



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS Á:

Margot Simpson
Parks Canada Agency
P.O. Box 10
Jasper, Alberta
T0E 1E0

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Parks Canada Agency

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 therefore.

Proposition aux: l'Agence Parcs 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 at aux
annexes ci-jointes, les biens, services
et construction énumérés ici et sur toute
feuille ci-annexée, au(x) prix indiqué(s).

Comments – Commentaries

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT**

Issuing Office - Bureau de distribution

Parks Canada Agency
Jasper National Park
Box 10
Jasper, Alberta
T0E 1E0

Title-Sujet Janitorial and Cleaning Services		Date August 8, 2013
Solicitation No. - No. de l'invitation 5P423-13-6251		Client Ref. No. – No. de réf du client.
Solicitation Closes L'invitation prend fin at – á 02:00 PM on – September 30, 2013 le 30 Sept. 2013		Time Zone Fuseau horaire - Mountain Time
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Inquiries to: - Adresser toute demande de renseignements à : Margot Simpson, Contracts Officer		
Telephone No. - No de téléphone 780-852-6255		Fax No. – No de FAX: N/A
Destination of Goods, Services, and Construction: Destinations des biens, services et construction: Whistler & Wapiti Campgrounds, Jasper National Park Jasper, Alberta		
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur		
Name and title of person authorized to sign on behalf of the Vendor/Firm Nom et titre de la personne autorisée a signer au nom du fournisseur/ de l'entrepreneur		
Signature		Date



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PART 1 - GENERAL INFORMATION

1. Security Requirement

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

2. Statement of Work

The Work to be performed is detailed under Annex A Statement of Work of the resulting contract clauses.

3. Mandatory Site Visit

3.1 It is mandatory that the Bidder or a representative of the Bidder visit the work site.

3.2 A mandatory site visit is scheduled **on August 30th, 2013 at 1:00 PM (MST)**. Bidders must communicate with the Contracting Authority, Margot Simpson, no later than **ONE day at 1:00 pm (MST)** before the scheduled visit (August 29, 2013) to confirm attendance and provide the name of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit. Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

3.3 A maximum of two (2) representatives per bidder will be permitted to examine the site.

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

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

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

2. Submission of Bids

Bids must be submitted only to Parks Canada Agency by the date, time and place indicated on page 1 of the bid solicitation.

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



3. Enquiries - Bid Solicitation

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

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

4. Applicable Laws

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

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.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid four (4) hard copies

Section II: Financial Bid one (1) hard copies

Section III: Certifications one (1) hard copies

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

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

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

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

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.



Section I: Technical Bid

In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. Bidders should also demonstrate how they propose to meet the Point Rated Technical Criteria at Annex “F”.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the 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 certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Technical Evaluation

1.1.1 Mandatory Criteria at Bid Closing

Failure to meet any of the following **mandatory** criteria at bid closing will render Contractor submission non-responsive and it will be given no further consideration.

- a) Attendance at the mandatory site visit
- b) Documentation verifying meeting minimum years in business and minimum years of administration and management experience by assigned contract administrator.

1.1.2 Mandatory Criteria Prior to Contract Award

These criteria must be met **prior** to award of a contract. Failure to meet any of the following **mandatory** criteria will render your submission non-responsive and it will be given no further consideration. For your submission to be considered responsive, you must meet these conditions within ten (10) calendar days of the request by the Contracting Authority.

- a) Compliance with certification requirements as per Part 5, Certifications Precedent to Contract Award:
 - i. Federal Contractors Program for Employment Equity-Certification
 - ii. Business License
- b) Compliance with Security Requirements
- c) Compliance with Insurance Requirements

1.1.3 Point Rated Technical Criteria

Bids will be evaluated per the Point Rated Technical Criteria at Annex “F”.



1.2 Financial Evaluation

SACC Manual Clause A0220T (2007-05-25), Evaluation of Price

2. Basis of Selection

2.1 Basis of Selection – Minimum Point Rating

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 50% in the technical evaluation criteria (Annex F) of section B – “Contractor Personnel Experience” and 75% in the technical evaluation criteria of section C – “Comprehension/ Understanding of Work”.
 - d. Obtain the required minimum of 70% overall of the points for the technical evaluation criteria (Annex F) which are subject to point rating. The rating is performed on a scale of 82.5 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

3. Security Requirement

1. 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 and documentation to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.



1. Mandatory Certifications Required Precedent to Contract Award

1.1 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

1.2 Former Public Servant - Competitive Requirements

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, 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

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).



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.

2. Additional 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 Status and Availability of Resources

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

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

PART 6 - RESULTING CONTRACT CLAUSES

1. Security Requirement

The following security requirement (SRCL and related clauses) applies and form part of the Contract.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE #: 5P423-13-6251



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 **PROTECTED** information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
 3. The Contractor/Offeror **MUST NOT** remove any **PROTECTED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
 4. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
 5. The Contractor/Offeror must comply with the provisions of:
 - (a) the *Security Requirements Check List* and security guide (if applicable), attached at Annex D;
 - (b) the *Industrial Security Manual* (Latest Edition).
-

2. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A

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

3.1 General Conditions

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

3.2 Supplemental General Conditions

LAB-180 (2004-12-10) Labour Conditions - Fair Wages and Hours of Labour, apply to and form part of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from April 1, 2014 to March 31, 2015 inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to **two additional one year periods** 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 60 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:

Margot Simpson
Contracting Officer
P.O. Box 10
Jasper, Alberta T0E 1E0

Telephone: 780-852-6255 E-mail address: margot.simpson@pc.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

The Project Authority for the Contract is: **To Be Announced**

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

5.3 Contractor's Representative

Name: _____

Telephone: _____

Email: _____

6. Payment

6.1 Basis of Payment

For items 2.1 as detailed in Annex B Basis of Payment

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price, as specified in Annex "B" for a cost of \$ **(to be inserted at contract award)**. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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

For Item 2.2 as detailed in Annex B Basis of Payment:

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



6.2 Limitation of Expenditure

- 6.2.1 Canada's total liability to the Contractor under the Contract must not exceed \$ (to be inserted at contract award). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
- 6.2.2 No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
- (a) when it is 75 percent committed, or
 - (b) four (4) months before the contract expiry date, or
 - (c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
- 6.2.3 If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 SACC Manual clause

H1008C (2008-05-12) Monthly Payment

7. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

8. Certifications

8.1 Compliance

Compliance with the certifications and related documentation 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, provide the related documentation or if 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 Alberta.



10. Priority of Documents

If there is a discrepancy between the wordings 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) LAB-180 (2004-12-10) Labour Conditions - Fair Wages and Hours of Labour;
- (c) 2010C (2011-05-16) General Conditions – Services, (Medium Complexity);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment
- (f) Annex C, Insurance
- (g) Annex D, Security Requirements Check List
- (h) Annex E, Attestation and Proof of Compliance with Occupational Health and Safety (OHS); and
- (i) the Contractor's bid dated _____ (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award: “, as clarified on _____” or “, as amended on _____” and insert date(s) of clarification(s) or amendment(s)*)

11. SACC Manual Clauses

B6802C (2007-11-30) Government Property

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



ANNEX A

Solicitation # 5P423-13-6251

STATEMENT OF WORK

JANITORIAL AND CLEANING SERVICES WHISTLER/WAPITI CAMPGROUNDS, JASPER NATIONAL PARK PARKS CANADA

1.0 GENERAL REQUIREMENTS AND INFORMATION

- 1.0.1 Parks Canada is the federal organization responsible for the operation and management of Canada's system of national parks, national historic sites and marine conservation areas per the *Canadian National Parks Act* (CNPA). Its mandate is "*on behalf of the people of Canada we protect and present nationally significant examples of Canada's national and cultural heritage and foster public understanding, appreciation and enjoyment in ways that ensure the ecological and commemorative integrity of these places for present and future generations.*"
- 1.0.2 Many of the campground facilities associated with this scope of work provide services to park users who have paid a fee to enter and use the park as well as the campground that will require special attention to detail and protection in their cleaning to help in creating user satisfaction.
- 1.0.3 Cleaning staff are often the most visible and approached by park users. It is Parks Canada's expectation that the Contractor's staff be courteous and helpful; have a neat appearance and be identifiable as a Contractor as per section 1.10. They must be capable of directing visitors to the appropriate source and location for answers to their questions. To this end, Parks Canada will provide appropriate orientation to Contractor staff as per section 1.12.2.

1.1 Objective

- 1.1.1 The intention of this Contract is for seasonal janitorial and cleaning services at Jasper National Park, Alberta for the campground locations as listed below from early May to mid-October for Whistlers and May long weekend, then and from mid-June to mid September for Wapiti. This includes both scheduled and periodic Work. Prior to entering into optional services, the Contractor must receive written approval from the Project Authority.

Visitor Use Campgrounds

Whistlers Campground – 781 sites approximately 2 km south of Jasper on Hwy 93

- 27 toilet buildings @ 19 sq m each; concrete floors; 108 sinks; 103 toilets; 27 urinals
- 1 disabled accessible building @ 2.5 sq m; concrete floor; 1 sink; 1 toilet; 1 shower
- 2 shower buildings @ 137 sq m each; concrete floors; 28 shower stalls; 16 sinks; 4 toilets
- 12 kitchen shelters various sizes; concrete floors; 20 wood stoves; 43 tables; 77 benches
- 4 food storage units with 6 individual lockers per unit
- 3 cottage tents and 11 oTENTiks; approx 7 sq m each
- 572 fire boxes

Wapiti Campground – 362 sites approximately 4 km south of Jasper on Hwy 93

- 7 toilet buildings (3 @ 53m²; 1 @ 63m²; 1 @ 66m²; 2 @ 36 m²); concrete floors; 58 sinks; 57 toilets; 11 urinals
- 1 shower building 148 sq m; concrete floor; 14 shower stalls; 8 sinks; 2 toilets
- 1 shower building 137 sq m; tile floor; 6 shower stalls; 8 sinks; 9 toilets; 2 urinals
- 4 kitchen shelters various sizes; concrete floors; 8 wood stoves; 24 tables; 44 benches



- 2 food storage units with 6 individual lockers per unit
- 343 fire boxes

Note: The areas of flooring in each facility are approximate and are intended to provide an order of magnitude only.

1.2 GENERAL CONDITIONS

- 1.2.1 The Contractor shall provide all machinery, labour, supervision, materials, supplies, tools, dumping fees, equipment and fuelling required for Janitorial and Cleaning Services. All materials and equipment used to carry out the Work must be used in accordance to the manufacturer's recommendations and shall adhere to municipal bylaws, and provincial and federal regulations. The Contractor shall have current and appropriate insurance and an appropriate business license for the park. The Contractor shall abide by current legislation pertaining to their industry and update or re-validate those areas as required.
- 1.2.2 The Contractor shall take all reasonable precautions to protect from damage all property, facilities and equipment. The Contractor shall be liable for any and all damage caused due to any act or omission of the Contractor, including those arising out of negligence, wilful harm or criminal acts. This damage shall include damage to cars, fences, buildings, sidewalks, concrete, asphalt, electrical outlets, landscaping, signage, curbing, and the environment subject to prior inspection.

1.3 Safety

- 1.3.1 The Contractor shall adhere to Federal, Provincial and Municipal regulations and codes concerning the equipment, materials, work habits and procedures.
- 1.3.2 The Contractor shall perform his work in accordance with the rules and regulations of the Canada Labour Code and the Worker's Compensation Board.
- 1.3.3 The Contractor shall securely store, dispense and use all solutions and products in accordance with the Workplace Hazardous Materials Information Systems (WHMIS) Program. All such products shall be securely stored and out of public reach. Limited on-site storage facilities will be provided as per section 1.5.
- 1.3.4 The Contractor shall dispose of all empty or unneeded containers, solutions, etc. in accordance with applicable rules and regulations of the Province of Alberta. All costs shall be borne by the Contractor.
- 1.3.5 The Contractor shall provide and ensure the use of personal protective clothing and equipment for its staff including protective shoes or boots, goggles, gloves and any other items deemed necessary, to be worn in the areas where applicable.
- 1.3.6 The Contractor shall be responsible for ensuring the training of its workers in the WHMIS Program. All staff shall be trained in WHMIS and in the safe handling and operation of all equipment and supplies and all appropriate safety precautions.
- 1.3.7 The proper procedures shall be used for each task. Materials shall be applied as per manufacturer's specifications and equipment shall be operated as per their respective operating manuals.

1.4 Materials and Equipment

- 1.4.1 All materials used in the performance of this Contract shall be environmentally friendly and meet Industry Standards and WHMIS. A copy of all applicable Materials Safety Data Sheets (MSDS) shall be forwarded to the Project Authority and must be posted where the chemicals are being stored.



- 1.4.2 The Contractor is required to provide and maintain a supply list of products to be utilized under this Contract. The supply list is to include reference to meeting standard and certification requirements for products utilized under this Contract that are certified environmentally friendly. Parks Canada prefers products that have been certified by Environmental Choice Program Certification 'Eco-Logo' (Canada).
- 1.4.3 Only Green Seal Certified products are to be used for cleaning and polishing and all products must be pre-approved by the Project Authority.
- 1.4.4 All cleaning materials shall, as much as possible, be environmentally compatible and as required to do the work. The authorized Project Authority may at any time request that a product be changed or it may be mutually decided upon that the product intended is not doing the job and, therefore, must be changed. Storage of these materials shall be in accordance with the WHMIS guidelines.
- 1.4.5 Cleaning products must be biodegradable, non-aerosol, phosphate free, low odour, and low volatile organic compound (VOC) products for all general purpose cleaning.
- 1.4.6 Jasper National Park will store and provide the Contractor with the following materials required for the provision of janitorial and cleaning services: toilet paper, paper towel, hand sanitizer, and soap. Parks Canada will remain responsible for ordering these supplies. The Contractor will be responsible for pick up of these items from the Parks Canada storage facility as and when required.
- 1.4.7 The Contractor shall supply all cleaning materials, tools necessary to satisfactorily carry out the cleaning and sanitary requirements of this specification, except as identified in 1.4.6.
- 1.4.8 For information purposes only, refer to Annex "A2" for a listing of consumables that Parks Canada estimates are used associated with the buildings identified in this Contract. This is intended as a guideline only and Parks Canada does not guarantee its accuracy nor that this usage will remain constant.
- 1.4.9 All equipment required to perform the work (i.e.: scrubbers, vacuums, polishers, washers, brooms, stripping and waxing equipment) shall be of the type suited for the size of the facility and shall be in good working order. They shall be supplied and maintained by the Contractor. All electrical equipment supplied under the Contract must be certified or approved for use in accordance with the Canadian Electrical Code.
- 1.4.10 Equipment shall be kept in good working condition and repairs shall be made immediately to any device that poses a safety or fire hazard. Such equipment shall be removed from use immediately if defects have been observed.
- 1.5 Storage of Materials and Equipment**
- 1.5.1 Parks Canada will make available for the Contractor's use in carrying out this contract, existing janitorial and storage areas at each washroom building in Wapiti and Whistlers campgrounds for storage of cleaning supplies, equipment and supplies.
- 1.5.2 These storage areas are large enough to only store one week or less of consumables. The Contractor shall be responsible for the provision of additional storage off-site for bulk of consumables and cleaning supplies, storage of equipment, etc and any large equipment necessary to undertake this contract.
- 1.5.3 Parks Canada will not be responsible for damage or loss to the Contractor's supplies, materials or equipment in the buildings nor to the Contractor's employees' personal belongings brought into the buildings.
- 1.5.4 The Contractor shall only park vehicles in designated parking areas as identified by the Project Authority.



1.6 Site Security

- 1.6.1 Only those employees identified as authorized personnel will be allowed access to the site of the work, No other persons accompanying employees will be allowed on site.
- 1.6.2 All keys and electronic tags etc entrusted to the Contractor for the fulfillment of the Contract must be protected at all times, and returned to Parks Canada upon completion of each season.

1.7 Found Articles and Property Damage

- 1.7.1 The Contractor will report to the Project Authority any circumstances, which suggest the contravention of good security measures, and will turn in any articles of value found, to Parks Canada kiosk staff.
- 1.7.2 The Contractor will be responsible for and report to Parks Canada any defect in the construction of, or damage to, the property noticed by the Contractor or its staff or agents.

1.8 Quality of Service

- 1.8.1 The Contractor shall promptly and efficiently provide, or cause to be provided, the Work and shall carry out, or cause to be carried out, the Work in a careful and competent manner as detailed in this document.
- 1.8.2 The Contractor shall superintend the Work at all times and shall provide, at its own expense, the labour, materials and equipment necessary to perform the Work to the satisfaction in all respects of Parks Canada.
- 1.8.3 Decisions as to quality, fitness, and workmanship in cases of dispute rest solely with Parks Canada. Parks Canada reserves the right to request the Contractor remove an employee from Parks Canada premises. The Contractor shall comply with the request immediately.

1.9 Staffing Requirements

- 1.9.1 The Contractor is responsible to provide appropriately trained and experienced personnel to carry out the requirements of the Work.
- 1.9.2 All Contractor staff members shall have a basic ability to communicate in the English language to ensure that they can read labels and instructions otherwise they shall work only with a person that meets these criteria.
- 1.9.3 The Contractor is required to hire, train and/or supply an adequate number of staff necessary to perform the Work for cleaning services at all contract locations.
- 1.9.4 The Contractor must plan and organize work far in advance and regulate and cross-utilize staff so that the needs of the facility are met and the most cost-effective operation and maintenance are attained.
- 1.9.5 The Contractor must make available back-up staff for immediate replacement in the event of any type of absence of any of the regular staff.

1.10 Contractor Identification

- 1.10.1 All Contractors' employees, vehicles and equipment shall be clearly identified at all times while on or in Parks Canada premises and facilities.
- 1.10.2 Personal identification shall consist at minimum of a shirt or blouse that has the Contractor's name or logo neatly affixed thereon. Coveralls or jackets and hats with Contractor name or logo may be worn when performing tasks that require such additional attire. These additional items must be



complementary to the Contractor's uniform. The overall appearance of Contractor's staff must be appropriate for a National Park and National Historic Site setting, and must appear professional.

- 1.10.3 Contractor identification clothing shall be worn at all times and Contractor's employees shall be dressed neatly, commensurate with Parks Canada's staff and facility appearance.
- 1.10.4 Contractor's employees shall not wear hats, caps, sweatshirts, T-shirts, sports teams clothing or other garments that depict such things as cartoon characters, professional sports team logos, social comments, "catch phrases", etc. Contractor's employees shall not wear apparel that has logos or advertising other than the Contractor's logo, nor may they wear dark glasses while inside the building. Lapel-pins or badges are to be limited to one (1) and for Contractor identification purposes only.
- 1.10.5 Parks Canada reserves the right to reject the Contractor's uniform if deemed inappropriate by the Agency.
- 1.10.6 The Contractor shall ensure vehicles and equipment used in relation to this janitorial and cleaning services Contract have all necessary provincial vehicle registrations and permitting; are appropriately insured for all risks, accidental loss or damage and are maintained in a clean and mechanically sound state and insured against all damage.
- 1.10.7 All Contractor vehicles and equipment shall be clearly identified by means of decals with the Contractor's name or logo placed on their doors or by means of a 250 mm x 400 mm placard placed on the dashboard and clearly visible.
- 1.11 Site Supervision**
 - 1.11.1 The Contractor shall provide consistent on-site supervision to the Contractor's personnel at each site and shall be available at such times as supervisory requirements demand. Parks Canada will not direct, supervise or assess individual staff performance under the Contract.
- 1.12 Worker Conduct and Interaction with Park Visitors**
 - 1.12.1 The Contractor's staff will come in contact frequently with park visitors and may be asked questions and/or for information about the park and its facilities and offerings. It is not Parks Canada's expectation that the Contractor's staff be qualified to answer questions but at minimum, be courteous and capable of directing visitors to the appropriate source and location for answers to their questions.
 - 1.12.2 Due to the complexity of the sites, the Contractor's personnel must attend a one-day orientation prior to commencement of the Work, to gain an understanding of the facilities, work standards and Parks Canada Quality Visitor Experience (QVE) key messages. The Contractor is expected to ensure that any of his personnel not attending this orientation are advised of the information and messages presented prior to their commencement of the Work.
 - 1.12.3 The Contractor's employees shall be of good character and shall conduct themselves in a professional and businesslike manner at all times.
 - 1.12.4 If any worker or agent of the Contractor is intemperate, disorderly, incompetent, negligent or dishonest in the performance of their duties or otherwise creates a hazard on the property, they shall be forthwith removed from the property by the Contractor and not be permitted to return to the property.
- 1.13 Project Authority**
 - 1.13.1 For the purposes of this Contract, the designated Project Authority will be identified once the Contract has been executed. Parks Canada may at any time unilaterally change the designated Project Authority.



1.14 Contractor's Administrator

- 1.14.1 The Contractor shall assign a Contract Administrator to this account. The Contract Administrator shall be available during Parks Canada normal business hours and all correspondence and telephone calls shall be forwarded to the assigned Contract Administrator for all purposes relating to the performance of this Contract.

1.15 Communication

- 1.15.1 The Contractor shall provide Parks Canada with contact names and numbers of the Contract Administrator as well as personnel that will have responsibility for cleaning services and/or foreperson on site.
- 1.15.2 The Contractor Administrator or a contractor staff member shall be accessible at all times during the Wapiti and Whistlers Campground cleaning hours. Accessibility should be by telephone or pager. The Contractor shall respond within a half-hour in the event of an emergency.
- 1.15.3 The Contractor shall provide feedback to Parks Canada of any concerns or comments for each location as necessary during the Contract term.
- 1.15.4 Contractor staff shall promptly report any defects, broken or damaged surfaces or devices, leaks and plumbing problems and vandalism detected during cleaning services immediately to the Project Authority.
- 1.15.5 The Contractor shall ensure that deficiencies and/or concerns raised by Parks Canada are responded to and acted upon in the shortest reasonable manner (within 24 hours); and/or immediately should, in Parks Canada's opinion, the site conditions be deemed unsafe. Failure to respond to Parks Canada's concerns may result in remedial work performed by third parties at Contractor's expense.

1.16 Inspections

- 1.16.1 All work shall be done to meet or exceed the set standard for the industry and to satisfy the section 2.0 Level of Service and Section 3.0 Specifications of this document.
- 1.16.2 The Project Authority shall conduct inspection tours of all facilities at his discretion. The Contractor or his authorized representative can be asked to accompany the Project Authority on each inspection.
- 1.16.3 The Contractor will first receive verbal notice of any services and/or materials failing to conform to the requirements of the Contract. Deficiencies will be documented and written notice will be communicated to the Contractor's Administrator. Parks Canada will be the sole judge in determining deficiencies.

1.17 Changes to the Work

- 1.17.1 During the term of the Contract, Parks Canada may in consultation with the contractor and by way of a contract amendment:
- Make additions, deletions, or changes to the Statement of Work;
 - Request special or emergency cleaning services over and above those specified in this Contract;
 - Amend the completion dates; or
 - Incorporate additional buildings/sites within Jasper National Park
- 1.17.2 It is expected that the Contractor will facilitate any required work. Where the work has substantially changed, the rates are to be negotiated with the Parks Canada and confirmed in writing by an amendment to the contract.



1.18 Recycling

- 1.18.1 Parks Canada encourages its park and campground users to recycle refundable drink bottles, cans and tetra packs having a deposit as well as non- refundable items such as paper, cardboard, food cans and bottles by installing clearly marked recycling receptacles for various items throughout the campgrounds.
- 1.18.2 The Contractor is to continue and support the recycling program within the campgrounds by collecting and returning both refundable and non-refundable recyclables.
- 1.18.3 Refundables collected within the Wapiti and Whistlers campgrounds and returned to the Jasper Recycling Depot have yielded on averaged a return of \$15,000/per year to Parks Canada.
- 1.18.4 The Contractor is to collect and return the refundable items to the Jasper Recycling Depot and maintain auditable records and receipts for the number of items returned and the corresponding revenue realized.
- 1.18.5 In return, The Contractor shall retain 75% of the return for themselves and give 25% to Parks Canada. Parks Canada will use these funds to maintain or replace existing recycling bins and receptacles.
- 1.18.6 In return for increasing amount of recycling above current levels, any recyclable returns exceeding \$15,000/per year (made up of both the Contractor's and Parks Canada split revenue per Section 1.19.5) will be the 100% the Contractor's to keep.

1.19 Recycling Vehicle

A vehicle has been donated to Jasper National Park for the sole use as a recycling vehicle in Whistlers and Wapiti Campgrounds. Please refer to Annex A3 "Recycling Vehicle" and Annex C "Insurance".

LEVEL OF SERVICE

2.1 General

- 2.1.1 Refer to Annex A Level of Service Schedule of this Statement of Work for summary of cleaning levels of service for the specified campgrounds.
- 2.1.2 Refer to Section 3.0 Performance Specifications of this document for description of cleaning tasks involved and quality standards.
- 2.1.3 Seasonal statistics have shown that Whistlers and Wapiti campgrounds will be between 85% and 100% full from the third week of June until the second weekend of September. This is considered high season. Before and after this time of the season, results have varied with weather and temperature. Wapiti, does not fully open until "high season", although it does open briefly for the May long weekend. Wapiti is typically 90% full the May long weekend. It is typical for Wapiti campground to have an 85% - 100% occupancy rate for its entire season. Whistlers campground averages an approximate 35% occupancy rate from its opening date in May until the May long weekend, when it typically sees 75% - 80% occupancy. Whistlers will see an occupancy rate typically just over 50% until the end of May. During the month of June, its occupancy rate typically increases to high season occupancy rates. These figures are based on trends. Actual occupancy rates may be impacted by variables outside of Parks Canada's control such as weather.

2.2 Wapiti and Whistlers Campground Toilet and Shower Buildings and Sites

- 2.2.1 Toilet and shower buildings, kitchen shelters and camp sites are used by park visitors within Wapiti and Whistlers campgrounds as part of their camping experience.



- 2.2.2 Cleanliness of these facilities has a direct bearing and influence on visitor perceptions about Parks Canada, their park visit and value for their park and camping fees.
- 2.2.3 Wapiti campground opens for four (4) days on the Victoria Day long weekend in May and then closes. It opens for the regular season from mid June until after the September Labour Day long weekend.
- 2.2.4 Whistlers campground is used seasonally from early May until after the Thanksgiving Day long weekend in October.
- 2.2.5 As these campgrounds are used seasonally, a thorough cleaning prior to the season commencing and at the end of the season is required. This shall be conducted within the one (1) week prior to season commencement.
- 2.2.6 Seasonal campground opening cleaning shall entail:
- i) sweeping out leaves and other debris from kitchen shelters; power wash kitchen shelter floor and wipe down picnic tables; general clean up of debris, leaves and fallen branches within campgrounds and their respective campsites; and their subsequent hauling and proper disposal at the Jasper Solid Waste Transfer Station;
 - ii) a full cleaning of all toilet and shower buildings walls and floors, vents, windows and lights as per Section 3.0 Specification of this Statement of Work including a power washing once Parks Canada plumbers have completed de-winterization of the buildings' plumbing system and water turned on;
 - iii) installation and stocking of toilet paper and other paper products, soaps, urinal deodorants and all other required consumables in all toilet and shower buildings after cleaning has occurred;
 - iv) general inspection of all campgrounds and associated buildings identifying any damage and problems that must be repaired and reporting these to the Project Authority
- 2.2.7 Seasonal campground closing cleaning shall entail:
- i) final clean out of all fire pits, kitchen stoves and cleaning of grates; power wash kitchen floor; raking and clean up of firewood stockpile areas and removal and proper disposal of all debris, ashes and any partially burnt firewood to the Jasper Solid Waste Transfer Station;
 - ii) inspect and clean out all food lockers of any remaining food and other animal attractants;
 - iii) a final cleaning of all toilet and shower buildings including power washing per Section 3.0 – Specifications of this Statement of Work upon completion of winterization of buildings' plumbing system and shut off of water by Parks Canada plumbers;
 - iv) removal and storage off site of all toilet paper and other paper products, soaps, urinal deodorants and all other required consumables in all toilet and shower buildings;
- 2.2.8 Use of these campgrounds varies throughout the season with mid-summer being the busiest. Weekend use is traditionally heavier than weekday, as are statutory holiday weekends. Shoulder seasons are transition periods with spring seeing increasing use and fall decreasing use.
- 2.2.9 The cleaning requirements for buildings and frequency and nature of cleaning services will vary with campground occupancy rates with loops being filled in an orderly fashion to avoid opening/using all facilities.
- 2.2.10 Cleaning operations are usually performed between the hours of 0800 to 1600 hrs with frequency and level of cleaning varying based on facility usage. At a minimum, the following will be required for open washrooms/shower facilities in each campground:
- i) an afternoon full cleaning as specified in Annex 'A' "Wapiti and Whistlers Campgrounds Level of Service Cleaning Schedule" beginning after campground checkout time of 11:00 and in keeping with Section 3.0 Specifications of this Statement of Work.
- 2.2.11 Simultaneous closure of all washroom/shower buildings in a campground for cleaning will not be permitted.



- 2.2.12 Public shall not be permitted in the facility while cleaning is underway.
- 2.2.13 A spreadsheet, fastened in a secure manner to avoid tampering will be posted on the back of each facility door and visible to public indicating date and time when cleaning last took place.
- 2.2.14 Special arrangements can be made with the Project Authority to undertake specific non-routine cleaning outside of normal operating hours.
- 2.2.15 Within 15 days of signing this Contract, the Contractor shall submit, in writing, the plan of operation to perform the scheduled cleaning as described in Annex 'A' Wapiti and Whistlers Campgrounds Level of Service Schedules
- 2.2.16 The plan of operation must be approved by Parks Canada and shall be reviewed for deficiencies and problems and updated on a regular basis.
- 2.2.17 The Contractor shall respond promptly (within 45 minutes) to all service calls from the Project Authority for services (i.e., trash removal, urgent clean-ups, unplugging toilets, etc.) during normal cleaning hours.
- 2.2.18 The cleaning level of service specified in this section are summarized in spreadsheet form under Annex A - Wapiti and Whistlers Campgrounds – Level of Service Buildings.

3.0 SPECIFICATIONS

3.1 General

- 3.1.1 The descriptions and performance expectations/quality of service are in accordance with the buildings to be regularly cleaned under this Contract and appear in the "Level of Service Schedule" in Annex 'A' of this document.

Cleaning tasks to be performed are described as follows:

3.2 Toilet and Showers Buildings

Applies to all washroom/shower floors, walls, pre-finished toilet/shower partitions, all wall mounted dispensing devices, grab bars, etc., including toilet stalls, urinals, sinks, water fountains, showers, etc.

- 3.2.1 During cleaning of washrooms and shower buildings, proper and appropriate signage (bilingual: French/English) must be prominently displayed to inform users of cleaning operations and that the facility is temporarily closed and/or if floors are wet.
- 3.2.2 While washrooms/showers are being cleaned, they are NOT to be used by the public.
- 3.2.3 Pickup all refuse on floor, counters and in toilet stalls/showers and dispose of using the proper method prior to commencing cleaning.
- 3.2.4 Dry mop or sweep floor using a broom, treated dust mop, treated dust cloth, or solvent-free dust mop or cloth so as to remove loose, dry surface soil resulting in floors that are clean and free of dirt, dust and debris.
- 3.2.5 Clean by damp mop using an appropriate residue-free cleaning agent and a clean mop, head well wrung out in clean water, all hard surface flooring including painted and unpainted concrete. All floors are to be clean and free from debris, surface dirt, spills, stains, marks or detergent streaks; bases are clean, and all areas are free from obnoxious odours. Special care and attention is to be paid to all corners and edges.



- 3.2.6 Starting above and working towards the floor, wash and clean walls using an appropriate residue-free cleaning agent and scrub brushes, scouring pads, etc (ensure that it does not deteriorate or affect the surface finishing) the entire vertical surface. Wash once using an agent, rinse the second time using only water and then wipe dry. Ensure that the surface is free of streaks.
- 3.2.7 Pressure wash floors and walls at start and end of season to remove grime, dirt and mould/mildew starting at the top and working toward the floor. Adjust pressure so as not to damage walls or floors. Ensure that water is mopped up and no puddles are left as “standing water”.
- 3.2.8 Clean all interior and exterior surfaces of fixtures, washbasins, shower stalls (including ceilings) using a cleaning agent containing disinfectant and appropriate applicator starting at the ceiling and working down such that all basins-all sides, plumbing fixtures (including exposed pipes) polished chrome, brass or similar fixtures are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, or similar surfaces are clean, bright, and free of finger marks, spots, and stains.
- 3.2.9 Clean toilets and urinals using germicidal/disinfectant detergent solution and appropriate applicator such that all interior and exterior surfaces of fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. The base of all fixtures must be done at the same time.
- 3.2.10 Where a need exists, a non-acid or food grade phosphoric acid bowl cleaner may be used to hand clean urinals and toilets. No bowl cleaning tools with wire in their make-up is to be used. No tank drop cleaners/gels or tablets are to be used.
- 3.2.11 Urinal maintainers formulated with acids and detergents held in a disposable mat frame may be used as necessary to maintain urinals free of objectionable odours.
- 3.2.12 Wash two (2) meters of the surrounding wall surfaces to include the back and sides and/or two (2) meters of the surrounding areas of urinals.
- 3.2.13 Remove liners, clean and replace liners. All sanitary and waste receptacles are to be emptied daily, cleaned with germicidal/disinfectant detergent free of spots, stains, finger marks, odours and the liners replaced.
- 3.2.14 Using a suitable cleaning agent and applicator, clean all surfaces inside and out, including all toilet tissue, soap, sanitizer and towel dispensers, holders, attachments and other hardware such that they are free of finger marks, spots, stains, and odours.
- 3.2.15 Installed dispensers and deodorizing devices are to be kept fully stocked/replenished with the appropriate supplies/products (toilet paper, paper towel, hand soap, and sanitizer) as supplied by Parks Canada.
- 3.2.16 Clean all partitions, modesty panels, walls including enamel surfaces, doors and ledges, vents, grilles, kick plates and ledges using a suitable cleaning agent so that all surfaces and fittings are clean and free of dust, finger marks, streaks, smudges, mold or mildew.
- 3.2.17 Clean all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges using a suitable cleaning agent such that they are free of finger marks, streaks, smudges, mold or mildew. Clean mirrors and frames using water and a Microfiber chamois cloth or a squeegee and lamb's wool applicator. Do not use paper products.
- 3.2.18 Ensure floor drains are not blocked and pour clean water in floor drains weekly, where required, or as directed to ensure there is no odour emanating from floor drains.
- 3.2.19 Blocked toilets, urinals, sinks and drains shall be cleared immediately by use of a plunger or hand held snake. If unsuccessful, report problem to Project Authority.
- 3.2.20 All leaks, plumbing problems, all broken and poorly operating dispensers, damaged partitions or



washroom appurtenances are to be communicated immediately to the Project Authority.

- 3.2.21 Report to Parks Canada staff all lamps (bulb and tube types) that are burnt out or flickering as observed by Contractor cleaning personnel, or reported to the Contractor by a Visitor.

3.3 Cleaners' closets and provided space

Applies to all cleaner/janitorial closets and space provided/assigned to the Contractor for janitorial use and product storage in the various toilet/shower buildings to be cleaned under this Contract.

- 3.3.1 Keep assigned spaces clean, neat and tidy, and free from offensive odours and debris at all times.
- 3.3.2 Floor areas are to be kept clean, dry, and free of soil, surface stains, mop streaks, etc.
- 3.3.3 Maintain sinks clean and free of offensive odours, etc.
- 3.3.4 Waste containers/service carts are empty, clean and free of offensive odours and ready for next day use.
- 3.3.5 All mops, brooms, cloths and other cleaning equipment are clean, and materials, paper products, chemicals are stored neatly and as per manufacturer's instructions and away from any hot water tanks, furnaces or other ignition sources.

3.4 Refuse and recycling

- 3.4.1 Pick up all litter and debris in vicinity of toilet and washroom building exteriors and around all waste receptacles and recycling bins
- 3.4.2 Empty/clean all waste holding receptacles and containers daily. The use of, and daily replacement of liners is mandatory for all washroom, wet waste areas, first aid room, break area receptacles, etc., Plastic garbage bag liners can be re-used and replenished as needed and at a minimum of once per week.
- 3.4.3 All waste and recycle holding receptacles or containers are to be clean and returned to their correct place. Do not place waste or recycle holding containers or baskets upon counters during cleaning operations.
- 3.4.4 For health and safety reasons, do not handle or sort any waste or recyclables with bare hands. Puncture proof gloves are to be used in the handling of all waste. Liners being removed from containers are to be done ensuring no body contact.
- 3.4.5 Safely transport all waste to designated exterior bear proof "Hide a Bag" or larger "Haul – All" dumpster garbage containers located in close proximity of the building
- 3.4.6 Collect and transport recyclable material to the Jasper Recycling Depot on a regular basis. Do not allow receptacles to become more than three quarters full prior to emptying.

3.5 Unoccupied Campsites

- 3.5.1 Pick up all litter, broken glass and debris found at each unoccupied campsite or surrounding buffer areas and remove any chords, rope and string from nearby trees.
- 3.5.2 Ensure ashes are cool before handling, shovel excess cold ashes, partially burnt/charred and other miscellaneous burnt material from fire pits and free standing grilles into a suitable non-combustible container and transport to the Jasper Solid Waste Transfer Station for proper disposal in the appropriate location as directed by Transfer Station personnel.
- 3.5.3 Scrape and remove any grease and food particles from grills using an appropriate metal scrub brush or scraper.



- 3.5.4 Neatly stack any unused firewood adjacent to fire pit at campsite
- 3.5.5 Clean picnic table and bench areas if required and position table in its proper location.
- 3.5.6 Rake the campsite area around fire pits and freestanding grill so as to leave in a clean and neat condition ready for use.

3.6 Kitchen Shelters and Food Lockers

- 3.6.1 Pick up all litter, broken glass and debris found at each kitchen shelter or surrounding buffer areas.
- 3.6.2 Ensure ashes are cool before handling, shovel excess cold ashes, partially burnt/charred and other miscellaneous burnt material from kitchen shelter stoves into a suitable non-combustible container and transport to the Jasper Solid Waste Transfer Station for proper disposal in the appropriate location as directed by Transfer Station personnel.
- 3.6.3 Scrape and remove any grease and food particles from stove tops using an appropriate metal scrub brush or scraper.
- 3.6.4 Clean picnic tables and bench areas if required and position tables in their proper location within the shelter.
- 3.6.5 Clean out and wash vacated food lockers using appropriate cleaning agent.
- 3.6.6 Perform a visual inspection of the shelter and/or lockers and report any damage, graffiti and/or maintenance needs to the Parks Canada kiosk staff

3.7 Unoccupied Cottage Tents or oTENTiks

- 3.7.1 After cottage tent or oTENTik is empty, but prior to new occupancy, vacuum floors, beds and mattresses including bunk bed crevasses. No cleaning is provided during a stay/occupancy.
- 3.7.2 Wipe down mattresses with antibacterial dish soap or a mild solution of water and vinegar.
- 3.7.3 If required, wipe down tables, chairs and window ledges and mop floor with Murphy's oil for wood.
- 3.7.4 Pick up all litter, broken glass and debris found at each cottage tent or oTENTik or surrounding buffer areas and remove any chords, rope and string from nearby trees.
- 3.7.5 Ensure ashes are cool before handling, shovel excess cold ashes, partially burnt/charred and other miscellaneous burnt material from fire pits and free standing grilles into a suitable non-combustible container and transport to the Jasper Solid Waste Transfer Station for proper disposal in the appropriate location as directed by Transfer Station personnel.
- 3.7.6 Scrape and remove any grease and food particles from grills using an appropriate metal scrub brush or scraper.
- 3.7.7 Neatly stack adjacent to fire pit, any unused firewood at campsite
- 3.7.8 Clean picnic table and bench areas if required and position table in its proper location.
- 3.7.9 Rake the campsite area around fire pits and freestanding grille so as to leave in a clean and neat condition ready for use.



**ANNEX A1
CLEANING LEVEL OF SERVICE**

Attached Excel Spread Sheet



Parks
Canada

Parcs
Canada

ANNEX A2

List of Consumable Supplies Guidelines

Attached Excel Spread Sheet



ANNEX A3

Recycling Vehicle

Whistlers and Wapiti Campgrounds, Jasper National Park

Jasper National Park has received a donated 2011 Ford Transit vehicle to be used solely for recycling in Whistlers and Wapiti Campgrounds.

The vehicle is to be used exclusively for picking up both refundable and non-refundable recycling from the two campgrounds and driving it to the appropriate recycling depots for sorting and emptying.

The vehicle may be used by the Contractor only for this purpose.

There will be an annual “lease” fee of \$1.00.

Should the Contractor decide to make use of this vehicle for the sole purpose as described above, the following two insurance clauses will apply in addition to and under the same circumstances as the Insurance Requirements in Annex C:

1. SACC Manual Clause G3001C (2008-05-12) All Risk Property Insurance
2. SACC Manual G2020C (2008-05-12) Automobile Liability Insurance

The full text for the above two clauses has been set out in Annex C.



ANNEX B

BASIS OF PAYMENT

1.0 Special Instructions to Bidders:

It is **MANDATORY** that Bidders submit firm prices/rates for the period of the proposed Contract for all items listed hereafter.

This section, when completed, will be considered as the Bidder's financial proposal.

Bidders shall provide bids as per unit of issue requested.

Should there be an error in the extended pricing of the Bidder's proposal, the unit pricing shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in the quantities of the Bidder's proposal shall be changed to reflect the quantities stated in the RFP.

The quantities specified below are provided for evaluation purposes only.

Rates quoted must remain firm for the period of the Contract.

Rates **MUST** include **ALL** costs associated with providing the service in accordance with the Statement of Work, Annex A and the Level of Service, attached herein.

GST, if applicable, is **not to be included** in the prices below, but is to be shown as a separate item on any resulting invoice.

Extra work/emergency work must be pre-approved by the Project Authority and will cover services that are not included in the scheduled work.

If the cleaner is already on site, emergency work will not be considered an extra and will be paid at the regular rate.

Payment will be made in accordance with the following pricing.
(Note: no additional charges will be allowed for travel to the site)

2.0 Calculation of Bid Evaluation Total costs

- Firm Rate and Emergency Rate quoted for the contract period and optional years for line items 1 and 2 in section 2.1 and item 1 in section 2.2 will be multiplied by the estimated usages to arrive at a price for the contract period and the option years.
- The total of the contract period and the option years will be added together to determine the Bid Evaluation Total Cost.

Provision of janitorial and cleaning services as stated in the Scope of Work, ANNEX 'A' and its associated Level of Service (LOS) Annexes

2.1 Rate of Schedule Janitorial and Cleaning Services:

Item	Locations	Estimated Usage	From: May 2, 2014 to October 13, 2014 (Contract Period)	May 1, 2015- October 12, 2015 (Optional Year 1)	May 6, 2016 to October 10, 2016 (Optional Year 2)
1	Whistlers Campground Scheduled Janitorial Services as stated in the Statement of Work, Appendix "A" and associated annexes	5 months	\$ _____ /month	\$ _____ /month	\$ _____ /month
		1 half month	\$ _____ /half month	\$ _____ /half month	\$ _____ /half month



Item	Locations	Estimated Usage	May 16 – 19, 2014 & From: June 20, 2014 To: September 21, 2014 (Contract Period)	May 15 – 18, 2015 June 19, 2015 to September 20, 2015 (Optional Year 1)	May 20 – 23, 2016 June 17, 2016 to September 18, 2016 (Optional Year 2)
2	Wapiti Campground Scheduled Janitorial Services as stated in the Statement of Work, Appendix "A" and associated annexes	1 long weekend 3 months	\$ _____ May long weekend (Fri, Sat, Sun, Mon) \$ _____ /month	\$ _____ May long weekend (Fri, Sat, Sun, Mon) \$ _____ /month	\$ _____ May long weekend (Fri, Sat, Sun, Mon) \$ _____ /month

2.2 Emergency Work and/or Extra Work Rates: applies only if called in by a PCA and only if Contractor was not on the premises at time of call out.

Item	Locations	Estimated Usage	From: May 2, 2014 to October 13, 2014 (Contract Period)	May 1, 2015- October 12, 2015 (Optional Year 1)	May 6, 2016- October 10, 2016 (Optional Year 2)
1	Whistlers and Wapiti Campgrounds	8 hours	\$ _____ /hour	\$ _____ /hour	\$ _____ /hour

3.0 Bid Price

The total amount bid for the one firm year and two option years is:

Line Item 1) **Whistlers Campground**

Contract period \$ _____
Option Year 1 \$ _____
Option Year 2 \$ _____
TOTAL Bid Evaluation Cost (Whistlers) \$ _____

Line Item 2) **Wapiti Campground**

Contract period \$ _____
Option Year 1 \$ _____
Option Year 2 \$ _____
TOTAL Bid Evaluation Cost (Wapiti) \$ _____



ANNEX C

INSURANCE REQUIREMENTS

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 \$5,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
 - o. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.



For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

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

Recycling Vehicle Insurance Requirements:

1. SACC Manual Clause G3001C (2008-05-12) All Risk Property Insurance

1. The Contractor must obtain All Risks Property insurance while the Government Property is under its care, custody or control, and maintain it in force throughout the duration of the Contract, in an amount of not less than **\$20,000.00**. The Government's Property must be insured on a Replacement Cost (new) basis. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.

2. The All Risks Property insurance policy must include the following:

- a. Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority at least thirty (30) days written notice of policy cancellation.
- b. Loss Payee: Canada as its interest may appear or as it may direct.
- c. Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by the Parks Canada Agency and Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

2. SACC Manual G2020C (2008-05-12) Automobile Liability Insurance

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.

2. The policy must include the following:

- a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence



- b. Accident Benefits - all jurisdictional statutes
- c. Uninsured Motorist Protection
- d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
- e. OPCF/SEF/QEF #3 - Drive Government Automobiles Endorsement



ANNEX D

SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

5P423-13-6251

Security Classification / Classification de sécurité

UNCLASSIFIED

PR

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 Parks Canada		2. Branch or Directorate / Direction générale ou Direction Jasper Field Unit
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 Cleaning Services for Wapiti and Whistlers campground		
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 <input type="checkbox"/> Yes
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 <input type="checkbox"/> Yes
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 type="checkbox"/> No <input checked="" type="checkbox"/> Yes
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 checked="" type="checkbox"/> No <input type="checkbox"/> Yes
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 <input type="checkbox"/> Yes
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 checked="" 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"/>
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 checked="" 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"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

UNCLASSIFIED

PR

Canada



Contract Number / Numéro du contrat

5P423-13-6251

Security Classification / Classification de sécurité

UNCLASSIFIED

PR.

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non 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

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

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non 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 ☐ Yes
Non Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

UNCLASSIFIED

PR

Canada



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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premise(s).
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 / Catégories	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC			
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATION RESTREINTE	NATO CONFIDENTIAL / NATION CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / TRÈS SECRET	PROTECTED / PROTÉGÉ			TOP SECRET / TRÈS SECRET
											A	B	C	
Information / Assets / Informations / Atouts														
Facilities / Sites / Installations / Sites														
IT Assets / Support IT / Atouts électroniques														

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 zone intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la zone intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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ANNEX E

ATTESTATION AND PROOF OF COMPLIANCE WITH OCCUPATIONAL HEALTH AND SAFETY (OHS)

Submission of this completed form, satisfactory to Parks Canada, is a condition of gaining access to the work place.

Instructions:

Prime contractor must sign this form for all projects undertaken at Parks Canada work places.

This form is to be administered by the Project Manager and completed by the Prime Contractor **AFTER** contract award.

Parks Canada recognizes that federal OHS legislation places certain specific responsibilities upon Parks Canada as owner of the work place. In order to meet those responsibilities, Parks Canada is implementing a contractor safety regime that will ensure that roles and responsibilities assigned under Part II of the *Canada Labour Code* and the *Canada Occupational Health and Safety Regulations* are implemented and observed when involving contractor(s) to undertake works in Parks Canada work places.

Parks Canada Responsible Authority/Project Lead	Address	Contact Information
Project Manager		
Prime Contractor		
Subcontractor(s) (add additional fields as required)		

Location of Work

General Description of Work to be Completed
--



Mark "Yes" where applicable.

	A meeting has been held to discuss hazards and access to the work place and all known and foreseeable hazards have been identified to the contractor and/or subcontractor(s)
	The contractor and/or its subcontractor(s) will comply with all federal and provincial/territorial legislation and Parks Canada's policies and procedures, regarding occupational health and safety.
	The contractor and/or its subcontractor(s) will provide all prescribed safety materials, equipment, devices and clothing.
	The contractor and/or its subcontractor(s) will ensure that its employees are familiar with and use all prescribed safety materials, equipment, devices and clothing at all times.
	The contractor and/or its subcontractor(s) will ensure that its activities do not endanger the health and safety of Parks Canada employees.
	The contractor and/or its subcontractor(s) has inspected the site and has carried out a hazard assessment and has put in place a health and safety plan and informed its employees accordingly, prior to the commencement of the work.
	Where a contractor and/or its subcontractor(s) will be storing, handling or using hazardous substances in the work place, it will place warning signs at access points warning persons of the presence of the substances and any precautions to be taken to prevent or reduce any hazard of injury or death.
	The contractor and/or its subcontractor(s) will ensure that its employees are instructed in respect of any emergency procedures applicable to the site.

I, _____ (contractor), certify that I have read, understood and attest that my firm, employees and all sub-contractors will comply with the requirements set out in this document and the terms and conditions of the contract.

Name: _____

Signature: _____

Date: _____



ANNEX F

Evaluation Criteria and Contractor Selection Method

1. BASIS OF SELECTION – MINIMUM POINT RATING

1.1 To be declared responsive, a bid must:

- a) comply with all the requirements of the bid solicitation; and
- b) meet all mandatory technical evaluation criteria; and
- c) obtain the required minimum of 50% in the technical evaluation criteria of section B – “Contractor Personnel Experience” and 75% in the technical evaluation criteria of section C – “Comprehension/ Understanding of Work”.
- d) Obtain the required minimum of 70 percent overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 82.5 points.

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

2. MANDATORY SUBMISSION CRITERIA

2.1 Mandatory Criteria at Bid Closing

Failure to meet any of the following mandatory criteria at bid closing will render the bid non- responsive and it will be given no further consideration.

- a) **Attendance at the mandatory site visit**
- b) **Documentation verifying meeting minimum years in business and minimum years of administration and management experience by assigned contract administrator.**

2.2 Mandatory Criteria Prior to Contract Award

These criteria must be met **prior** to award of a contract. Failure to meet any of the following **mandatory** criteria will render your submission non-responsive and it will be given no further consideration. For your submission to be considered responsive, you must meet these conditions within ten (10) calendar days of the request by the Contracting Authority.

- a) Compliance with certification requirements as per Part 5, Certifications Precedent to Contract Award:
 - i) Federal Contractors Program for Employment Equity-Certification
 - ii) Business License
- b) Compliance with Security Requirements
- c) Compliance with Insurance Requirements



3. TECHNICAL RATED CRITERIA

Bidders must insure that they have included sufficient documentation to prove compliance with the following technical criteria. Parks Canada Agency will only evaluate the documents included in the bid. No websites or electronic submissions will be evaluated.

A) CONTRACTOR EXPERIENCE (UP TO 12.5 POINTS)

i) Years in Business (5 points)

Years in business based on verifiable documentation as listed below

Provide appropriate documentation including certifiable corporate history and other verifiable documentation to prove years in business.

1> to <2 year	1 point
2> to < 5 years	2 points
5> to <8 years	3 points
8< to <10 years	4 points
10 years or more	5 points

ii) Company Relevant Experience (up to 7.5 points, 3.75 points per reference)

A demonstration that the Contractor has the ability to successfully carry out and manage the responsibilities as outlined in the Statement of Work – Appendix A as it relates to evidence that the Contractor has a good track record, has experience in janitorial services, and has proven past performance in this field of work.

The Contractor should provide, but not be limited to, 2 project references.

Evidence of the Contractor's experience and past performance will be assessed on a submission of up to two (2) contracts or projects rendered, wherein the range of janitorial services provided are comparable to those described in this Request for Proposal (RFP). References may be a combination of Government contracts and/or other industry contracts. The references must be verifiable.

If the Bidder submits references in excess of the stated requirement above, only the references up to the identified limit will be assessed.

For each reference provided, the Bidder should address the information contained in the following:

- _ Name of client organization or company
- _ Name, title, telephone number and/or email of contact
- _ Provide a detailed description of Project or Contract
- _ Approximate size in square meters of the cleanable area of the project/contract
- _ Location of the project or contract
- _ Dollar value of the project or contract
- _ Performance period of the project or contract



B) CONTRACTOR PERSONNEL (UP TO Maximum 20 POINTS, 50% minimum required)

i) Assigned Contract Administrator experience/qualifications (up to 5 points)

Minimum of one (1) years experience in contract administration and management based on verifiable documentation as listed below.

Submit resume of the administrator that will be responsible for client relations and administration/management of cleaning contracts. Provide a complete list of past projects including nature of contract, scope and complexity including company name, reference name and contact number who can be contacted to confirm performance.

1 to <2 years	1 point
2 to <5 years	2 points
5 to <10 years	4 points
10 years or more	5 points

ii) Assigned Supervisor Experience/Qualifications (10 points)

Submit a resume of the experience and qualifications in providing cleaning services by providing a complete list of past projects that are similar in scope and complexity including company name, reference name and contact number of who can be contacted to confirm.

0 years	office/public use facility cleaning contracts supervised	0 point
1 to <3 years	office/public use facility cleaning contracts supervised	3 points
3> to <5 years	office/public use facility cleaning contracts supervised	6 points
5 yrs or more	office/public use facility cleaning contracts supervised	10 points

iii) General Quality/Training of Staff (5 points)

Describe in detail staff recruitment and training philosophy and program by providing sample training manuals and/or programs (WHIMIS),

No written program, policies or training	0 points
Provided a detailed Safety training program or disciplinary/HR policies	3 points
Described an extensive Safety training program and disciplinary/HR policies including samples of all manuals and programs	5 points

C) COMPREHENSION/UNDERSTANDING OF WORK (maximum 50 POINTS, Minimum 75% required)

Points for Comprehension and Understanding of Work components/categories will be allocated on a percentage basis as follows:

- a) If response is deficient; 0% of available points awarded
- b) If response includes some information but is missing substantial amount of critical information or is poorly described; then 50% of available points awarded
- c) If response includes most of information required to meet the established requirements; then 75% of available points awarded
- d) If response includes substantive information and exhibits a thorough understanding of the requirement; then 85 to 100% of available points awarded

i) Work Plan (up to 25 points)

The work plan should be provided in sufficient detail to clearly understand how the contractor intends on carrying out the statement of work by briefly stating how tasks will be undertaken, specific methods/procedures to be used and resources/equipment to be used including Contractor's environmental philosophy and greening initiatives. In addition, a transition plan in taking over the work from Parks Canada should be provided.

ii) Schedule (up to 15 points)

A draft schedule of operations should be provided clearly outlining months of operation, cleaning frequency/routes and people resources to meet the requirements and levels of service as outlined in the Statement of work and associated annexes.



iii) Management of Services (up to 5 points)

Procedures and processes to verify/monitor staff performance and absences and ways/means of dispatching replacement staff if required as well as details to provide additional manpower when required

iv) Quality Assurance (up to 5 points)

Methods and procedures for confirming tasks are completed and meet contract specifications.

TECHNICAL COMPONENT SCORING SUMMARY

Point Rated Requirement	Maximum Points	Points Attained
A) CONTRACTOR EXPERIENCE (max 12.5 points)		
i) Years in Business	5	
ii) Company Relevant experience	7.5	
Total maximum marks this section	12.5	
B) CONTRACTOR PERSONNEL EXPERIENCE(max 20 points)		
i) Assigned Contract Administrator Experience	5	
ii) Assigned Supervisor Experience	10	
iii) General Quality/Training of Staff	5	
Total maximum marks this section	20	
Minimum points acceptable = 50% / 10 points		
C) COMPREHENSION/UNDERSTANDING OF WORK (max 50 points)		
i) Work Plan/Methodology	25	
ii) Draft Schedule of Operations	15	
iii) Management of Services	5	
iv) Quality Assurance	5	
Total maximum marks this section	50	
Minimum points acceptable = 75% / 37.5 points)		
TOTAL POINTS AVAILABLE	82.5	
Overall Minimum Points Acceptable (70%)	57.75	

To be declared responsive, a bid must:

- comply with all the requirements of the bid solicitation; and
- meet all mandatory technical evaluation criteria; and
- obtain the required minimum of 50% in the technical evaluation criteria of section B – “Contractor Personnel Experience” and 75% in the technical evaluation criteria of section C - “Comprehension/ Understanding of Work”.
- Obtain the required minimum of 70% overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 82.5 points.

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