

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

Department of Foreign Affairs, Trade and Development Canada /
le ministère des Affaires étrangères, du Commerce et du
Développement Canada
The Embassy of Canada to the United States of America,
Washington
501 Pennsylvania Ave., NW, Washington, D.C.
United States of America
Attn: Pema Tulotsang

REQUEST FOR PROPOSAL**DEMANDE DE PROPOSITION****Proposal To: Department of Foreign Affairs, Trade and
Development Canada**

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

**Proposition aux: le ministère des Affaires étrangères, du
Commerce et du Développement Canada**

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

Comments - Commentaires**This document contains a Security
Requirement****Issuing Office – Bureau de distribution**

Contracting Policy, Monitoring and Operations - SPP
LBP – 125 Sussex Drive
Ottawa, ON K1A 0G2
CANADA

Title – Sujet	
Embassy of Canada Cleaning Services Washington, USA	
Solicitation No. – N° de l'invitation	Date
WSHDC-14-77690-2014-BH01	16/01/2014
Solicitation Closes – L'invitation prend fin	
at – à 02:00 PM	
on 25/02/ 2013 Eastern Daylight Time/Heure avancé de l'est	
Address Inquiries to : - Adresser toutes questions à:	
Brent Hygaard	
Email – Courriel :	
Brent.Hygaard@international.gc.ca	
Destination – of Goods, Services, and Construction:	
Destination – des biens, services et construction :	
See Herein	

Vendor/firm Name and address	
Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Department of Foreign Affairs, Trade and Development Canada

REQUEST FOR PROPOSAL

Embassy of Canada Cleaning Services
Washington, USA

Solicitation Number: WSHDC-14-77690-2014-BH01



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PART 1 - INTRODUCTION

1. Purpose of this Request for Proposal (RFP)

1.1 The purpose this RFP is to select a supplier to enter into a Contract with the Department of Foreign Affairs, Trade and Development Canada (DFATD) to provide the services described in the Statement of Work - Appendix "A" attached herein.

2. Proposed Period of Contract

2.1 The work is to be performed for an initial period of one (1) year from April 01, 2014 to March 31, 2014. However, in the event of unusual circumstances, the Contract could be awarded at a sooner or later date.

2.2 The estimated number of days worked during the initial period of the Contract is 312 days. The normal work week is Monday to Saturday, including some American statutory holidays to be directed by the Embassy of Canada each year.

2.3 The Contractor grants to Canada the irrevocable option to extend the term of the Contract by **three (3)** optional periods of **one (1) year** each under the same terms and conditions. Canada may exercise this option at any time by sending a notice to the Contractor at least fifteen (15) calendar days prior to the Contract expiry date. The Contractor agrees that, during the extended period of the Contract, the rates/prices will be in accordance with the provisions of the Contract.

3. Security Requirements

3.1 At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Embassy and the Consulate. The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission. Access to the restricted zones of the Embassy and the Consulate may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to provide a contingent of cleaners able to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers.

3.3 The Contractor shall NOT remove any CLASSIFIED and/or PROTECTED information from the work site, and shall ensure that the Contractor's personnel are made aware of and comply with this restriction.

3.4 DFATD reserves the right to conduct periodic background checks on personnel employed by the Contractor.

3.5 DFATD reserves the right, in its sole discretion, to decide that personnel employed by the Contractor are unsuitable. In such circumstances, the Contractor shall ensure that personnel are removed and replaced with personnel suitable to DFATD.



4. Work Location

- 4.1 The work done by the proposed Contractor shall be performed at the following location:
Embassy of Canada,
501 Pennsylvania Ave. NW
Washington, DC 20001

5. Mandatory Site Visit

- 5.1 It is mandatory that the Bidder or a representative of the Bidder visit the work site. The site visits will be held on: Friday, February 06, 2014 at 10:00 am.
- 5.2 Bidders must communicate with the Contracting Authority no later than **three (3) day(s)** 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.
- 5.3 A maximum of two (2) representatives per bidder will be permitted to examine the site.



PART 11 – CONDITIONS, INSTRUCTIONS AND INFORMATION

1. Requirements

1.1 For your proposal to be considered responsive, you must comply with all the requirements of this Request for Proposal (RFP) identified as mandatory. **Mandatory criteria are also expressed by using imperative verbs such as “shall”, “must” and “will” irrespective of where they appear in the RFP.**

2. Enquiries – Solicitation Stage

2.1 All enquiries or issues concerning this procurement must be submitted in writing to the Contracting Authority named below as early as possible within the bidding period. Enquiries and issues must be received by the Contracting Authority no later than eight (8) calendar days prior to the bid closing date specified herein to allow sufficient time to provide a response. Enquiries received after that time may not be able to be answered prior to the bid closing date.

2.2 To ensure consistency and quality of information provided to bidders, the Contracting Authority will provide, simultaneously to all companies to which this solicitation has been sent, any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.

2.3 All enquiries and other communications with government officials throughout the solicitation period shall be directed **ONLY** to the Contracting Authority named below. Non-compliance with this condition during the solicitation period may (for that reason alone) result in disqualification of your bid.

2.4 Contracting Authority:

Brent Hygaard
Contracting Specialist
Department of Foreign Affairs, Trade and Development Canada
E-Mail Address: brent.hygaard@international.gc.ca

3. Bidder Improvement to the Requirement During Bid Period

3.1 Should the Bidder consider that the specifications or Statement of Work contained in this Request for Proposal (RFP) can be improved technically or technologically, the Bidder is invited to make suggestions, in writing, to the Contracting Authority named herein. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration provided they are received by the Contracting Authority no later than eight (8) calendar days prior to bid closing date specified herein. Canada reserves the right to accept or reject any or all suggestions.

4. Proposal (bid) Preparation Cost

4.1 The costs, including travel incurred by the Bidder in the preparation of its proposal and/or the negotiation (if applicable) of any resulting Contract **will not** be reimbursed by DFATD.

5. Proposal (bid) Delivery

5.1 Proposals (bids) are to be sent **ONLY** to the address listed on page 1 of the RFP.



5.2 Bidders should ensure that the proposal closing date and time, and RFP Number “WSHDC-14-77690-2014-BH01” is clearly marked on their envelopes or parcels.

5.3 Proposals (bids) and/or amendments thereto, will only be accepted if they are received at the address indicated above, on or before the closing date and time specified herein.

5.4 Responsibility for proposal (bid) delivery: The Bidder has sole responsibility for the timely receipt of a proposal (bid) by DFATD and cannot transfer this responsibility to the Government of Canada. DFATD will not assume responsibility for proposals (bids) that are directed to a location other than the one stipulated in paragraph 5.1 above.

5.5 Delayed Proposals (bids): A proposal (bid) received after the closing date and time, but before the Contract award date, may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by DFATD, after the proposal (bid) has been received at the location stipulated in paragraph 5.1 above.

5.6 Late Proposals (bids): It is DFATD policy to return unopened bids received after the stipulated bid closing date and time, unless they qualify under the provisions of the Delayed Proposals clause stipulated in paragraph 5.5 above.

6. Proposal (bid) Closing Date and Time

6.1 In order for the proposal (bid) to be given consideration, the Bidder’s proposal (bid) must be received at the address AND by the date and time stipulated on page 1 of the RFP.

7. Validity of Proposal (bid)

7.1 Any proposal (bid) must remain open for acceptance for a period of ninety (90) days after the closing date of the RFP.

8. Rights of Canada

8.1 Canada reserves the right:

- a. during the evaluation, members of the evaluation team may, at their discretion, submit questions or conduct interviews with Bidders, at Bidder cost, upon forty eight (48) hours’ notice, to seek clarification or verify any or all information provided by the bidder with respect to this RFP;
- b. to reject any or all proposals received in response to this RFP;
- c. to enter into negotiations with one or more bidders on any or all aspects of its proposal;
- d. to accept any proposal in whole or in part without prior negotiation;
- e. to cancel and/or re-issue this RFP at any time;
- f. to award one (1) or more contracts, if applicable;
- g. to retain all proposals submitted in response to this RFP;
- h. not to accept any deviations from the stated terms and conditions;
- i. to incorporate all, or any portion of the Statement of Work, Request for Proposal and the successful proposal in any resulting Contract; and
- j. not to Contract at all.



9. Incapacity to Contract with Government

9.1 Canada may reject a bid where the Contractor, including the Contractor's officers, agents and employees, has been convicted of an offence under the following provisions of the Criminal Code:

- a. Section 121, Frauds upon the Government;
- b. Section 124, Selling or Purchasing Office;
- c. Section 418, Selling Defective Stores to Her Majesty.

9.2 (Subsection 750 (3) of the Criminal Code prohibits anyone who has been so convicted from holding public office, contracting with the government or benefiting from a government Contract.)

9.3 Where Canada intends to reject a bid pursuant to a provision of paragraph 9.1, the Contracting Authority will so inform the Bidder and provide the Bidder ten (10) working days within which to make representations, prior to making a final decision on the bid rejection.

10. Incurring of Cost

10.1 No costs incurred before receipt of a signed Contract or specified written authorization from the Contracting Officer can be charged to any resulting Contract. In addition, the Contractor is not to perform work in excess of or outside the scope of any resulting Contract based on verbal or written requests or instructions from any government personnel other than the aforementioned officer. Your attention is drawn to the fact that the Contracting Officer is the only authority which can commit the Government to the expenditure of the funds for this requirement.

11. Goods and Services Tax / Harmonized Sales Tax (GST/HST), Value Added Tax (VAT), or other Legal Taxes

11.1 The estimated GST, HST, VAT or other legal taxes is included in the total estimated cost. GST, HST, VAT, or other legal taxes to the extent applicable, will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt or to which the GST, HST, VAT or other legal taxes does not apply, are to be identified as such on all invoices. The Standing Offer holder agrees to remit to the appropriate Government Agency any amounts of GST, HST, VAT or other legal taxes paid or due.

11.2 The estimated GST, HST, VAT, or other legal taxes is included in the total estimated cost. GST, HST, VAT, or other legal taxes to the extent applicable, will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt or to which the GST, HST, VAT, or other legal taxes not apply, are to be identified as such on all invoices. The Contractor agrees to remit to the appropriate Government Agency any amounts of GST, HST, VAT, or other legal taxes paid or due.

12. Legal Capacity

12.1 The Bidder must have the legal capacity to Contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is Registered or incorporated together with the registered or corporate name and place of business.



13. Definition of Bidder

13.1 "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a Contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

14. Office of the Procurement Ombudsman (OPO)

14.1 The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.



PART III – PRESENTATION OF PROPOSALS

1. Electronic Offers and Submissions of Proposals (bids)

PROPOSALS (BIDS) SUBMITTED BY FACSIMILE OR OTHER ELECTRONIC MEANS WILL NOT BE ACCEPTED.

1.1 Electronic transmission of your proposal (bids) by such means as electronic mail, facsimile, or commercial telex is not considered to be practical and therefore will not be accepted.

1.2 When responding, the proposal (bids) **MUST** be delivered to the location specified in Part II, Clause 5.1 and by the time and date stipulated herein.

1.3 Proposals (bids) submitted in response to this RFP will not be returned.

1.4 Proposal (bids) received after the specified date and time stipulated herein shall be returned unopened to the Bidder and given no further consideration.

2. Format and Content of Proposals (Bids)

2.1 Proposals (bids) should be organized in an identical fashion to, and reference the same paragraph numbers as this RFP. Additional subsections may be used as appropriate. Bidders should respond to every paragraph of the RFP. In some instance ‘‘Noted’’ or ‘‘N/A’’ may be sufficient, or a reference may be made to another paragraph.

2.2 The Bidder is to sign the 1st page of this RFP and submit it with their proposal (bid) when responding to this RFP which must also make reference to RFP No. RFP- Washington Cleaning--2014-BH01. The Bidder’s signature indicates acceptance of the terms and conditions set out herein. The signatory must have authority to commit the organization by making such a proposal. Ensure that the proposal includes a contact name, address, and phone number.

2.3 The proposal (bid) must be structured as follow:

Part A: The bidder shall provide, bound separately, four (4) copies of a Technical and Managerial proposal, with no reference to price.

Part B: The bidder shall provide, bound separately, one (1) copy of a Financial Proposal. This must be sealed in a separate envelope inside the main mailing envelope.

Part C: The bidder shall provide one (1) signed copy of Appendix ‘‘C’’, Certifications.

2.4 Your proposal (bid) should be concise and should address, but not necessarily be limited to, the points that are subjected to the Mandatory requirements and evaluation criteria identified herein, against which the proposal will be evaluated.

2.5 Only those proposals which fulfill all Mandatory requirements identified in this RFP will be further evaluated based upon the scoring system listed in Appendix ‘‘B’’.



2.6 Bidders are advised that only listing experience without providing any supporting information data such as: references, credentials, number of projects completed and in progress, the period of the work performed in number of months and years in past and present employment, where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of this evaluation.

2.7 Proposals must be submitted in either of Canada’s official languages (English or French). Any translations fees required to meet this criterion will be borne by the bidder.

2.8 Proposals will identify each primary resource required to complete the Contract in the Proposed Resource Table (Appendix “G”). Bidders may attach résumés but point-rating will be based on the information contained in the table. In describing the resource’s previous experience, please note that if they worked as part of a team you must describe in detail the role they played.

3. Financial Proposal

3.1 Prices must appear in the financial proposal ONLY. Failure to comply will result in your proposal being declared non-compliant and rejected from further consideration. Financial proposals will only be opened after the evaluation of the technical proposal is completed.

3.2 Bidders must submit their financial bid in accordance with Appendix “D” – Financial Proposal.

3.3 The price of the bid will be evaluated in US Dollars (USD) with GST, HST, VAT, or other legal taxes excluded, if applicable.

3.4 No other costs elements shall be considered by the Crown.

4. Certifications

4.1 The certifications in Appendix ‘C’, Certifications, should be completed, signed and submitted with your proposal (bid). A Contract will not be awarded until all certifications have been signed by the Bidder and received by the Crown. If the Bidder fails to provide the certifications when requested to do so by the Contracting Authority, then the Bidder shall be disqualified from the bidding process and be declared non-compliant.

4.2 Compliance to the Certifications the Bidder has provided Canada is subject to discretionary audit. In the event that it is determined that any certification made by the Bidder is untrue, whether made knowingly or unknowingly, any Contract entered into may be determined to be in default and the Minister shall be entitled, pursuant to the provisions of the Contract, to terminate for default.

5. Basis of Selection – Lowest Price Per Point

5.1 To be considered responsive, a bid must:

- a. Comply with all the requirements of the bid solicitation;
- b. Meet all the mandatory requirements of this solicitation; and
- c. Obtain the required minimum of **70 percent** overall of the points that correspond to the rated criteria set out in Appendix ‘B’;

5.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the valid proposal that scores the highest number of rating points, nor the one that contains the lowest cost estimate will necessarily



be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a Contract.

5.3 The lowest evaluated price per point will be determined by dividing the proposed total price of the initial Contract, including options to extend, if applicable, by the total technical score, to establish the lowest evaluated price per point.

THE FOLLOWING TABLE IS FOR ILLUSTRATIVE PURPOSES ONLY

Bidder	Quoted Price Excluding Taxes	Total Technical Points	Cost Per Point
Bidder 1	75,000.00	78	961.54 per point
Bidder 2	92,000.00	83	1,108.44 per point
*Bidder 3	81,000.00	88	920.46 per point

***In the above scenario, Bidder #3 would be declared the successful bidder.**



PART IV – GENERAL PROVISIONS OF RESULTING CONTRACT

The Government of Canada is committed to publicly disclose all contracts entered into it for amounts over \$10,000, with only very limited exceptions such as national security. These requirements cover the procurement contracts for goods and services. It will be a term of any resulting Contract pursuant to this RFP that information contained in it in relation to the following data elements - vendor name, reference number, Contract date, description of work, Contract period or delivery date, Contract value - will be gathered, and posted on the departmental Internet site

http://www.international.gc.ca/about-a_propos/proactive_disclosure-divulgation_proactive.aspx?menu_id=49&menu=L

Information that would normally be withheld under the Access to Information Act and Privacy Act will not appear on that website. This "public disclosure" is intended to ensure that Contract information is collected and presented consistently across government and in a manner that promotes transparency and facilitates public access.

The following terms and conditions will form part of any resulting Contract:

In the event of inconsistencies between the wordings of Parts I to IV of the Request for Proposal and the appendices attached thereto, the wording of Parts I to IV of the Request for Proposal shall prevail.

1. General Conditions

1.1 General Conditions - Higher Complexity – Services - 2035 (2013-06-27) shall form part of this solicitation document and any resulting Contract. They can be viewed at the following website address:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3/2035/11>

All reference to the Minister of Public Works and Government Services should be deleted and replaced with the Minister of Foreign Affairs.

NOTE: It is strongly recommended that bidders visit the above site to better understand these General Conditions.

2. Method of Payment

2.1 Canada will make monthly payments in arrears for costs incurred in the performance of the Work

2.2 Subject to Parliamentary appropriation of funds and to paragraph 2.1, payment by the Minister for the work shall be made within thirty (30) days following the date of receipt of a duly completed work or progress report or within thirty (30) days of receipt of an invoice requesting payment, whichever is later.

2.3 If Her Majesty has any objections to the form of the invoice or the substantiating documentation, within fifteen (15) days of its receipt, She shall notify the Contractor of the nature of the objection. "Form of the invoice" means an invoice which contains or is accompanied by such substantiating documentation as



Her Majesty requires. Failure by Her Majesty to act within fifteen (15) days only result in the date specified in paragraph 1 of the clause to apply for the sole purpose of calculating interest on overdue accounts.

2.4 Payment will be made for services rendered, provided that invoices are submitted in accordance with the invoicing instructions contained herein.

2.5 Time charged and the accuracy of the Supplier's time recording system may be verified by Canada's representative before or after payment is made to the Supplier under the terms and conditions of the Contract. If verification is done after payment, the Supplier agrees to repay any overpayment immediately upon demand by Canada.

3. Basis of Payment

3.1 Limitation of Expenditure

3.1.1 Canada's total liability to the Contractor under the Contract must not exceed \$ **[to be filled by DFATD at Contract award]**. Customs duties are subject to exemption and Applicable Taxes are extra.

3.1.2 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.

3.1.3 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.

4. Invoicing

4.1 Invoices shall be submitted electronically, no more than once per month, on the Contractor's own invoice form and shall be prepared to show:

- a. total payable, based on the Basis of Payment; (Note: The GST, HST, VAT, or other legal taxes amount is to be shown separately);
- b. the date;
- c. the name and address of the consignee; and
- d. Contract number.



4.2 The original and one (1) copy shall be sent to the designated addressee for certification of services rendered.

5. Supplemental Invoicing Instructions

5.1 Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including Contract involving a mix of goods and services) must be reported on a T1204 supplementary slip. To enable departments and agencies to comply with this requirement, suppliers are required to provide the following information on each invoice:

- (a) the legal name of the entity or individual, as applicable, i.e. the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code;
- (b) the status of the supplier, i.e. individual, unincorporated business, corporation or partnership;
- (c) for individuals and unincorporated businesses, the supplier's SIN and, if applicable, the BN, or if applicable, the GST/HST number;
- (d) for corporations, the BN, or if this is not available, the GST/HST number.

6. Government Smoking Policy

6.1 Where the performance of work requires the presence of the Contractor's personnel on government premises, the Contractor shall ensure that its personnel shall comply with the policy of the Government of Canada which prohibits smoking on any government premises.

7. Appropriate Law

7.1 This Contract shall be governed by and construed in accordance with the laws in force in Ontario, Canada; provided, however, that the Contractor shall be bound to comply with all local laws statutes and regulations pertaining to or otherwise affecting his/her performance at the work site.

8. Indemnification

8.1 The Contractor shall indemnify and save harmless Her Majesty and the Minister from and against all claims, losses, damages, costs, expenses, actions and other proceedings, made, sustained, brought, prosecuted, threatened to be brought or prosecuted, in any manner based upon, occasioned by or attributable to any injury to or death of a person or damage to or loss of property arising from any wilful or negligent act, omission or delay on the part of the Contractor, the Contractor's servants or agents in performing the work or as a result of the work. Any liens, attachments, charges or other encumbrances or claims upon or in respect of any materials, parts, work-in-process or finished work furnished to, or in respect of which any payment has been made by Canada.

8.2 The Contractor's liability to indemnify or reimburse Her Majesty under the Contract shall not affect or prejudice Her Majesty from exercising any other rights under law.

8.3 The Contractor acknowledges that he is not an employee, servant or agent of Her Majesty and will not represent or hold himself out to third parties in that capacity. To the extent that any third party, in reliance upon representations by the Contractor, considers the Contractor to be an agent or employee of the Minister, the Contractor agrees to indemnify the Minister for any loss or damages and costs occasioned thereby by such third party.



9. Anti-Terrorism Clause

9.1 The Contractor shall not use the funds for the purpose of any payment to persons or entities, or for the supply of goods, if such payment or supply to the Contractor's knowledge or belief, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations or is made, directly or indirectly, to finance, support, facilitate or benefit a terrorist or a terrorist group listed under the Canadian *Criminal Code*, the *United Nations Al-Quida and Taliban Regulations or the Regulations Implementing the United Nations Resolutions on the Suppression of Terrorism*.

9.2 If the Contractor breaches Sub-paragraph (1) above, DFATD shall terminate this Contract immediately without notice or any further obligation to the Contractor. The Contractor shall immediately refund to the Receiver General of Canada *via* DFATD all unspent funds provided under this Contract.

10. Statement of Work

10.1 The Contractor must perform the Work in accordance with the Statement of Work at Appendix "A".

11. Term of Contract

11.1 The period of the Contract is from the Contract award date for a period of one (1) year.

11.2 The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional periods of one (1) year each 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 fifteen (15) 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.

12. Authorities

12.1 Contracting Authority

The Contracting Authority for the Contract is:

Brent Hygaard

Contracting Specialist

Department of Foreign Affairs, Trade and Development Canada – SPP

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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.

12.2 Project Authority **[to be filled by DFATD at Contract award]**

The Project Authority for the Contract is:

Name:



Address:
Telephone:
Fax:
E-mail address:

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

12.3 Contractor's Representative **[to be filled by DFATD at Contract award]**

The Contractor's Representative is:

Name:
Title:
Organization:
Telephone:
Fax:
E-mail:

13. Priority of Documents

13.1 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) 2035 (2013-06-27) General Conditions – Higher Complexity – Services;
- (c) Appendix “A1”, Statement of Work.

14. Certifications

14.1 Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

15. Personnel

15.1 DFATD reserves the right to conduct periodic background checks on personnel employed or subcontracted by the Contractor.

15.2 DFATD reserves the right, in its sole discretion, to decide that personnel employed or subcontracted by the Contractor are unsuitable. In such circumstances, the Contractor shall ensure that personnel are removed from property and replaced with personnel suitable to DFATD.

16. Procurement Ombudsman



16.1 The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will review a complaint filed by [the supplier or the Contractor or the name of the entity awarded this Contract] respecting administration of the Contract if the requirement of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met, and the interpretation and application of the terms and conditions and the scope of the work of this Contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

17. Alternative Dispute Resolution

17.1 The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will, on request, and consent of the parties, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this Contract and their consent to bear the cost of such a process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute.



Appendix “A”

Statement of Work

1. Scope of Services

1.1. The Contractor shall provide cleaning services to the Washington Mission including all personnel, materials, labour, supervision, tools, equipment, and other items related to the services as described herein, and is exempt only from those items that are specifically noted.

2. Operations and Frequencies

Note: The operations specified in this section are more particularly defined under Section 11 “Terms and Quality Standards” herein.

2.1. Exterior

2.1.2 Daily

- a) Under the supervision of the Project Authority, remove graffiti, posters and stickers from exterior surfaces, doors, and windows at street level. (If unsure of safe removal technique do NOT attempt).
- b) Clean stainless steel surfaces, including all handrails and gates.
- c) Clean glass and sashes on both sides of main entrance and exit doors in main lobby and immigration section lobby.
- d) Clean glass of fingerprints and smudges in parking garage kiosk.
- e) Clear litter and sweep all areas to include walkways and driveways.
- f) Remove litter and debris from fountains (using special basket provided by the Embassy).
- g) Spray/wet down Pennsylvania Avenue sidewalk from main stairs to planters commencing at 0700 hours on Mondays, Wednesday, and Fridays.

2.1.3 Twice Weekly (only from April to November inclusive)

- a) Brush all wet pool and fountain surfaces (using brushes provided by the Embassy).
- b) Brush walls of Rotunda fountain.

2.1.4 Monthly

- a) Remove sand debris from drainage catch boxes in Driveway and at Garage entrance/exit on north side of building.
- b) Clean stainless steel top of rotary entrance door at Pennsylvania Avenue Entrance.

Note: Snow removal is not included in this Contract.



2.2. Interior

2.2.1. General

- a) Only Green Seal Certified products are to be used for cleaning and polishing and all products must be pre-approved by the Project Authority.
- b) Do not place chairs, wastepaper baskets, etc., on desks, tables, or other furniture surfaces during cleaning operations.
- c) Do not allow cleaning solutions and chemicals to seep under legs of furniture or file cabinets and partitions.
- d) Place warning signs (Bilingual: French/English – provided by the Embassy) in prominent location when performing floor-cleaning operations.
- e) Clean-up all spills as soon as they are reported or found.
- f) Place all trash, compost and recycling in the proper containers in the loading dock as soon as possible after it is collected.
- g) Place all empty cardboard boxes in compacter located on the loading dock. Once the compacter is full, place cardboard bale near loading dock door.
- h) Collect separate and or divide all recycle material obtained from the mission approved recycled containers and place in designated recycle bins.
- i) Place recycling bins outside loading dock door at the end of each day. These bins must be brought in each morning. These bins must be kept clean and should be cleaned once a week.

2.2.2. Floors – Resilient Tile and Rubber

2.3.2.1 General

- a) All floors shall be cleaned and polished using the standard approved industry method.
- b) Remove litter and foreign matter, and clean rubber baseboards of dust and foreign matter before applying polishes or waxes.

2.3.2.2 Daily

- a) Sweep and damp-mop floors in corridors and bathroom/elevator lobbies.
- b) Sweep or vacuum floors in office areas.
- c) Sweep and damp-mop floor in front of food services line in Cafeteria.

2.3.2.3 Weekly



- a) Sweep and damp-mop offices and storage areas.
- b) Spot spray-buff high traffic areas in front of, and behind, counters, in desk wells, and traffic lanes in office areas and corridors.
- c) Spray-buff floor in food service lane.
- d) Sweep and damp-mop theatre stage.

2.3.2.4 Monthly

- a) Wet scrub and refinish, on a full floor basis, all corridors.
- b) Wet scrub and refinish floor in food service lane.
- c) Spray-buff floor in Cafeteria Bar area.

2.3.2.5 Quarterly

Wet scrub and refinish, on a full floor basis, all office areas.

2.2.3. Floors/Stairs – Stone

2.3.3.1 Daily

- a) Sweep and damp-mop all floors, stairways, and corridors.
- b) Remove foreign matter stuck to floors, and wash stains and spills.
- c) Dust and/or vacuum cove bases in corridors.

2.3.3.2 Weekly

- a) Damp-mop cove bases in corridors.
- b) Wet-mop all floors.

2.3.3.3 Monthly

Wet-mop stairways.

2.3.3.4 Semi-annually

Machine scrub floors.

2.3.3.5 Annually

Strip and reseal floors and stairways.

2.2.4. Floors/Stairs – Concrete



2.3.4.1 Daily

- a) Sweep all floors.
- b) Remove litter and foreign matter in stairways.

2.3.4.2 Weekly

Sweep, or vacuum, all stairways and landings.

2.3.4.3 Monthly

Machine scrub all floors.

2.3.4.4 Quarterly

Machine scrub stairways and landings.

2.2.5. Floors – Ceramic Tiles

2.3.5.1 Daily

- a) Sweep, or vacuum, and damp mop.
- b) Remove litter, foreign material, and items stuck to tile.

2.3.5.2 Weekly

- a) Wet mop all floors.
- b) Wash floors with germicidal detergent in washrooms and private showers.
- c) Use germicidal detergent and pressure-washer in mini-gymnasium showers and locker rooms.
- d) Place chemicals in floor drains to ensure p-traps are full (chemical provided by the Embassy).

2.3.5.3 Monthly

- a) Apply germicidal detergent to private showers and clean with pressure washer.
- b) Steam clean public washrooms.
- c) Machine scrub security man trap.

2.3.5.4 Quarterly

Machine scrub garage and passenger elevators.

2.3.5.5 Annually



Steam clean private washrooms and showers.

2.2.6. Floors – Wood (Canada Room)

2.3.6.1 Daily

Dust mop with clean, dedicated cotton mop.

2.3.6.2 Twice Weekly

Dust mop with treated cotton mop (Bona X Swedish formula system – must be used – no substitution unless approved by Project Authority.)

2.3.6.3 Weekly

Wet mop with mild cleaning chemical and mop dedicated for use in this area ONLY (Bona X Swedish formula chemical ONLY – no substitution unless approved by Project Authority.)

2.2.7. Floors – Carpet

2.3.7.1 General

- a) Notify Project Authority of any damage found to any carpeting or if carpet-tile lifting is observed anywhere.
- b) Remove spots and stains using system and method prescribed by carpet cleaning Contractor. Notify Project Authority of spots or stains that cannot be removed.
- c) All carpets, rugs, and walk-on mats MUST be vacuumed at least twice during the normal work week with approved HEPA-filter machines.

2.3.7.2 Daily

Vacuum all hallways, conference rooms, and high traffic areas.

2.3.7.3 Twice Weekly

Vacuum offices, open work areas, closets, and storage rooms.

2.3.7.4 Monthly

Wash walk-on mats as per manufacturer's instructions and check for damage from fraying or tears and report irregularities to Project Authority.

Note: Steam cleaning or chemical washing of carpets is NOT part of this Contract, with the exception of walk-on mats.

2.2.8. Walls, Doors and Other Surfaces



2.3.8.1 General

- a) Windowsills and stools will be kept dust free.
- b) Glass partitions and walls will be kept clean and free of all smudges and foreign matter.
- c) Metal surfaces, doorframes and jambs will be kept smudge and dirt free.
- d) Walls will be wiped of smudges, marks and kept dirt free.

2.3.8.2 Daily

- a) Stainless steel hand rails, doors and frames will be wiped and polished using an approved non-abrasive stainless steel cleaner, including surfaces in main lobby.
- b) Aluminum windowsills will be damp wiped of dust.

2.3.8.3 Weekly

- a) High dust (above seven (7) feet) stainless steel in lobbies and tops of door frames in corridors, lobbies, and hallways.
- b) High dust (above seven (7) feet) stainless steel in Canada Room, main entrance and Pennsylvania Avenue Entrance, main hallway, Immigration Section Waiting Room, and Security Man-Trap Pyramid.
- c) Wash, using mild detergent, all stonewalls around elevator 'call' buttons.

2.3.8.4 Monthly

- a) Dust or vacuum all air intake grills, air diffusers and metal surrounds.
- b) Vacuum baseboard heaters.
- c) Polish all decorative stainless steel.
- d) Vacuum top of translucent panels in main entrance above receptionist.
- e) Wash, with mild detergent, walls around security "swipe card" devices and "push plates" on doors in service areas, hallways, and corridors.

2.3.8.5 Quarterly

- a) Wash, using mild detergent, all air intake grills, air diffusers and metal trim and surrounds.
- b) Wipe smudges off mechanical access panels and doors.

2.3.8.6 Semi-annually

Wash all glass partitions.



2.2.9. Elevators

2.3.9.1 General

- a) Keep elevators in neat appearance and replace spent light bulbs in cabs as soon as reported.
- b) Report non-working indicator lamps to Project Authority as soon as noticed.
- c) Use freight elevator only to transport waste barrels and materials in the building, as well as all equipment.

2.3.9.2 Daily

- a) Clean walls, rails, and doors of fingerprints and smudges using a non-abrasive cleaner.
- b) Vacuum mats and floors.

2.3.9.3 Weekly

- a) Scrape and vacuum doorsills and tracks in cabs and at each landing.
- b) Wash floors with germicidal detergent.

2.3.9.4 Monthly

Wash walk-on mats as per manufacturer's instructions and check for damage from fraying or tears and report irregularities to Project Authority.

2.3.9.5 Quarterly

Machine scrub floors.

2.2.10. Washrooms

2.3.10.1 General

- a) During cleaning of washrooms, proper signage must be displayed to inform users of cleaning operations. Bilingual (French/English) signs will be provided by the Embassy.
- b) While floors are being washed, or are wet, appropriate signage must be prominently displayed.
- c) While washrooms are being cleaned, they are NOT to be used by staff.
- d) Blocked toilets, urinals, sinks and drains shall be cleared immediately by use of a plunger ('plumber's helper). If not successful, report problem to the Project Authority for further action.
- e) Ensure that floor drain p-traps are not dry. Place chemicals in floor drains to ensure p-traps are full (chemical provided by the Embassy).



2.3.10.2 Daily

- a) All washrooms **MUST** be serviced at least twice per day, except for the washroom closest to the theatre which can be serviced once per day.
- b) Remove all litter and foreign matter from floors and counters.
- c) Wipe fixtures, counters, partitions, and other surfaces with an approved germicidal cleaning solution.
- d) Wipe stainless steel surfaces with an approved non-abrasive cleaner/polisher.
- e) Remove debris caught in strainers in all fixtures.
- f) Wipe smudges and fingerprints off mirrors and walls.
- g) Empty sani-cans, wash and disinfect, and provide new sanitary bags.
- h) Empty all refuse receptacles and replace disposable plastic liners.
- i) Keep all dispensers stocked with approved liquid hand soap, toilet tissue and paper towels.

2.3.10.3 Weekly

- a) Wash all partitions and partition doors with an approved germicidal detergent dry.
- b) Descale toilet bowls and urinals.

2.3.10.4 Monthly

- a) Machine scrub floors with an approved germicidal detergent.
- b) Wash ceramic tile walls and floors with pressure washer.

2.3.10.5 Quarterly

Steam clean floor grout.

2.3.10.6 Annually

Wash ceilings.

2.2.11. Cafeteria

2.3.11.1 General

- a) Food Service Contractor is responsible for the cleaning and housekeeping in the food preparation areas.
- b) Cleaning Contractor shall be responsible for cleaning and housekeeping outside of food preparation areas, to include 'food service line' and bar area.



2.3.11.2 Daily

- a) Vacuum carpeted area.
- b) Damp wipe tabletops, legs and chair frames.
- c) Wipe smudges and fingerprints from walls, ledges, and painted glass wall plates.
- d) Wet mop resilient tile floor in the 'food service line' and vacuum walk-on mats.

2.3.11.3 Weekly

- a) Vacuum upholstered furniture.
- b) Wash resilient tile floor in 'food service line'.

2.3.11.4 Monthly

Machine scrub floor in 'food service line'.

2.2.12. Furniture and Furnishings

2.3.12.1 General

- a) Papers, files, and material left on furniture shall not be disturbed by the cleaning staff. When a desktop is to be cleaned, all items will be removed prior to the cleaning operation by a member of the Embassy staff.
- b) Dusting of cabinets, bookcases, occasional tables, etc., shall be done exercising care not to damage items on surfaces.
- c) Vacuuming of upholstered furniture will be done using proper safety devices on hoses.
- d) Office desktop equipment, to include (but not limited to) telephones, computer systems, typewriters and calculators are NOT maintained in this Contract. Cleaning staff is not to touch this equipment.
- e) Art works in hallways and main lobby are NOT maintained in this Contract.

2.3.12.2 Daily

- a) Dust all horizontal surfaces.
- b) Spot clean fingerprints and smudges from furniture and metal cabinets using approved chemicals and lint-free dusting clothes.
- c) Dust picture frames and wall hangings, excluding paintings and art objects. Project Authority will specify items not to be cleaned.



- d) Empty wastebaskets and replace disposable liners. Report to Work Control incidents of non-compliance with Embassy recycling regulations.
- e) Empty recyclable containers into appropriate bins.

2.3.12.3 Weekly

- a) Vacuum under cushions on upholstered furniture.
- b) Dust vertical surfaces of furniture.
- c) Damp wipe exterior of wastebaskets.
- d) Damp wipe and polish all conference rooms tables using manufacturers approved materials.

2.3.12.4 Quarterly

- a) Vacuum upholstered office partitions.
- b) Polish stainless steel frames and bases using approved cleaner.
- c) Clean and polish chair legs using approved cleaner.
- d) Wash interior of wastebaskets.

2.2.13. Shipping and Receiving area

2.3.13.1 General

Immediately remove supplies received for Contractor's use and place in assigned storage areas. Transfer carts provided by Embassy must be returned immediately after supplies have been removed.

2.3.13.2 Daily

- a) Sweep loading dock.
- b) Remove litter and spillage.
- c) Wipe smudges and stains from doors, windows, and walls.

2.3.13.3 Weekly – Advise Security in advance before performing

- a) Clean hydraulic dock levellers.
- b) Wash area under hydraulic dock levellers.
- c) Wash floors in both shipping bays.

2.3.13.4 Monthly



Pressure wash floors and walls in entire Loading Dock area. Ensure that water is mopped up so that no puddles are left as "standing-water".

2.2.14. Trash/Dumpster Area

2.3.14.1 General

Collect all office waste and recycling. Sort material to comply with embassy and District of Columbia recycling laws. Appropriate containers will be provided by embassy.

2.3.14.2 Daily

- a) Place all disposable material in appropriate bins before end of workday.
- b) Place all cardboard containers into compactor.
- c) Sweep trash area and keep dock free of litter and debris.

2.3.14.3 Weekly

Wash floor on trash area.

2.2.15. Miscellaneous Furnishings and Equipment

2.3.15.1 Daily

- a) Wipe fingerprints and smudges from all stainless steel drinking fountains using Project Authority approved disinfectant.
- b) Check rolled-paper dispensers in kitchenettes and refill as necessary.

2.3.15.2 Weekly

- a) Dust Venetian blinds.
- b) Damp wipe and disinfect counters and sinks in kitchenettes.

2.3.15.3 Monthly

- a) Damp wipe cupboards under sinks in kitchenettes.
- b) Vacuum interior of all cupboards in kitchenettes.

2.3.15.4 Quarterly

- a) Damp wipe Venetian blinds.
- b) Defrost refrigerators in kitchenettes and offices. (Approximately 24 machines) – Maintain list with Work Control of units cleaned.



2.2.16. Parking Garage

2.3.16.1 General

- a) The parking facility is an indoor garage, accommodating approximately 220 vehicles. The area is comprised of three (3) levels with a total space of approximately 105,000 square feet.
- b) All cleaning operations shall be performed during the same hours as the interior of the building.
- c) The Contractor shall ensure that ramps are kept clear of debris at all times. Chemicals shall not be used without written permission from the Project Authority.
- d) Provide and apply an absorbent compound to oil and grease leaks and spills and remove as quickly as possible. Report habitual leaks of oil and fluids by parking number to the Project Authority.

2.3.16.2 Daily

- a) Sweep area around entrance kiosk and remove all debris inside entrance/exit doors and on first ramp.
- b) Check all areas and remove debris and litter.
- c) Clean Kiosk as per standard office cleaning procedures outlined in Contract.
- d) Remove 'standing water' with squeegees to nearest drains.
- e) Empty sand-urns provided for disposal of smoking materials, and small waste containers at entrance to each garage elevator lobby.

2.3.16.3 Weekly

- a) Dust both sides of entrance/exit doors.
- b) Remove floor drain covers, clean built-in receptacles of dirt and debris, and replace covers; minimum of one (1) gallon of water in each floor drain.
- c) Empty large waste receptacles, and wash and replenish sand in receptacles provided for smoking materials.

2.3.16.4 Monthly

- a) Wash interior and exterior of garage entrance/exit doors.
- b) Sweep and damp mop concrete floors in storage rooms.
- c) Dust portable fire extinguishers.
- d) Wash interiors of large waste receptacles and disinfect as necessary.

2.3.16.5 Semi-Annually – Co-ordinate with Building Maintenance



- a) Dust or vacuum ledges, tops of pipes and partitions, including the tops of all hanging and wall mounted light fixtures and conduits.
- b) Wash all ceiling and wall mounted light fixtures.

2.2.17. Contractor's Space – Room #132.3

2.3.17.1 General

- a) Office area to be maintained to standards of other offices.
- b) Unless otherwise specified, furniture and material to be maintained to same standards of areas occupied by embassy staff.
- c) Supplies and approved cleaning products to be stored to manufacturer's specifications.

2.3.17.2 Daily

- a) Remove litter and debris from janitor's closets.
- b) Wash and disinfect sinks in janitor's closets.
- c) Keep brooms, mops, buckets, and other cleaning utensils in a clean and odour-free manner.

3. Special Requirements

3.1 General

The Supervisor and/or Alternate Supervisor shall have the appropriate member(s) of their staff respond promptly to all service calls between the hours of 7:00 AM (0700 hours) and 3:30 PM (15:30 hours).

3.2 Scheduled Cleaning

3.2.1 Cleaning operations shall be performed between the hours of 7:00 AM (0700 hours) and 3:30 PM (1530 hours) or 6:00 PM (1800 hours) and 10:00 PM (2200 hours) Monday through Friday and 7:30 AM (0730 hours) and 12 Noon (1200 hours) Saturdays.

3.2.2 *Scheduled Cleaning* shall be performed during the same hours listed in 3.2.1, above, unless other arrangements have been made with the Project Authority.

3.2.3 Within 15 days of the award of Contract, the Contractor shall submit, in writing, the plan of operation to perform the routine cleaning and scheduled cleaning as described in the Contract. The plan of operation must be approved by the Project Authority.

3.2.4 The Contractor shall respond to written requests for services (i.e. re-lamping, trash removal, urgent clean-ups, etc.) by completing *Job Order* tickets issued by the Project Authority or *Work Control Clerk*. See Appendix "H" for a sample Job Order ticket.

3.3 "On Call" Cleaning



3.3.1 "On Call" cleaning shall be provided in response to written request from the Project Authority, by way of an estimate on a completed Specialty "On Call" Cleaning Estimate form. Sample form in Appendix "E".

3.3.2 "On Call" cleaning shall be done in areas of the building (called Representational Areas) where events are held on a non-regular basis. These areas are: the Canada Room and the adjacent service/storage facilities; the theatre lobby and Theatre and the adjacent service facilities; the Art Gallery; the Cafeteria; the Main Foyer; the Level VI Reception Room, Dining Room and Small Salon and adjacent service/storage facilities, and the Level VI Outdoor Patio. On some occasions "On Call" cleaning shall be performed in other areas of the building when directed by the Project Authority. "On Call" cleaning shall include the 'support' facilities used when these functions are held, such as the washrooms, public telephone room and elevators as well as the hallways and corridors used to access the events.

3.3.3 Each event shall require a "supervisor" (heavy-duty cleaner) who will be responsible for ensuring that all work is performed to the level of the Contract and who will inspect the areas used to ensure they are ready for the next days operation or function. Additional staff (light duty cleaners) shall be provided to complete the necessary work in a reasonable amount of time, or to assist with moving large amounts of furniture, as required.

3.3.4 The formula used to complete the estimate will be based on the approved hourly rate for the "supervisor" Heavy Duty Cleaner and each "additional cleaner" at the approved hourly rate for Light Duty Cleaner.

3.3.5 If actual work is in excess of estimate provided on a pre-submitted form, a written explanation shall be submitted on a revised estimate form. Additional charges shall be reviewed by the Project Authority on an event-by-event basis, and if allowed, shall be submitted for full payment. These additional charges shall not be caused by any negligence by the Contractor and shall be allowed for unforeseeable cleaning requirements ONLY.

3.3.6 In addition to following procedures for cleaning floors, etc., as outlined in the Contract, 'On-Call' Cleaning staff shall be required to return tables, chairs, easels, walk-on mats, etc., that are used at hospitality events to the proper storage locations to facilitate the required cleaning duties.

3.4 Re-lamping

3.4.1 All lamps, tubes, and light bulbs are provided by the Embassy and replacements are to be made with same type and wattage as lamp removed.

3.4.2 Replace all lamps (bulb and tube type) that are burnt as observed by cleaning staff, or reported to Contractor by Work Control on a Job Order ticket.

3.4.3 Provide a list to Work Control of lamps replaced to ensure Job Order is raised to keep track of number of lamps replaced.

3.4.4 Contractor shall NOT be responsible for replacing lamps that are more than sixteen (16) feet above floor level. Contractor shall NOT be responsible for replacing lamps that are connected directly to electric wires, or that are covered with special grills or deflectors. Contractors shall be responsible for replacing fluorescent tubes that have grills or deflectors after being trained by Embassy staff in the safe procedure to follow in performing this task.

3.4.5 Dry wipe bulbs and tubes when making replacement.

3.4.6 Wipe smudges, cobwebs and fingerprints off fixtures and surrounding surfaces after replacing lamps.



3.4.7 Replaced fluorescent tubes must be destroyed and broken glass placed in cardboard container before being placed in trash bin. Machine for destroying tubes is provided by the Embassy.

3.5 Exercise Facility

3.5.1 General

3.5.1.1 Mini-gymnasium is closed from 9:00 pm (21:00) until 10:00 pm (22:00 hours) daily to allow Contractor to perform cleaning duties. During this period NO STAFF are permitted access to the facilities, except to perform repairs to plumbing and electrical fixtures.

3.5.1.2 Report signs of damage, leakage or loose parts to equipment to Work Control immediately.

3.5.2 Daily

3.5.2.1 Maintain washrooms as per Section 2. Operations and Frequencies: 2.3.10. Washrooms.

3.5.2.2 Ensure soap dispensers in showers are stocked and operational.

3.5.2.3 Damp wipe, with approved disinfectant, benches and stools.

3.5.2.4 Damp mop all floors.

3.5.2.5 Wipe smudges and stains off exercise equipment.

3.5.2.6 Wipe reflective wall panels of smudges and stains with approved cleaner.

3.5.2.7 Polish chrome and stainless steel handles, showerheads and other washroom fixtures.

3.5.2.8 Remove and clean debris from special traps in shower drains and reinstall.

3.5.3 Weekly

3.5.3.1 Remove contents of all lockers including hangers, wearing apparel, towels, etc., and place in a sealed plastic bag and deliver to the Project Authority and disinfect interior of lockers every Friday.

3.5.3.2 Remove rubber floor mats from showers and shower drying-area and disinfect with an approved germicidal soap and pressure wash.

3.5.4 Monthly

3.5.4.1 Remove shower curtains from showers and disinfect with an approved germicidal soap and pressure wash.

3.5.5 Quarterly

3.5.4.1 Strip and refinish resilient tile floor.

3.5.4.2 Steam clean and disinfect dressing room floors.



3.6 Theatre and Theatre Lobby

3.6.1 General

3.6.1.1 Lamps in the theatre and theatre lobby shall NOT be replaced by the Contractor. These areas are re-lamped by Event Administration Section.

3.6.2 Daily

3.6.2.1 Dust seat frames and vacuum upholstered seats and remove stains. Remove chewing gum with "freeze" type spray to prevent damage to fabric.

3.6.2.2 Clean control booth as per offices.

3.6.2.3 Clean control booth glass on both sides.

3.6.2.4 Wipe smudges and fingerprints from stainless steel and polish all surfaces and handrails.

3.6.3 Weekly

3.6.3.1 Damp mop Stage floor as per Section 2. Operations and Frequencies: Floors – Resilient Tile and Rubber 2.3.2.3.

3.6.4 Quarterly

3.6.4.1 Vacuum ceiling screen tiles.

3.6.4.2 Clean bright metal ceiling panels.

3.6.4.3 Vacuum wall panels.

3.7 Canada Room

3.7.1 General

3.7.1.1 Special Events may occur any day of the week (including weekends) and, historically, functions were limited to a maximum of 375 participants. Notwithstanding, Contractor may be required to work events including, but not limited to, Canada Day, Partners in Defence, and July 4th that exceed this maximum number.

3.7.1.2 An "On-Call" cleaning estimate will be requested at least one (1) week prior to the date of each event.

3.7.1.3 This area shall be checked one (1) hour prior to the scheduled start time of an event to ensure it is in good condition for the event.

3.7.1.4 Daytime events are cleaned as part of the Contract if they end before 2:30 pm. Daytime events are cleaned as an 'On-Call' cleaning project after normal hours if the daytime event ends after 2:30 pm. All other events are cleaned as "On-Call" cleaning projects. See clause 3.3 "On Call" Cleaning.

3.7.2 Daily



3.7.2.1 See Section 2. Operations and Frequencies: 2.3.6 Floors-Wood (Canada Room) for regular cleaning procedures in this area.

3.7.3 Weekly

3.7.3.1 See Section 2. Operations and Frequencies: 2.3.6 Floors-Wood (Canada Room) for floor care.

3.7.3.2 High dust horizontal surfaces up to 7-feet 6-inches above floor and clean smudges and fingerprints off doorframes and doors.

3.7.4 Monthly

3.7.4.1 High dust horizontal surfaces and vacuum fabric wall panels.

3.8 Art Gallery

3.8.1 When art is displayed in the Art Gallery, the area shall only be cleaned when requested by the Project Authority. At that time, cleaning chemicals that are approved by the Art Curator shall be specified and only those cleaning chemicals will be used. At all other times the Art Gallery shall be cleaned as other areas of the building with the same surfaces, unless the Gallery is locked in which case no cleaning operation shall take place.

4. List of Cleaning Operation and Frequencies

Cleaning Operation

Frequency of Operation

Remove sand, dirt, and debris from catch-boxes in garage ramp and driveway.	Monthly
Clean stainless steel surfaces on top housing of rotary doors at building entrance (PA Ave).	Monthly
Dust/vacuum pipes, light fixtures and cabinets in garage.	Monthly
Dust portable fire extinguishers and interior of fire cabinets.	Monthly
Dust/vacuum air intake grills and air diffusers.	Monthly
Vacuum baseboard heaters.	Monthly
Vacuum top of plastic ceiling panels in front of Receptionist on Level II, Main Lobby.	Monthly
Vacuum and wash interior of cabinets in Kitchenettes	Monthly
Wash trim and surrounds of air intake grills and air diffusers	Monthly
Wash/steam clean walk-on mats	Monthly
Wash interior of trash containers in garbage and disinfect	Monthly
Wet scrub resilient tile and rubber floors	Monthly
Strip and refinish food service line floor in cafeteria	Monthly
Pressure wash floors and walls in showers	Monthly
Steam-clean floors in public washrooms	Monthly
Machine scrub washroom floors	Monthly



Wet mop stone stairways	Monthly
Spray buff floors in cafeteria bar area	Monthly
Pressure wash walls in public washrooms	Monthly
Clean mechanical rooms under the supervision of maintenance staff (dust and mop)	Monthly

Cleaning Operation

Frequency of Operation

Vacuum upholstered partitions	Quarterly
Clean and defrost refrigerators in kitchenettes and office areas	Quarterly
Steam-clean floors in private washrooms	Quarterly
Wash interior of waste baskets and trash containers in office	Quarterly
Refinish resilient tile floors in office areas	Quarterly
Machine scrub concrete stairway landings	Quarterly
Machine scrub elevator tile floors	Quarterly

Cleaning Operation

Frequency of Operation

Wash light fixtures in garage	Semi-annually
Machine scrub stone floors	Semi-annually
Wash glass partitions	Semi-annually

Cleaning Operation

Frequency of Operation

Steam clean private washrooms showers	Annually
Wash ceilings in washrooms	Annually
Strip and reseal stone stairways and floors	Annually

5. Space and Equipment Provided

5.1 The Contractor shall be provided with such office and storage space as is considered necessary for the performance of the Contract. This space will be mutually agreed between the Embassy and the Contractor, and the appearance of this space will be kept up to standards of like spaces used by the Embassy for the same purposes.

5.2 The Embassy will provide a telephone extension, which is connected through the Embassy switchboard, for the Contractor's use at no charge, with the exception of toll-call charges and long distance costs, which are born by the Contractor. The Contractor must not list, publicize, or use in any fashion, for business purposes, the name or address of the Embassy. A private telephone line may be installed at the expense of the Contractor but must be unlisted and must not, under any circumstances, appear in telephone directories or advertised as a business telephone.

5.3 The Contractor may have access to a computer for the purposes of communicating information, during working hours, related to the performance of this Contract only.

5.4 The Contractor will be assigned one (1) parking space as part of the Contract for use by the Supervisor, or Alternate Supervisor. The parking space may not be used to store a vehicle overnight, and all Parking Rules and Regulations observed by Embassy Employees will apply to Contractor's personnel.

6. Supervision of Contract Work



6.1 The Contractor shall provide adequate supervision at all times when Contract work is being performed. The Supervisor and/or Alternate Supervisor shall have full authority to act for the Contractor, and by being so designated in writing, shall be familiar with all Contract matters relating to daily operation of this Contract.

6.2 The Supervisor and/or Alternate Supervisor shall be available at all times during normal working hours. The Contractor shall supply telephone and/or pager numbers for the Embassy to use to contact Supervisor and/or Alternate Supervisor at all times.

7. Electricity Usage Instructions

7.1 The Contractor will use ONLY the white electric outlets available throughout the building. At no time will equipment be plugged into orange or brown receptacles.

8. Inspection

8.1 The Contractor shall notify the Project Authority when each scheduled cleaning task has been completed as well as after the completion of each 'On-Call' cleaning assignment for an inspection to ensure work has been carried out in compliance with the Contract.

8.2 The Project Authority reserves the right to request quarterly walk-through inspections with Contractor's external management to ensure quality assurance. The parties would sign-off indicating all work was performed at a satisfactory level, and areas requiring improvement would be immediately addressed.

9. 'On-Call' Cleaning

9.1 'On-Call' cleaning shall only be authorized when requested, in writing, by the Project Authority. The Contractor shall be given sufficient time prior to the date for 'On-Call' cleaning to be able to prepare an estimate of costs and schedule appropriate staff to complete tasks.

10. Material and Equipment

10.1 The Contractor shall furnish a complete written list of proposed material giving manufacturer, origin, composition, etc., that will be used to carry out the Contract for approval by the Project Authority.

10.2 Contractor shall maintain a file or binder with the Material Safety Data Sheet (MSDS) of all chemicals and cleaning products approved for use in carrying out the Contract.

10.3 Quality of approved products will NOT be changed without written permission of the Project Authority.

10.4 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.

10.5 No equipment shall be operated with more than one (1) 50-foot electric extension cord added to the manufacturers' original electric cord. Equipment that has had the original electric cord altered shall not be used with any additional extension cord attached.



10.6 Vacuum cleaners must have HEPA dust filters and have a very low noise output when in maximum operation. Decibel ratings of equipment must be submitted for approval by the Project Authority.

10.7 Steam cleaners, pressure washers, hoses, and other devices that use water must not leak and must be maintained to operate in a safe manner at all times.

10.8 Equipment brought into the Embassy, as part of this Contract shall NOT be removed without the prior knowledge of the Project Authority. When equipment is removed for repairs it shall be replaced with a like piece for use during the repair period.

11. Terms and Quality Standards

11.1 Glossary of Terms

a. Cleaner (light Duty) – Picks up litter, empties waste paper baskets and small waste receptacles; removes foreign material from rooms, cleans furniture, fixtures, and dusts all surfaces; damp mops, dust mops, vacuums, replenishes supplies in washrooms, cleans toilet facilities, wash basins, stainless steel, and chrome fittings, mirrors, and dispensers.

b. Cleaner (heavy Duty) – Picks up litter, empties cleans and/or washes heavy waste receptacles, sweeps, damp mops, washes and scrubs floors, removes and applies floor finishes, washes or vacuums walls and ceilings, replaces lamps and tubes, operates powered cleaning equipment and other related heavy duties.

c. Routine Cleaning – Cleaning operations, which are specified, to be performed monthly or more frequently than monthly, such as twice weekly or daily.

d. Scheduled Operations – Cleaning operations, which are specified to be performed less frequently than monthly, such as every two (2) months, quarterly, semi-annually, or annually.

e. On-Call Cleaning – Cleaning Operations, which are specified to be performed only when ordered by the Project Authority.

f. Materials – All supplies and expendable goods (such as toilet tissue, paper towels, hand soap, plastic bags and sani-bags) necessary for the physical cleaning of the building (such as waste containers, brushes, mops, etc.)

g. Equipment – All machines and appliances used to support the execution of the Contract, such as vacuums, floor/buffer/polishers, chemical dispensers, pressure washers, extension cords, carpet shampooers.

h. Supervisor – The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor for the purpose of this Contract.



- i. Alternate Supervisor – The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor in the absence of the Supervisor for the purpose of this Contract.

- j. Contractor – the Company who is successful in being awarded the Contract.

- k. Work – Includes the whole of the works, materials, matter and things required to be done, furnished and performed by the Contractor under the Contract.

- l. Monthly – Means twelve times per calendar year, or approximately every 30 days.

- m. Quarterly – Means four (4) times per calendar year, or approximately every 90 days.

- n. Semi-annually – Means two (2) times per calendar year, or approximately every 180 days.

- o. Annually – Means once every twelve months or approximately every 365 days.

- p. Twice Weekly – Means every three (3) or four (4) days (i.e. Monday and Thursday, or Tuesday and Friday)

- q. Normal Business Hours – For the purpose of this Contract, the normal business hours shall be 7:00 am (0700 hours) until 3:30 pm (15:30 hours), Monday through Friday.

- r. Normal Work Week – For the purpose of this Contract, the normal workweek shall be the hours listed as ‘Normal Business Hours’ plus 6:00 pm (18:00 hours) to 10:00 pm (22:00 hours) Monday through Friday and 7:30 am (0730 hours) to 12 noon (1200 hours) Saturday.

- s. Sweeping – Consists of removing loose, dry surface soil with a broom, treated dust mop, treated dust cloth, or solvent-free dust mop or cloth.

Note: Treated mops and cloths shall have chemicals applied the day before they are used to ensure no streaks are left on floor and furniture.

- t. Spray Buffing – Consists of 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.

- u. Wet Scrubbing – Consists of 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. Operation is completed by cleaning baseboards.



- v. Wash (floor) – Consists of 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.

- w. Damp Mop (floor) – Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.

- x. Vacuum – Consists of removing dust, dirt, and litter using an upright or canister type vacuum cleaner, capable of having a hose and crevice tool attached to clean in corners and along baseboards or behind and under cushions on upholstered furniture as well as air-conditioning supply and return grills in walls and ceilings.

- y. Dusting – Consists of removing loose dirt, dust, and cobwebs using treated, or untreated, dust mop or cloth on horizontal surfaces on windowsills, stools and furniture.

- z. Spot Cleaning – Consists of removing finger marks, smudges, stains, and graffiti using a moistened cloth followed by a dry cloth.

- aa. Polishing – Consists of removing soil marks and stains, as well as finger marks and smudges, by applying an approved cleaner/polisher and buffing with a dry cloth until dry.

12. Quality Standards

12.1 Exterior

12.1.1 Debris/Litter Pick-Up – Sidewalks, driveways, and walkways shall be free of paper and other debris after policing.

12.1.2 Sweeping – Sidewalks, entrances, and other designated areas shall be clean after scheduled sweeping.

12.1.3 Hosing – Sidewalks and other designated areas shall be clean after scheduled hosing. There shall be no remaining water on handrails.

12.1.4 Entrances – After washing exterior stone surfaces they shall present a clean surface, free from grime and glass shall be free of water streaks.

12.2 Floor Maintenance

12.2.1 Sweeping – There shall be no dirt, trash or other matter left in corners, behind or under doors, furniture or radiators. Floors shall be free of dust film. There shall be no dirt left where sweepings were picked up. Furniture and equipment shall be relocated to where it was prior to the sweeping operation. Walk-on mats will be returned to their proper position.



12.2.2 Damp and Wet Mopping – All mopped areas shall be clean and free of surface stains, mop streaks, and loose mop strands. Walls, baseboards and other surfaces shall be free of watermarks and splashing marks. Water or other cleaning solutions shall not have been allowed to collect under furniture legs and doors.

12.2.3 Spray Buffing – There shall be neither dust nor dirt left on the floor after spray buffing. There shall be no muddying or rippling effect caused by over spraying. The floor shall present an overall appearance of cleanliness. Baseboards, doors, and equipment shall be free of spray residue.

12.2.4 Vacuumping – All carpets shall be cleaned of miscellaneous office debris such as paper clips, elastic bands, etc., after vacuuming has been done. Care will be taken not to damage furniture, walls or doorframes when moving vacuuming equipment through offices and corridors. No equipment will be operated with defective or damaged cords or with extensions that exceed limits detailed in the Contract.

13. Washroom Fixture Inventory

<u>FLOOR</u>	<u>ROOM #</u>	<u>TYPE</u>	<u>SINK</u>	<u>TOILET</u>	<u>URINAL</u>	<u>SHOWER</u>
Penthouse		NO GENDER	1	1		1
6	643.1	PRIVATE RESTROOM	1	1		1
6	622.1	WOMEN	1	1		
6	622.2	MEN	1	1		
6	605.6	MEN	3	2	1	
6	605.5	WOMEN	3	3		
6	613.1	PRIVATE RESTROOM	1	1		1
6	611.1	PRIVATE RESTROOM	1	1		1
5	503.4	MEN	3	2	1	
5	503.2	WOMEN	3	3		
5	539.1	PRIVATE RESTROOM	1	1		1
5	581	WOMEN	1	1		
5	583	MEN	1	1		
4	450.3	MEN	3	2	1	
4	473.1	PRIVATE RESTROOM	1	1		1
4	405.4	MEN	3	2	1	
4	405.3	WOMEN	3	3		
3	326.4	MEN	2	2	1	
3	326.3	WOMEN	2	3		
3	311.1	PRIVATE RESTROOM	1	1		1
INTERSTITIAL	ISO7.1	MEN	1	1		
INTERSTITIAL	ISO7.2	WOMEN	1	1		
2	232.1	PUBLIC	1	1		
2	232.2	PUBLIC	1	1		



2	212.2	MEN	2	2	1	
2	212.1	WOMEN	2	3		
1	150.4	MEN	1			2
1	150.2	MEN	2	2	1	
1	125.2	WOMEN	5	5		
1	125.1	MEN	4	4	2	
1	123.4	MEN	1	1		1
1	123.2	WOMEN	1	1		1
1	121.4	WOMEN	1	1		2
1	121.2	MEN	1	1		2
1	112.3	WOMEN	1	1		
1	112.1	MEN	1	1	1	
		TOTALS	62	59	10	15

14. Paper Dispenser Inventory

ROOM

SPECIAL PAPER DISPENSER

515	1
484	1
417	1
360	1
205.2	1
124	1
123	1
TOTAL	7

15. Building Security

15.1 Building Identification Security Passes, (with employees's photograph), will be worn by ALL Contractor's employees at ALL times when on Embassy property. 'Passes' will be worn above the waist and must be visible at ALL times.

15.2 Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of work. No other persons accompanying Contractors employees, or guests of Contractors employees, will be allowed on site.

15.3 The Contractor's employees shall be subject to questioning and search of cleaning material in relation to security matters by designated members of the Embassy Security Staff.

15.4 Contractor's employees may not bring privately owned radios, CD-players, MP3 players, recording devices, cameras, camcorders, personal portable telephones, cell phones or telephone pagers etc., into the building. Contractor's employees may not carry or wear such devices on Embassy property while on duty.

15.5 Contractor's employees shall enter and exit the building through the Main Lobby Security Trap.



15.6 All keys required for the execution of the Contract must be signed-for by the Contractor and fully protected at all times. Keys that may be required on an irregular basis must be signed-for at the Security Control Center and returned immediately after use or no later than the end of each work day.

15.7 Names of perspective employees Contractor may wish to assign to Embassy must be submitted for security clearance documentation, at least ten (10) working days prior to anticipated start date at Embassy.

15.8 Contractor's employees will be escorted at all times when inside of a "secure area" within the building.

16. Safety Policy

16.1 The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by National codes and/or prescribed by the authorities having jurisdiction concerning equipment, work habits and procedures.

16.2 Safety goggles, ear plugs, and protective outerwear are the responsibility of the Contractor when tasks call for their use and industry safety standards must be observed when undertaking assignments in the Contract.

16.3 The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible for supplying suitable replacement equipment.

17. Contractor's Access to Facilities

17.1 Contractors' employees are not permitted to use equipment or Locker Rooms in the mini-gymnasium. Embassy liability does not allow non- Embassy staff use of these facilities.

17.2 Contractors' employees are not permitted to use the Mezzanine Level "Car Wash/Cleaning" facility. Embassy regulations do not allow non-Embassy personnel the use of these utilities or the special equipment located there.

17.3 Contractors' employees are only permitted to be in the building while they are on duty with their contractual work or on Lunch/Coffee breaks that are approved as part of the Contract. Embassy liability does not allow non- Embassy staff access to social functions except as guests to specific events.

18. Uniforms

18.1 ALL Contractors' employees, including Supervisor and Alternate, shall be uniformed at all times while on Embassy property. Access to the building will be denied to any non-uniformed employee of the Contractor.

18.2 Uniforms shall consist of matching trousers, pants or slacks with coordinated, and matching, shirts or blouses. The uniform can have the Contractor's name, or monogram, neatly affixed thereon, but they must be consistent. Complimentary coveralls, smocks or aprons may be worn when performing tasks that require such additional attire.



18.3 Clean uniforms shall be worn at ALL times, and the appearance of the uniforms must be acceptable to the Project Authority. Contractor's employees shall be required to dress neatly, commensurate with the Embassies' appearance.

18.4 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, nor may they wear dark glasses while inside the building. Ornaments, such as lapel-pins or badges, are limited to one (1) and may NOT be of a political nature.

19. Personnel

19.1 The personnel employed by the Contractor must be capable employees, trained and qualified in custodial type work. The building must be fully staffed beginning the first day of work under the Contract. The employees must be trained and experienced cleaning personnel who will exhibit the capability of operating with a minimum of supervision. All personnel shall receive close and continuing first-line supervision by the Contractor.

19.2 The Contractor's employees shall be of good character and shall conduct themselves in a professional and businesslike manner at all times.

19.3 Within five (5) calendar days of contract award to the successful bidder, the Embassy will require a copy of the most recent criminal and credit background check for each personnel assigned to work at the Embassy. The criminal and credit background check must be no more than six (6) months old. The Embassy reserves the right to request alternate personnel be assigned should the background check not meet the standards of the Embassy as determined solely by the Embassy. Should the successful bidder not be able to provide adequate alternate staff within seven (7) days of the request by the Embassy, the Embassy has the right to deem the bidder's proposal as being non-compliant.



Appendix “B”

Evaluation Criteria

MANDATORY REQUIREMENTS

1. Mandatory Requirements – Bid Closing

1.1 Bidders must provide the necessary documentation to support compliance with the following Mandatory Requirements at bid closing time. Any offer which fails to meet the following mandatory requirements will be deemed non-compliant and will not be given further consideration. Bidders should address each criteria separately.

Note: To enable the evaluation team to easily find the information, the following chart should be in the front of the technical proposal.

Mandatory Criteria		Ref Page #
M1	Bidder’s Experience	
M2	Supervisor	
M3	Alternate Supervisor	
M4	Equipment	
M5	Insurance	
M6	Maximum Funding (NOTE: this information must be in the financial proposal only)	

M1 The Bidder’s Experience

The Bidder MUST have a minimum of four (4) years experience in the past five (5) years providing cleaning services for Class ‘A’ facilities such as Embassies/ Consulates, Government Ministries or Corporation/ International Companies of similar size to the Canadian Embassy.

The experience MUST be demonstrated by providing the following:

- a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project’s duration; and
- b) The names and telephone numbers of references who can be contacted to confirm the Bidder’s experience and satisfactory performance (i.e. one (1) reference for each project).

M2 Supervisor

The Bidder’s Supervisor MUST:

- a) have a minimum of five (5) years experience in the past eight (8) years in directing cleaning type operations in a supervisory capacity for buildings of the approximate size of the Embassy;
- b) have passed a background criminal and credit check as performed by the Bidder within the past six (6) months. The Bidder MUST provide a copy of the background criminal and credit check in their proposal; and



- c) be able to fluently read, write, and communicate in English (i.e. demonstrate an ability to read and understand post orders and preparation of reports, where applicable).

NOTE: It is sufficient to state in the bid that the proposed Supervisor has the required language capabilities. If, subsequent to the Contract being awarded, the Project Authority determines that the proposed Supervisor does not possess the stated language capabilities, then the Contractor will be determined to be in default and the Contract will be terminated.

The minimum of five (5) years experience **MUST** be demonstrated by providing the following:

- a) a complete list of past/present projects (which cannot be concurrent) – including the project's duration, the dates, and the Supervisor's job title and/or specific role; and
- b) the names and telephone numbers of references who can be contacted to confirm the Supervisor's experience and satisfactory performance (i.e. one (1) reference for each project).
- c) The information must be provided on the forms in Appendix "G", Proposed Resource Table.

NOTE: The Supervisor is the employee of the Bidder who is designated by the Bidder as being in full charge of the site operations of the Contractor for the purpose of this Contract.

M3 Alternate Supervisor

The Bidder's Alternate Supervisor **MUST**:

- a) have a minimum of two (2) years experience in the past four (4) in cleaning type operations in a typical commercial, or governmental, facility;
- b) have passed a background criminal and credit check as performed by the Bidder within the past six (6) months. The Bidder **MUST** provide a copy of the background criminal and credit check in their proposal; and
- c) be able to fluently read, write, and communicate in English (i.e. demonstrate an ability to read and understand post orders and preparation of reports, where applicable).

NOTE: It is sufficient to state in the bid that the proposed Alternate Supervisor has the required language capabilities. If, subsequent to the Contract being awarded, the Project Authority determines that the proposed Alternate Supervisor does not possess the stated language capabilities, then the Contractor will be determined to be in default and the Contract will be terminated.

The minimum of two (2) years experience **MUST** be demonstrated by providing the following:

- a) a complete list of past/present projects (which cannot be concurrent) – including the project's duration, the dates, and the Alternate Supervisor's job title and/or specific role; and
- b) the names and telephone numbers of references who can be contacted to confirm the Alternate Supervisor's experience and satisfactory performance (i.e. one (1) reference for each project).
- c) The information must be provided on the forms in Appendix "G", Proposed Resource Table.

NOTE: The Alternate Supervisor is the employee of the Bidder who is designated by the Bidder as being in full charge of the site operations of the Contractor in the absence of the Supervisor for the purpose of this Contract.



M4 Equipment

As a minimum, Bidder must have the following equipment available for use in this Contract. All equipment must have been manufactured within the past five (5) years.

- M4.1 One (1) Upright HEPPA Filter Vacuum;
- M4.2 One (1) Husky (or equivalent) High Pressure Washer;
- M4.3 One (1) Wet Vacuum;
- M4.4 Two (2) Power Flite (or equivalent) Floor Fans;
- M4.5 One (1) Advanced Plus 20 (or equivalent) Buffer Machine;
- M4.6 One (1) Wax Stripper Machine;
- M4.7 Several Mops and Brooms;
- M4.8 Four (4) cleaning carts; and
- M4.9 Three (3) ProTeam (or equivalent) HEPPA Vacuums.

M5 Insurance

The Bidder shall submit a letter from an Insurance Broker or Insurance Company licensed to operate in the United States that certifies that the Bidder, if successful in being awarded a Contract, will or can be insured in accordance with ALL the insurance coverage requirements as stipulated in Appendix “F” – Insurance Requirements.

M6 Maximum Funding

The maximum funding available for the Contract, including all optional periods, resulting from the bid solicitation is \$1,400,000.00 USD (GST/HST or VAT extra, as appropriate). Bids valued in excess of this amount will be considered non-responsive. This disclosure does not commit Canada to pay the maximum funding available.



POINT RATED REQUIREMENTS

2. Point Rated Criteria

2.1 Proposals having successfully met ALL of the mandatory criteria will be evaluated and point-rated against the criteria listed below. Bidders must receive a minimum overall technical rating score of 70% in order to be further evaluated on the basis of their financial proposal.

2.2 Proposals must identify the qualifications and experience of the Company and the proposed resource personnel to carry out the tasks by systematically addressing each of the requirements as detailed below.

2.3 Proposals must provide supporting information in number of years/projects consisting of detailed resume(s) that clearly describe the degree and nature of the knowledge/experience possessed by each proposed resource personnel including that of the Company. Supporting information shall include the previous experience with respect to the factors listed below. Up to the number of points specified below will be awarded for each factor based on length and depth of experience. The points will then be totalled.

2.5 Allocation of Points

Each rated item for R4 and R5 will be allocated points on a percentage basis as follows:

Rating Table	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
50%	The response includes some information, but is also missing a substantial amount of information. Some elements poorly described. Bidder receives 50% of the available points for this element.
70%	The response includes most of the information required to be complete meeting the established minimum. Bidder receives 70% of the available points for this element.
85%	The response includes a substantive amount of the information required to be complete. Bidder receives 85% of the available points for this element.
100%	Substantial details provided leading to a complete and thorough understanding of the requirement. Bidder receives 100% of the available points for this element.



2.5 The summary of maximum points to be awarded is summarized as follows:

Rated Criterion Number	Title	Maximum Points Available	Minimum Points Required
R1	Bidder's Experience	20	
R2	Supervisor Experience	15	
R3	Alternate Supervisor Experience	5	
R4	Work Plan	60	
R5	Schedule of Operations	50	
Total		150	105

R1. Bidder's Experience (up to 20 points)

In addition to the four (4) minimum years of experience (as per M1), list the Bidder's experience in providing cleaning services for Class 'A' facilities such as Embassies/ Consulates, Government Ministries or Corporation/ International Companies of similar size to the Canadian Embassy.

The experience MUST be demonstrated by providing the following:

- a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and
- b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).

Point allocation:

5-9 years experience	10 points
10-14 years experience	15 points
15 or more years experience	20 points

R2. Supervisor Experience (up to 15 points)

For each year in addition to the five (5) minimum years of experience (as per M2) list the Supervisor's experience in directing cleaning type operations in a supervisory capacity for Embassies/Consulates, Government Ministries or Corporation International Companies of similar size to the Canadian Embassy.

The experience MUST be demonstrated by providing the following:

- a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and
- b) The names and telephone numbers of references who can be contacted to confirm the Supervisor's experience and satisfactory performance (i.e. one (1) reference for each project).

Point allocation:

6 years experience	6 points
7 years experience	9 points



8 years experience	12 points
9 or more years experience	15 points

R3. Alternate Supervisor Experience (Up to 5 Points)

For each year in addition to the two (2) minimum years of experience (as per M3) list the Alternate Supervisor’s experience in cleaning type operations for Embassies/Consulates, Government Ministries or Corporation International Companies of similar size to the Canadian Embassy.

The experience MUST be demonstrated by providing the following:

- a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project’s duration and dates; and
- b) The names and telephone numbers of references who can be contacted to confirm the Alternate Supervisor’s experience and satisfactory performance (i.e. one (1) reference for each project).

Point allocation:

3 years experience	1 point
4 years experience	2 points
5 years experience	3 points
6 years experience	4 points
7 or more years experience	5 points

R4. Work Plan (Up to 60 Points)

The Work Plan should provide sufficient detail to allow for a clear understanding of how the Bidder expects to carry out the statement of work for this Contract. For each task identified in the statement of work, the bidder shall state briefly and clearly specific methods to be used, which resource(s) will do the work, what equipment will be used, and the firm’s support (e.g. training provisions, off-site support, and managerial controls). Note that the evaluation process may determine that a bidder is not knowledgeable if tasks proposed are not justified by the bidder. The Work Plan should provide information on the following:

Details on what the Bidder’s procedures are for verifying/monitoring staff’s arrival/departure and/or absence from post, and dispatching of replacement staff, if required.	10 Points
Details on the Bidder’s option(s) with respect to disciplinary policy (i.e. verbal, written reprimands, suspensions, etc.).	10 Points
Details on the Bidder’s ability to provide additional manpower when required (i.e. on-call).	10 Points
Breakdown of resources for ease of implementation of the proposed methodology.	10 Points
Level of effort for each task.	10 Points
Details on the Bidder’s procedure for ensuring quality assurance of tasks especially those in areas not immediately visible to the Embassy Project Manager.	10 Points
Total	60 Points

R5. Schedule of Operations (Up to 50 points)

The bidder should provide a draft Schedule of Operations which specifies the months during which the cleaning operations outlined in the Statement of Work will be undertaken in accordance with the indicated



frequencies. Refer to Section 3: “Special Requirement” of the Statement of Work for the time frame within which the scheduled operations will be performed. This work schedule is to be prepared for one (1) year.

Note: A final Schedule of Operations will be established in consultation with the successful bidder and the DFATD Project Authority within fifteen (15) days of award of the Contract. The final Schedule of Operations as accepted by the Project Authority will form part of the resulting Contract. Each option year, if exercised, will also require a new schedule prior to the start of the option year.



Appendix “C”

Certifications Precedent to Contract Award

The following certification requirements apply to this Request for Proposal (RFP) document. Bidders are to complete, sign and include each certification below in their proposal (bid). A Contract will not be awarded until all certifications have been signed by the Bidder and received by the Crown.

1. Certification of Understanding

The Bidder certifies that all parts of this RFP have been reviewed in detail and are completely understood in order to make its proposal. Under no circumstances will the Statement of Work, specifications, or task description be subject to revised interpretation or amended following Contract award except where the Contracting Authority so authorizes in writing.

2. Certification of Availability and Status of Personnel

Certification from the Bidder that all personnel proposed in their submission will be available to commence the work at the period specified herein, and will remain available to perform the work in relation to the fulfilment of this requirement.

If the Bidder/Contractor has proposed any person in fulfilment of this requirement who is not an employee of the Bidder/Contractor, the Bidder/Contractor hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfilment of this requirement and to submit such person’s résumé to the Contracting Authority.

If the Bidder/Contractor has proposed any person in fulfilment of this requirement who is or who is not an employee of the Bidder/ Contractor, the Bidder/Contractor hereby certifies that such a person is under no restrictive covenant in relation to a constraint of trade that would prevent the person from fulfilling his or her services in relation to the work.

During the bid evaluation, the Bidder/Contractor MUST upon the request of the Contracting Authority provide a copy of such written permission, in relation to any or all non-employees proposed. The Bidder/Contractor agrees that failure to comply with such a request may lead to disqualification of the Bidder’s/Contractor’s proposal from further consideration.

3. Certification of Identity or Legal Capacity of Bidder

In order to establish the legal capacity under which a bidder proposes to enter into the Contract, any bidder who carries on business in other than its own personal name shall, if requested by the Contracting Authority, provide proof of the legal capacity under which it carries on business to the Contracting Authority prior to Contract award. Such proof may be in the form of a copy of the articles of incorporation or of the registration of the business name of a sole proprietor, of a trade name, of a partnership, etc.

4. Certification of Education/Experience

We certify that all statements made with regard to the education and the experience of individuals proposed for completing the subject Work are accurate and factual, and we are aware that the Minister



reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive.

Should a verification by the Minister disclose untrue statements, the Minister shall have the right to treat any Contract resulting from this Bid as being in default and to terminate it accordingly.

5. Former Public Servant Certification

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

Definitions

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above? **Yes** () **No** ()

If so, the Bidder must provide the following information:

- a. name of former public servant;



- b. date of termination of employment or retirement from the Public Service.

Work Force Reduction Program

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

If so, the Bidder must provide the following information:

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

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

Certification

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

Signature Bidder/Contractor

Date



Appendix “D”

Financial Proposal

Amounts are to be quoted in USD.

NOTE: Estimated hours per year are strictly for evaluation purposes and are not a guarantee of hours under the Contract.

	Contract Term	Option Year 1	Option Year 2	Option Year 3
Fixed Cleaning Services (NOTE: Cost for materials/products/sundries must be included in the fixed rate. Such costs cannot be charged separately to the Government of Canada.)				
Routine Cleaning	\$ _____ Month x 12 Months = \$ _____ (A1)	\$ _____ Month x 12 Months = \$ _____ (A2)	\$ _____ Month x 12 Months = \$ _____ (A3)	\$ _____ Month x 12 Months = \$ _____ (A4)
Scheduled Cleaning	\$ _____ Month x 12 Months = \$ _____ (B1)	\$ _____ Month x 12 Months = \$ _____ (B2)	\$ _____ Month x 12 Months = \$ _____ (B3)	\$ _____ Month x 12 Months = \$ _____ (B4)
On-call Cleaning Services				
Heavy-duty cleaner	\$ _____ Per Hour x 1,000 hours (estimate only) = \$ _____ (C1)	\$ _____ Hour x 1,000 hours (estimate only) = \$ _____ (C2)	\$ _____ Hour x 1,000 hours (estimate only) = \$ _____ (C3)	\$ _____ Hour x 1,000 hours (estimate only) = \$ _____ (C4)
Light-duty cleaner	\$ _____ Per Hour x 1,000 hours (estimate only) = \$ _____ (D1)	\$ _____ Hour x 1,000 hours (estimate only) = \$ _____ (D2)	\$ _____ Hour x 1,000 hours (estimate only) = \$ _____ (D3)	\$ _____ Hour x 1,000 hours (estimate only) = \$ _____ (D4)
TOTAL PER YEAR (A+B+C+D) = E	\$ _____ (E1)	\$ _____ (E2)	\$ _____ (E3)	\$ _____ (E4)

Total (E1+E2+E3+E4) = \$ _____



Appendix "E"

Specialty "On-Call" Cleaning Estimate Sample

COMPANY NAME AND ADDRESS

SPECIALTY "ON CALL" CLEANING ESTIMATE

TO: Project Manager, Physical Resources, Room 130.1

Date: _____

FROM: COMPANY NAME

SUBJECT: Estimated Cleaning Charges for Event (as listed below)

NAME OF EVENT: _____

DATE OF EVENT: _____ TIME: _____

OF ATTENDEES: _____ HOST: _____

EVENT CONTROL No: _____

____ CANADA ROOM ____ 1/2 CANADA ROOM (partitioned)

____ MAIN FOYER ____ THEATRE LOBBY

____ LEVEL VI ____ THEATRE

____ CAFETERIA ____ OTHER (_____)

Supervisor (Heavy duty cleaner) __ hours @ \$ ____ /hr = \$ ____

Light duty cleaners _____ x _____ hours @ \$ ____ /hr = \$ ____

Total Labour = \$ ____

Additional Charges (explanation attached) \$ ____

TOTAL ESTIMATED CHARGE \$ ____



Appendix “F”

Insurance Requirements

1. Comprehensive General Liability

1.1 The policy shall include as an additional Insured, the Canadian Embassy, Washington, DC;

1.2 Limit of the liability shall not be less than TWO MILLION DOLLARS US (US \$2,000,000) for bodily injury and property damage with respect to any one occurrence, or series of occurrences arising out of one cause;

1.3 The policy shall include the following coverages:

1.3.1 Bodily Injury;

1.3.2 “Broad Form” Property Damage;

1.3.3 Property Damage on an “Occurrence” Basis;

1.3.4 Contingent Employer’s Liability;

1.3.5 Contractual and Assumed Liability under this Contract;

1.3.6 Completed Operations and Productions Liability;

1.3.7 Cross Liability; and

1.3.8 Elevator Liability.

1.4 Coverage may be subject to a deductible per occurrence applying to Property Damage claims ONLY. Such deductible shall be borne by the Contractor. In no event shall such deductible amount exceed two thousand and five hundred dollars US (US \$2,500.00).

1.5 EMPLOYEE FIDELITY BOND

1.5.1 Limit of liability shall not be less than ONE MILLION DOLLARS US (US \$1,000,000.00) with respect to any one act committed by any of the Contractor’s employees acting alone or in collusion with others;

1.5.2 The Bond shall include the following special provisions:

1.5.2.1 Ownership of property: Interests Covered – the property insured shall include all property of the Embassy, the property of others in the custody of Her Majesty, or property for which Her Majesty is responsible, all while within the building or premises or areas of the Canadian Embassy, Washington, DC., with respect to which the Insured is legally liable;

1.5.2.2 Books and Records – the Insured shall not be required to keep any records of the property insured as described above; and

1.5.2.3 Employee – in addition to any person in the regular service of the Contractor, the definition of “Employee” shall include any person employed by the Insured to perform work or services for the Insured, or their visitors, in connection with this Contract.

1.6 GENERAL

Both the Comprehensive General Liability Policy and the Employee Fidelity Bond:

1.6.1 Shall provide coverage effective from the date of award of the Contract continuously until such date that the Contract is completed, or terminated, whichever occurs first;



1.6.2 Shall contain a provision that thirty (30) days prior written notice shall be given to the Embassy in the event of any material change in, cancellation of, or expiration of coverage during the Term of this Contract.

1.6.3 Shall provide to the Embassy a full certified copy of the Comprehensive General Liability Policy and the Employee Fidelity Bond, respectively. Such certified copies must be delivered to, and approved by, the Embassy before the Contractor shall be permitted to commence work;

1.6.4 In lieu of a full certified copy of the Comprehensive General Liability Policy ONLY, a Certificate of Insurance may be accepted by the Embassy, at its discretion, if such Certificate specifically confirms that all of the coverages mentioned above are included in the policy coverage, that the Embassy is included as an additional insured, and that the thirty (30) day notice as required shall be given to the Embassy;

1.6.5 It shall be the sole responsibility of the Contractor to determine what additional insurance coverage, if any, are necessary or advisable, for its own protection and/or to fulfill its obligations under this Contract. Any such additional insurance shall be provided and maintained by the Contractor at its own expense.



Appendix "G"

Proposed Resource Table

Note: Fill out the following tables for each position. Add more tables as necessary.

Resource Name:	
Resource Position: Supervisor	
Project #1	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



Project #2	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



Resource Name:	
Resource Position: Alternate Supervisor	
Project #1	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



Project #2	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



Appendix "H"

Sample Job Order Ticket

Ticket #WC2801 assigned to XXX by XXX

#Billet WC2801 XXX par XXX

Summary/Sommaire: Refill soap dispenser in far mens shower

Priority/Priorité: 2-Important

Category/Catégorie: P&R Custodial

Type/Type: Bathroom Supplies

Due Date/Date d'échéance: None

Name/Nom: XXX

Department/Ministère: DFAIT-MAECI

Mission: WSHDC-GR

Office/Bureau: 6th floor Political section

Phone/Téléphone: XXX

Email/Courriel: XXX@international.gc.ca

Description/Détails:

Can you please refill the soap in the far shower in the men's change room?

Thanks