



TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

1. Security Requirement
2. Statement of Work
3. Mandatory Site Visit
4. Debriefings

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions
2. Submission of Bids
3. Enquiries - Bid Solicitation
4. Applicable Laws

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures
2. Basis of Selection
3. Security Requirement

PART 5 – CERTIFICATIONS

1. Mandatory Certifications Required Precedent to Contract Award
2. Additional Certifications Precedent to Contract Award

PART 6 - RESULTING CONTRACT CLAUSES

1. Security Requirement
2. Statement of Work
3. Standard Clauses and Conditions
4. Term of Contract
5. Authorities
6. Payment
7. Invoicing Instructions
8. Certifications
9. Applicable Laws
10. Priority of Documents
11. SACC Manual Clauses
12. Insurance Requirements

List of Appendices:

- Annex A Statement of Work
 - Annex A.1 Cleaning Level of Service - Group A Buildings
 - Annex A.2 Cleaning Level of Service - Group B Buildings
 - Annex A.3 Cleaning Level of Service - Group C Buildings
 - Annex A.4 List of Consumable Products to be Supplied by Contractor – Upper Lake Louise
 - Annex A.5 List of Consumable Products to be Supplied by Contractor – not Upper Lake Louise
- Annex B Basis of Payment
- Annex C Insurance
- Annex D Security Requirements Check List
- Annex E Attestation and Proof of Compliance with Occupational Health and Safety (OHS)
- Annex F Evaluation Criteria and Basis of Selection
 - Annex F.1 Work Force Adjustment Appendix "K" Part VII to the Collective Agreement



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 September 9th and 10th, 2013**. Bidders are to meet at the Lake Louise Visitor Reception Center in Lake Louise, AB on September 9, 2013 at **8:00 AM (MDT)**. Bidders must communicate with the Contracting Authority Eloise Meredith, no later than September 8th, 2013 at 8:00 AM (MDT), 24 hours before the scheduled visit 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>) 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>). 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 D - "Comprehension/ Understanding of Work".
 - d. Obtain the required minimum of 60% 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 100 points.
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.

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # 5P424-13-0006

1. The Contractor must, at all times during the performance of the Contract, 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 personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
 - (b) 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>) 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:

Eloise Meredith
Contracting Officer
P.O. Box 220
Radium Hot Springs, British Columbia V0A 1M0

Telephone: 250-347-6622 Facsimile: 250-347-6621 E-mail address: eloise.meredith@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 1- 5 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 wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) 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" STATEMENT OF WORK

1.0 General 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 facilities associated with this scope of work provide services to park users who have paid a fee to enter and use the park; or support staff in the delivery of these services thereby requiring special attention in their cleaning to help in creating user satisfaction and maintaining good staff morale.
- 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 the provision of year round cleaning and janitorial services within the Lake Louise area (Castle Mountain to Alberta/BC border) of Banff National Park, Alberta at locations and durations or levels of service as listed below and may include additional work on a request basis that is outside the work agreed to. Prior to entering into optional services, the contractor must receive written approval from the Project Authority.

Group A – Parks Canada Administration and Operations Buildings

LLYK Field Unit Superintendent Offices (133 sq m) – 2nd Floor Samson Mall, Lake Louise, Alberta

- 133 sq m of ceramic tile flooring
- 4 individual offices, 1 cubicle; 1 reception area; 1 small kitchen, 1 boardroom
- 1 washroom with 1 toilet, 1 sink

Lake Louise Operations Building (1545 sq m) – Lake Louise Compound, Lake Louise, Alberta

- 222 sq m carpet in offices ; 72 sq m ceramic tile; 146 sq m linoleum; 92 sq m concrete flooring
- main floor - 4 individual offices; 1 open reception area with 5 desks; 1 lunchroom
- second floor – 1 large office with 4 cubicles; 4 individual offices; 1 open reception area with 16 cubicles; 1 lunchroom
- 4 washrooms with total 4 toilets; 3 urinals; 7 sinks; 2 showers
- Shop floors and offices are specifically excluded
- Rescue room and associated bays are excluded

Lake Louise Technical Services Office Trailer (67 sq m) – Lake Louise Compound, Lake Louise

- 67 sq m of linoleum flooring
- 2 offices; 1 open reception area
- no washrooms



Group B Buildings – Visitor Use Buildings

Lake Louise Visitor Reception Center (1275 sq m) – Lake Louise, Alberta

- 210 sq m carpet (offices & theatre); 65 sq m ceramic tile (washrooms); 80 sq m smooth and 410 sq m of exposed aggregate concrete (public areas)
- 10 offices; 1 open reception area, exhibit areas, public reception and counter area; 1 store; 1 lunchroom;
- 2 staff washrooms; 2 public washrooms with total 8 toilets, 3 urinals, 7 sinks

Group C Buildings – Day Use Area Washrooms

Upper Parking Lot Toilet Buildings (131 sq m) – Upper Lake Louise, Alberta

- 74 sq m of ceramic tile flooring
- flush toilets in heated building are used only seasonally
- public washrooms with total 11 toilets, 3 urinals, 9 sinks; 1 janitorial closet

Lower Parking Lot Toilet Building (226 sq m) – Upper Lake Louise, Alberta

- 151 sq m of ceramic flooring
- flush toilets in heated building used year round
- public washrooms with total 17 toilets, 4 urinals, 14 sinks; 1 janitorial closet

Divide DUA; Moraine Trailhead (Moraine Rd); Moraine DUA; Fairview DUA; Corral Creek DUA (1A); Baker Creek (1A); Storm Mountain (93 S); Taylor Creek (TCH); Temple Viewpoint (TCH); Canoe Put-in (TCH); Herbert Lake (93 N); Train Station (LL)

- Size varies from 3 to 17 sq m of concrete floor depending on location
- Vault toilets
- See Section 2.5.2 for specific information on building size and number of toilets and operating season

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

The room types listed in each facility are provided as a general listing and are not necessarily the only rooms within the facility to be cleaned

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 Cleaning and Janitorial Services. All materials and equipment used to carry out the Work must be used in accordance to the manufacture'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 frequently review 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 existing 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, willful 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 assure 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 Parks Canada 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, low volatile organic compounds (VOC) products for all general purpose cleaning.
- 1.4.6 All hygienic paper products must contain a minimum of 10% post consumer recycled fibres or equivalent, and be mid or higher grade paper towels, 1-ply (or equivalent) toilet paper for flush toilets and 2-ply for DUA pit privies.
- 1.4.7 For information purposes only, refer to Annexes A4 and A5 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 but does not guarantee its accuracy nor that this usage will remain constant.



Minimal paper towel is used as most visitor facilities now have electric hand dryers.

- 1.4.8 The Contractor shall supply all paper products and related consumables, cleaning materials, tools necessary to satisfactorily carry out the cleaning and sanitary requirements of this specification. Vacuum cleaners used must be of the latest type of quiet running make and model (65 decibels or less) equipped with a HEPA filter and a power head and crevice tool with disposable bags or cyclonic bagless type.
- 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 the use as soon as 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 within buildings where they currently exist for storage of cleaning supplies, equipment and supplies.
- 1.5.2 Paper and other flammable products shall be stored well away from hot water tanks and furnaces and other ignition sources.
- 1.5.3 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.
- 1.5.4 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.
- 1.5.5 The Contractor shall park vehicles in designated parking areas only as identified by Project Authority.

1.6 Building 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, electronic tags and alarm codes entrusted to the Contractor for the fulfilment of the Contract must be protected at all times and returned to Parks Canada upon completion of each season.
- 1.6.3 All doors to rooms, private or general offices which must be unlocked by the Contractor's employees must be kept locked during the performance and at the completion of their duties.

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 the Project Authority.



- 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 described 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 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 cleaning and janitorial services Contract are clearly marked and identified with the Contractors name or logo; have all necessary provincial vehicle registrations and permitting; are appropriately insured for all risks, accidental loss or damage as detailed in contract general conditions and are maintained in a clean and mechanically sound state.
- 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 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.
- 1.12.4 The Contractor's employees shall be of good character and shall conduct themselves in a professional and businesslike manner at all times.

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 Lake Louise area operating hours. Accessibility should be by telephone or other appropriate and agreed upon means. 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 Parks Canada 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 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 Statement of Work 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 the Lake Louise area of Banff 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 users and staff to recycle refundable drink bottles, cans and tetra packs having a deposit as well as non-refundable items such as paper and cardboard by installing providing clearly marked recycling receptacles for various items throughout its buildings.
- 1.18.2 The Contractor is to continue and support the recycling program within the buildings by collecting both refundable and non-refundable recyclables and taking them to designated Parks Canada collection points. Handling and transport to recycling depots is the responsibility of others and not the responsibility of the Contractor.

2.0 LEVEL OF SERVICE

2.1 General

- 2.1.1 Refer to Annex 'A', 'B' and 'C' Level of Service Schedules of this Contract for summary of cleaning levels of service for each building and/or category of building.
- 2.1.2 Special arrangements can be made with the Project Authority to undertake specific non routine cleaning outside of the above hours.
- 2.1.3 Public or staff shall not be permitted in washrooms while cleaning is underway except in the case of the Upper Lake Louise washrooms per Section 2.4.4.
- 2.1.4 A spreadsheet, fastened in a secure manner to avoid tampering will be posted on the back of each washroom door and visible to indicating date and time when cleaning last took place.
- 2.1.5 The Lake Louise area of Banff National Park receives over three (3) meters of snow annually and this results in frequent and large snowfalls that can influence the amount of effort required to keep sidewalks, pathways, landings and stairs clear of snow and ice in accordance with Section 3.6 of this Statement of Work.
- 2.1.6 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', 'B' and 'C' Level of Service Schedules.
- 2.1.7 The plan of operation must be approved by Parks Canada and shall be reviewed for deficiencies and problems and updated on a regular basis.
- 2.1.8 The Contractor shall respond promptly (within 45 minutes) to all service calls from the Parks Canada Contract Coordinator for services (i.e., trash removal, urgent clean-ups, unplugging toilets, etc.) during normal cleaning hours.
- 2.1.9 Refer to Section 3.0 Performance Specifications of this document for description of cleaning tasks involved and quality standards.

2.2. Group A Buildings – Parks Canada Administration and Operations Buildings - Level of Service Schedule

- 2.2.1 This grouping of buildings are primarily staff occupied buildings used for park administration and operational purposes with limited public use. Facilities are located within the community of Lake Louise, Alberta.
- 2.2.2 Use of these facilities by Parks Canada staff is year round and on primarily a constant and consistent basis.



- 2.2.3 Cleanliness of these facilities has a direct bearing and influence on staff morale as well as visitor perceptions about Parks Canada.
- 2.2.4 Depending on the building and attached Level of Services Annexes, performance and frequency of cleaning operations shall be between the hours of 7:00 and 20:00 Monday through Friday, or seven days/week, throughout the year and may occur after Parks Canada staff operating hours.
- 2.2.5 No routine cleaning (daily) needs to be performed during weekends or statutory holidays, except in the Operations Building, which is staffed seven days/week.
- 2.2.6 No cleaning is required in the trades offices and bays, cold vehicle storage areas or mechanical repair bays/areas or in the fire hall bays/areas of the Operations Building.
- 2.2.7 There may be some offices that require cleaning during normal operating hours.
- 2.2.8 During inclement weather, especially during winter months, more frequent snow clearing and anti-icing of stairs and landings and cleaning of floors in entrance ways, halls and stairways or cleaning and drying of mats may be required to avoid water and dirt being tracked throughout the Lake Louise operation buildings.
- 2.2.9 With respect to the LLYK Field Unit Superintendent's offices, exterior snow clearing and cleaning of stairs are the responsibility of the Samson Mall. 2.2.7.
- 2.2.10 The cleaning levels of service specified in this section are summarized in spreadsheet form in Annex 'A' – Level of Service Group A Buildings.

2.3 Group B Building – Park Visitor Use Building - Level of Service Schedule

- 2.3.1 This building is primarily used by park visitors as part of their park visit experience and contains exhibits and information counters as well as public washrooms with a large park office area within the building park and is located adjacent to the Samson Mall within the community of Lake Louise, Alberta
- 2.3.2 Cleanliness of this facility has a direct bearing and influence on visitor perceptions about Parks Canada, their park visit and value for their park and site entrance fees.
- 2.3.3 Use of the facility is year round. The numbers of visitors utilising the facility varies throughout the year with summer the busiest and winter less heavily used apart from busy holiday periods such as Christmas, Easter and other statutory holiday weekends. Weekend use is traditionally heavier than weekday. Shoulder seasons are transition periods with spring seeing increasing use and fall decreasing use.
- 2.3.4 The Visitor Reception Center public washrooms experience high usage in summer necessitating at least two cleaning a day, one in morning and once in evening. A third light cleaning involving litter and debris pick up and replenishing of consumables such as toilet paper, hand towels and sanitizer is required and will be performed by Parks Canada staff on an as needed basis. Supply of consumables used by Parks Canada staff in replenishing dispensers shall be by the Contractor.
- 2.3.5 Performance and frequency of routine cleaning operations shall correspond with the hours of operation 09:00 to 18:00 and use of the facility as listed in Annex 'B' Level of Service Schedules based on the season and/or usage.
- 2.3.6 There may be some offices that require cleaning during normal operating hours.



- 2.3.7 During inclement weather, especially during winter months, more frequent snow clearing and anti-icing of stairs and landings and cleaning of floors in entrance ways and public washroom floors or cleaning and drying of mats may be required to avoid water and dirt being tracked into public washrooms and throughout the Lake Louise Visitor Reception Center.

- 2.3.8 The cleaning level of service specified in this section is summarized in spreadsheet form under Annex 'B'– Level of Service Group B Buildings.

2.4 Group C Building – Day Use Area (DUA) Washrooms - Level of Service Schedule

- 2.4.1 These washroom facilities are located primarily within day use area (DUA) pull-offs and viewpoints along highways and park roads west of Castle Mountain to the Alberta/BC border in Banff National Park. Exceptions to this are: the two (2) toilet buildings located at Upper Lake Louise area and Moraine Lake washrooms located approximately 15 kilometers from the community of Lake Louise at the end of Moraine Lake Road.

- 2.4.2 The majority of these facilities are open for use 24 hours a day, seven (7) days a week during the period they are open and require at minimum daily cleaning.

- 2.4.3 During the busy summer season, a number of the facilities require cleaning twice a day as denoted in blue on the cleaning schedule of Section 2.5.4



2.4.4 The following table lists the DUA washrooms to be cleaned under this contract as well as their respective cleaning schedule. For purposes of this contract, the summer season is defined as May 15 or when the snow has melted to permit access until October 15 and winter season October 16 to May 14.

Day Use Area Toilet Facilities and Cleaning Schedule

DUA Name	Size (sq m)	Toilets	J	F	M	A	M	J	J	A	S	O	N	D
Upper LL Toilet	226	17												
Lower LL Toilet	131	11												
Divide	4	1												
Moraine Trail	6	1												
Moraine Lake	2@12;1@8	5												
Fairview Picnic	8	2												
Corral Creek	6	1												
Baker Creek	15	4												
Storm Mountain	15	4												
Taylor Creek	14	2												
Temple	14	2												
Canoe Put-in	6	1												
Herbert Lake	17	2												
Train Station	3	1												

Blue = 3 times a day cleaning
 Yellow = once a day cleaning

2.4.5 The Upper Lake Louise toilet buildings experience very high usage during the summer months by visitors to the area. As a result, the buildings require at least two (2) full cleanings, once in morning and once in the evening. A third light cleaning involving litter and debris pick up and replenishing of consumables such as toilet paper, hand towels and sanitizer is also required in mid-afternoon.

2.4.6 Due to the design of these buildings and high usage, the washrooms cannot be closed for cleaning, thus the gender of Contractor's cleaning staff shall correlate with the gender of the washroom being cleaned.



- 2.4.7 The Train Station Toilet is a "port-a-potty" and the Contractor shall use the proper cleaning and disinfectant chemicals as well will be responsible for advising Parks Canada Project Authority to arrange for its pumping out when the chamber is nearing three quarters full.
- 2.4.8 The Lake Louise area of Banff National Park receives over 3 meters of snow annually and although the roads and pull off areas are plowed regularly by others, many of the washroom facilities open during the winter season are set back from the parking areas and require shoveling of the pathways leading to these facilities as part of this contract. Work can include clearing a path through hard packed, icy windrowed snow left by plows.
- 2.4.9 Once a year, washrooms that have been closed for the winter shall receive a thorough 'deep' cleaning just prior to their summer opening including, but not limited to, washing of walls, floors, ceilings, grilles, vents and light fixtures per Section 3.0 Specifications of this document.
- 2.4.10 The cleaning level of service specified in this section is summarized in spreadsheet form under Annex 'C'– Level of Service Group C 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', 'B' and 'C' of this document.
Cleaning tasks to be performed are described as follows.

3.2 General Building Interiors

Includes all entrances, lobbies, waiting areas, rooms, corridors (open and closed areas), offices, file/copy rooms, meeting and conference rooms, classrooms, computer areas, common areas, hallways, stairways, coffee/lunch room areas, storage rooms and all other spaces throughout the complex. Excludes shop areas and special storage and operations rooms as identified.

3.2.1 Refuse and recycling

This applies to all interior and exterior waste containers and exterior ashtrays.

- 3.2.1.1 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.
- 3.2.1.2 All waste and recycle holding receptacles or containers are to be clean and returned to their proper and correct place. Do not place waste or recycle holding containers or baskets upon desks or tables during cleaning operations.
- 3.2.1.3 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.
- 3.2.1.4 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 buildings for pick up by others.



3.2.2 Furnishings

This applies to all wood, simulated wood, and fabric covered furniture such as, but not limited to, desks, chairs, tables, work surfaces, cabinets, and public seating benches.

- 3.2.2.1 Clean and dry dust all furniture, frames, legs and wheels, trim, wood, plastic, vinyl, leather (i.e., TVs, credenzas, book cases, picture frames, desks, file cabinets, tables, furniture etc.) inclusive of desk lamps, fans and all client accessories such as staplers, ceramics, ornaments free standing and wall hung pictures including frames such that they are free of dust and debris and presents an overall clean appearance. The method to be used shall remove the dust rather than simply disturb it.
- 3.2.2.2 Spot clean fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, Lexan, leather, etc., such that they are free of finger marks, spots and stains, with no dust or streak marks present and in their correct location.
- 3.2.2.3 Clean computer screens, keyboards by dry dusting. Do not, unless directed by the Project Authority, clean any items that could be damaged or de-programmed.
- 3.2.2.4 Cleaning staff shall not disturb papers, files, and material left on furniture. When a desktop is to be cleaned, a Parks Canada staff member will remove all items prior to the cleaning operation.
- 3.2.2.5 Clean exterior/interior of fire cabinets and fire extinguishers.
- 3.2.2.6 Vacuum using a dust free vacuum system powerful enough to remove dust and debris from fabric upholstered furniture and presents an overall clean appearance.
- 3.2.2.7 Vacuum fabric dividers. Using a suitable agent, spot clean surfaces for smudges, stains, or spots from fabric dividers. Spot clean non-fabric dividers. Clean divider frames and supports such that fabric and non-fabric dividers including frames and supports are free of dust and debris and presents an overall clean appearance.
- 3.2.2.8 Dust/clean all appurtenances, overhead pipes and cross supports so that the surfaces are free of visible dust. The method to be used shall remove the dust rather than simply disturb it.

3.2.3 Walls

Applies to all vertical surfaces with adjoining horizontal surfaces such as walls complete with attached moulding, screens including tops and moulding, interior doors, door frames, baseboards, casings, ledges and sills, pictures, fixtures on the walls, radiators, clocks, etc. These vertical and respective surfaces vary in type of finish (i.e., painted dry wall, flat paint, semi-gloss or high gloss paint, finished metal or aluminums, wood surfaces, cloth finishes, brick and stucco finishes).

- 3.2.3.1 Clean window sills, partition ledges, baseboards and all other surfaces which could reasonably be cleaned from a standing position including brushes, blackboard ledges, cleared whiteboards and blackboards, wall louvers, and stains, with no dust, streaks or debris present.
- 3.2.3.2 Clean blackboards, whiteboards, chalk troughs and vacuum blackboard brushes and white boards using only approved cleaning products and tools. Do not clean boards containing written information unless instructed otherwise by Parks Canada Project Authority.



- 3.2.3.3 Dry dust all baseboards, ledges, picture frames, switch plates, tops of screen dividers including appurtenances such as doors, trim, moldings, casings, radiators, and grilles, overhead pipes and bracings and all other surfaces prone to collecting dust. The method to be used must remove the dust rather than simply disturb it.
- 3.2.3.4 Wash and clean walls using the proper agent and applicator (ensure that it does not deteriorate or affect the surface finishing) wash the entire vertical surface and all elements that constitute such as described above. Wash once using an agent, rinse the second time using only water and then wipe dry. Ensure that the surface is free of streaks.
- 3.2.3.5 Clean and polish all wood panel walls, including doors, frames, glass, vinyl, and metal using a suitable cleaning agent and method pre approved by the Project Authority.
- 3.2.3.6 Spot clean using the proper non-abrasive cleaning agent and remove marks from walls, doors, woodwork, glass partitions and other similar surfaces paying close attention to doors, doorframes, casings and wall surfaces and around switches. Ensure that the finishing is not affected.
- 3.2.3.7 Wash completely air and wall vents, diffusers, and free standing fans so that after washing the surfaces, blades are clean and free of stains, streaks etc. and the clean vent/fan covers are properly re-assembled.
- 3.2.3.8 Report any spots that could not be removed by normal means to the Project Authority.

3.2.4 Floors

Applies to all floor surfaces but dependent on their composition

- 3.2.4.1 Do not place chairs, wastepaper baskets, etc., on desks, tables, or other furniture surfaces during cleaning operations.
- 3.2.4.2 Do not allow cleaning solutions and chemicals to seep under legs of furniture or file cabinets and partitions.
- 3.2.4.3 Place warning signs (bilingual: French/English) in prominent location when performing floor-cleaning operations.
- 3.2.4.4 Clean-up all spills as soon as they are reported or found.
- 3.2.4.5 Tour the area and pick-up all refuse. Using the proper method, remove and dispose of these items from the floor. When and where necessary; spot clean the specific areas using a disinfectant and if necessary, a deodorizing agent.
- 3.2.4.6 Dry mop or sweep 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.
- 3.2.4.7 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 or detergent streaks. Special care and attention is to be paid to all corners and edges. Roll up mats before mopping and subsequently replace. No cleaning solutions shall collect against and under furniture legs and cabinets. Provide additional damp mopping of floors during or because of inclement weather.



- 3.2.4.8 When required or necessary, wash concrete or vinyl floors by applying a neutral detergent solution to the floor and agitating it with a mop, removing the solution and rinsing the floor with clean water and picking up the rinse water.
- 3.2.4.9 Using commercially approved environmentally friendly cleaning agents and techniques strip and refinish/buff all linoleum and composite flooring in accordance with manufacturer's recommended specifications.
- 3.2.4.10 Buff floors when required or necessary by spraying a spray-buff on a swept floor with care taken that no solution splashes against furniture, walls, doors, and baseboards. Floor shall be swept after spray buffing has been completed.
- 3.2.4.11 For tile floors, wet scrub floor removing the top layer, or layers, of floor finish using the wet scrub method with a floor scrubbing machine, followed by the application of two (2) coats of a self-polishing, non-slip, interlocked floor finish to the dry, clean floor.
- 3.2.4.12 Carpeted floors and mats are to be vacuumed using a dust free vacuum system powerful enough to remove all paper clips, dust., litter, sand and grit from inside the carpet pile giving particular attention top corners and edges of carpet. Move prior to vacuuming all light furniture other than desks, screens, cabinets, etc. and subsequently return to their original location after vacuuming. Chair mats must be vacuumed and/or wet mopped whenever necessary.
- 3.2.4.13 Using commercially approved environmentally friendly cleaning agents and techniques steam clean and shampoo carpets and area mats in accordance with the manufacturers recommended specifications.
- 3.2.4.14 Use of a spot remover in conjunction with the shampoo to remove any spots and/or stains.
- 3.2.4.15 Any cuts, tears, spots, stains or other defects or badly worn out areas shall be reported to the Project Authority.

3.2.5 Water fountains

Applies to water fountains, water dispensing machines, eye wash stations.

- 3.2.5.1 Clean water fountains, water dispensing machines, eye wash stations, using appropriate cleaning/disinfectant agent and subsequently polish any metal works with a suitable polish agent to a bright finish such that there are no visible smudges, fingerprints, spots or stains.

3.2.6 Interior glass & mirrors

Applies to all interior glazing panels, showcase glass, doors and mirrors. This does not apply to the interior face of exterior windows, the exterior face of exterior windows, or to the interior face of display cabinets. However, it does apply to both faces of the exterior doors in entrances, lobbies, stairwells, etc.

- 3.2.6.1 Using a suitable agent and applicator, spot clean the gloss for smudges, fingerprints, spots or stains. If the spot cleaning leaves streaks, wash the entire glass panel. The glazing or mirror should be of a polished quality at all times. Close attention should be paid to mirrors and glazing panels to doors.
- 3.2.6.2 Using a suitable detergent and applicator, wash the windows/glazing, then wipe dry.



3.2.7 Hardware

Applies to all interior and exterior chrome and metal hardware such as, but not limited to, door/window handles, door/window hinges, latches, panic hardware, kick plates, push plates, stair handrails, etc

- 3.2.7.1 Using a suitable cleaning agent and applicator, spot clean the surfaces for smudges, fingerprints, spots or stains. Close attention should be paid to kick plates. If spot cleaning leaves streaks, wash the entire surface.
- 3.2.7.2 Using a suitable polish agent and applicator, polish surfaces and wipe dry.

3.2.8 Interior Door & Window Security

Applies to all interior doors and windows

- 3.2.8.1 All doors shall be checked and locked upon entry and exit into and out of areas or offices that have been identified as to be locked by the Project Authority. Windows shall be checked and secured during the janitorial activities.

3.2.9 Window/Door Maintenance

Applies to all exterior entrance doors, sidelights and windows.

- 3.2.9.1 Using a suitable glass cleaner and applicator, clean entrance(s) glass and side lights inside and outside, including frames, sashes, sills and moldings, remove all cobwebs, wash and wipe dry all glazing inside and outside of all windows surfaces such that are clean and free of soil, streaks and watermarks, cobwebs, litter, tape and tape residue etc.
- 3.2.9.2 Using a suitable glass cleaner and applicator, all glass Plastic /Plexiglas/Lexan surfaces, including partitions wash and wipe dry such that they are clean and free of soil, streaks and watermarks, cobwebs, litter, tape and tape residue etc.
- 3.2.9.3 Ensure there is no damage to the exterior building facings or shrubbery arising from the window cleaning.
- 3.2.9.4 Ensure there is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface
- 3.2.9.5 Identify any broken glass, or damages/defects in the operation of doors and windows to the Project Authority.

3.2.11 Venetian blinds / vertical/ mylar blinds/ draperies

Applies to venetian, PVC, aluminum and fabric blinds both vertical and horizontal and surrounding casings.

- 3.2.11.1 Dust clean all washable surfaces including all tracks, pull rods, surfaces, casings and sills so that they are free of dust, fingerprints, etc.
- 3.2.11.2 Vacuum all surfaces of fabric blinds and drapes/curtains such that they are free of dust, neatly tracked and present an overall clean appearance.



3.2.12 Light Fixtures Maintenance

Applies to all light fixtures.

- 3.2.12.1 Using a suitable cleaning agent, wash and wipe dry all light fixture surfaces. Extreme caution and proper safety measures must be followed in order to minimize fixture damage.
- 3.2.12.2 Replace all lamps (bulb and tube type) that are burnt as observed by cleaning staff, or reported to Contractor by the Project Authority.
- 3.2.12.3 Dry-wipe bulbs and tubes when making replacement. Wipe smudges, cobwebs and fingerprints off fixtures and surrounding surfaces after replacing lamps.

3.3 Coffee/Lunchrooms

Applies to all designated staff coffee or lunchrooms and in addition to the appropriate cleaning services as specified in Section 3.2

- 3.3.1 Clean all tables, counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and cleared sinks with an appropriate cleaning/disinfectant agent such that they are clean and free of germs, stains, dust, finger marks, streaks, spots, and odours.
- 3.3.2 Using a suitable cleaning agent and applicator, clean all dispensers inside and out and restock with approved product and supplied by the Contractor.
- 3.3.3 Using a suitable cleaning agent and applicator, clean the exterior of appliances, fridges etc. including the interior of microwaves.
- 3.3.4 Cleaning of interior of refrigerators and all common surrounding cupboards as well as dishes are the responsibility of Parks Canada staff unless directed to undertake as additional work by Project Authority.

3.4 Washrooms and Showers (Public and Staff)

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

- 3.4.1 During cleaning of washrooms, proper and appropriate signage must be prominently displayed to inform users of cleaning operations and if floors are wet.
- 3.4.2 While washrooms are being cleaned, they are not to be used.
- 3.4.3 Pick up all refuse on floor, counters and in toilet stalls/showers and dispose off prior to commencing cleaning.
- 3.4.4 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.



- 3.4.5 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.
- 3.4.6 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.
- 3.4.7 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.
- 3.4.8 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.
- 3.4.9 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.
- 3.4.10 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.
- 3.4.11 Installed dispensers and deodorizing devices are to be kept fully stocked/replenished with the appropriate supplies/products (toilet paper, paper towels, hand sanitizer) as supplied by the Contractor.
- 3.4.12 Clean with detergent solution and applicable applicator, all partitions, modesty panels, walls including enamel surfaces, doors and ledges, vents, grilles, kick plates and ledges so that all surfaces and fittings are clean and free of dust, finger marks, streaks, smudges, mold or mildew.
- 3.4.13 Clean all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges 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 or lambswool applicator. Do not use paper products.
- 3.4.14 Clean floors, including any step-up areas and corners, with detergent solution using appropriate applicator so that floors are clean and free of black marks, loose paper, water and mop marks; bases are clean, and all areas are free from obnoxious odours and ensure floor drains are not blocked.
- 3.4.15 Pour clean water in floor drains weekly, where required, or as directed to ensure there is no odour emanating from floor drains.
- 3.4.16 Blocked toilets, urinals, sinks and drains shall be cleared immediately by use of a plunger or hand held plumber's snake. If unsuccessful, report problem to the Project Authority.
- 3.4.17 All leaks and plumbing problems, and all broken and poorly operating dispensers or damaged partitions or washroom appurtenances are to be communicated immediately to the Project Authority.



3.5 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 buildings to be cleaned under this Contract.

- 3.5.1 Keep assigned spaces clean, neat and tidy, and free from offensive odours and debris at all times.
- 3.5.2 Floor areas are to be kept clean, dry, and free of soil, surface stains, mop streaks, etc.
- 3.5.3 Maintain sinks clean and free of offensive odours, etc.
- 3.5.4 Waste containers/service carts are empty, clean and free of offensive odours and ready for next day use.
- 3.5.5 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.

3.6 Building Exterior

Applies to all areas immediately adjacent to the buildings to be cleaned under this Contract including entrances and associated stairs, ramps and landings.

- 3.6.1 Tour the area and perimeter of buildings and pick up and properly dispose of waste and litter and recycling in the bear proof containers or recycling bins located adjacent to the properties.
- 3.6.2 Maintain clean all entrances, exits areas, doors, door grilles, floor grilles, carpet or rubber mats and any recess pans.
- 3.6.3 Empty and clean all waste/ash trash receptacles/urns, replace sand
- 3.6.4 Dust exterior of light lenses, including ceiling areas, air and wall vents. Lower lens and remove any debris, bugs/insects.
- 3.6.5 Shovel any snow from main entrance landings, ramps and stairs and pathways servicing buildings prior to normal operating hours of each building to be cleaned under this Contract when snowfall has stopped or has accumulated on sidewalk, landing and stairs to a depth of fifty (50) mm, whichever comes first or if pathway is obstructed by snow windrows from plows and drifting.
- 3.6.6 Apply de-icing product, sand or other appropriate non-harmful de-icing products upon weather reports that ice is expected or is present and has settled on landings, stairs and associated sidewalks and pathways.



ANNEX A1

CLEANING LEVEL OF SERVICE GROUP - A BUILDINGS (see attached)

- i) LLYK Field Unit Superintendent's office – Lake Louise
- ii) Lake Louise Operations Building - Lake Louise Compound
- iii) Lake Louise Technical Services Trailer - Lake Louise Compound

ANNEX A2

CLEANING LEVEL OF SERVICE - GROUP B BUILDINGS (see attached)

- i) Lake Louise Visitor Reception Center

ANNEX A3

CLEANING LEVEL OF SERVICE - GROUP C BUILDINGS (see attached)

- i) Upper Parking Lot Washroom – Upper Lake Louise
- ii) Lower Parking Lot Washroom – Upper Lake Louise
- iii) Seasonal DUA Washrooms (Moraine Lake, Fairview, Corral Creek, Storm Mountain, Canoe Put-in, Herbert Lake, Train Station)
- i) Year Round Opened DUA Washrooms (Divide, Moraine Trailhead, Baker Creek, Taylor Creek, Temple Viewpoint)

ANNEX A4

List of Estimated Consumable Products to be Supplied by Contractor for Upper Lake Louise Area (see attached)

ANNEX A5

List of Estimated Consumable Products to be Supplied by Contractor not including the Upper Lake Louise Area (see attached)

As per SOW Section 1.4.7

For information purposes only, refer to Annexes A4 and A5 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.



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, Appendix 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.

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

- a) Firm Rate and Emergency Rate quoted for the contract period and optional years for line items 1,2,3,4 and 5 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.
- b) The total of the contract period and the option years will be added together to determine the Bid Evaluation Total Cost.

3.0 Bid Price

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

Line Item 1) Firm Year (1A+2A+3A+4A+5A+6A+2.2A)	\$ _____
Line Item 2) Option Year 1 (1B+2B+3B+4B+5B+6B+2.2B)	\$ _____
Line Item 3) Option Year 2 (1C+2C+3C+4C+5C+6C+2.2C)	\$ _____
Total Bid	\$ _____



Basis of Payment - First Year

Annex A.1 Group A buildings

1A Firm Year – April 1, 2014 to March 31, 2015

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
1A	LLYK Field Unit Superintendent's office – Lake Louise; Lake Louise Operations Building - Lake Louise Compound; Lake Louise Technical Services Trailer - Lake Louise Compound buildings janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

Annex A.2 Group B buildings

2A Firm Year – April 1, 2014 to March 31, 2015

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
2A	Lake Louise Visitor Reception Center janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

Annex A.3 Group C Buildings

3A Firm Year – April 1, 2014 to March 31, 2015

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
3A	Year Round Day Use Areas Washrooms (Divide, Moraine Trailhead, Baker Creek, Taylor Creek, Temple Viewpoint); janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

4A Firm Year – May 15, 2014 to October 15, 2014

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
4A	Seasonal Day Use Area Washrooms (Moraine Lake, Fairview, Corral Creek, Storm Mountain, Canoe Put-in, Herbert Lake, Train Station); janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	5 months X	\$ _____/month=	\$ _____

5A Firm Year – June 15, 2014 to September 15, 2014

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
5A	Upper Parking Lot Washroom – Upper Lake Louise Washrooms janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	3 months X	\$ _____/month=	\$ _____

6A Firm Year – April 1, 2014 to March 31, 2015

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
6A	Lower Parking Lot Washroom – Upper Lake Louise Washrooms janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____



2.2 Emergency Work and/or Extra Work Rates: (applies only if called in by PCA Project Authority or their delegate and only if Contractor is not on the premises at time of call out.)

2.2A Firm Year – April 1, 2014 to March 31, 2015

Item	Locations	Estimated Usage	Weekly rate	Firm yearly rate
2.2A	Lake Louise area emergency janitorial and cleaning services as stated in the Statement of work and associated Annexes	8 hours X	\$ _____/hour=	\$ _____
Total of First Year (add 1A+2A+3A+4A+5A+6A+2.2A) Transfer this amount to Bid Line item 1				\$ _____



Basis of Payment - Option Year 1

Annex A.1 Group A buildings

1B Option Year 1 – April 1, 2015 to March 31, 2016

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
1B	LLYK Field Unit Superintendent's office – Lake Louise; Lake Louise Operations Building - Lake Louise Compound; Lake Louise Technical Services Trailer - Lake Louise Compound buildings janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

Annex A.2 Group B buildings

2B Option Year 1 – April 1, 2015 to March 31, 2016

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
2B	Lake Louise Visitor Reception Center janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

Annex A.3 Group B Buildings

3B Option Year 1 – April 1, 2015 to March 31, 2016

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
3B	Year Round Day Use Areas Washrooms (Divide, Moraine Trailhead, Baker Creek, Taylor Creek, Temple Viewpoint); janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

4B Option Year 1 – May 15, 2015 to October 15, 2015

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
4B	Seasonal Day Use Area Washrooms (Moraine Lake, Fairview, Corral Creek, Storm Mountain, Canoe Put-in, Herbert Lake, Train Station); janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	5 months X	\$ _____/month=	\$ _____

5B Option Year 1 – June 15, 2015 to September 15, 2015

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
5B	Upper Parking Lot Washroom – Upper Lake Louise Washrooms janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	3 months X	\$ _____/month=	\$ _____

6B Option Year 1 – April 1, 2015 to March 31, 2016

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
6B	Lower Parking Lot Washroom – Upper Lake Louise Washrooms janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____



2.2 Emergency Work and/or Extra Work Rates: (applies only if called in by PCA Project Authority or their delegate and only if Contractor is not on the premises at time of call out.)

2.2B Option Year 1 – April 1, 2015 to March 31, 2016

Item	Locations	Estimated Usage	Weekly rate	Firm yearly rate
2.2B	Lake Louise area emergency janitorial and cleaning services as stated in the Statement of work and associated Annexes	8 hours X	\$ _____/hour=	\$ _____
Total of First Year (add 1B+2B+3B+4B+5B+6B+2.2B) Transfer this amount to Bid Line item 2				\$ _____



Basis of Payment - Option Year 2

Annex A.1 Group A buildings

1C Option Year 2 – April 1, 2016 to March 31, 2017

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
1C	LLYK Field Unit Superintendent's office – Lake Louise; Lake Louise Operations Building - Lake Louise Compound; Lake Louise Technical Services Trailer - Lake Louise Compound buildings janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

Annex A.2 Group B buildings

2C Option Year 2 – April 1, 2016 to March 31, 2017

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
2C	Lake Louise Visitor Reception Center janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

Annex A.3 Group B Buildings

3C Option Year 2 – April 1, 2016 to March 31, 2017

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
3C	Year Round Day Use Areas Washrooms (Divide, Moraine Trailhead, Baker Creek, Taylor Creek, Temple Viewpoint); janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____

4C Option Year 2 – May 15, 2016 to October 15, 2016

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
4C	Seasonal Day Use Area Washrooms (Moraine Lake, Fairview, Corral Creek, Storm Mountain, Canoe Put-in, Herbert Lake, Train Station); janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	5 months X	\$ _____/month=	\$ _____

5C Option Year 2 – June 15, 2016 to September 15, 2016

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
5C	Upper Parking Lot Washroom – Upper Lake Louise Washrooms janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	3 months X	\$ _____/month=	\$ _____

6C Option Year 2 – April 1, 2016 to March 31, 2017

Item	Locations	Estimated Usage	Monthly rate	Firm yearly rate
6C	Lower Parking Lot Washroom – Upper Lake Louise Washrooms janitorial and cleaning services as stated in the Statement of Work, Appendix "A "and associated annexes	12 months X	\$ _____/month=	\$ _____



2.2 Emergency Work and/or Extra Work Rates: (applies only if called in by PCA Project Authority or their delegate and only if Contractor is not on the premises at time of call out.)

2.2C Option Year 2 – April 1, 2016 to March 31, 2017

Item	Locations	Estimated Usage	Weekly rate	Firm yearly rate
2.2C	Lake Louise area emergency janitorial and cleaning services as stated in the Statement of work and associated Annexes	8 hours X	\$ _____/hour=	\$ _____
Total of First Year (add 1C+2C+3C+4C+5C+6C+2.2C) Transfer this amount to Bid Line item 3				\$ _____



ANNEX "C" INSURANCE REQUIREMENTS

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.



Parks
Canada

Parcs
Canada

ANNEX "D"

SECURITY REQUIREMENTS CHECK LIST



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 D - "Comprehension/ Understanding of Work".
- d) Obtain the required minimum of 60% overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 100 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) STRATEGY FOR MAXIMIZING EMPLOYMENT OPPORTUNITIES FOR PARKS CANADA
INDETERMINATE STAFF (UP TO 17.5 POINTS)**

There are 2 unionized indeterminate Parks Canada employees involved in the janitorial and cleaning operation of the LLYK Field Unit in Lake Louise. Parks Canada recognizes the very positive contribution these employees have made.

All employees are members of the Public Service Alliance of Canada (PSAC) and the terms and conditions of their employment are based upon a Collective Agreement between Parks Canada and PSAC. Under the terms of the Collective Agreement Parks Canada has an obligation to maximize employment opportunities for indeterminate employees affected by commercialization of a function previously administered by Parks Canada. For this Rated Requirement the point score is calculated on the points as determined by the “type” of job offer for each full time equivalent (FTE) job offer. Appendix K, Part 7 of Parks Canada’s Collective Agreement with PSAC describes each Type of job offer in detail; refer to Appendix “K”.

The maximum number of points (17.5) for this Rated Requirement is only achievable through a Type 1 (Full Continuity) job offer to both seasonal (summer and winter employment) indeterminate staff. Together, the 2 employees are equivalent to 1.55 FTEs with 3 seasonal work periods each having different lengths.

Proponents will describe in their Proposal their approach and strategy for maximizing employment opportunities for Parks Canada indeterminate staff by number of FTE job offers by Type 1 (Full Continuity) job offer, Type 2 (Substantial Continuity) job offer or Type 3 (Lesser Continuity) job offer.

Note: For this Rated Requirement the point score is calculated on the points as determined by the Type of Job Offer for each full time equivalent job offer to be made by the Proponent.

Points will be awarded as follows:

Type 1 (Full Continuity) Job Offer: 5 points for each full-time equivalent job offer	Maximum Points for this Rated Requirement = 17.5 points
Type 2 (Substantial Continuity) Job Offer: 3 points for each full time equivalent job offer	
Type 3 (Lesser Continuity) Job Offer: 1 point for each full-time equivalent job offer	



The following three tables demonstrate the point scores that will be awarded for each Type of job offer. For demonstration purposes only the table provides a range of FTEs, point values and how the points are calculated based on the number of FTEs and the Type of job offer.

A	B	C	D	E
		$C = A \times B$	% Proposed Job Offers in FTEs vs. Total Indeterminate FTEs (3.5) $D = C / 7.75$	$E = D \times 17.5$
5.4.5.1 Type 1 Job Offer: 5 points for each full-time equivalent job offer	Points by Type of Job Offer	Total Points	% of Maximum Point Value	Total Points
1.55	5	7.75	100.0%	17.5
1.0	5	5.0	64.1%	11.2
0.55	5	2.75	35.5%	6.2
0	5	0	0%	0.0

A	B	C	D	E
		$C = A \times B$	% Proposed Job Offers in FTEs vs. Total Indeterminate FTEs (3.5) $D = C / 7.75$	$E = D \times 17.5$
5.4.5.2 Type 2 Job Offer: 3 points for each full-time equivalent job offer	Points by Type of Job Offer	Total Points	% of Maximum Point Value	Total Points
1.55	3	4.65	60.0%	10.5
1.0	3	3.0	38.7%	6.8
0.55	3	1.65	21.3%	3.7
0	3	0	0.0%	0.0

A	B	C	D	E
		$C = A \times B$	% Proposed Job Offers in FTEs vs. Total Indeterminate FTEs (3.5) $D = C / 7.75$	$E = D \times 17.5$
5.4.5.3 Type 3 Job Offer: 1 point for each full-time equivalent job offer	Points by Type of Job Offer	Total Points	% of Maximum Point Value	Total Points
1.55	1	1.55	20.0%	3.5
1.0	1	1.0	13.3%	2.3
0.55	1	0.55	7.3%	1.3
0	1	0	0.0%	0.0



D) 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 (Minimum points acceptable = 50% / 10 points)	20	
C) PLAN FOR PARKS CANADA STAFF (MAX 17.5 POINTS)		
Type 1 Job Offer: 5 points for each full-time equivalent job offer	17.5	
Type 2 Job Offer: 2 points for each full-time equivalent job offer;		
Type 3 Job Offer: 1 point for each full-time equivalent job offer		
Total maximum marks this section	17.5	
D) 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 Minimum points acceptable = 75% / 37.5 points	50	
TOTAL POINTS AVAILABLE	100	
Overall Minimum Points Acceptable (60%)	60	

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 D - “Comprehension/ Understanding of Work”.
- d. Obtain the required minimum of 60% overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 100 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.