked up.  |
| <b>Damp and Wet Mopping</b> | .1 | All mopped areas should be clean and free of surface stains, mop streaks and loose mop strands.   |
|                             | .2 | Walls, baseboards and other surfaces should be free of watermarks and splashings.   |
|                             | .3 | Water or other cleaning solution should not be allowed to collect under furniture legs and cabinets.  |
| <b>Spray Buffing</b>        | .1 | There should be no dust or dirt left on the floor after spray buffing.  |
|                             | .2 | There should be no muddying or rippling effect caused by over spraying.   |
|                             | .3 | The floor should present an overall appearance of cleanliness.  |
|                             | .4 | Baseboards and equipment should be free of spray residue.   |

**Scrubbing/  
Cleaning**

- .1 There should be no surface dirt or stains visible following the scheduled scrubbing operation.
- .2 There should be no wax or finish buildup on the floor surface following the stripping operation.
- .3 The furniture (excluding file cabinets) should have been moved for complete floor coverage.
- .4 Walls, baseboards and other surfaces should be free of watermarks, splashings and scars from equipment.

**Finishing  
(Application of  
Wax or Floor  
Finish)**

- .1 The floor should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application.
- .2 The floor should be clean and bright looking including in corners and under furniture.
- .3 There should be no residue on walls, baseboards, furniture and other surfaces.
- .4 Furniture and equipment should be relocated to where it was prior to the waxing operation.

**Miscellaneous**

- .1 Chairs, wastepaper baskets, etc. should not be placed on desks or tables during cleaning operations.

**3. CARPETS AND RUGS**

**Vacuuming and/or  
Carpet Sweeping**

- .1 Carpets and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.
- .2 T-mats should be clean and carpet or rug area around and under T-mats should be free of dust and dirt.
- .3 Floor area under immediate edge of rugs should be free of dirt and dust.
- .4 Base floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators.
- .5 All furniture and equipment moved during the cleaning operation should be returned to its original location.

#### 4. LOBBY, ENTRANCE AND CORRIDOR CLEANING

<b>Sweeping</b>	See Section 5 for definitions.
<b>Damp and Wet Mopping</b>	See Section 5 for definitions.
<b>Spray Buffing</b>	See Section 5 for definitions.
<b>Scrubbing/ Stripping</b>	See Section 5 for definitions.
<b>Finishing</b>	See Section 5 for definitions.
<b>Dusting</b>	Lobby furniture should be free of dust, fingerprints and stains.  Baseboards, radiators, grills, window stools and other fixtures should be free of dust.
<b>Walls</b>	Walls should be free of fingerprints, smudges and any other defacing marks.
<b>Drinking Fountains</b>	See Section 6, #8 for definitions.
<b>Glass Doors and Side Lights</b>	There should be no streaks or smears on glass and the door frame should be clean.  There should be no water on the floor, sills or stools.
<b>Polishing</b>	Doorknobs, push bars, kick plates, railings, doors and other surfaces should be clean and polished.
<b>Miscellaneous</b>	Foot grills and recessed pans should be free of dirt and debris after scheduled cleaning.  Walkoff mats should be clean and dry.  Lobby and entrances should be free of debris.  Notice boards and interior of fire-hose cabinets including glass should be clean.



## 5. ROOM CLEANING

<b>Trash Removal</b>	All wastepaper receptacles should be empty, clean and in place.
<b>Sweeping</b>	See Section 5 for definitions.
<b>Dusting</b>	<p>There should not be any dust or dust streaks on desks or other office furniture.</p> <p>Glass tops on desks and tables should be clean and free of fingerprints and stains.</p> <p>All pictures, plaques, etc. should be free of dust.</p> <p>Corners and crevices should be free of dust.</p> <p>Radiators, window stools, door ledges, frames, louvres, baseboards and partition ledges should be free of dust.</p>
<b>Spot Cleaning</b>	Walls, doors, door frames, door and partition glass should be free of fingerprints.
<b>Damp Wiping</b>	Mirror, ash trays and all other glass should be clean and free of dust, dirt streaks and spots.
<b>Vacuuming and/or Carpet Sweeping</b>	See Section 5 for definitions.

## 6. WASHROOM CLEANING AND SERVICING

<b>Trash Removal</b>	All paper and garbage receptacles should have been emptied, plastic bags should have been replaced, if required, and the exterior surface wiped clean.
<b>Supplies</b>	All dispensers of supplies should be filled.
<b>Sanitary Receptacles</b>	<p>All sanitary receptacles should be empty and a disposal bag replaced, if required.</p> <p>All sanitary receptacles should be free of odour, spots, stains and fingerprints removed.</p>

<b>Fixtures</b>	<p>All surfaces of wash basins and all exposed piping should be free of dust, dirt spots and stains.</p> <p>All surfaces of flush tank toilet seats, bowls and urinals should have been disinfected.</p> <p>Plumbing fixtures should be free of stains, soap buildup, dust and mould.</p>
<b>Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges</b>	<p>All dispensers, shelves, shelf brackets and ledges should be free of fingerprints, dust and stains.</p> <p>All mirrors should be clean.</p> <p>Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould.</p>
<b>Floors</b>	<p>Floors, including corners should be free of dirt, dust, marks, paper and mop strings, water and mop marks. Baseboards and coves should be clean. Floors should have been disinfected.</p>
<b>Sweeping</b>	<p>See Section 5 for definitions.</p>
<b>Damp and Wet Mopping</b>	<p>See Section 5 for definitions.</p>
<b>Scrubbing/ Stripping</b>	<p>See Section 5 for definitions.</p>
<b>Finishing</b>	<p>See Section 5 for definitions.</p>
<b>7. STAIRWAY CLEANING</b>	
<b>Vacuuming/ Dusting</b>	<p>Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris.</p> <p>Stair railings, ledges, door mouldings, radiators, window stools and grills should be free of dust.</p>
<b>Cleaning, Polishing and Wall Spotting</b>	<p>Glass, wood and metal surfaces should be clean and free of all marks and dirt.</p> <p>Handrails, doorknobs and other surfaces should be clean and polished where applicable.</p> <p>Walls up to a standing height should be free of all marks.</p>

	<b>Mopping and Stripping</b>	Stair landings, treads, risers, walls and baseboards should be clean and free of watermarks and splashings from cleaning and finishing solutions.
8.	<b>DRINKING FOUNTAINS</b>	<p>The porcelain, metal and/or enamel surfaces should be clean and free of stains.</p> <p>All other surfaces should be free of spots, stains and streaks.</p>
9.	<b>ELEVATOR CLEANING</b>	<p>Floors, including corners, threshold plates and door tracks should be clean.</p> <p>Floors should be polished and free of slippage.</p> <p>Walk-off mats (when in place) should be clean and dry. The floor thereunder should be clean and dry.</p> <p>Walls should be free of dust, finger or splash marks, streaking and watermarks.</p> <p>Hand rails and baseboards should be clean and polished.</p> <p>Doors and frames should be free of fingerprints, etc.</p>
10.	<b>HIGH CLEANING</b>	(On completion of Scheduled Operation) This refers to high cleaning below 2.5 metres height.
	<b>Clocks</b>	<p>Glass should be clean and free of streaks.</p> <p>Edges should be wiped free of dust.</p>
	<b>Lockers</b>	Tops should be free of dust.
	<b>Pictures and Plaques</b>	<p>Glass should be clean and free of streaks.</p> <p>Frames should be free of dust.</p>
	<b>Tops of Partitions</b>	Should be free of dust.
	<b>Venetian Blinds</b>	<p>Both sides of slats should be clean and free of dust.</p> <p>Window frames and adjoining area should be free of dust.</p>
	<b>Wall or Ceiling Ventilator</b>	<p>Should be free of dust.</p> <p>Framework around ventilator should have been wiped clean.</p>

**Exhaust Fans**

Wall area around fan should be free of dust.

**11. WINDOW, PARTITION AND SHOW CASE** (On completion of Schedule Operation)

**Glass Cleaning**

Glass should be clean and free of streaks.

Sash, sill and stool should be clean and free of watermarks.

Items moved during the cleaning operation should have been replaced to original location

**12. GARBAGE ROOMS**

Floors should be clean and free of debris.

Wastepaper and garbage should be properly stored in the designated fireproof space.

Empty garbage and recycling containers should be clean and free of odours.

**13. CONTRACTOR'S  
SPACE AND  
JANITOR CLOSETS**

All floors should be clean.

All fixtures and walls should be free of dust and stains.

Mop pails/trucks should be empty and free of odours.

There should be no wastepaper, garbage or empty containers in the Janitor Closets.

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Exterior Surfaces - General Main Entrance Area Only	Walls, doors and windows at street level	Remove graffiti and posters Clean		X					
	Ornamental metal work, metal entrance doors & push bars	Clean and Polish		X					
	Steps, landings for entrances doors	Clean steps, and landings		X					
	Aluminium fittings, signs, name plates, plaques, latches, pull handles, push and kick plates	Clean and Polish		X					
	Grounds cleaning	Pick up litter within 20 feet of building		X					
Exterior Surfaces -	Glass & sashes in entrance sidelights	Clean both sides		X					
	Name plates, plaques, latches, pull handles, push and kick plates	Clean and Polish		X					
Interior Services - General	Notice boards, Chalkboards, Whiteboards	DO NOT CLEAN boards containing written information. Dry clean using approved product, clean troughs & vacuum erasers.	X						
	High ledges, tops of cabinets, partitions, doors, exposed pipes, etc. under 2.5 metres high	Dust and wipe		X					
	Fire hose cabinets, display areas	Spot clean Wash and Polish			X				Tuesday, Thursday
	Fire extinguishers	Dust		X					
	Radiators	Damp wipe Dust and damp , wipe behind & underneath			X				
	Walls, partitions and baseboards	Wash Spot clean, dust.		X					
	Ledges and mouldings	Wash, vacuum fabric.					X		
	Ceiling air diffusers, air intake grills	Dust	X						
	Door, & Door frames	Vacuum Wash Clean & dust			X		X		
	Door kick plates, hand plates and latches	Clean Polish		X					Tuesday, Thursday

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Door grills	Vacuum Wash		X					
	Drinking fountains & owned water coolers	Wash and disinfect with odourless product (outside only)	X				X		
	Pictures, murals, clocks	Clean		X					
	Counters	Damp wipe & polish	X						
	Counter facings, metal wickets, glass and wood partitions	Clean		X					
	Dry garbage	Remove from building, and place in exterior receptacles							Monday / Wednesday / Friday
	Hallway recycling centres (recyclables, compost, cardboard, etc)	Dust & wash containers					X		As required
	Windows and glass partitions including fire doors	Remove from building and place in appropriate exterior receptacles	X						As required
	Shredding machines	Spot clean & remove all foreign substances	X						
	Light Fixtures	Wash both sides of glass				X			
	Walls	Empty and remove to outside receptacle							As required
		Remove insects, debris and wash the fixture and tubes			X				
		Spot clean							
		Wash							As required
	Carpets	Vacuum and pick up litter						X	Tuesday, Thursday
		Spot clean, report spots that require special clean products		X					Report to PWGSC the Technical Facilities Manager.
		Steam clean						X	And as requested by the Technical Facilities Manager as per Unit price table.

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Concrete floors	Sweep using dust control method	X						
		Damp mop to remove spillage							As required
		Remove gum and other foreign residue	X						
		Machine scrub floors					X		
		Wash floors		X					
	Waste receptacles, cans & baskets	Supply & install correct size plastic bags							Monday / Wednesday / Friday
		Empty & damp wipe exterior	X						
		Wash & disinfect				X			
		Vacuum twice with industrial type, wet & dry vacuum cleaner							And as required
		equipped with proper floor tools & sufficient suction to remove wet or dry sand, water, etc.	X						
	Walk off Mats (3' in length). Fabricated of nylon fiber on rubber back, nontoxic dirt absorbent & have water retention of 3.41 liters of H <sub>2</sub> O	Clean in designed area		X					
		Remove, clean floor & reinstall	X						
		Shampoo all mats		X					In winter months
		Garbage removal							Monday / Wednesday / Friday
		Vacuum floor, dust horizontal surfaces,		X					
Computer Room(s) & Printer Room	General Floors	Damp mop floor using a germicidal solution		X					
		Clean and dry wipe	X						
		Sweep and wet mop	X						
		Wash & disinfect	X						
		Washed clean and stored	X						WHMIS Sheets must be used
Janitor Rooms	Equipment & supplies	Keep clean & stored neatly	X						
		Wash			X				
		Maintain as per corresponding areas	X						
		Wet or dry scrub and refinish						X	Twice per week
		Sweep, remove foreign residue & spills							As requested by PWGSC, Unit Price Table
Contractor's Space	Room	Strip & reseal all floors as requested							
		Sweep and keep clean of litter & foreign residue	X						
		Dust handrails, vertical grills, baseboards, stringers and ledges		X					
Offices, Multi-purpose areas	Terrazzo, marble or resilient surfaces								
Stairs and Landings	General cleaning								

Public Works and Government Services Canada Atlantic Region			Maintenance Services Service Contract Cleaning Services			Annex A Cleaning Schedule Page 4			
Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Elevators		Damp mop from basement to 3 <sup>rd</sup> level		X					
	Handrails	Wipe and Polish		X					
	Stairwell	Clean							Tuesday, Thursday Tuesday, Thursday
	Carpets	Vacuum		X					
		Spot clean		X					
		Steam clean						X	And then as requested by the Tech. Fac. Mgr. in accordance with Unit Price Table.
	Floors	Sweep and keep clean of litter	X						
	Walls, ceiling and light fixtures	Wash		X					
	Door and door frames	Clean		X					
	Light Fixtures	Clean							As required
Entrances, Lobbies, Vestibules & Foyers	Door sill and track grooves in cab & all landings	Scrape, vacuum clean	X						
	Floors	Strip and refinish						X	
	Elevator Mats	Sweep and/or vacuum		X					
	Floors	Sweep, vacuum & keep clean of litter	X						And as required during Functions
		Sweep, wash and spray buff	X						And additional damp mopping as necessary
		Wax				X			
		Remove salt, sand and water	X						And as required
	Walls	Spot clean							As required
		Wash						X	
	Foot grilles, recessed pans and mats	Clean , vacuum & remove foreign residue	X						
	Doors	Spot clean all glass inside and out	X						And as required
		Wash and Polish inside and out							Tuesday, Thursday, Friday Tuesday, Thursday
		Clean door frames							
	Entrance Mats	Vacuum	X						
		Spot clean	X						As required
		Wet vac							As required
		Clean							As required depending on weather
		Removed or rolled up to complete floor cleaning operation		X					
	Foot grilles, recessed pans & drain	Remove clean out & reinstall			X				



Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Corridors, Halls & Elevator Lobbies	Glass windows and metal surrounds	Clean both sides		X					
	Floors	Sweep	X						
		Damp mop and buff							Tuesday, Thursday
		Damp mop to remove spillages or salt.	X						And as required
		Spray buff		X					
Dry Laboratories		Strip and Refinish and wax						X	And as requested by the Tech. Fac. Mgr. in accordance with Unit Price Table.
	Carpets	Vacuum							Tuesday, Thursday
		Spot clean							As required
		Steam clean						X	And as requested by the Maint Tech. Fac. Mgr. in accordance with Unit Price Table.
	Floors	Sweep using dust control method							Tuesday, Thursday
Furniture and fixtures		Damp mop using dust control			X				Tuesday, Thursday
		Spray buff traffic areas							
		Wet or dry scrub and refinish						X	As requested in accordance with Unit Price Table.
		Extra strip & refinish.							As requested in accordance with Unit Price Table.
	Telephones & intercom instruments	Dust		X					
	Boardroom & executive furniture	Dust & remove finger marks and stains		X					
	Mirrors, windows and glass doors	Clean and polish		X					
	Empty stacks and shelves	Dust							Every second week
	Pictures & Wall hangings	Dust (exclude paintings & art objects)							Every second week
	Walls and / or Vertical surfaces	Spot clean							As required
		Dust and remove stains		X					
	Free standing screens	Dust							Every second week
	Boardroom & executive furniture	Clean & polish		X					
	Lockers, storage cabinets, Artificial plants	Dust tops							Every second week
		Damp wipe, dust & remove debris from containers		X					
	Public clothes closets	Clean interior			X				
	Boot trays and boot shelves	Wash during inclement weather		X					as required

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Offices, meeting room & Exercise room	Upholstered furniture	Vacuum			X				
	All glass & furniture covers	Remove, clean & reinstall							Every second week
	Bookcase glass	Clean & polish both sides			X				
	Upholstered & Leather products in executive offices, boardrooms & waiting areas	Clean using approved leather, vinyl & leatherette upholstery product			X				
	Upholstered free standing screens	Vacuum					X		
	Desk Wells	Dust ledges inside		X					
	Venetian Blinds & drapes	Vacuum				X			
	Carpets and rugs	Spot clean							As required
		Vacuum traffic lanes		X					Twice per week
		Steam clean						X	And then as requested by the Tech. Fac. Mgr. in accordance with the Unit Price Table.
Washrooms	Hard Floors	Dust and sweep							Twice weekly
		Spray buff							As required
		Spot clean		X					As required
		Wash		X					
		Wax							And then as requested by the Tech. Fac. Mgr. in accordance with the Unit Price Table.
	Furniture	Vacuum upholstered furniture		X					
		Dust and damp wipe horizontal and vertical surfaces		X					
	Bookcases	Dust exposed areas including ends of books		X					
		Clean and Polish glass doors		X					
	Sign-in checklist sheet, on inside of door	Supply and sign sheet as completed	X						
	Washrooms patrol	Plumbing repairs required - notify PWGSC	X						
	Floors	Scrub and disinfect germicidal detergent	X						
		Flush floor drains	X						
		Wash and disinfect drain covers		X					
		Machine scrub with germicidal solution		X					
		Strip, refinish floors					X		As requested in accordance with Unit Price Table.

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Toilet seats	Clean both sides & disinfect with germicidal detergent, descale	X						
	Toilet bowls	Descalc		X					
	Urinals	Replenish toilet paper as required	X						
		Remove screens, clean drains, replace, descale			X				
	Body contact points (e.g. water taps, receptacles, dispensers, door plates, toilet seats, flush tanks and valves etc.	Damp wash and disinfect with germicidal detergent, replenish empty dispensers.	X						
	Sani-cans, refuse & wastepaper receptacles	Empty, wash, disinfect and replace bags	X						
	Toilet partitions, partition doors & ceramic walls	Damp wash both sides germicidal detergent		X					
	Exposed piping	Damp wash with germicidal detergent		X					
	Walls	Wash and disinfect & remove graffiti			X				and as required
	Waste paper	Remove and discard	X						
	Soap, toilet paper, sani-bags, paper towel, etc	Supply & replenish sufficient quality supplies as required	X						and as required
	Refuse receptacles (may be lined)	Wash and disinfect (Contractor may supply plastic liners, in which case washing & disinfecting need only be done monthly.)	X						
	Ceilings	Wash with germicidal detergent						X	
	Sinks	Clean & Disinfect	X						
Washroom Shower Stalls	Bathroom Counters, shelves, and ledges	Clean and Disinfect	X						
	Mirrors	Clean & Polish	X						
	Walls	Wash							as required
	Inventory / Damages	Report unserviceable or missing inventory. Note damages and evidence of smoking.	X						
Lunchrooms, Rest areas	Shower floors and walls	Scrub and disinfect all surfaces		X					
	Shower curtain	Shine all fixtures	X						
		Advise PWGSC when changing /replacement is required		X					
	Patrol	Check for additional required	X						

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
		cleaning							
	Carpets and rugs	Spot clean							as required in accordance with the Unit Price Table
		Vacuum	X						
		Steam clean						X	as required in accordance with Unit Price Table
	Walls, doors, partitions & exterior of cupboards	Spot clean	X						As required
		Wash						X	
		Spot clean & cupboards			X				And as required
	Floors	Sweep, wash & buff	X						
		Wet scrub and refinish		X					
		Strip and Refinish						X	as requested in accordance with Unit Price Table
Meeting Rooms	Furniture	Vacuum upholstered furniture		X					
		Vertical dust		X					
		Horizontal dust							Tuesday, Thursday
		Clean and Polish		X					
	Garbage cans & paper receptacles	Empty & replace plastic bags	X						as required
	Soap, linen, paper towels.	Supply and replenish	X						
	Furniture, tables chairs	Wash	X						
	Counter, sinks	Wash with anti-bacterial cleaner		X					
	Floors	Vacuum and dust							Twice per week and /or as requested
	Carpets & Rugs	Vacuum & hair removal		X					
Conference Centre	Washrooms	Clean (see washroom schedule )	X						
		Sign Log sheets	X						
		Dust horizontal surfaces, remove garbage, damp mop entrance							after completion of function or event
	Floors	Vacuum Carpets							after completion of function
Wet Labs		Steam Clean						X	
	Floors	Wet or dry scrub and refinish						X	

### **Cleaning Supervisor Work Description**

Title: Cleaning Supervisor

Mission: To deliver cleaning services, ensuring occupant satisfaction.

Liaises with: Technical Facilities Manager and Facility Support Officer

#### **Miscellaneous Requirements**

- Supervisor must have extensive knowledge of appropriate cleaning requirements, standards, material and equipment.
- Supervisor must have knowledge of safety procedures and policies, organizational and interpersonal skills and a general knowledge of WHMIS.

#### **Primary Function**

- The supervisor will oversee the performance of the building's cleaning staff and will be the primary liaison person with the Facility Support Officer and the Technical Facilities Manager.
- This supervisor may be assigned cleaning duties combined with supervisory duties. The Cleaning Supervisor must be given the flexibility required to ensure subordinates accomplish assigned duties within the time allowed/expected.
- The Cleaning Supervisor will be responsible for the coordination and overall standard of cleanliness for the entire complex.

#### **Responsibilities**

- Liaise with front desk staff on a daily basis with regards to departure and check-in list.
- Routinely carry out random room inspections on cleaning staff to ensure high standards of cleanliness are met.
- Complete inspection report and pass to the Technical Facilities Manager for action and filing.
- Report any damage or missing items/shortages to the Technical Facilities Manager on a daily basis.
- Ensure all Janitorial stations are clean and well stocked.
- Provide hospitable, recognition and courteous, efficient and accurate services through actions, responses, decisions and communication that exceeds the anticipated and expressed expectations of all guests and DFO personnel.
- Conduct daily quality assurance inspections with special emphasis on hygiene and cleanliness of public areas and common areas/ rooms.
- Coordinate and follow up on relative instructions to the Technical Facilities Manager and DFO personnel.
- Report all Lost & Found items to front desk, ensuring satisfaction to Lost & Found requests.
- Ensure the daily accuracy of Time Sheets and the Time Log.
- Manage staffing levels, preparing work schedules in accordance with workload levels and accurately anticipating service needs.
- Conduct morning and afternoon information briefs with cleaning staff in order to advise them of the day's activities and workload and to obtain feedback from the staff.
- Maintain excellent 2-way communications with DFO staff; follow up with the Technical Facilities Manager, other PWGSC staff and other supervisors.
- Make every effort to address and rectify Client complaints.

Cleaning Supervisor (cont'd)

- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.
- Effectively respond to all reasonable additional assignments as determined by the Facility Support Officer or the Technical Facilities Manager.
- Assist in maintaining all Facility properly by reporting all maintenance requirements observed daily during shift.
- Develop and maintain up-to-date knowledge of floor stripping and waxing, buffing, window cleaning, carpet shampooing and upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum wastage, correct usage and storage, and optimum cleanliness of equipment.
- Ensure environmental procedures for waste disposal/recycling are adhered to in accordance with Environmental Policy.
- Coordinate with Contractor head office for proper billing of functions.
- Report deficiencies and DFO complaints to the Technical Facilities Manager.

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Technical Facilities Manager

\_\_\_\_\_  
Date



### Cleaner Work Description

Title: Cleaner

Mission: To maximize satisfaction while performing assigned cleaning tasks to maintain rooms, public areas and back of house areas ensuring the cleanliness of these areas meets the established standards of the Technical Facilities Manager and DFO Facility Support Officer.

Responsible to: Cleaning Supervisor

#### **Responsibilities**

- As required, provide service as per the contract specifications.
- Carry out daily cleaning duties as detailed on the worksheet for the scheduled shift.
- Develop and maintain up-to-day knowledge of floor stripping and waxing, buffing, window cleaning, carpet shampooing, upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum of wastage, correct usage and storage, and optimum cleanliness of equipment.
- Develop and maintain an excellent working relationship with the Technical Facilities Manager and DFO personnel.
- Ensure efficient Lost and Found service by identifying, recording, reporting and delivering all found items to the Commissioner's desk.
- Assist in maintaining all DFO property by reporting all maintenance needs observed during shift to Supervisors.
- Be cross-trained in all of the cleaning tasks and be available to work flexible shifts including evenings or weekends as required.
- Develop confidence through an increasing ability to make appropriate decisions to gain the loyalty of satisfied and dissatisfied of DFO staff.
- Exceed the anticipated and expressed expectations of all staff and guests.
- Develop and maintain a thorough knowledge of all service facilities and features of the DFO facilities.
- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.
- Respond to all reasonable additional assignments determined by the Cleaning Supervisor or PWGSC Facility support officer.
- Report deficiencies and guest complaints to the Cleaning Supervisor and the Technical Facilities Manager.

Light Duty Cleaner - dusts, vacuums, duties include full cleaning services to designated offices, cleans washrooms, showers, tubs, sinks, windows, blackboards, furniture, floors and walls.

Heavy Duty Cleaner - same duties as a Light Duty Cleaner plus stripping, waxing, scrubbing and buffing of floors. Removes garbage to outdoor storage.

Additional Miscellaneous Labour - includes moving furniture, setting up rooms for various uses, recycling material pickup and other general tasks.

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Technical Facilities Manager

\_\_\_\_\_  
Date

**CLEANING CONTRACT PERFORMANCE REPORT  
POINT MARK VALUES BY CATEGORY AND ITEM**

EXTERIOR	LITTER	(10)	LOUNGES	DOORS	( 5)
	STEPS/WALK	(10)		FLOORS	(10)
MAX POINTS-	ICE/SNOW	(15)	MAX POINTS-	BASEBOARDS	( 5)
<u>45</u>	LANDINGS	( 5)	<u>95</u>	WINDOWS	( 5)
	DECOR	( 5)		WALLS	( 5)
				FURNITURE	( 5)
				COUNTERS	(10)
COMMON	FLOORS	(10)		SINKS	(10)
	DOORS	( 5)		FRIDGE	(10)
MAX POINTS-	WALLS	( 5)		RANGES	(10)
<u>70</u>	BASEBOARDS	( 5)		DECOR	( 5)
	HORIZONTALS	( 5)		WASTE CANS	( 5)
	DECOR	( 5)		HORIZONTALS	( 5)
	FURNITURE	( 5)		LIGHTS	( 5)
	WINDOWS	( 5)			
	LIGHTS	( 5)	OFFICES	FLOORS	(10)
STAIRS	STEPS	(10)		DOORS	( 5)
	LANDINGS	(10)	MAX POINTS-	WALLS	( 5)
			<u>55</u>	BASEBOARDS	( 5)
				HORIZONTALS	( 5)
MAX POINTS-	BASEBOARDS	( 5)		DECOR	( 5)
<u>50</u>	WALLS	( 5)		FURNITURE	( 5)
	RAILS	( 5)		WINDOWS	( 5)
	WINDOWS	( 5)		WASTE CANS	( 5)
	HORIZONTALS	( 5)		LIGHTS	( 5)
	LIGHTS	( 5)			
	W/FOUNTAIN	(20)			
ELEVATORS	FLOORS	(10)	WASHROOMS/ SHOWERS	DOORS/FRAMES	(10)
	WALLS	( 5)		WALLS	(20)
MAX POINTS-	TRACKS	( 5)	MAX POINTS-	FLOOR	(20)
<u>35</u>	LIGHTS	( 5)	<u>220</u>	SHOWER WALLS	(20)
	CEILINGS	( 5)		DRAINS	(20)
	DECOR	( 5)		TOILETS	(20)
				TOILET STALLS	(10)
				URINALS	(20)
CLEANERS	FLOORS	(10)		SINKS	(20)
	WALLS	( 5)		BATH TUBS	(20)
MAX POINTS-		( 5)		MIRRORS	( 5)
<u>55</u>	EQUIPMENT	( 5)		SHINE WARE	(10)
	SINKS	(10)		WASTE CANS	(10)
	SAFETY	(10)		GLASS	( 5)
	LIGHTS	( 5)		DUST	( 5)
				OTHER *	( 5)

\* - Includes toilet tissue / hand towel and dispenser, hand soap, lights, radiators, or other items not listed above.



**JANITORIAL CONTRACT PERFORMANCE REPORT**

INSPECTED AREA: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_ CONTRACT #: \_\_\_\_\_

**ADMINISTRATION / OPERATIONAL COMPLEXES**

	BUILDING NAME	TOTAL POINTS	DISCREPANCIES	PERCENT
1.				
2.				
3.				
4.				
5.				
6.				
OVERALL PERCENTAGE				%

**COMMENTS:**

\_\_\_\_\_ "The undersigned has participated in and concurs with the inspection point rating. It is understood that an unsatisfactory point rating of less than 85% will result in a reduction to the monthly invoice as performance evaluation damages. The reduction will be equal to the number of percentage points less than 100%. (i.e. - An 80% rating will result in a reduction of 20% off the monthly invoice).

It is understood and agreed that the reduction of any monthly payment by way of liquidated damages will not in any way affect other rights and remedies of the Crown as contained in this contract or in the general conditions referred to therein.

\_\_\_\_\_  
CONTRACTOR REPRESENTATIVE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CONTRACT INSPECTOR

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE



## **AIR QUALITY STANDARDS TOWARDS AN IMPROVED AIR QUALITY AT THE BIOLOGICAL STATION**

### **Policy:**

The St. Andrews Biological Station (SABS) Station Management Committee (SMC) recognizes the need to provide and maintain a healthy and safe workplace environment. We shall implement and maintain a chemical reduction policy to eliminate the presence of scented/chemical products that may adversely affect staff and to improve general air quality in the workplace. We are aware of the growing concern among our staff regarding environmental sensitivities. SMC feels that we need to take steps now to protect sensitive members of our staff and possibly to prevent others from becoming sensitive.

Although many social and organizational factors influence people working in our buildings, it is the physical, and particularly the chemical, factors that many see as having a particularly negative effect on health. Clear differences in toxicity exist between chemicals. It is also clear that under some conditions, any chemical can harm individual people. Both the literature and experts agree that there is a good deal of uncertainty about the intensity or pattern of exposure necessary to produce the harm, and that there is considerable individual variation. It seems that health problems that result from poor indoor air quality are often triggered by exposures that most people would have considered harmless only a few years ago. Faced with this situation, SMC considers that the only prudent course of action is to keep exposures to all chemicals at as low a level as practical.

Chemicals are a part of our world. It is clearly impractical to contemplate operating a modern fisheries research station entirely without chemical exposure. On the other hand, SMC feels that we have come to accept chemical exposures that we could actually avoid. There is already a station policy that guides the use of chemicals in laboratories and in scientific work. Beyond this, SMC has targeted general air and some harmful chemical components of cleaning and personal care products that could be avoided. Avoiding these exposures will require efforts by all staff at SABS.

The kinds of chemicals to which we are exposed in SABS buildings can be classified as follows:

- Chemicals introduced into SABS buildings from outdoor sources such as second-hand smoke, engine exhaust, pollen and others;
- Chemicals released by building equipment and activities:
  - by furnishings and office equipment
  - during research (including use of chemicals and preparation of samples in office areas);
- Chemicals released by occupants including:
  - scented personal care products including after shave lotions, hair spray, perfumes and deodorant,
  - tobacco smoke;
- Chemicals released or applied during cleaning, construction and maintenance activities.

### **Procedure / Implementation:**

**Outdoor sources:** Employees shall smoke at least 5 m away from building entrances and open windows. Vehicles shall not be left idling in parking areas, especially near building entrances or open windows.

**Building equipment and activities:** Furnishings shall include minimal or no upholstery, and carpeting should be avoided where possible. If this is unavoidable, it should be recognized that new or freshly-cleaned carpets "off gas" chemicals that may be harmful and staff shall be advised of these situations. Research

laboratories shall have sufficient ventilation and always operate with the lab door closed, and laboratories and offices should be in separate sectors of the building.

**Personal sources:**

All staff shall avoid wearing perfumed aftershave lotions, perfumed hair sprays or other perfumed personal products while at work. SMC shall display appropriate information and signage to encourage visitors to refrain from wearing perfumed products. All SABS meeting/seminar notices shall display a request to visitors to refrain from using perfumed products on the day of their visit. Consistent with current policy, there shall be no smoking inside SABS buildings and vehicles.

**Cleaning, construction  
and maintenance  
activities:**

SABS shall use low or non-scented cleaning and building products. Cleaning should cause as little disruption as possible to the normal work routine, and should be conducted in non-working hours, if possible. Renovations (e.g., painting, etc.) and intense cleaning activities (e.g., floor stripping and waxing, carpet cleaning) shall be scheduled, and staff notified well in advance. These major activities should take place during the summer months (when possible) when the building can be aired and at times when only the construction/cleaning staff are present in the building (e.g.: nights, weekends). All cleaning products shall be stored in tightly closed areas away from "traffic" areas.

**Non-compliance  
reporting:**

Employees have an obligation to bring forward concerns relative to chemical sensitivity. As for other OHS issues, problems associated with odor concerns should be reported through supervisors to SMC (for immediate action), and then to the Director's office. Most breaches would be local and should be dealt with locally, if possible. The location or source of the odor should be identified and actions taken to reduce or control the odor.

**Evaluation of policy:**

There shall be an annual review of the SABS chemical reduction policy to ensure that it is being adequately implemented, and that it is adequate in its scope.

Building Name	Hard Surface (Sheet and Tile Flooring)	Carpet	Painted and Raw concrete	Stairs and Landings
Science Building	3070 sq. meters	420 sq. meters	66 sq. meters	100 sq. meters
Wet Lab	10 sq. meters		647 sq. meters	13 sq. meters
Lauzier Building	404 sq. meters		195 sq. meters	
Conference Centre	43 sq. meters	144 sq. meters		
Esther Lord	434 sq. meters	49 sq. meters		9 sq. meters
Pedway				43 sq. meters
Medcof	216 sq. meters	34 sq. meters		
ARC	77 sq. meters			
ARC Pedway	20 sq. meters			
<b>TOTALS</b>	4274 sq. meters	647 sq. meters	908 sq. meters	165 sq. meters

## **ANNEX F**

### **SECURITY REQUIREMENTS CHECKLIST**





Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

E0227-132450

Security Classification / Classification de sécurité

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		2. Branch or Directorate / Direction générale ou Direction
PWGSC		RPS - Real Property Branch
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 Tender for cleaning contract (supply labour & materials & services at St. Andrews Biological Station, St. Andrews, N.B.)		
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 checked="" 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"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	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"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	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"/>

Security Classification / Classification de sécurité

unclassified





Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

E0227-1324511

Security Classification / Classification de sécurité

**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?  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité:

☒ No  
Non ☐ Yes  
Oui

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?

☒ No  
Non ☐ Yes  
Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel:

Document Number / Numéro du document:

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

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

☒ RELIABILITY STATUS  
COTE DE FIABILITÉ

☐ CONFIDENTIAL  
CONFIDENTIEL

☐ SECRET  
SECRET

☐ TOP SECRET  
TRÈS SECRET

☐ TOP SECRET - SIGINT  
TRÈS SECRET - SIGINT

☐ NATO CONFIDENTIAL  
NATO CONFIDENTIEL

☐ NATO SECRET  
NATO SECRET

☐ COSMIC TOP SECRET  
COSMIC TRÈS SECRET

☐ 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 - MESURES 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

Security Classification / Classification de sécurité

unclassified





Government  
of Canada

Gouvernement  
du Canada

Contract Number / Numéro du contrat

E0227-132480

Security Classification / Classification de sécurité

**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	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens																
Production																
IT Media Support TI																
IT Link Lien électronique																

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.

12. b) Will the document 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

unclassified



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

E0227-132455

Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Marilyn Ferguson

Property & Facility Mgr

M. Ferguson

Telephone no. - N° de téléphone

(902) 496-5121

Facsimile - Télécopieur

(902) 496-5550

E-mail address - Adresse courriel

Marilyn.Ferguson@pwgsc.gc.ca

Date

Nov 21/2012

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Lucie Locas

Regional Chief Security  
Atlantic Region

L. Locas

Telephone no. - N° de téléphone

(902) 496-5630

Facsimile - Télécopieur

(902) 496-5077

E-mail address - Adresse courriel

Lucie.Locas@pwgsc.gc.ca

Date

2012-11-06

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☐ No

☐ Yes

☐ Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Telephone no. - N° de téléphone

( ) -

Facsimile - Télécopieur

( ) -

E-mail address - Adresse courriel

Date

17. Contracting Security Authority / Autorisé contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

KARIN MATHENY

QUALITY CONTROL OFFICER

K. Matheny

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Date

Nov 29/12

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