

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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

**11 Laurier St./ 11, rue Laurier
Place du Portage, Phase III**

Core 0A1 / Noyau 0A1

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT.**

**CE DOCUMENT CONTIENT UNE CONDITION DE
SÉCURITÉ.**

Title - Sujet JANITORIAL SERVICES		
Solicitation No. - N° de l'invitation EJ196-141964/A	Date 2014-05-16	
Client Reference No. - N° de référence du client 20141964		
GETS Reference No. - N° de référence de SEAG PW-\$\$FK-292-65131		
File No. - N° de dossier fk292.EJ196-141964	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-06-10		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Mirza, Bushra		Buyer Id - Id de l'acheteur fk292
Telephone No. - N° de téléphone (819) 956-1351 ()		FAX No. - N° de FAX (819) 956-3600
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

**Maintenance & Professional Consulting Services Division
(FK)**

11 Laurier St./ 11, rue Laurier

3C2, Place du Portage, Phase III

Gatineau

Québec

K1A 0S5

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

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NOTICE**Security**

This notice is to advise ALL interested bidders that in order to be awarded a contract which contains a security requirement, all bidders MUST hold a valid Security Clearance granted or approved by PWGSC Canadian Industrial Security Directorate (CISD) at the level indicated in this solicitation document. Should the bidder not currently hold a valid Security Clearance or require the level to be upgraded, PWGSC will sponsor the bidder. Please submit your written request with the following information to Bushra Mirza by facsimile 819-956-3600 or by e-mail to bushra.mirza@pwgsc.tpsgc.gc.ca.

- Legal Company Name
- Mailing address
- Surname and given name of contact person
- Telephone number of contact person
- Title of contact person
- Facsimile number
- E-mail address of contact person
- Procurement Business Number
- Preferred Language of correspondence
- Level of Security Required

Additional information on PWGSC security can be found on the following website:
<http://ssi-iss.tpsgc-pwgsc.gc.ca> or by dialing 1-866-368-4646(Toll free).

PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security Requirement; includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Appendices include:

- Appendix 'A' Scheduled Cleaning Operations (attached to Appendix 'B')
- Appendix 'B' Statement of Work - EJ196-14-1964
- Appendix 'C' Security Requirements Check List (SRCL)
- Appendix 'D' Additional Building Information
- Appendix 'E' Information on Incumbent Employees
- Appendix 'F' Complete List of Names of all individuals who are currently Directors of the Bidder

2. SUMMARY

- (i) To provide Janitorial Services, including all labour, material and equipment. The services must be provided in accordance with the Statement of Work attached at Appendix "B".
- (ii) For Public Works and Government Services Canada (PWGSC) located at 1275 Leeds Avenue, Ottawa, Ontario, Canada.
- (iii) The period of any resulting Contract shall be for August 1, 2014 to November 5, 2015 (15 month period).
- (iv) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website".
- (v) Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003.

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- (vi) For services requirements, Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in article 3 of Part 5 of the bid solicitation.

3. Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

The 2003, (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

- Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: *one hundred and twenty* (120) days

2. Submission of Bids

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

3. Former Public Servant

Contracts awarded to 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 awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

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:

- (1) an individual;
- (2) an individual who has incorporated;
- (3) a partnership made of former public servants; or
- (4) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes ()

No ()

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

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

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

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

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 adjustment 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 Applicable Taxes

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **five (5)** calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

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eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

5. Applicable Laws

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

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

6. Mandatory Site Visit

It is **MANDATORY** that the bidder attend the site visit at the designated date and time to examine the scope of the work required and the existing conditions. A maximum of two (2) representatives per bidder will be permitted to examine the sites.

The site visit will be held on 27 May 2014 at 9:00 AM, meeting in main lobby of 1275 Leeds Avenue, Ottawa, Ontario, Canada. Bidders who, for any reason, cannot attend at the specified date and time will not be given an alternative appointment to view the site and their proposals, therefore, will be considered as non-responsive. **NO EXCEPTIONS WILL BE MADE.**

As proof of attendance, at the site visit, the Contracting Authority will have an Attendance Form which **MUST** be signed by the bidder's representative. It is the responsibility of all bidders to ensure they have signed the Mandatory Site Visit Attendance Form prior to leaving the site. **Proposals submitted by bidders who have not attended the site visit or failed to sign the Attendance Form will be deemed non-responsive.**

7. Ontario Labour Legislation (A0075T 2008-05-12)

1. In accordance with the requirements of section 77(1) of the Employment Standards Act, 2000, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached:

- (a) the employee's job classification or job description;
- (b) the wage rate actually paid to the employee;
- (c) a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
- (d) the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
- (e) the date on which the employer hired the employee;
- (f) any period of employment attributed to the employer under section 10 of the Act;
- (g) the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;

(h) a statement indicating whether either of the following subparagraphs applies to the employee:

- (i) The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
- (ii) The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.

2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.

3. In addition to the above information, a copy of either the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.

4. Bidders must use the information referred to in subparagraphs 1.(a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.

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

6. If you require verification or further information, please contact the local Ontario Ministry of Labour Offices found at <http://www.labour.gov.on.ca/english/feedback/index.php>

8. Additional Building Information

Additional Building information is provided on Appendix 'D' attached and is only an approximation.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid (1 hard copy) in separately bound sections as follows:

- Section I: Technical Bid;
- Section II: Financial Bid ;
- Section III: Certifications
- Section IV: Additional Information

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

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement

(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to :

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

Section I: Technical Bid

The evidence provided by the bidder may be verified by Canada. Failure by the bidder to provide the required evidence or in the event that the evidence cannot be verified **shall** result in the bidder being disqualified and no further consideration will be given to the bidder. If the Bidder submits references in excess of the stated requirement, only the references up to the identified limit will be assessed.

PWGSC reserves the right to verify information for completeness and accuracy and to confirm reference satisfaction with services provided. In the event where the information cannot be verified or the service found to be unsatisfactory shall result in the proposal being considered non-responsive and no further consideration will be given to the Bidder.

1.1 Mandatory Contractor's Experience and Past Performance

The bidder must provide evidence of its experience and past performance by referencing **one (1) contract satisfactorily rendered for a minimum of two (2) consecutive years, under the same contract, within the past five (5) years, from the closing date**, wherein the range of janitorial services provided are comparable to those described in this Request for Proposal (RFP).

PROJECT/CONTRACT REFERENCE	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone number and e-mail address of client contact	Phone No.: _____ E-mail: _____
Approximate size in square meters of the cleanable area of the project or contract	_____ square meters
Location/site of the project or contract:	_____
Value of the project or contract	\$ _____
Performance period of the project or contract (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of Project or Contract: _____ _____ _____ _____ _____ _____	

**1.2 Mandatory Superintendent's Expertise and Experience -
2 SUPERINTENDENTS REQUIRED - 1 DAYTIME AND 1 EVENING**

a) Provide the names and the number of years of experience as a Superintendent for the Contractor's Superintendent who will be assigned to this Contract. It is Mandatory that each Superintendent has a **minimum of three (3) consecutive years experience, in a supervisory role in the field of janitorial services.**

Name of Superintendent	Years of Experience
DAYTIME	

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EVENING

b) The bidder must provide evidence of its experience and satisfactory performance of the Superintendants' by referencing **one (1) contract for clients of a duration of a minimum of three (3) consecutive years, within the past ten (10) years**, in providing janitorial services in a range comparable in size, scope and complexity to those described in the Request for Proposal (RFP).

REFERENCE NO. 1: Superintendent - DAYTIME	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone number and e-mail address of client contact	Phone No.: _____ E-mail.: _____
Approximate size in square meters of the cleanable area of the contract	_____ square meters
Location/site of the contract:	
Value of the contract	\$ _____
Performance period of the contract. (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of contract: _____ _____ _____	
Responsibilities of the individuals: _____ _____ _____ _____ _____	

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REFERENCE NO 2: Superintendent - EVENING	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone number and e-mail address of client contact	Phone No.: _____ E-mail.: _____
Approximate size in square meters of the cleanable area of the contract	_____ square meters
Location/site of the contract:	
Value of the contract	\$ _____
Performance period of the contract. (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of contract: _____ _____ _____	
Responsibilities of the individuals: _____ _____ _____ _____ _____	

Section II: Financial bid

Basis of Pricing

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

It is **MANDATORY** that the bidders submit firm prices/rates for the fifteen (15) months for **all** items listed hereafter (Pricing Schedule 1 and Pricing Schedule 2). The total amount of applicable taxes must be shown separately, if applicable.

1. PRICING SCHEDULE 1:

Firm all inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work, Section 2, Operations and Frequencies.

There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

1.1 BUILDING 1275 Leeds Avenue					
Period 1	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
August 1, 2014 to November 5, 2015	8,374.4m2 x	\$_____ =	\$_____ x	15 = +(5 days)	\$_____
1.1 SUB-TOTAL:					\$_____

2. PRICING SCHEDULE 2:

Firm all inclusive prices/rates including overhead, profit and all related costs for additional cleaning, Emergency Cleaning operations not described in Pricing Schedule 1 on an "AS AND WHEN REQUESTED" basis.

2.1 LABOUR: Our firm hourly rate per qualified personnel shall be:

i) Regular Hours 7:00 to 16:00, Monday to Friday	PERIOD 1 RATE
	\$_____ /HR
Estimated quantity of hours per year:	365 hours
Extended Price:	\$_____
2.1 (i) SUB-TOTAL: \$	

ii)Outside Regular Hours Monday to Saturday	PERIOD 1 RATE
	\$_____ /HR
Estimated quantity of hours per year:	165 hours
Extended Price:	\$_____
2.1 (ii) SUB-TOTAL: \$	

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	PERIOD 1 RATE
iii) Sunday and Statutory Holidays	\$_____ /HR
Estimated quantity of hours per year:	125 hours
Extended Price:	\$_____
2.1 (iii) SUB-TOTAL: \$	

A. STATUTORY HOLIDAYS INCLUDE

New Year's Day	Labour Day
Good Friday	Thanksgiving Day
Easter Monday	Remembrance Day
Victoria Day	Christmas Day
Civic Holiday	Boxing Day
Canada Day	

During leap years, the Contactor must change its schedule to provide janitorial services on February 29 at no extra cost to Canada

2.2 MATERIALS: Materials will be charged at our laid-down cost plus a mark-up of:

	PERIOD 1 RATE
Mark-up	_____ %
Estimated Expenditure	\$600.00
Extended Price:	\$_____
2.2 SUB-TOTAL: \$	

* The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$600.00 estimated expenditure; 10% mark-up quoted = \$600.00 + (\$600.00 x 10%) = \$660.00)

Parts will be supplied FOB Destination including all delivery charges. The following definitions have been used to arrive at the figures as noted:

i) **MARK-UP** - The difference between the Contractor's laid-down cost for product and resale price to the Crown. Mark-up includes applicable internal cost allocation by the Contractor such as material handling and general and administrative (G&A) expenses plus profit.

ii) **LAID-DOWN COST** - The cost incurred by a vendor to acquire a specific product or service for resale to the government. This includes but is not limited to the supplier's invoice price (less trade discounts), plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage.

AUTHORIZATION FOR DELIVERY: The consignee shall request delivery of goods/services identified in Pricing Schedule(i) 2.1, (ii) 2.1, (iii) 2.1 and 2.2 on form GC 227.

TOTAL ASSESSED PROPOSAL PRICE:

A) Sum of Basis of Pricing 1.1: \$ _____

B) Basis of Pricing (i) 2.1(ii) 2.1 (iii) 2.1 and 2.2: \$ _____

TOTAL PRICE (A+B): \$ _____

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE UNIT PRICE WILL GOVERN.
CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.**

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information

1. Contractor's Representative:

The name and particulars of the person to be contacted for general enquiries and follow-up purposes:

Name: _____

Telephone Number: _____

Cellular Number: _____

Facsimile Number: _____

E-mail: _____

2. Specific Persons - Superintendents

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract:

DAYTIME

Name: _____

Telephone Number: _____

Cellular Number: _____

Facsimile: _____

Email: _____

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EVENING

Name: _____

Telephone Number: _____

Cellular Number: _____

Facsimile: _____

Email: _____

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Technical Evaluation

Mandatory requirements

- 1. Site Visit attendance
- 2. Contractor's qualification in accordance with Part 3, Section I: Technical Bid (1.1);
- 3. Superintendents' qualifications, two (2) required (Daytime and Evening) in accordance with Part 3, Section I: Technical Bid (1.2)
- 4. Submission of a Firm Price/Rate in Canadian funds for all the items listed in the RFP, Part 3, Section II, Financial Bid.

2. Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet **all** mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

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

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Mandatory Certifications Required Precedent to Contract Award

1.1 Integrity Provisions – Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 "Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

2. Status and Availability of Resources

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

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

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3. Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

PART 6 - SECURITY REQUIREMENT

1. Security Requirement

1.1 Mandatory Security Clearance

1. Before award of a contract, the following conditions **must** be met:

(a) the Bidder must hold a valid organization security, as indicated in Part 7 - Resulting Contract Clauses;

(b) the Bidder's proposed individuals requiring access to sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISC/PWGCSC, as indicated in part 7 - Resulting Contract Clauses;

(c) the Bidder's proposed Superintendants, in accordance with Part 3, Section 1, Technical Bid; requiring access to sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISC/PWGCSC as indicated in part 7 - Resulting Contract Clauses;

(d) the Bidder must provide the names of all individuals who will require access to sensitive work sites.

2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3. For additional information on security requirements, bidders should refer to the Canadian Industrial Security Directorate (CISC), Industrial Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

2. Employee Information for Security

The Bidder **must** specify the following information regarding employees proposed in Part 3, Section 1, (Technical Bid) to provide services against any resulting contract.

PROPOSED EMPLOYEES

Legal Name (First & Last) (Please Print Clearly)	DATE OF BIRTH Day / Month / Year	Security ID Number
Supervisor - Daytime		
Supervisor - Evening		
Employee		
Employee		
Employee		
Employee		

If there is not sufficient space in the table, please attach a list to this document with the requested information for the proposed employees.

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Statement of Work

To provide Janitorial Services, including all labour, material and equipment for Public Works and Government Services Canada (PWGSC) located at 1275 Leeds Avenue, Ottawa, Ontario, Canada. The services must be provided in accordance with the Statement of Work attached at Appendix "B".

1.1 Mandatory Response Time

It is a mandatory requirement of this contract that the Company authorized representative be personally available to attend meetings and to respond to inquiries within 24 hours of the Technical Authority's or the Contracting Authorities request. Also in accordance with Statement of Work, Section 1, Building Cleaning Operations, clause 2.4, it is mandatory to provide an Emergency response and on site service within one (1) hour of receiving a call 24 hours a day, 7 days a week.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2014-03-01), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

3. Security Requirement

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

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

4. Term of Contract

4.1 Period of Contract

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The period of the Contract is from _____ to _____. (15 month period)

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Bushra Mirza
 Supply Officer
 Public Works and Government Services Canada
 Acquisition Branch
 Real Property Contracting Directorate
 Place du Portage, Phase III, 3C2,
 11 rue Laurier, Gatineau, Quebec K1A 0S5
 Telephone: 819-956-1351
 Facsimile : 819-956-3600
 E-mail address: bushra.mirza@pwgsc-tpsgc.gc.ca

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

5.2 Technical Authority

"TO BE PROVIDED AT CONTRACT AWARD"

The Technical Authority for the Contract is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: _____ - _____ - _____

Facsimile: _____ - _____ - _____

E-mail address: _____.

The Technical Authority named above 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 Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative - "TO BE PROVIDED AT CONTRACT AWARD"

The name and particulars of the person to be contacted for general enquiries and follow-up purposes:

Name: _____

Telephone: _____

Facsimile: _____

Cellular: _____

E-mail: _____

6. Payment**6.1 Basis of Payment - Firm Prices and "As and When"**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices, in accordance with General Conditions 2035 16 (2012-07-16)

Payment Period. Applicable taxes are extra, if applicable.

- a) Firm rates shall be paid in accordance with **Pricing Schedule 1** in fifteen (15) payments at the end of each month.
- b) "As and When Requested" Work
Any costs incurred for **Extra Work** will be paid, in accordance with **Pricing Schedule 2 and the Statement of Work, Appendix "B"**, on an "as and when requested" basis after completion, inspection and acceptance of the work performed.

Canada's total liability to the Contractor under the "as and when requested" portion of the Contract must not exceed \$ **(to be determined)**. Applicable Taxes are extra, if applicable.

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 when:

- (a) it is 75 percent committed, or
- (b) if the Contractor considers that the said sum may be exceeded, the Contractor must promptly notify the contracting Authority.

whichever comes first.

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.

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

6.2 Basis of Pricing

The Basis of Pricing will be inserted at contract award as per winning bid submitted in accordance with Part 3 Section II Financial Bid - Basis of Pricing of this solicitation.

6.3 Limitation of Expenditure

The Contractor will supply the goods and services under the Contract to an estimated total expenditure not exceeding \$ (to be determined) (**applicable taxes excluded**) of which \$ (to be determined) (**applicable taxes excluded**) is for goods and/or services enumerated or described in Basis of Pricing, Pricing Schedule 1 and \$ (to be determined) (**applicable taxes excluded**) is for additional goods and/or services that may be requested on an "as and when requested" basis at the prices and or rates set out in Pricing Schedule 2.

6.4 Determination of Cost

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract shall be calculated using the firm monthly rate per m² identified in Pricing Schedule 1, and in accordance with the following formula:

The firm monthly rate per m² in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m². The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

6.5 SACC Manual Clauses

H1008C (2008-05-12) Monthly Payment

A9116C (2007-11-30) T1204 - Information Reporting by Contractor

A9117C (2007-11-30) Direct Request by Customer Department

C0710C (2007-11-30) Time Verification and Contract Price Verification

7. Invoicing Instructions

7.1 Invoicing Instructions - Maintenance Services

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions along with the maintenance report described in the Statement of Work of the Contract.

Invoices cannot be submitted until all work identified in the invoice has been completed and that all maintenance service call reports related to the Work identified in the invoice have been received by the Technical Authority.

2. The Contractor must distribute the invoices and reports as follows:

- (a) The original and two (2) copies of the invoices and maintenance reports must be forwarded to the address shown on page 1 of the Contract for certification and payment.

8. Certifications

8.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

9. Applicable Laws

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

10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2014-03-01);
- (c) Appendix A Scheduled Cleaning Operations (attached to Appendix "B");
- (d) Appendix B, Statement of Work;
- (e) Appendix C, Security Requirements Check List (SRCL);
- (f) the Contractor's proposal dated _____ (**insert date of bid**), as amended _____ (**insert date(s) of amendments(s) if applicable**).

11. SACC Manual Clause

A0075C (201001-11) Ontario Labour Legislation
 A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)
 A7017C (2008-05-12) Replacement of Specific Individuals

12. Insurance

12.1 Insurance - Specific Requirements

The Contractor must comply with the insurance requirements specified in the **following article 12.2**.

The Contractor must maintain the required insurance coverage for the duration of the Contract.

Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

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

12.2 Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

-
- (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - (l) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

13. Government Site Regulations

The Contractor must comply with all regulations, instructions and directives in force on the site where the Work is performed.

14. Cellular Phones and/or Pagers

The Contractor's Foreman or Site Supervisor must be equipped with a cellular phone and/or pager at all times. All expenses including installation, air time, activating fees, and the cost of the phones/pagers themselves, will be the responsibility of the Contractor. The Contractor must maintain an uninterrupted communication service

15. Pre-Commencement Meeting

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A pre-commencement meeting is mandatory for the Contractor prior to commencing any work and minutes of the meeting will be taken. The time and place of this meeting will be determined by the Technical Authority.

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APPENDIX 'A'

SCHEDULED CLEANING OPERATIONS

(attached to the Statement of Work No. EJ196-141964 see APPENDIX 'B')

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APPENDIX 'B'

STATEMENT OF WORK NO. EJ196-141964

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APPENDIX 'C'

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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APPENDIX 'D'

ADDITIONAL BUILDING INFORMATION

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APPENDIX 'E'

INFORMATION ON INCUMBENT EMPLOYEES

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APPENDIX 'F'

COMPLETE LIST OF NAMES OF ALL INDIVIDUALS WHO ARE CURRENTLY DIRECTORS OF THE BIDDER

DIRECTORS:

March 2014

**Public Works and
Government Services
Canada**

**Janitorial Services for Crown Owned
Buildings**

**Statement of Work number:
EJ196-141964**

This document is the document referred to as “Specifications”, numbered **EJ196-141964** and dated **March 2014**.

Section 1	Special conditions
1.	Definition of terms & quality standards
2.	Building cleaning operations
3.	Staffing
4.	Health & safety
5.	Security
6.	Building maintenance
7.	Cleaning products & equipment
8.	Uniforms
9.	Space assigned
10.	Log
11.	Excluded rooms and equipment
12.	Life safety system building profile log book
13.	Light, heat, power and water
14.	Elevator services
15.	Additional special conditions

Section 2	Operations and frequencies
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1.	Exterior
2.	Floors (all types)
3.	Entrances, exits, lobbies and adjacent corridors
4.	Escalators
5.	Elevators
6.	Corridors
7.	Offices, office areas and boardrooms
8.	Stairs and landings
9.	Miscellaneous
10.	Washrooms
11.	Locker Rooms
12.	Showers
13.	Cafeterias
14.	Kitchens, kitchenettes, lunchrooms and rest areas
15.	Server rooms
16.	Contractor's space
17.	Light fixtures
18.	Freight receiving
19.	Garages
20.	Garbage and recycling rooms
21.	Papersave, recycling containers and multi-use installations
22.	Additional operations & frequencies

Appendix A to Section 2	Scheduled cleaning operations
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Section 3	Definition of terms and quality standards
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1. Definition of terms
2. Quality standards

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 1 Special Conditions
---	--	---------------------------------

1. Definition of terms and quality standards

1. Any quality assurance inspection report, which does not meet the Technical Authority requirements of the janitorial services specification, for any part of the building may result in the application of corrective measures.

2. Building cleaning operations

1. General

1. The services shall be inspected by the Technical Authority periodically to decide whether or not it is acceptable. The contractor may be invited to attend these inspections by giving a short notice to its representative on site. Attendance at inspections by the contractor's representative is recommended but not mandatory.
2. When days of the week specified in section 2 fall on a holiday, the contractor shall perform the operations the first working day thereafter.

3. Conversion of flooring

- .1 There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

2. Routine cleaning operations

1. Routine cleaning shall be performed between **the hours of 07:00 and 16:00 hours Monday through Friday.**

3. Scheduled cleaning operations

Appendix A to Section 2 establishes the schedule of work for the entire duration of the contract and shall be completed by the contractor in the months specified.

1. Scheduled cleaning operations shall be performed **Monday through Friday between 07:00 and 16:00 hours.**
2. Prior to commencing the scheduled work, the contractor shall submit the Technical Authority a work schedule for approval. The contractor shall also notify the Technical Authority immediately when the work is completed.

4. Additional and emergency cleaning services

1. The cost of additional cleaning and emergency cleaning operations shall be negotiated on a case by case basis using the prices in pricing schedule 2.
2. Emergency (on call) cleaning means:
The contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on site within 1 hour of notification.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 1 Special Conditions
--	---	---

3. Staffing

1. The contractor shall provide all the staff necessary to perform all services as specified in section 2 for these specifications.
2. The contractor shall designate a cleaner to report to the Technical Authority or telephone 1-613-978-1843, to receive complaints and any other instructions at 10:00 and 16:00 hours daily, during working days.
3. The non working on-site supervisor shall be on site during working hours and shall be in full charge of the operations of the contractor in the performance of the services and shall be authorized to accept any notice, consent, order, direction, decision or other communication on behalf of the contractor that may be given under the contract. The supervisor shall liaise daily with the Technical Authority and shall be capable of communicating in English or French.
4. If the non working on-site supervisor is absent from the site during working hours, the contractor shall have one of its employees on site to represent him. This employee shall be authorized to attend inspections and to receive inspection reports on behalf of the contractor, to ensure that unsatisfactory performance situations are corrected and to take immediate action regarding emergencies and other cleaning requirements.
5. The non working on-site supervisor shall be equipped with a cellular phone and/or a pager. All expenses including installation, air time, activating fees and the phones/pagers themselves, shall be at the expense of the contractor. An uninterrupted communication service is mandatory.
6. The contractor shall provide a job description for the non working on-site supervisor and/or working on-site supervisor, if requested by the Technical Authority.

4. Health & safety

1. The contractor shall adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by national and provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures. In addition, adequate training of personnel assigned to perform operations such as relamping, use of chemicals etc... is also required.
2. The contractor shall ensure that all equipment used to perform the services is in a state of good repair. The departmental representative reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The contractor shall be responsible to supply suitable replacement equipment within one working day.
3. The contractor shall perform the work in compliance with the Canada labor code - part II, or relevant provincial/territorial occupational health and safety act and regulations, the

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 1 Special Conditions
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national fire code; and applicable provincial/territorial act and regulations and applicable municipal regulations. The most stringent shall apply.

5. Security

1. Only those employees whose names appear on the contractor's payroll and meet the conditions specified in this contract shall be allowed access to the work site. No other persons accompanying employees shall be allowed on site.
2. All cleaning staff employed by the contractor, regardless of hours of work, shall sign in and out and enter the times of arrival and departure in registers or on sheets to be provided at the security guards control desk or other designated area. In the event of a dispute and the absence of other evidence, the register shall be regarded as evidence of hours of work. Failure to sign "out" shall render the entry invalid.
3. All personnel employed in the performance of the services shall comply with security requirements for the facility. They shall be provided with an identification pass which shall be worn and visible at all times.
4. No audio/visual equipment or cameras are permitted on the work site.
5. The contractor's cleaning staff may be subject to questioning in relation to security matters.
6. All keys or key cards entrusted to the contractor for the fulfillment of its contract must be fully protected at all times. All access cards must be returned to the building Security Services when an employee stops working for the contractor. The building Security Services have the right to refuse giving access cards to the contractor if the access cards aren't returned.
7. All doors to rooms, private or general offices, etc. which shall be unlocked by the contractor's employees, shall be re-locked upon completion of the performance of their duties.

6. Building maintenance

1. The contractor's staff shall report deficiencies other than janitorial observed during the performance of the services to the Technical Authority and to the national service call centre at 1-800-463-1850.

7. Cleaning products & equipment

1. The contractor shall supply all cleaning products and equipment required to carry out the services as mentioned in Section 2 and **shall use only products that are environmentally friendly, such as products with the environmental choice logo (Canadian) or the Green Seal logo (American).**

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2. All cleaning products shall be suitable for the surfaces intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original unopened container. The Technical Authority may instruct the contractor to discontinue the use of any product judged not suitable and to substitute another mutually satisfactory product.
3. The contractor shall ensure that all cleaning products used in the workplace are classified and labeled according to the workplace hazardous materials information systems (WHMIS).
4. A binder with the copies of the material safety data sheets (MSDS) shall be kept on the premises and updated when new cleaning products are purchased. This binder shall be made available to the Technical Authority upon request.

8. Uniforms

1. All cleaning personnel employed in this building shall be uniformed as follows:
 1. Industrial type matching shirt and trousers, coveralls or duster coat. The company name or crest to be affixed to the shirt, coveralls or coat.
 2. Clean uniforms shall be worn at all times.
 3. Failure to provide the required uniforms may result in a reduction of the contractor's monthly payments. Employees not properly uniformed may be deemed unsuitable and excluded from the premises.

9. Space assigned

1. The Technical Authority shall provide the contractor with the required space.
2. The contractor shall not list publicize or use in any fashion, for business purposes, the address of a building leased or owned by Canada. A telephone with message taking capability shall be installed at the expense of the contractor but must be unlisted and shall not under any circumstances appear in telephone directories or be advertised as a business telephone.
3. Canada shall not be responsible for damage to the contractor's cleaning products and equipment nor to the contractor's employees' personal belongings.

10. Log book

1. A log book shall be maintained in the building by the Contractor to record all monthly and scheduled cleaning performed. The log book shall be located **on site** and shall be made available for inspection by the Technical Authority.

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11. Excluded rooms and equipment

1. Mechanical and electrical rooms, laboratory benches, including sinks, stationary or movable equipment, copiers, calculators, computer equipment, typewriters and shop equipment.

12. Life safety system building profile log book

1. In accordance with the national fire code of Canada and as part of this contract where applicable, the contractor is responsible to verify emergency lights, supply and replace burnt bulbs as required and tag and report any fixture that does not illuminate after replacement to the Technical Authority. On a weekly basis, after verification, the contractor is responsible to sign the log book at the end of table 17 (exit lights). The contractor is not responsible to make any repairs to inoperative fixtures other than bulb replacement. The location of the log book shall be identified by the Technical Authority representative after contract award.

13. Light, heat, power and water

1. Canada shall supply all light, heat, power and hot/cold water reasonably required for the performance of the work.

14. Elevator services

1. Where applicable, the contractor shall be permitted the use of elevators, escalators, conveyors and dumbwaiters and shall be responsible for their safe operation.

15. Additional special conditions

NOTE: Clause 15 takes precedence over clauses 1 to 14, (Section 1).
Refer to the following tasks in "Additional and/or Not Applicable" clauses listed below:

1. Reference to Clause 2 (Building Cleaning Operations)

1. Suite 100

1. Crown Assets Distribution Directorate
 - .1 Routine and Scheduled Cleaning Operations shall be performed between the hours of 07:00 and 16:00 Monday through Friday.
2. Seized Property Management Directorate
 - .1 Seized Property Locked Storage Rooms shall be clean **on request only**.
 - .2 If cleaning is required while seized goods are in storage room, cleaning will be carried out under client escort.

2. Suite 300 Industry Canada

1. General: This is a secure area. All cleaning operations shall be carried out under escort after alarm as been deactivated by employee from Industry Canada.

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3. Suite 400 - Computers for schools

1. General: This is a secured area. All cleaning operations shall be carried out under escort after alarm has been deactivated by employee from Computer for Schools.
2. Routine and Scheduled cleaning operations shall be performed between the hours of 8 and 15 hours Monday to Friday. The cleaner is to ring the doorbell in order to enter suite 400.

4. Suite 600 - Official Languages (Access by rear of the building)

1. The floors inside the secured cage area will be cleaned on request only.

5. Suite 600 - Health Canada (Access by rear of the building)

1. This area shall be cleaned on request only.

6. Suite 700 - PWGSC Ceremonial Services

1. General: This is a secured area. All cleaning operations shall be carried out under escort after alarm has been deactivated by employee from PWGSC Ceremonial Services.

.2 Reference to clause 3 (Staffing)

1. Delete "non-working on-site supervisor" and replace with "Superintendent". The Superintendent is not required to be on site all the time, but must be responsible for the performance of the contract.

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1. Exterior

1. Daily

1. Remove posters from exterior walls, doors and windows at ground levels.
2. Clean and polish outside metal slot receivers, aluminum fittings, metal work, entrance doors and push bars.
3. Clean glass and sashes on both sides in entrance and exit doors.
4. Sweep and keep clear of litter (cigarette butts, paper, leaves, etc.) all entrances, ramps for the handicapped, loading docks, podiums and stairs.
5. Empty and clean ash trays, sand urns and butt stops into a separate metal container.
6. Replace silica sand in sand urns as required.

2. Weekly (Friday)

1. Clean glass and sashes on both sides in entrance sidelights and transoms.

2. Floors (all types)

1. General (floor all types)

1. Supply and visibly locate bilingual danger signs when performing wet floor cleaning operations.
2. Furniture and wastepaper receptacles **are not to be** placed on desks, tables or work benches during cleaning operations.

2. General (carpets and rugs)

1. The contractor shall use **industrial vacuum cleaners** with the following features:
 1. Maximum noise levels 59db
 2. Maximum 0.3 micron particulate filter (hepa type)
 3. Minimum 90.2 inches of water lift
 4. Power head
 5. Accessories for floors and furniture
2. The contractor shall use **industrial single speed polisher with a solution tank**, with the following feature;
 1. Maximum speed of 175 rotation per minute.
3. The Contractor shall use **industrial high performance hot water extractors** with the following features:
 1. Minimum 100 psi -solution pump.
 2. Minimum of 155 inches of water lift.
 3. Minimum of 10 gallon solution tank.
 4. Minimum of 10 gallon recovery tank.
4. Clip loose threads during vacuuming operation.
5. Daily, remove stains and foreign objects from carpeting and rugs using methods and solutions approved by carpet manufacturers. Report to the Technical

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 2 Operations & Frequencies
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Authority stains on carpeting and rugs that cannot be removed by normal means and any damage to the carpeting and rugs.

6. Sweep or vacuum exposed flooring during vacuuming operations.
7. Personal items, papers, files and others left on furniture shall not be disturbed by the cleaning staff.

3. General (walk-away mats)

1. The contractor shall use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc., from the mats.
2. Mats shall be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Technical Authority may shorten or extend the period.
3. Canada shall supply walk-away mats and the contractor shall install, maintain, remove, clean both sides of mats and store in a designated area when not in use.
4. Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.
5. The quantity, type, size and location will be determined by the Technical Authority.
6. Prior to storing, each walk away mat shall be cleaned using the **the shampoo and hot water extraction method** and shall be dried.

3. Entrances, exits, lobbies and adjacent corridors

1. Daily

1. Clean both sides of door glass
2. Clean surface and between bars of foot grills
3. Remove gum and other foreign residue
4. Sweep, wash and spray buff floors. Provide additional damp mopping of floors during inclement weather.
5. Vacuum on a full floor basis.
6. Clean directory board glass and frame.
7. Keep free of litter.
8. Clean furniture as per clause 7 (Section 21).
9. Vacuum walk-off mats at 0900 hours and at 1400 hours. During inclement weather vacuum mats more often.

2. Weekly (Friday)

1. Clean both sides of all glass windows and wood and metal surrounds.
2. Clean all walk-off mats every Friday using the **the shampoo and hot water extraction method**.

3. Monthly (third week of each month)

1. Remove foot grills and clean out recessed pan and drain.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 2 Operations & Frequencies
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4. Scheduled Cleaning Operations

1. Wet scrub and refinish all floors as per appendix A.
2. Strip and refinish all floors as per appendix A.

4. Escalators (Not Applicable)

1. Preliminary Instructions

1. Escalators shall not be cleaned while in operation.

2. Daily

1. Wipe handrails
2. Clean balustrades
3. Vacuum steps, risers and landings.

3. Weekly (Friday)

1. Damp wipe steps, risers and landings.

5. Elevators (Not Applicable)

1. Daily

1. Clean interior and exterior of cabs, doors, door frames and walls including the surface of the control panels.
2. Scrape and vacuum door sill /track grooves in the cabs and landings.
3. Sweep and damp mop floors when elevator mats are not in use.
4. Vacuum floors.

2. Monthly (first week of each month)

1. Clean carpets using **the shampoo and hot water extraction method.**

3. Scheduled cleaning operations

1. Wet scrub and refinish all floors as per appendix A.
2. Strip and refinish all floors as per appendix A.

6. Corridors

1. Daily

1. Remove stains from carpeting.
2. Vacuum carpeting.
3. Sweep and damp mop all hard surface floors.
4. Pick up litter(paper, paper clips, elastics, etc...)
5. Spot clean all walls, doors, door frames and door glass.
6. Clean and disinfect all potable water fountains.

2. Weekly (Friday)

1. Dust baseboards, ledges and mouldings.

3. Monthly (third week of each month)

1. Clean mirrors and both sides of door glass.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 2 Operations & Frequencies
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2. Damp wipe doors, door frames and door grills.
3. Clean all fire extinguishers, fire hose cabinets and glass.

4. Scheduled cleaning operations

1. Clean all carpeting using **the shampoo and hot water extraction method** as per appendix A.
2. Wet scrub and refinish all floors as per appendix A.
3. Strip and refinish all floors as per appendix A.

7. Offices, office areas and boardrooms
--

1. Daily

1. Remove stains from carpeting.
2. Vacuum boardrooms on a full floor basis
3. Sweep and damp mop all floors.
4. Pick up litter (paper, paper clips, elastics, etc.)
5. Dust and spot clean boardroom and executive office furniture.
6. Damp wipe counters and spot clean facings.
7. Clean chalkboards and white boards.(Cleaning staff shall not clean boards containing information).
8. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
9. Collect recyclable paper and place in designated area.
10. Spot clean walls, doors and frames.

2. Weekly

1. Vacuum traffic lanes and desk wells every **Tuesday**.
2. Vacuum all carpeting and rugs on a full floor basis every **Friday**.
3. Where T mats are in use, remove, vacuum carpet, clean T mat and replace.
4. Dust and remove stains from all surfaces.
5. Dust empty shelves, pictures and wall hangings (excluding paintings and art objects).
6. Clean and polish boardroom and executive furniture.
7. Clean bases of free standing screens.
8. Clean interior of public clothes closets.
9. Wash boot trays and/or boot shelves.
10. Spray buff traffic lanes on all floors.

3. Monthly (third week of each month)

1. Vacuum upholstered furniture.
2. Wash and disinfect interior and exterior of waste receptacles and recycling containers.

4. Scheduled Cleaning Operations

1. Clean all carpets and rugs using **the shampoo and hot water extraction method** as per appendix A.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 2 Operations & Frequencies
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2. Clean all leather , vinyl and leatherette furniture as per appendix A.
3. Vacuum upholstered free standing screens as per appendix A.
4. Dust or vacuum blinds as per appendix A.
5. Damp wipe blinds as per appendix A.
6. Vacuum drapes as per appendix A.
7. Wet scrub and refinish all floors as per appendix A.
8. Strip and refinish all floors as per appendix A.
9. Clean both sides of partition glass as per appendix A.
10. Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors as per appendix A.
11. Clean and polish wood panelled walls as per appendix A.

8. Stairs & landings (Not Applicable)

1. **Daily**
 1. Sweep and damp mop stairs and landings.
 2. Clean handrails, balusters, balustrades, baseboards, stringers and ledges.
 3. Vacuum carpeted stairs and landings.
2. **Scheduled Cleaning Operations**
 1. Strip and refinish all floors as per appendix A.

9. Miscellaneous

1. **Daily**
 1. Clean and disinfect access telephones.
 2. Clean display cases, notice boards, directory boards and glass.
2. **Monthly (first week of each month)**
 1. Clean and polish all decorative metal surfaces.
 2. Damp wipe window ledges, radiator and convector covers.
3. **Scheduled cleaning operations**
 1. Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8 metres or higher as per Appendix A.
 2. Clean all air intake grills and air diffusers as per appendix A
All air intake grills and air diffusers shall not be removed during cleaning operations.

10. Washrooms

1. **General**
 1. The contractor shall supply 2 ply toilet paper of good quality in all washrooms.
 2. Patrol clean washrooms twice daily at **1030 and 1330 hr.**
2. **Daily**
 1. Sweep and damp mop floors.
 2. Dust top of partitions.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 2 Operations & Frequencies
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3. Remove all trash from strainers in base of urinals.
4. Clean both sides of toilet seats, interior and exterior of bowls, urinals and wash basins.
5. Clean all water taps, dispensers, door plates and flush valves.
6. Clean flush tanks, shelves, high ledges, mirrors, window ledges and exposed piping.
7. Spot clean walls, partitions and doors.
8. Empty sani-cans, wash, disinfect, supply and insert new waxed bags of correct size.
9. Empty, damp wipe and disinfect interior and exterior of all waste receptacles, supply and insert new plastic bags of correct size.
10. Supply and replenish soap, toilet paper and paper towel in dispensers.

3. Weekly (Monday)

1. Descale toilet bowls and urinals.
2. Spray buff resilient, terrazzo and marble floors.

4. Monthly (last week of each month)

1. Pour a pail of clean water into floor drains.
2. Machine scrub all floors.
3. Wash both sides of partitions and doors.
4. Clean air grills.

5. Scheduled cleaning operations

1. Wet scrub and refinish all floors as per appendix A.
2. Strip and refinish all floors as per appendix A.
3. Wash walls as per appendix A.

11. Locker rooms (Not Applicable)
--

1. Daily

1. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
2. Sweep and damp mop floors.
3. Spot clean walls, doors and door frames.

2. Weekly (Friday)

1. Wash floors.
2. Spray buff resilient, terrazzo and marble floors.
3. Dust exposed surfaces of lockers including tops. Remove marks and stains from fronts and sides.

3. Monthly (second week of each month)

1. Machine scrub and disinfect all floors.
2. Wash base of windows and window ledges.

4. Scheduled cleaning operations

1. Wash the exterior of lockers and interior of vacant lockers as per appendix A.
2. Wet scrub and refinish all floors as per appendix A.
3. Strip and refinish all floors as per appendix A.

12. Showers (Not Applicable)

1. Daily

1. Remove all waste.
2. Wipe down walls.
3. Wash and disinfect floor and floor mats.
4. Polish taps and shower heads.

2. Weekly (Wednesday)

1. Wash walls, shower curtains and shower doors to remove soap residue.
2. Scrub floors to remove soap residue.

3. Annually

1. Replace shower curtains in all showers (The quality will be determined by the Technical Authority).

13. Cafeterias (Not Applicable)

1. General

1. This refers only to the dining area in front of the counter and does not include furniture and vending machines.
2. Patrol clean twice daily at **10:00 and 14:00 hours**.

2. Daily

1. Clean up spillage.
2. Vacuum and remove stains from carpeting.
3. Sweep and damp mop floors.
4. Empty, wash and disinfect waste receptacles and replace plastic bags.
5. Empty and replace with new clear plastic bags in multi use recycling containers.

3. Weekly (Friday)

1. Spray buff floors.

4. Scheduled cleaning operations

1. Wet scrub and refinish all floors as per appendix A.
2. Strip and refinish all floors as per appendix A.
3. Wash walls as per appendix A.
4. Clean all carpets and rugs using **the shampoo and hot water extraction method** as per appendix A.

14. Kitchens, kitchenettes, lunchrooms and rest areas
--

1. General

1. Patrol clean twice daily at **10.00 and 14.00 hours.**
2. Cleaning does not include vending machines.

2. Daily

1. Dust all surfaces.
2. Clean all furniture, tables, chairs, sinks, etc.
3. Sweep and damp mop floors.
4. Vacuum and remove stains from carpeting.
5. Supply and replenish all soap and paper towel in dispensers.
6. Empty, wash, disinfect waste receptacles and replace plastic bags.
7. Spot clean all walls, doors and exterior of cupboards.
8. Spot clean exterior of all appliances.

3. Weekly (Friday)

1. Spray buff floors.

4. Scheduled cleaning operations

1. Wet scrub and refinish all floors as per appendix A
2. Strip and refinish all floors as per appendix A
3. Wash walls as per appendix A
4. Clean all carpets and rugs using **the shampoo and hot water extraction method** as per appendix A.

15. Server Rooms (Not Applicable)
--

1. General

1. The contractor shall maintain antistatic floor.

2. Daily

1. Vacuum and damp mop entire floor area.
2. Vacuum and damp mop ramps.
3. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
4. Clean washrooms as per Clause 10.

3. Weekly (Friday)

1. Wash and disinfect waste receptacles.
2. Clean doors and door frames.
3. Dust furniture and shelving.

4. Scheduled cleaning operations

1. Clean interior and exterior of light fixtures including lenses as per appendix A.
2. Clean all air intake grills and air diffusers as per appendix A.

16. Contractor's space

1. General

1. Maintain as per corresponding clauses in specification.
2. Keep all products and equipment clean and neatly stored.
3. Maintain floors and fixtures as per clause 10. (washrooms)

2. Monthly (last week of each month)

1. Wash walls and shelves.

17. Light fixtures

1. General

1. **The following requirements apply to all areas of the interior of the buildings and are without height restrictions:**

1. Supply and replace all burnt-out tubes and bulbs, with identical types.
2. Supply and replace all flickering tubes.
3. Clean tubes, bulbs, lenses and the interior and exterior of light fixtures, while replacing tubes and bulbs.
4. Supply all equipment necessary when replacing tubes and bulbs.
5. The contractor is not responsible for replacing and supplying tubes or bulbs in units which form an integral part of the furniture, office equipment, specialized electrical apparatus and elevator cabs.
6. The contractor shall supply and replace all acrylic lenses broken when replacing or cleaning bulbs and tubes.

18. Freight receiving

1. Daily

1. Sweep and damp mop floor.

2. Weekly (Friday)

1. Clean doors and door frames.

3. Monthly (last week of each month)

1. Dust walls and doors.

19. Garages (Not Applicable)

1. General

1. Keep entrance viewing mirrors clean at all times.
2. Supply and apply an absorbent compound to remove oil and grease spills as they occur.
3. Remove oil and grease stains from floor with a degreasing compound.
4. Remove slush and water on floors in entrances as required during inclement weather.
5. The contractor shall supply a motorized industrial floor sweeper and scrubber, equipped for wet and dry pickup which shall be propane or battery operated.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 2 Operations & Frequencies
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Data on the equipment shall be submitted to the Technical Authority for approval.

- 2. Daily**
 1. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
 2. Pick up litter.
- 3. Weekly (Thursday)**
 1. Dust both sides of garage doors.
 2. Sweep all floors with the motorized industrial floor sweeper.
- 4. Monthly (second week of each month)**
 1. Wash both sides of garage doors and door glass.
 2. Wash garage floors using the motorized industrial floor/sweeper scrubber.
 3. Clean all fire extinguishers, fire hose cabinets and glass.
 4. Wash and disinfect interior and exterior of waste receptacles.

20. Garbage and recycling rooms

- 1. General**
 1. Garbage stored in plastic bags or waste receptacles must be placed at pickup point prior to scheduled garbage collection.
 2. Keep interior and exterior of recycling autocarts clean and disinfected at all times.
- 2. Daily**
 1. Empty all garbage into bulk-lift units, garbage compactors, plastic bags or waste receptacles, depending on the system in use.
 2. Sweep and damp mop floor after pickup.
- 3. Weekly (after garbage/ recycling pickup)**
 1. Wash and disinfect walls and floors.
- 4. Monthly (second week of each month)**
 1. Clean all fire extinguishers, fire hose cabinets and glass.

21. Papersave, recycling containers and multi-use installations

- 1. General**
 1. All paper and cardboard shall be collected and placed in recyclable containers in the designated area.
 2. No recyclable materials shall be disposed of as garbage.
 3. Outdated phone books shall be collected and placed in designated containers.
 4. Keep the interior and exterior of multi-use recycling stations clean and disinfected at all times.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 2 Operations & Frequencies
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2. **Daily**
 1. Remove garbage from recycling containers.
 2. Collect recyclable paper/cardboard in high generation areas.
3. **Weekly (Wednesday)**
 1. Collect paper from recycling containers at desks.
 2. Clean interior and exterior of the recycling containers and multi-use recycling installations.
4. **Twice weekly (Tuesday and Friday)**
 1. Collect recyclable materials from recycling containers and multi-use recycling installations and store in designated area.
5. **Monthly (last week of each month)**
 1. Wash and disinfect the interior and exterior of the central paper collection containers and material recycling stations.

22. Additional operations & frequencies

NOTE: Clause 22 takes precedence over clauses 1 to 21, (Section 2).
Refer to the following tasks in "Additional and/or Not Applicable" clauses listed below:

1. Reference to clause 3 (Entrances, exits, lobbies and adjacent corridors)
 1. For suite 300 -Industry Canada
 1. Sweep and scrub floors 3 times per year on the last Friday of the month between 10 and 15 hours in the months of April, August and December.
 2. For suite 400 -Computer for schools
 1. Sweep and scrub floors 3 times per year on the last Friday of the month between 10 and 15 hours in the months of April, August and December.
2. Reference to clause 4 (Escalators)-Not applicable
3. Reference to clause 5 (Elevators)-Not applicable
4. Reference to clause 8 (Stairs and landings)-Not applicable
5. Reference to clause 11 (Locker rooms)-Not applicable
6. Reference to clause 12 (Showers)-Not applicable
7. Reference to clause 13 (Cafeteria)-Not applicable
8. Reference to clause 15 (Server rooms)-Not applicable
9. Reference to clause 19 (Garages)-Not applicable

APPENDIX “A” TO SECTION 2 - SCHEDULED CLEANING OPERATIONS

CLAUSE	OPERATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
3.4.1	Wet scrub and refinish all floors		X						X			X	
3.4.2	Strip and refinish all floors					X							
5.3.1	Wet scrub and refinish all floors (Not Applicable)		X						X			X	
5.3.2	Strip and refinish all floors (Not Applicable)					X							
6.4.1	Clean all carpeting using “The shampoo and hot water extraction method”.	X					X				X		
6.4.2	Wet scrub and refinish all floors		X						X			X	
6.4.3	Strip and refinish all floors					X							
7.4.1	Clean all carpet and rugs using the shampoo and hot water extraction method.				X								
7.4.2	Clean all leather, vinyl and leatherette furniture in offices/office areas, boardrooms and waiting areas		X										
7.4.3	Vacuum upholstered free standing screens		X										
7.4.4	Dust or vacuum blinds				X						X		
7.4.5	Damp wipe blinds	X						X					
7.4.6	Vacuum drapes						X						
7.4.7	Wet scrub and refinish all floors		X						X			X	
7.4.8	Strip and refinish all floors					X							
7.4.9	Clean both sides of partition glass.		X						X				
7.4.10	Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors				X						X		
7.4.11	Clean and polish wood paneled walls			X						X			
8.2.1	Strip and refinish all floors (Not Applicable)				X						X		
9.3.1	Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8m or higher.	X						X			X		
9.3.2	Clean all air intake grills and air diffusers											X	
10.5.1	Wet scrub and refinish all floors	X				X		X			X		
10.5.2	Strip and refinish all floors				X								
10.5.3	Wash walls			X						X			
11.4.1	Wash the exterior of lockers and the interior of vacant lockers (Not Applicable)			X						X			
11.4.2	Wet scrub and refinish all floors (Not Applicable)	X						X					
11.4.3	Strip and refinish all floors (Not Applicable)				X						X		
13.4.1	Wet scrub and refinish all floors (Not Applicable)	X						X				X	
13.4.2	Strip and refinish all floors (Not Applicable)				X								

APPENDIX "A" TO SECTION 2 - SCHEDULED CLEANING OPERATIONS

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Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 3 Definition of Terms and Quality Standards
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The definition of terms and quality standards described in section 3 shall be strictly adhered to. All inspections made by the Technical Authority shall be rated according to these quality standards.

1. Definition of terms

1. **Routine cleaning operations**
Cleaning operations which are specified to be performed monthly or more frequently such as weekly or daily.
2. **Patrol cleaning**
All obvious trash and spillage shall be removed and dispensers replenished, so that the area presents a neat appearance.
3. **Scheduled cleaning operations**
Cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually as stated in Appendix "A".
4. **Floors (all types)**
Floors all types could be, resilient, terrazzo, marble, vitreous, quarry tile and concrete.
5. **Flight of stairs**
Includes steps and risers situated between two floor levels including landing(s).
6. **Products**
Products consist of items such as light bulbs and fluorescent tubes, toilet tissue, paper hand towels, hand soap, plastic bags and sani-bags, but not limited to, for the performance of the work.
7. **Trash**
Includes the contents of ashtrays, waste receptacles, sand urns and sani-cans. Also paper clips, paper, mop strings, pins, staples and discarded items on the floor or furniture.
8. **High traffic areas (includes)**
Entrance lobbies, elevator lobbies, corridors and traffic aisles in open office areas.
9. **Recycling containers and multi-use recycling installations**
These containers and installations are used to collect recyclable materials such as metal, glass, plastics, paper, cardboard, composting, etc..

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 3 Definition of Terms and Quality Standards
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2. Quality standards

1. **Sweeping**
All floors shall be free of trash and soil.
2. **Dust mopping**
All floors shall be free of dust film.
3. **Damp mopping**
All floors 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.
4. **Wash floors**
All floors shall be free of dirt, stains, mop strands, splashing and cleaning solution.
5. **Machine scrub**
All floors shall be free of dirt, stains, splashing and cleaning solutions.
6. **Spray buffing**
All floors shall present an overall appearance of cleanliness, have a bright, resilient shine and be dust free.
7. **Wet scrub (recoat)**
All floors shall have an overall appearance of cleanliness and an even shine and be free of minor scrapes and marks.
8. **Strip and refinish**
All floors shall present an overall appearance of cleanliness, a deep clean look and a crisp even shine and be free of scrapes and marks.
9. **Vacuuming**
 1. **Carpet**
All carpet surfaces shall present an overall appearance of cleanliness and shall be free of dust, dirt and soil.
 2. **Walk-away mats**
Walk-away mats shall be clean and free of dust, dirt and salt stains.
 3. **Upholstered furniture**
Upholstered furniture shall be free of dust, dirt and other debris.

10. Stain removal

All carpets, walk-away mats and upholstered furniture shall have no visible stains and no discoloration after stain removal operation.

11. Hot water extraction

All walk-away mats and upholstered furniture shall be clean and free of dust, dirt, sand, slush, salt and water.

12. Shampoo and hot water extraction method

All carpeting shall be clean and stain free.

13. Floor grills

All floor grills and recess pans shall present a clean appearance and be free of dirt, soil and trash.

14. Notice boards and fire hose cabinets

All notice boards and fire hose cabinets, including glass, shall be free of dust and stains.

15. Glass

All glass shall be clean on both sides and free of streaks and finger marks.

16. Stairs and landings

All surfaces shall present an overall appearance of cleanliness and be free of dirt, dust, streaks and trash.

17. Elevators

All elevator cab surfaces shall be free of dust, marks and soil. Walls, ceilings, floors, handrails and doors shall be free of soil film and shall present a clean appearance.

18. Escalators

All surfaces shall be free of dust, debris, finger marks and stains.

19. Dusting

1. Furniture, fixtures and equipment

All surfaces shall be free of dust, streaks and finger marks.

2. High dusting

All surfaces shall be free of dust.

Public Works and Government Services Canada	Janitorial Services Cleaning specifications	Section 3 Definition of Terms and Quality Standards
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3. **Blinds and drapes**
Blinds and drapes shall be free of dust, cobwebs and water marks.

20. **Metal surfaces**
All metal surfaces shall be free from marks, stains and have a clean shine.

21. **Washrooms**
 1. All washrooms shall have a clean scent and no odour. All surfaces shall be free of stains, water marks and shall be clean and bright.
 2. All waste and sanitary receptacles shall be empty, clean and all dispensers replenished.

22. **Waste receptacles**
All waste receptacles shall be empty and the exterior and interior surface wiped clean.

23. **Chalkboards and whiteboards**
All surfaces shall be wiped clean and chalk tray shall be clean and free of dust.

24. **Sand urns and ashtrays**
All trash shall be removed from urns and ashtrays and surfaces shall be clean with no visible stains or build up.

25. **Potable drinking fountains**
All surfaces shall be free of spots, stains and streaks.

26. **Air grills and air diffusers**
All air grills and air diffusers shall present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.

27. **Light fixtures**
All light fixtures shall be free of dust, dirt, stains and streaks.

28. **Garbage/recycling rooms**
Garbage/recycling rooms shall be clean and free of odours.

29. **Contractor's space**
All surfaces shall be free of waste, dust, stains and free of odours.

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SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction RPS / MOA
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Janitorial Contract 1275 Leeds Ave.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of Information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

☒ No ☐ Yes
Non Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No ☐ Yes
Non Oui

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

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

Only security screened personnel must be utilized.

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

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

10. b) May unscreened personnel be used for portions of the work?

Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?

Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?

Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?

Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☒ No ☐ Yes
Non Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?

Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?

Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

☒ No ☐ Yes
Non Oui



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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

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

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

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Additional Building Information / Renseignements supplémentaires sur les édifices

The following is additional building information and is only an approximation.
Voici des renseignements supplémentaires sur les édifices (approximatifs).

Building Name / Nom de l'édifice	1275 Leeds Avenue			
Building Address Adresse de l'édifice	1275 Leeds Ave			
# of floors/# d'étages	1			
Cleanable Square Meters / Mètres carrés à nettoyer	8,374.4 M2			
Number of Occupants Nombre d'occupants	10			
Number of Washrooms Nombre de salles de bain	Women/Femme 2	Men/Homme 2	Women/Femme	Men/Homme
Number of Shower Rooms Nombre de salles de douche	Women/Femme None	Men/Homme None	Women/Femme	Men/Homme
Number of Elevators Nombre d'ascenseurs	None			
TYPE AND % OF FLOORING SORTE ET % DE REVÊTEMENT				
Carpets / Tapis - moquette	20%			
Ceramic / Céramique	5%			
Concrete / Béton	75%			
Non Slip Tile / Tuile antidérapante				
Resilient Vinyl / Vinyte souple				
Terrazo / Granite				
TYPE AND QUANTITY OF LIGHTS SORTE ET QUANTITÉ DE LUMIÈRES				
T8 @ 2F				
T8 @ 3F				
T8 @ 4F	F32T8/TL741		142	
U Shaped F 2' X 2'				
Incandescent / Incandescente				
Pot lights / Luminaire cylindrique à encastrer				
Emergency / Lampe d'éclairage de secours				
Track Lights / Tringles électriques				
Exit Signs / Signaux de sortie				
Clear Light Bulbs / Ampoules électriques claires				
Halogen / Halogène				



NOTE: This form is to be used with respect to the Successor Employer provisions of the contract.
NOTA: Cette formule doit être utilisée en rapport avec les dispositions du contrat relatives à l'employeur qui succède.

INFORMATION ON INCUMBENT EMPLOYEES
RENSEIGNEMENTS SUR LES EMPLOYES TITULAIRES D'UN POSTE

1. Company name - Nom de l'entreprise MP Building Cleaners Inc 170 1651 MARCONI ST CAMBRIE PAR	2. Address - Adresse 170 1651 MARCONI ST CAMBRIE PAR	3. Tel. no. - N° de tél. (416) 833-1954	4. Fax no. - N° de télécopieur (416) 833-1954	5. Workplace address - Adresse du lieu de travail 1275 Leed Ave Ottawa ONT	6. Contract no.-N° du contrat EK102-090007
List below all your employees working at this workplace and give each employee, in box 7, a separate number. If more space is required for any of these items, attach additional pages and make reference to the employees' separate number and to the item number. Dresser la liste de tous les employés travaillant à cet endroit et donnez à chacun, dans la case 7, un numéro distinct. Joignez au besoin des feuilles supplémentaires pour n'importe lequel de ces items et faites mention du numéro distinct de l'employé et du numéro de l'item.					
10. Date of hire. Date d'embauche. 2006-01-01	11. Period of employment. Période d'emploi. 2006-01-01	12. Wage rates. - Taux de traitement. \$ 12.00 per hrs			
13. Cost and period of each benefit. Coût et période de chaque avantage \$	14. Job classification or description. Classification ou description des tâches. CLEANER				
15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information. Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements. 17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information. Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, dans chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements.					
18. Statement (check as applicable): - Déclaration (cochez s'il y a lieu): a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information; l'employé est principalement employé à offrir des services à cet endroit mais ses tâches n'ont pas été exécutées principalement pendant les 13 semaines précédant immédiatement la date de demande de renseignements; b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment. l'employé ne fournit pas des services principalement dans les locaux et ses tâches n'ont pas été exécutées principalement dans les locaux pendant ses 13 semaines les plus récentes d'emploi actif.					
19. If applicable, check one of the boxes: - Cochez une des cases s'il y a lieu: <input type="checkbox"/> Copy of collective agreement <input type="checkbox"/> Copy of union certificate attached. Copie de la convention collective annexée. Copie de l'accréditation syndicale annexée.					
20. Information provided on this form is: Les renseignements de la présente formule sont: <input type="checkbox"/> Original <input type="checkbox"/> Revised Original Modifiés					
21. Name of authorized company representative. - Nom du représentant autorisé de l'entreprise. PR Bhandari					
22. Date 2014-02-10					

