

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving Public Works & Government  
Services Canada/Réception des soumissions Travaux  
publics et Services gouvernementaux Canada**  
**1713 Bedford Row**  
**Halifax, N.S./Halifax,(N.E.)**  
**B3J 1T3**  
**Halifax**  
**Bid Fax: (902) 496-5016**

## 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**

<b>Title - Sujet</b> JANITORIAL CLEANING	
<b>Solicitation No. - N° de l'invitation</b> 39903-140189/A	<b>Date</b> 2014-06-12
<b>Client Reference No. - N° de référence du client</b> 39903-14-0189	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$PWA-122-5084	
<b>File No. - N° de dossier</b> PWA-3-70051 (122)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-07-24</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Daylight Saving Time ADT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Chinye (PWA), Chukwudi	<b>Buyer Id - Id de l'acheteur</b> pwa122
<b>Telephone No. - N° de téléphone</b> (902) 496-5476 ( )	<b>FAX No. - N° de FAX</b> (902) 496-5016
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> CANADIAN FOOD INSPECTION AGENCY 1992 AGENCY DRIVE DARTMOUTH NOVA SCOTIA B3B1Y9 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**

Real Property Contracting  
1713 Bedford Row  
P.O. Box 2247/C.P.2247  
Halifax, N.S./Halifax, (N.E.)  
B3J 3C9  
Halifax

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

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Buyer ID - Id de l'acheteur

pwa122

Client Ref. No. - N° de réf. du client

39903-14-0189

File No. - N° du dossier

PWA-3-70051

CCC No./N° CCC - FMS No/ N° VME

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## 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, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: 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 Annexes include the Statement of Work, *the Basis of Payment*, *the Security Requirements Checklist*, *the Insurance Requirements*, *the Task Authorization Form 572*, a Reminder to submit a Complete List of names of all individuals who are currently directors of the Bidder and any other annexes.

### 2. Summary

Work to be performed under this janitorial services contract comprises of the furnishings of all labour, equipment, materials, tools, supplies and supervision required to provide hospital grade janitorial cleaning services at Canadian Food Inspection Agency, Dartmouth, Nova Scotia, in accordance to the Statement of Work in Annex A. This requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), World Trade Organization- Agreement on Government Procurement (WTO-AGP) Canada-Peru, and Canada-Colombia free trade agreements.

### 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: ninety (90) days

#### 1.1 **Manual SACC Clauses**

Equivalent Products

2006-06-16

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

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

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of

various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

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

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

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

**YES ( ) NO ( )**

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

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

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

#### **Work Force Adjustment Directive Work Force Reduction Program**

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

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including 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 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 Nova Scotia.

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

## 6. Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for site visit to be held on July 03, 2014 at 10 am and location will be at the Canadian Food Inspection Agency (CFIA) Dartmouth Laboratory, 1992 Agency Drive, Dartmouth, NS, B3B 1Y9. Bidders must communicate with the Contracting Authority no later than *three days before the scheduled* visit to confirm attendance and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit. Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-compliant. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

# PART 3 - BID PREPARATION INSTRUCTIONS

## 1. Bid Preparation Instructions

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

Section I: Technical Bid ( one hard copy)

Section II: Financial Bid ( one hard copy)

Section III: Certifications ( one hard copy)

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](#)

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

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

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

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

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 above, 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.

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

- 1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.

### **Section III: Certifications**

Bidders must submit the certifications required under Part 5.



## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

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

### 1.1 Technical Evaluation

#### 1.1.1 Mandatory Technical Criteria (MTC)

To be considered responsive, a bid must meet all of the following mandatory evaluation criteria. Bids not meeting all of the mandatory requirements will be given no further consideration.

#### (MTC1) Mandatory Contractor's Experience and Past Performance

The bidder must provide evidence of its experience and past performance by referencing three (3) projects or contracts satisfactorily rendered for a minimum of two (2) years commercial institutional janitorial cleaning within the past five (5) years (dating back to January 1, 2009), wherein the range of janitorial services provided are comparable to those described in this Request for Proposal (RFP).

Please provide the information in the format shown below and submit a separate table for each project.

**Note** *\*For the purposes of this assessment commercial institutional janitorial cleaning experience refers to special purpose buildings such as universities, research centers, laboratories, hospitals or pharmaceutical industry buildings that require specialized attention due to hazardous substances present, risk of contamination and daily cleaning around highly sensitive equipment.*

- A space that is a minimum of 50% of the size (5500 m<sup>2</sup>)

PROJECT/CONTRACT REFERENCE NO. 1	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone and facsimile number of client contact	Phone No.: _____ Fax No.: _____
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: _____ _____	

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PROJECT/CONTRACT REFERENCE NO. 2	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone and facsimile number of client contact	Phone No.: _____ Fax No.: _____
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: _____ _____ _____ _____ _____ _____ _____	

PROJECT/CONTRACT REFERENCE NO. 3	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone and facsimile number of client contact	Phone No.: _____ Fax No.: _____
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: _____ _____ _____ _____ _____ _____ _____	

<b>Mandatory Technical Criteria (MTC 2)</b>	
<b>MTC2</b>	<b><u>References</u></b>
	<p><b>The bidder must provide 2 letters of reference that may be contacted, with brief description of projects of similar scope and magnitude that have been carried out within the last 5 years. To be considered projects of similar scope and magnitude, please submit references to projects/contracts meeting the following criteria:</b></p> <p><i>Work for client encompassed commercial institutional janitorial cleaning of special purpose buildings such as universities, research centers, laboratories, hospitals or pharmaceutical industry buildings that require specialized attention due to hazardous substances present, risk of contamination and daily cleaning around highly sensitive equipment</i></p> <p><b>For each project that a reference is provided describe the particular hazards or sensitivities you encountered and describe the measures and procedures taken by your firm while cleaning these hazardous areas that contained highly sensitive equipment.</b></p>

### 1.1.2 Point Rated Technical Criteria - (RTC)

The Bidder's Technical proposal will be evaluated and scored in accordance with the following evaluation criteria. Obtain a minimum of 60% points overall of the points for the technical evaluation criteria which are subject to point rating. It is suggested you address the following evaluation criteria in sufficient depth in your proposal.

		Weighting (Points)
RTC1	<p><b>Training Program</b></p> <p>What does your firm do to qualify workers to be institutional janitorial cleaners?</p> <ul style="list-style-type: none"> <li>i) Provide specific details about your company training program that focuses on proper cleaning techniques and janitorial equipment usage that staff would require to fulfill the duties of this contract.</li> <li>ii) Provide a relevant and structured training program that will ensure that current personnel and all new personnel acquire the skills required to meet the requirements of this contract</li> <li>iii) Training in operating equipment needed to carry out the cleaning activities in the cleaning profiles</li> <li>iv) Training required in proper selection, application and handling of cleaning products</li> </ul> <p><b>Training for WHMIS</b></p> <ul style="list-style-type: none"> <li>v) Training for WHMIS</li> </ul>	<p>5 points each</p> <p>Maximum 25 points</p>

RTC2	<b>Retention Program</b> Explain how your firm attracts and hires new staff and what mechanisms does your firm use to retain the highest quality staff so that you avoid a high rate of staff turn over?	Maximum 40 points
RTC3	<b>Capacity</b> Explain current structure and mechanisms you have in place to deal with labour shortages of qualified janitorial staff on short-term notice so that you are able to fulfill the requirements of the contract?	Maximum 25 points
RTC4	<b>Equipment and Preventative Maintenance</b> Explain your equipment preventative maintenance program, what measures are taken to maintain and replace equipment on a proactive basis? What mechanisms do you have for replacement equipment should a machine be out of service waiting for repair?	Maximum 15 points
RTC5	<b>Inspections</b> i What mechanisms do you employ to track cleaning that has been completed vs. needs to be completed  ii How do you identify items requiring corrective action and what is your method of follow up for deficiencies identified during a cleaning inspection to ensure that staff understand and rectify deficiencies in a timely manner?	Maximum 40 points
RTC6	How often do managers/executive officers visit the work site? Explain the purpose of your visits and frequency.	Maximum 25 points
RTC7	Details on what your procedures are for verifying/monitoring staff's arrival/departure and/or absence from post, and dispatching of replacement staff, as required.	Maximum 20 points
RTC8	Details of the Bidder's disciplinary policy with respect to (i.e. verbal, written reprimands, suspensions, etc.).	Maximum 10points
Total		200 points

**Minimum of 60% = 120 points**

## 2. Basis of Selection

### 2.1 Basis of Selection - Lowest Price Per Point

1).To be declared responsive, a bid must:

a. comply with all the requirements of the bid solicitation;  
 b. meet all mandatory technical evaluation criteria; and  
 C obtain the required minimum of 60 percent overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 200 points."

2). Bids not meeting (a) or (b) or (c) will be declared non-responsive and will be given no further consideration.

. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

***The lowest price per rated point will be determined as follows.***

*Price per Rated Point = Total Cost ( Including Option Periods) / Total Points Achieved*

*For evaluation purposes only, the total price shall be established as specified in the Evaluation of Price.*

## **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.

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

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

### **1. 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](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. Additional Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

### 2.1 Proof of OHES training:

Bidders must provide proof that the **on-site working supervisory staff has successfully completed a hands-on classroom based training** course focusing on **Infection Prevention and Control Best Practices NATIONAL STANDARD** called the CCAR [Canadian Committee on Antibiotic Resistance]. The **training must not be greater than 3 years since taking the course**. The bidder must provide proof within seven (7) working days following a request from the Contracting Authority. Failure to comply with the request will result in bid being declared non-responsive.

Acceptable courses include **MC11: Infectious Control Technician for 'Infection Prevention Control Best Practices' CCAR** offered by **OHES Occupational Health and Educational Services or equivalent**.

### 2.2 Workers Compensation Certification- Letter of Good Standing

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

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

### 2.3 Proof of an Independent Safety Audit

Bidders are to provide documentation indicating that the bidder has successfully completed a recognized safety audit, and the company/person performing the audit are approved by a regulatory authority to conduct safety audit.

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

## **2.4 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.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **1. Security Requirement**

1. At the date of bid closing, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents website Web site.

### **2. Insurance Requirements**

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

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.



## 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

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

### 1.2 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

#### 1.2.1 Task Authorization Process

Task Authorization Process:

- 1.The "Technical" Authority will provide the Contractor with a description of the task using the form specified in Annex E .
- 2.The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
- 3.The Contractor must provide the "Technical" Authority, within seven (7) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
- 4.The Contractor must not commence work until a TA authorized by the "Technical" Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

#### 1.2.2 Task Authorization Limit

The "Technical" Authority may authorize individual task authorizations up to a limit of \$2,300.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the "Technical" Authority and Contracting Authority before issuance.

#### 1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

#### 1.2.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below or in Annex "G ". If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than fourteen (14) calendar days after the end of the reporting period.

#### Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

## 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

2010C(2014-03-01), General Conditions - Medium Complexity - Services, apply to and form part of the Contract.

## 3. Security Requirement

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

### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE 39903-140189**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.

3. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

4. The Contractor/Offeror must comply with the provisions of the:

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

#### 4. Term of Contract

##### 4.1 Period of the Contract

The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive. (Two years and 8 months after contract award with start and end dates to be determined at contract award)

##### 4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional one year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

"At the time of the exercise of each option year, the rates in the Basis of Payment (Annex B) will be increased or decreased by multiplying the rates by the percentage change in "*The Consumer Price Index, major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted*" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which shall be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:

- <http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chropg=1&lang=eng> ; or
- <http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm> ; or
- <http://cansim2.statcan.ca> , Table 326-0020."

*The prices (unit rates) shown in Year 3, will be adjusted prior to contract amendment award for the two (2) remaining option years - 1 and 2. The amount of the adjustment will be based on a percentage increase (decrease) of the current years price by using the "Unadjusted CPI for Nova Scotia" (Consumer Price Index) for the 12 months ending May 31st of that year.*

<http://www.statcan.gc.ca/start-debut-eng.html>

#### **Example: After the three (3) contract years**

*If Year 3 unit rate for unscheduled work is \$10.00 per hour. The CPI as of May 31, 2017 is 3.9 percent.  $10.00 * 3.9 \% = 0.39$ . Therefore the unit rate for unscheduled work for Option Year one (Table B) will be \$10.39.*

*If option year 1 unit rate for unscheduled work is \$10.39 per hour. The CPI as of May 31, 2018 is 2.8 percent.  $10.39 * 2.8 \% = 0.29$ . Therefore, the unit rate for unscheduled work for Option Year two (Table B) will be \$10.68.*

## 5. Authorities

### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Chukwudi Chinye  
 Title: Real Property Contracting Officer  
 Public Works and Government Services Canada  
 Acquisitions Branch  
 Address: 1713 Bedford Row, Halifax, NS B3J 3C9  
 Telephone: 902-496-5476  
 Facsimile: 902-496-5016

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

### 5.2 Project Authority

The Project Authority for the Contract is: *(To be determined at contract award)*

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
 Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
 E-mail address: \_\_\_\_\_

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

### 5.3 Contractor's Representative ( To be completed by bidder)

Name: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 Cellular Number: \_\_\_\_\_  
 Facsimile Number: \_\_\_\_\_

## 6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

## 7. Payment

### 7.1 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 shall be paid firm prices as identified below. Applicable Taxes are extra, if applicable.

- a) Firm rates shall be paid in accordance with **Pricing- Annex B-Table A** in ***eight (08) payments at the end of each month for the first year and twelve (12) payments of each month for subsequent years including option years.***
- b) "As and When Requested" Work  
Any costs incurred for **Extra Work** in accordance with **Pricing- Annex B- Table B** shall be paid, on an "as and when requested" basis, in accordance with the Specification, Annex A, after completion, inspection and acceptance of the work performed.

Canada's total liability under the "as and when requested" portion of the Contract shall not exceed \$2,000.00 Applicable Taxes are extra, if applicable

The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor shall 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.

In the event that the notification refers to inadequate funds, the Contractor shall provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of specifications, made by the Contractor, will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the Work.

### 7.2 Limitation of Expenditure

1.Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ **(To be determined at contract award)** . Customs duties are included and Applicable Taxes are extra.

2.No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a.when it is 75 percent committed, or
- b.four (4) months before the contract expiry date, or

c.as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,  
whichever comes first.

3.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.

### 7.3 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a.an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b.all such documents have been verified by Canada;
- c.the Work performed has been accepted by Canada.

### 7.4 SACC Manual Clauses

T1204 - Direct Request by Customer Department (2007-11-30) A9117C

### 7.5 Time Verification

Time Verification (2008-05-12) C0711C

## 8. Invoicing Instructions

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

- (a) The original and two (2) copies must be forwarded to the following address for certification and payment.

CFIA Dartmouth Lab  
1992 Agency Drive  
Dartmouth, NS  
B1P 6Z2

Each TA invoice must be supported by:

- a) Task Authorization invoices must show the reference Contract and Task numbers.
- (b) a list of all expenses, in accordance with the TA;
- (c) a copy of time sheets to support the time claimed;
- (d) a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;

## 9. Certifications

### 9.1 Compliance

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

## 10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Nova Scotia.

## 11. 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 (2014-03-01- 2010C-Medium Complexity - Services);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Insurance Requirements;
- (g) Annex E, Form PWGSC-TPSGC 572 Task Authorization;
- (h) Annex F Integrity Provisions - Associated Information,
- (i) Annex G, Periodic Usage Reports - Contracts with Task Authorizations
- (j) Annex H Cleaning Standard and Penalty Calculation
- (k) Annex I Technical Evaluation Table
- (l) the signed Task Authorizations (including all of its annexes, if any);
- (m) the Contractor's bid dated \_\_\_\_\_, (*insert date of bid*) .

## 12. SACC Manual Clauses

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

A7017C (2008-05-12) Remplacement of Specific Individuals

A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

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

## 13. Insurance Requirements

### 13.1 Insurance Requirements

The Contractor must comply with the insurance requirements specified in the **following article 13.2 Commercial General Liability Insurance**. 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.

### 13.2 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.

#### **14. Contract Financial Security - Janitorial Services**

1. The supplier must provide to Canada one of the following contract financial securities within 30 calendar days after the date of contract award:
  - (a) a certified cheque to the Receiver General for Canada in the amount of 5 percent of the contract price of Annex B- Table A ( Aggregate firm annual rate for all years including option years); or



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Buyer ID - Id de l'acheteur

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CCC No./N° CCC - FMS No/ N° VME

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- (b) an irrevocable standby letter of credit as defined in clause E0008C in the amount of 5 percent of the contract price of Annex B- Table A (Aggregate firm annual rate for all years including option years).
- 2. If Canada does not receive the required financial security within the specified period, Canada may terminate the contract for default pursuant to its default provision.

**14.1** *SACC Manual* clause E0008C (2012-07-16) Financial Security Definition

**15. Government Site Regulations**

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

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## **ANNEX A**

### **STATEMENT OF WORK**

***(See Attached PDF)***

**ANNEX B****BASIS OF PAYMENT****Schedule/Routine and Patrol cleaning operations****Table A**

Firm all inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work (Annex A).

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

**minimum of two (2) cleaning staff on site during the schedule operations (07:30 - 16:00) Monday to Friday.**

**Year 1:**

Column A	Column B Description of work	Column C Unit of Measure	Column D Price per unit	Column E Number of Months	Column F Firm Annual Rate= (Column D*Column E)
1	3,287 m <sup>2</sup> (Cleanable Area)	Monthly	\$ _____	8	\$ _____
Total (Table A)					\$ _____ + Hst

**Table B-Unscheduled Work****Year 1****PRICING SCHEDULE 2: TASK AUTHORIZATION-AS AND WHEN REQUESTED" basis**

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.

Column A	Column B Description of work	Column C Unit of Measure	Column D Estimated quantity	Column E Price per unit	Column F Extended price (column D *Column E)
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: Regular Hours 7:00 to 17:00, Monday to Friday					
2	Labour /cleaner	Per hour	24	\$ _____	\$ _____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Outside Regular Hours Monday to Saturday</b>					
3	Labour /cleaner	Per hour	24	\$ _____	\$ _____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Sunday and Statutory Holidays**</b>					
4	Labour	Per hour	24	\$ _____	\$ _____

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	/cleaner				
Total (Table B)					\$_____
					+Hst

**Table C****Year 1****Materials (If Required)**

\* The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00)

Column A	Column B	Column C	Column D
	Mark up per year	Estimated expenditure per year	Extended price
5	_____ %	400	\$_____
Total (Table C)			\$_____+Hst

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.

**Total Year 1: Total (Table A)+Total (Table B) +Total (Table C)=**

**\$\_\_\_\_\_+Hst**

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE UNIT PRICE WILL GOVERN.**

## Schedule/Routine and Patrol cleaning operations

### Table A

Firm all inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work (Annex A).

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

**minimum of two (2) cleaning staff on site during the schedule operations (07:30 - 16:00) Monday to Friday.**

#### Year 2:

Column A	Column B Description of work	Column C Unit of Measure	Column D Price per unit	Column E Number of Months	Column F Firm Annual Rate= (Column D*Column E)
1	3,287 m <sup>2</sup> (Cleanable Area)	Monthly	\$_____	12	\$_____
Total (Table A)					\$_____ + Hst

### Table B-Unscheduled Work

#### Year 2

#### PRICING SCHEDULE 2: TASK AUTHORIZATION-AS AND WHEN REQUESTED" basis

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.

Column A	Column B Description of work	Column C Unit of Measure	Column D Estimated quantity	Column E Price per unit	Column F Extended price (column D *Column E)
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: Regular Hours 7:00 to 17:00, Monday to Friday					
2	Labour /cleaner	Per hour	24	\$_____	\$_____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Outside Regular Hours Monday to Saturday</b>					
3	Labour /cleaner	Per hour	24	\$_____	\$_____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Sunday and Statutory Holidays**</b>					
4	Labour /cleaner	Per hour	24	\$_____	\$_____
Total (Table B)					\$_____ + Hst

## Table C

### Year 2

#### Materials (If Required)

\* The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00)

Column A	Column B	Column C	Column D
	Mark up per year	Estimated expenditure per year	Extended price
5	_____ %	400	\$ _____
Total (Table C)			\$ _____ +Hst

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.

**Total Year 2: Total (Table A)+Total (Table B) +Total (Table C)=**

**\$ \_\_\_\_\_ +Hst**

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE UNIT PRICE WILL GOVERN.**

## Schedule/Routine and Patrol cleaning operations

### Table A

Firm all inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work (Annex A).

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

**minimum of two (2) cleaning staff on site during the schedule operations (07:30 - 16:00) Monday to Friday.**

#### Year 3:

Column A	Column B Description of work	Column C Unit of Measure	Column D Price per unit	Column E Number of Months	Column F Firm Annual Rate= (Column D*Column E)
1	3,287 m <sup>2</sup> (Cleanable Area)	Monthly	\$_____	12	\$_____
Total (Table A)					\$_____ + Hst

### Table B-Unscheduled Work

#### Year 3

#### **PRICING SCHEDULE 2: TASK AUTHORIZATION-AS AND WHEN REQUESTED" basis**

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.

Column A	Column B Description of work	Column C Unit of Measure	Column D Estimated quantity	Column E Price per unit	Column F Extended price (column D *Column E)
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: Regular Hours 7:00 to 17:00, Monday to Friday					
2	Labour /cleaner	Per hour	24	\$_____	\$_____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Outside Regular Hours Monday to Saturday</b>					
3	Labour /cleaner	Per hour	24	\$_____	\$_____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Sunday and Statutory Holidays**</b>					
4	Labour /cleaner	Per hour	24	\$_____	\$_____
Total (Table B)					\$_____ + Hst

## Table C

### Year 3

#### Materials (If Required)

\* The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00)

Column A	Column B	Column C	Column D
	Mark up per year	Estimated expenditure per year	Extended price
5	_____ %	400	\$ _____
Total (Table C)			\$ _____ +Hst

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.

**Total Year 3: Total (Table A)+Total (Table B) +Total (Table C)=**

**\$ \_\_\_\_\_ +Hst**

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE UNIT PRICE WILL GOVERN.**



## Schedule/Routine and Patrol cleaning operations

### Table A

Firm all inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work (Annex A).

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

**minimum of two (2) cleaning staff on site during the schedule operations (07:30 - 16:00) Monday to Friday.**

#### Option Year 1:

Column A	Column B Description of work	Column C Unit of Measure	Column D Price per unit	Column E Number of Months	Column F Firm Annual Rate= (Column D*Column E)
1	3,287 m <sup>2</sup> (Cleanable Area)	Monthly	\$_____	12	\$_____
Total (Table A)					\$_____ + Hst

### Table B-Unscheduled Work

#### Option Year 1

#### **PRICING SCHEDULE 2: TASK AUTHORIZATION-AS AND WHEN REQUESTED" basis**

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.

Column A	Column B Description of work	Column C Unit of Measure	Column D Estimated quantity	Column E Price per unit	Column F Extended price (column D *Column E)
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: Regular Hours 7:00 to 17:00, Monday to Friday					
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<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Outside Regular Hours Monday to Saturday</b>					
3	Labour /cleaner	Per hour	24	\$_____	\$_____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Sunday and Statutory Holidays**</b>					
4	Labour /cleaner	Per hour	24	\$_____	\$_____
Total (Table B)					\$_____ + Hst

**Table C****Option Year 1****Materials (If Required)**

\* The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00)

Column A	Column B	Column C	Column D
	Mark up per year	Estimated expenditure per year	Extended price
5	_____ %	400	\$ _____
Total (Table C)			\$ _____ +Hst

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.

**Total Option Year 1: Total (Table A)+Total (Table B) +Total (Table C)=**

**\$ \_\_\_\_\_ +Hst**

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE UNIT PRICE WILL GOVERN.**

## Schedule/Routine and Patrol cleaning operations

### Table A

Firm all inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work (Annex A).

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

**minimum of two (2) cleaning staff on site during the schedule operations (07:30 - 16:00) Monday to Friday.**

### Option Year 2:

Column A	Column B Description of work	Column C Unit of Measure	Column D Price per unit	Column E Number of Months	Column F Firm Annual Rate= (Column D*Column E
1	3,287 m <sup>2</sup> (Cleanable Area)	Monthly	\$_____	12	\$_____
Total (Table A)					\$_____+ Hst

### Table B-Unscheduled Work

### Option Year 2:

#### **PRICING SCHEDULE 2: TASK AUTHORIZATION-AS AND WHEN REQUESTED" basis**

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.

Column A	Column B Description of work	Column C Unit of Measure	Column D Estimated quantity	Column E Price per unit	Column F Extended price (column D *Column E
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: Regular Hours 7:00 to 17:00, Monday to Friday					
2	Labour /cleaner	Per hour	24	\$_____	\$_____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Outside Regular Hours Monday to Saturday</b>					
3	Labour /cleaner	Per hour	24	\$_____	\$_____
<b>LABOUR:</b> Our firm hourly rate per qualified personnel shall be: <b>Sunday and Statutory Holidays**</b>					
4	Labour /cleaner	Per hour	24	\$_____	\$_____
Total (Table B)					\$_____+ Hst

**Table C****Option Year 2****Materials (If Required)**

\* The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00)

Column A	Column B	Column C	Column D
	Mark up per year	Estimated expenditure per year	Extended price
5	_____ %	400	\$ _____
Total (Table C)			\$ _____ +Hst

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.

**Total Option Year 2: Total (Table A)+Total (Table B) +Total (Table C)=**

**\$ \_\_\_\_\_ +Hst**

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE UNIT PRICE WILL GOVERN**

**Grand Total = Total Year 1+ Total Year 2+ Total Year 3+ Total Option Year 1+ Total Option Year 2= \$ \_\_\_\_\_ + HST**

**The grand total will be the amount that will be considered during evaluation of all bids tendered**

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39903-140189/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

pwa122

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

39903-14-0189

PWA-3-70051

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## **ANNEX C**

### **SECURITY REQUIREMENTS CHECK LIST**

**(Attached pdf)**

Solicitation No. - N° de l'invitation

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CCC No./N° CCC - FMS No/ N° VME

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## ANNEX D

### INSURANCE REQUIREMENTS

#### **Automobile Liability Insurance**

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

2.The policy must include the following:

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

b.Accident Benefits - all jurisdictional statutes

c.Uninsured Motorist Protection

d.Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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## **ANNEX “E”**

### **TASK AUTHORIZATION FORM PWGSC-TPSGC 572**

***(Attached pdf)***

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## ANNEX F

### Integrity Provisions - Associated Information

Bidder's List of Directors below: Please provide a list of names of all individuals who are currently Directors **in** accordance with **PART 5-CERTIFICATION**.

**Directors:** (Please print clearly)

NAME	NAME	NAME	NAME

Attach additional names on a separate sheet if required.



## ANNEX G

### Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must provide quarterly Task Authorization (TA) usage reports . The Contractor agrees that it is their responsibility to implement a system for tracking TAs under this Contract for the purposes of providing usage reports. This is to ensure that the Limitation of Expenditure indicated for "as and when requested" Work under this Contract is not exceeded.

Each Task Authorization Usage Report must include all the completed TAs for goods and services supplied under this Contract.

Task Authorization Usage Report Submission Schedule:

REPORT DUE	WORK PERIOD START DATE	WORK PERIOD END DATE
15 January	01 October	31 December
15 April	01 January	31 March
15 July	01 April	30 June
15 October	01 July	30 September

The Contractor must provide information on each completed TA using the following format:

TA NUMBER	TA DOLLAR VALUE (GST INCLUDED)	CUMULATIVE TA DOLLAR VALUE (GST INCLUDED)	COMMENTS
<b>Total Dollar Value of TAs for this Period:</b>			
<b>Accumulated TAs to Date (Cumulative Dollar Value + Period Dollar Value):</b>			

[ ] Check this box if you are submitting a NIL **REPORT** ( We have not done any business with Canada under this Contract, for this period).

#### SEND TO:

Chukwudi.chinye@pwgsc.gc.ca

Or

Facsimile: (902)496-5016

## ANNEX H CLEANING STANDARD AND PENALTY CALCULATION

### Minimum Acceptable Appearance Levels (MAAL)

CFIA has committed to provide a high level of service to its customers. These Appearance Levels are the standard against which contract areas will be inspected and assessed. The overall Minimum Acceptable Appearance Level (MAAL) has been established at Level 2.5, a compromise between Levels 2 and 3 that represent a clean, tidy environment maintainable through a program of both proactive and reactive maintenance. Regardless of the MAAL, washrooms and locker rooms shall be maintained at Level 1 at all times.

APPEARANCE LEVEL	PHYSICAL DESCRIPTION / DEFECTS
Level 1 - Orderly Spotlessness	<ul style="list-style-type: none"> <li>Floors and base mouldings shine/carpets vacuumed clean; no build-up in corners or along walls.</li> <li>All surfaces clean and no dust, dirt, streaks or marks.</li> <li>Washroom fixtures and tile gleam. Supplies are adequate.</li> <li>Trash containers hold only daily waste, are clean &amp; odour-free.</li> <li>Exterior steps and walkways swept clean; no sign of litter on ground.</li> </ul>
Level 2 - Ordinary Tidiness	<ul style="list-style-type: none"> <li>Floors and base mouldings shine/carpets vacuumed clean; no build-up in corners but two days of dust, dirt, and stains may be seen.</li> <li>All vertical and horizontal surfaces are clean but marks, dust and fingerprints noticeable up close.</li> <li>Washroom fixtures and tile gleam &amp; are odour-free.</li> <li>Trash containers hold only daily waste, are clean and odour-free.</li> <li>Exterior steps and walkways swept clean; grounds free of litter.</li> </ul>
Level 3 - Casual Inattention	<ul style="list-style-type: none"> <li>Floors are swept/vacuumed clean, but on close observation have stains. A build-up of dirt/floor finish in corners and along walls is visible.</li> <li>Dull spots and/or matted carpet in walking lanes. Streaks &amp; splashes on base moulding and kick plates and push plates.</li> <li>Vertical &amp; horizontal surfaces have obvious dust, dirt, smudges.</li> <li>Trash containers have daily waste but are clean and odour-free.</li> <li>Exterior steps and walkways dusty; some litter may be found on closer inspection.</li> </ul>
Level 4 – Moderate Dinginess	<ul style="list-style-type: none"> <li>Floors are swept or vacuumed clean, but dull, dingy and stained. Noticeable build-up of dirt, floor finish, in corners and along walls.</li> <li>Dull path and/or obviously matted carpet in walking lanes. Base moulding is dull, dingy with streaks or splashes.</li> <li>All surfaces have conspicuous dust, dirt, and smudges.</li> <li>Trash containers hold old trash. They are stained, marked and smell sour.</li> <li>Noticeable dirt build-up on exterior steps and walkways; obvious litter.</li> </ul>
Level 5 – Unkempt Neglect	<ul style="list-style-type: none"> <li>Floors are dull, dirty, and dingy. Conspicuous build-up of dirt.</li> <li>Surfaces have major accumulation of dust, dirt.</li> <li>Washroom fixtures and tile have obvious lack of attention. Supplies are depleted.</li> <li>Trash containers over-flowing and smell sour.</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>Exterior steps and walkways and entrance mats encrusted with dirt; litter noticeable all around.</li> <li>Flooring finish applied uneven and splashed on non floor surfaces</li> </ul> |
|--|---|

## Definition of Appearance Levels

### 2.0 Typical Inspection Areas

The building areas that will typically be evaluated include but are not limited to the following:

- Laboratories
- Classrooms
- Washrooms
- Hallways & Stairwells
- Offices
- Lunchrooms
- Kitchens
- Ancillary Areas
- Exterior and Grounds

### Non-Compliance Penalties

Failure to maintain the MAAL standard may result in the application of monetary Non-Compliance (NC) penalties against the Basic Monthly Building Charge for each building that does not meet the standard.

- Non-Compliance Penalties will be calculated at the end of each month as the percent deviation from the MAAL (2.5) as follows:

$$\% \text{ NC} = 100 \times \frac{\text{Monthly OAL} - \text{MAAL}}{\text{MAAL}}$$

Where:

- Monthly OAL – Monthly Observed Appearance Level (average of all Avg OAL inspection scores for a given building in a particular month)
- MAAL – Minimum Acceptable Appearance Level
- Monthly OAL score is higher than the MAAL

Example:

If 2 inspections of CFIA Dartmouth Laboratory in July yield a Monthly OAL of 2.7 and MAAL = 2.5, then: **% NC = 100 x (2.7 – 2.5)/2.5 = 8.0 %.**

Therefore, a NC Penalty in the form of an 8% discount would be applied to the Basic Monthly Building Charge for Dartmouth laboratory for the applicable invoice. The remainder of the buildings would be handled likewise.

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**ANNEX I**  
**TECHNICAL EVALUATION TABLE**  
**(attached pdf)**



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

**PUBLIC WORKS AND  
GOVERNMENT SERVICES CANADA**

**ASSET AND FACILITIES MANAGEMENT SERVICES**

**BUILDING CLEANING  
MAINTENANCE SERVICE CONTRACT SPECIFICATION**

**FOR**

**CANADIAN FOOD INSPECTION AGENCY  
DARTMOUTH LABORATORY  
1992 AGENCY DRIVE  
DARTMOUTH, NS  
B3B 1Y9**

**Canada**

**Description:** Building Cleaning

**Location:** Canadian Food Inspection Agency, Dartmouth Laboratory

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## **Definitions**

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

Litter	<p>Any discarded material foreign to the environment including but not limited to the following:</p> <ul style="list-style-type: none"><li>• Paper</li><li>• Bottles</li><li>• Wood</li><li>• Leaves</li><li>• Plastic/paper bags</li><li>• Cloth</li><li>• Beverage</li><li>• Broken glass</li><li>• Scattered bricks and stones</li><li>• Pieces of metal</li><li>• Empty containers</li><li>• Cigarette butts (outside smoking areas)</li></ul>
Normal Working Days/Hours	As defined in Section 4 Paragraph 4.2 & 8
PWGSC	Public Works and Government Services Canada
Site Manager	<p>The employee of the Contractor who is designated by the Contractor to act as a liaison person between the CFIA Representative and the Contractor for the purposes of:</p> <ul style="list-style-type: none"><li>a) decision-making in matters of priority in the execution of the cleaning duties;</li><li>b) supervising to ensure that the cleaning tasks are performed in accordance with the contract specifications;</li><li>c) overseeing the conduct/deportment of the Contractor's employees;</li><li>d) daily inspections of the facilities; and</li><li>e) shall wear a distinctive uniform.</li></ul>
Supervisor	See 'Working Supervisor' - See Annex "B".
WHMIS	Workplace Hazardous Materials Information System
Working Supervisor	A Contractor representative who may be assigned, janitorial or cleaning duties combined with supervisory duties.



- 1 Description of Work**
- 1 Scope of work under this contract comprises the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory cleaning/janitorial services as specified herein located at CFIA Dartmouth Laboratory, Dartmouth, Nova Scotia.

- 2 Inspection**
- 1 The Contractor shall notify the CFIA Representative when each major operation listed in the Schedule of Operations is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable.

- 3 Buildings**
- 1 Areas to be cleaned at CFIA Dartmouth Laboratory, Dartmouth, NS, include, but are not limited to the following:  
.1 CFIA Dartmouth Laboratory

Total Building Area (m <sup>2</sup> )	Daily Cleanable Area	Monthly Frequency	Grand Total of all Cleanable Space (m <sup>2</sup> )
5500	3029 (m <sup>2</sup> )	258 (m <sup>2</sup> )	3287 (m <sup>2</sup> )

- 4 Examination of Premises**
- 1 All parties tendering should examine the site of the proposed work prior to submitting their tenders, become thoroughly acquainted with same and obtain any and all information that may be necessary to properly execute contract.

- 5 Codes and Legislated Requirements**
- 1 The following codes and standards in effect at the time of award are subject to change/revision. The latest editions of each must be enforced during the term of the contract:

- .1 Canada Labour Code, Part II.
- .2 National Building Code of Canada.
- .3 National Plumbing Code.
- .4 Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.
- .5 National Fire Code.
- .6 Canadian Construction and Canada Labour Safety Codes; Provincial Government, Workers' Compensation Board; and Municipal Statutes and Authorities.
- .7 Canadian Electrical Code, Part 1, CSA C22.1.
- .8 Canadian Environmental Protection Act.
- .9 Safety Code for Window Cleaning Operations, CAN/CSA-Z91.
- .10 Fall - Arresting Devices and Vertical Lifelines CAN/CSA Z259.2.1.

- .11 Safety Belts and Lanyards CAN/CSA Z259.1.
- .12 Provincial Occupational Health & Safety Act.
- .13 The Contractor is responsible to be familiar with the relevant Codes and Standards and to ensure that all work undertaken on behalf of the Department of Public Works and Government Services is completed in a safe manner.
- .14 Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), and American Society for Testing Materials (ASTM) and referenced organizations.
- .15 The Contractor can obtain addresses for codes and standards from PWGSC Representative upon request.
- .16 In the event of a conflict between any of the above codes or standards the most stringent shall apply.
- .17 These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The Contractor shall be fully familiar with their contents and requirements as related to the work and materials specified.

**6. Materials and Equipment**

- .1 All materials used in the work must conform to Canadian General Standards Board Standards.
- .2 The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him/her for use in the work and he/she may be required to provide samples of materials from his/her stock for testing purposes.
- .3 Equipment and materials to be CSA certified and manufactured to standard quoted. Vacuum cleaners to be new or in new condition, be equipped with a power nozzle and have a filtration system capable of trapping 99% of the dust (i.e. Hepa or Microtex filter). A wet/dry vacuum cleaner is to be kept on site in each building for cleaning mats and accidental spills. These vacuum cleaners shall have an air flow of not less than 100 cfm and a noise level of less than 70 dB. .
- .4 Minimum quantity and types of machines required
  - One (1) burnishing floor machine.
  - One (1) 350 RPM floor machines.
  - One (1) carpet and upholstery steam cleaner
  - One (1) water vacuum
  - Two (2) low noise HEPA vacuums complete with power head and hand tools.
  - One (1) Truvox Multiwash System for floors and mats or equivalent
- .5 Where there is no alternative to supplying equipment which is not CSA certified, obtain special written approval from an independent testing agency recognized by the Provincial Department of Labour. Pay cost for obtaining approval.
- .6 Use only materials, equipment and products that are environmentally friendly and scent free, and have been approved by the CFIA Representative for work under this

Contract.

Unless otherwise specified, comply with manufacturer's latest printed instructions for materials and installation methods.

- .7 Deliver, store and maintain materials with manufacturer's seals and labels intact.
- .8 Store materials in accordance with manufacturer's and supplier's instructions.
- .9 Do not store materials on-site without Maintenance superintendent's approval.
- .10 All machinery shall remain on-site, in good working order, for the duration of this contract.
- .11 The Department of Public Works and Government Services Canada accepts no responsibility for materials or equipment stored on-site.

**7. Workforce  
Qualifications**

- .1 The Contractor must provide proof that employees, including supervisors, are WHMIS trained. Employees must be retrained in accordance with Provincial and Federal standards as required.
- .2 The Contractor must provide proof that employees have received training in fall protection if the employees are required to work off of an unprotected work surface higher than 2.8 meters.
- .3 The Contractor must have one person with Standard First Aid/CPR on site while employees are required to work. The Contractor must provide proof of employees that are trained in accordance with Provincial standards.

**8. Conversion of  
Floor Covering**

- .1 There will be no adjustment to the Contract amount where the existing floor covering is converted to another type during the term of the Contract.

- 9. Space Assigned**
- .1 The CFIA Representative shall provide the Contractor with such space as is considered necessary by the CFIA Representative for the performance of the Contractor's duties.
  - .2 The Contractor must not list, publicize or use the address or telephone numbers on site in any fashion for business purposes. The Contractor shall supply staff with cell phone.
  - .3 The Department will not be responsible for damage to the Contractor's supplies, material or equipment in the building nor for employees' personal belongings brought into the building while employed by the Contractor.
  - .4 The Contractor must supply all devices deemed necessary to store, handle and transport the Contractor's equipment and supplies.
- 10. Personnel**
- .1 The Contractor will provide the CFIA Representative with a list of all people working on the premises, complete with a copy of their licenses, where applicable, and will update the list immediately when personnel changes.
- 11. Site Security**
- .1 Site security is the responsibility of the Contractor who shall erect temporary site enclosures, barricades, fencing to prevent unauthorized entry, pilferage and vandalism.
  - .2 Any work that may disrupt the operations of the occupying clients will be carried out after normal building operational hours. For all work carried out after normal building operational hours, the Departmental Representative will determine acceptable building security.
  - .3 After normal business hours, security at some or all facilities may require the presence of an officer from the Canadian Corps of Commissionaires.
  - .4 All security requirements deemed necessary by PWGSC and/or by the facility client will be the responsibility of the Contractor.

- 12. Security Clearance**
- .1 The required security clearance level for this Contract is **Reliability Status**.
  - .2 It is the Contractor's responsibility to initiate the security screening required for the personnel and the Contractor will not have access to the work site until the resources (i.e.: "personnel") have the necessary clearance.
  - .3 The Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC) is responsible for administering the Industrial Security Program in Canada.
  - .4 The Contractor shall follow the instructions at the website: <http://www.ciisd.gc.ca/text/ps/pss-e.asp>, which includes all necessary forms.
- 13. Access to Buildings**
- .1 Only those employees whose names appear on the Contractor's **Buildings** security clearance list will be allowed access to the site of work. No other persons accompanying employees will be allowed on-site.
  - .2 All cleaning staff employed by the Contractor, regardless of hours of work **must sign IN and OUT**; and enter the times of arrival and departure in registers or on sheets so provided at the security guard's control desk or other designated area. In the event of a dispute and the absence of other evidence, the register will be regarded as evidence of hours of work. **Failure to sign "OUT" will render the entry invalid.**
- 14. Security – Keys**
- .1 All keys entrusted to the Contractor during the fulfillment of his/her Contract must be signed OUT and returned each day and kept fully protected and secure at all times.
  - .2 Keys must not be removed from the site at any time.
  - .3 **Duplication of keys is strictly prohibited.**
- 15. Log**
- .1 A log book **must** be maintained in the facility by the Contractor, in which he/she shall record on a daily basis, all of the work performed other than the normal day-to-day cleaning. This log book shall always be made available for review by a CFIA Representative.
  - .2 The Contractor will log any activities they were unable to complete or perform as a result of refused access.
  - .3 The Contractor will post a cleaning schedule in each building for Operations and Frequencies.
- 16. Quality Standards**
- .1 The Quality Standards (see Section 6), where applicable, must be adhered to strictly. Inspections made by the CFIA Representative will be based on these standards.

**17. Contractor  
Responsibilities**

- .1 The Contractor must maintain and provide CFIA with current phone, fax and pager numbers to be able to provide response to requests for service from the local CFIA Representative on a twenty-four (24) hour, seven (7) day per week basis. This involves ensuring that cellular phones and pagers are of a type that can be contacted. The contractor must, immediately upon completion of the service, report back to the CFIA Representative describing the action taken to correct the problem.
- .2 The Contractor must provide service during specified regular working hours, silent hours and weekends.
- .3 The Contractor will advise the CFIA Representative of the telephone number at which he/she or his/her representative may be contacted at any time.
- .4 The Contractor must not refuse any call for service requested by a CFIA Representative and the time lapse between call out and start of work must **not exceed one (1) hour**. After this time, if not responsive, the CFIA Representative may call in another contractor to complete the work.
- .5 Contractor prior to commencement of work, must report to the commissionaires desk to log in.
- .6 The Contractor will be notified, on award of the Contract, the name and phone number of the CFIA Representative.
- .7 Cost of emergency services must be included in the Contract amount.
- .8 The Contractor must supply the on-site "Work Supervisor" with a cell phone to permit immediate access to services if and when required.

**Definitions – Section 2: Safety Requirements**

1. Compliance Requirements
  - .1 Comply with the Canada Labour Code Part II and the Canada Occupational Health and Safety Regulations.
  - .2 Comply with the Provincial Occupational Health and Safety Act and supporting Occupational General Safety Regulations as amended from time to time.
  - .3 Observe and enforce construction safety measures required by the following statutes and authorities:
    - .1 The National Building Code of Canada, Part 8.
    - .2 The National Fire Code of Canada.
    - .3 Provincial Workers Compensation Board.
    - .4 Municipal Statutes and Ordinances.
2. Submittals
  - .1

Before Work Begins The successful Contractor is to provide documentation:

- .1 A copy of the company's site-safety plan.
- .2 The Contractor and his/her personnel must adhere to the Federal Government 'NO SMOKING' Policy while in Federal facilities and/or Scent Free Policy if applicable.
- .3 All sub-contractors shall adhere to the above qualifications.

3. Training
  - .1 Before Work Begins The successful Contractor is to provide documentation:
    - .1 Certification of training for safety for all personnel that will be involved with Agreement/Service Contract. Updated list complete with licenses shall be kept on site including personnel changes.
    - .2 Training for workers must include (but not limited to)
      - .1 Safe operations of tools and equipment.
      - .2 Proper wearing and use of personal protective equipment (PPE).
      - .3 Safe work practices and procedures of their given work tasks or function.
      - .4 Site conditions and minimum site safety rules.

4. **Disciplinary Procedures for Safety Violations**
  - .1 Contractors must have their own written disciplinary procedures for violation or noncompliance of work site safety rules and regulations.
  - .2 **First Violation:** Verbal warning issued to the Contractor for the first violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and CFIA).
  - .3 **Second Violation:** Written warning to Contractor for second violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and CFIA).
  - .4 **Third Violation:** A third violation of a safety regulation, rules, policy and procedures may result in the termination of the contract with a recommendation to the Contracting Authority that the Contractor be denied access to future SC(s). (Documented to contract file, copies to Contractor and CFIA).
  - .5 **Serious Violation:** For a serious violation of a safety regulation, rules, policy and procedures as deemed by a Regulator, Project Manager or Safety Officer a recommendation will be made to the Contracting Authority to immediately terminate the SC(s). (Violation documented on contract file, copies to Contractor and CFIA). May result in that the Contractor being denied access to future contracts.
  - .6 **Charges Laid or Guilty Determination by Courts:** Infractions of safety regulations, rules, policy and procedures that result in charges being laid by a Regulator against the Contractor or the Contractor being found guilty by the courts may result in that Contractor being denied access to future contracts.
5. **Asbestos**
  - .1 Within the confines of the site, the provision of products containing fibrous asbestos materials is prohibited.
  - .2 Demolition or disturbance of spray or trowel-applied asbestos can be hazardous to health. Should material resembling spray or trowel-applied asbestos be encountered in course of work, stop work and notify CFIA Representative immediately. Do not proceed until written instructions have been received from the CFIA Representative.
6. **Fastening Devices Explosive Actuated**
  - .1 Explosive actuated devices must not be used, until approved by the CFIA Representative.
7. **Hot Work**
  - .1 All hot work activity, as defined in "Definitions" of this specification, is to take place with written permission from the CFIA Representative via a Hot Work Permit.
  - .2 The ventilation system in the area of any Hot Work activity is to be isolated to prevent migration of fumes/smoke and to reduce any possible spread of fire to other areas of the facility.
  - .3 Contractor is to employ an employee trained in the use of fire extinguishers as fire watch during any Hot Work for a minimum of 60 minutes after activity has ceased.



- 8. Confined Spaces**
- .1 All work in confined spaces must be carried out in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .2 The Contractor to provide and maintain all equipment as required by any person to enter and/or perform work in a safe manner, in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .3 The Contractor to provide and maintain training, as required by the Canada Occupational Safety and Health Regulations, Part XI.
    - .1 The Contractor and/or his employees shall provide proof of training and qualifications when requested by the CFIA Representative.
  - .4 The Contractor to provide the CFIA Representative with a copy of an "Entry Permit" for each and every entry into the confined space to ensure compliance with the Canada Occupational Safety and Health Regulations, Part XI.
  - .5 The Contractor to have a hazard assessment of the confined space performed.
    - .1 The Contractor to provide the CFIA Representative with a copy of the hazard assessment.
- 9. Fall Protection**
- .1 All work carried out above the mandatory height restrictions, from unguarded structure and/or scaffolding, must be done in compliance with the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10.
  - .2 The components of a fall protection system shall meet the standards as outlined in the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10 (2).
  - .3 The Contractor is to ensure fall protection equipment is maintained, inspected and tested by a qualified person as required by the Canada Occupational Safety and Health Regulations, Part XII, Section 12.3.

**10. Safety**

- .1 The Contractor must adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
- .2 In particular, the Contractor must comply with the WHMIS legislation which requires the employer to provide detailed worker education about potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. All containers holding product deemed under WHMIS to be hazardous must bear correct WHMIS label(s).
- .3 The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The CFIA Representative reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor must be responsible to supply suitable replacement equipment.
- .4 Deliver, store and maintain packaged material and equipment with manufacturer's seals and labels intact.
- .5 Store material and equipment in accordance with supplier's instructions.
- .6 Contractor must not place mop pails, mops, brooms, soap or other equipment where it is hazardous to personnel movement.
- .7 Contractor is not permitted to use ladders, scaffolds, until these have been inspected and found safe to use. Contractor shall be instructed that this equipment is to be used in the approved manner.
- .8 At times of inclement weather, entrance ways, lobbies, etc., are to be monitored by day staff and kept free of hazards; i.e. wet floor, slush, sand, salt, etc.

## 11. Safety Plan

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

- 12. Product Approvals**
- .1 The Contractor shall ensure that all controlled products used in the performance of the work are classified and labeled according to the Workplace Hazardous Materials Information System (WHMIS).
  - .2 The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
  - .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
  - .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
  - .5 The Contractor is to:
    - .1 Supply a copy of MSDS sheets for Building(s) WHMIS station;
    - .2 Mark the MSDS Book with their company name;
    - .3 Maintain and update these MSDS as required;
    - .4 Install in all janitorial rooms on back of door.
  - .6 All produces shall be of Environmentally-Friendly (Green), scent-free. These products shall be supplied with no extra cost to the contract and be subject to the final approval of the CFIA Representative.
- 13. Disposal of Wastes**
- .1 Do not bury rubbish and waste materials on site unless Approved by CFIA Representative.
  - .2 Do not dispose of waste or volatile materials, such as mineral spirits, oil or paint thinner into waterways, storm or sanitary sewers.

**Definitions – Section 3: Environmental Protection**

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

#### **Definitions – Section 4: Special Requirements**

#### **1. Supplies**

- .1 The Contractor is responsible to supply all tools, equipment, consumable goods and supervision for the total cleaning contract. CFIA shall supply paper towel for 30 laboratory dispensers as well as all hand sanitizer. Contractor shall supply 2-ply towel tissue, liquid hand soap, sani-bags, and the Contractor supplies shall include, but are not restricted to: garbage bags, liquid germicidal soap, rubber gloves, operating gloves, glass cleaner, cleaning detergents, scouring materials, strippers, wax and sealers. The Contractor shall replenish all cleaning materials as required. All Contractor supplies MUST be first quality and approved by the CFIA Representative. The following is a list of products presently being used

<b>Present Products In Use</b>	<b>Trade Name Details</b>
2 ply toilet paper x 1000'	Kimberly Clarke 0225107
Paper towel x 1000'	Kimberly Clarke 0988400
Deep scrub floor cleaner	Ecolab Bright Speed Floor Cleaner
Floor wax stripper (pvc & tile)	Ecolab Blast Floor Stripper 61235512
Floor wax stripper (Marmoleum)	WoodWyant Millennium Neutra Strip 03-12215-20
Floor sealer	Ecolab Taj Mahal Sealer
Floor finish	Ecolab Gemstar Gemini Floor Finish
General Purpose Cleaner	Ecolab QC 51E General Purpose Cleaner
Foaming Hand Soap	Ecolab Episoft Ecosoft
Glass Cleaner	Ecolab QC520E Glass Cleaner
Bathroom Cleaner	Ecolab QC 91E Neutral Bathroom Cleaner
Quat Disinfect	Airkem Omega Disinfectant - Deodorant Detergent

- .2 It must be the Contractor's responsibility to ensure that all supplies are maintained at appropriate levels in sufficient advance of requirements.
- .3 The Contractor must supply an acceptable commercial quality wet/dry vacuum as described in Section # 1, Item 6.3.

#### **2. Uniforms**

- .1 All cleaning personnel employed under this contract must be uniformed as follows:
- .1 **Heavy Duty Cleaners** - Industrial type matching shirt and trousers with the company name or crest affixed to the shirt
- .2 Picture ID's must be worn while on-site. This must be located attached in a visual place on the uniform.

3. **Building Security Locking & Unlocking** .1 All doors to rooms, offices, labs, etc. which must be unlocked by the Contractor's employees, must be locked immediately upon leaving.
4. **Building Cleaning Operations** .1 Cleaning
  - .1 Cleaning (including all vacuuming and use of cleaning agents) to take place during working hours (07:30 - 16:00) Monday to Friday. There are few specified areas that require cleaning when staff is present.
  - .2 **Schedule Operations**  
Scheduled operations will be performed Monday through Friday between 07:30 hours to 16:00 hours.
  - .3 Prior to award of Contract, the Contractor will submit his/her plan of operation in writing to conform with the routine cleaning, scheduled operations and special cleaning conditions.
  - .4 Heavy cleaning (stripping, waxing, carpet shampooing) to be done after hours and closure of areas or hallways need 48 hour notice. The Contractor shall coordinate all heavy cleaning through the CFIA Representative who shall advise the client.
  - .5 The Contractor shall maintain a **minimum of two (2) cleaning staff on site during the schedule operations (07:30 - 16:00) Monday to Friday.**
5. **Daytime Staff** .1 The Contractor will quote an hourly rate for additional labour on an as and when required basis for such services as furniture moving, special cleanups, etc.
  - .2 All persons employed as Daytime staff are to have authority to carry out directions given to them by the CFIA Representative.
  - .3 The Contractor must equip his superintendent with a pager or similar communicating device so the CFIA Representative may contact him during the workday. An after-hours number for call outs shall be supplied.
6. **Special Cleaning Conditions, Etc.** .1 Monthly cleaning of floors in the cafeteria, kitchen and dish washing area, as described in Annex A.
  - .2 Bi-monthly - cleaning of walls in kitchen, range hoods and exterior kitchen equipment.

**8. Contract Staff**

- .1 The Contractor will quote an hourly rate for additional labour on an as and when required basis for such services as furniture moving, special cleanups, etc.
- .2 All contract cleaning staff are to have authority to carry out directions coordinated through the CFIA Representative and Cleaning Supervisor.
- .3 The Contractor shall equip his superintendent with a cell phone so the CFIA Representative may contact him during the workday and after normal schedule operation hours.

**9. Excluded Areas**

- .1 The following do not form part of this cleaning contract:
  - .1 Cleaning of exterior windows, except all entrances.
  - .2 Office machines and personal property of occupants.
  - .3 Plants.



## **Definitions – Section 5: Glossary of Terms**

### **GLOSSARY OF TERMS**

#### **BUILDING CLEANING**

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

6. When using a Dry scrub or Dry strip method, damp mop the floor before applying sealer or finish.
7. When using the Wet scrub or Wet strip method, rinse the floor twice before applying sealer or finish.

#### **Resilient**

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

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

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

#### **Unpainted Concrete**

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

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

**Definitions – Section 6: Quality Standards**

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**Definitions – Section 6: Quality Standards**

**1. EXTERIOR**

<b>Area Policing (Litter Pickup)</b>	.1	Sidewalks, driveways, lawn areas, loading docks, entrances and other areas within 6 metres of the building, should be free of paper and other debris after policing.
<b>Sweeping</b>	.2	Sidewalks, loading docks, entrances and other designated areas should be clean after scheduled sweeping.
<b>Ash Tray or Urn</b>	.3	Ash tray or urn should be empty, clean and in place.
<b>Entrances</b>	.4	After washing exterior walls and soffits, a clean surface free from grime, soap and water streaks should be presented.

**2. FLOOR  
MAINTENANCE**

<b>Sweeping</b>	.1	There should be no dirt, trash nor other matter left in corners, behind nor under free standing radiators, under furniture, behind nor under other movable items, nor behind doors.
	.2	Floors should be free of dust film.
	.3	There should be no dirt left where sweepings were picked up.
<b>Damp and Wet Mopping</b>	.1	All mopped areas should be clean and free of surface stains, mop streaks and loose mop strands.
	.2	Walls, baseboards and other surfaces should be free of watermarks and splashings.
	.3	Water or other cleaning solution should not have been allowed to collect under furniture legs and cabinets.
<b>Spray Buffing</b>	.1	There should be neither dust nor dirt left on the floor after spray buffing.
	.2	There should be no muddying or rippling effect caused by over spraying.
	.3	The floor should present an overall appearance of cleanliness.
	.4	Baseboards and equipment should be free of spray residue.

	<b>Scrubbing/ Cleaning</b>	.1	There should be no surface dirt or stains visible following the scheduled scrubbing operation.
		.2	There should be no wax or finish buildup on the floor surface following the stripping operation.
		.3	The furniture (excluding file cabinets) should have been moved for complete floor coverage.
		.4	Walls, baseboards and other surfaces should be free of watermarks, splashings and scars from equipment.
	<b>Finishing (Application of Wax or Floor Finish)</b>	.1	The floor should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application.
		.2	The floor should be clean and bright looking including in corners and under furniture.
		.3	There should be no residue on walls, baseboards, furniture and other surfaces.
		.4	Furniture and equipment should be relocated to where it was prior to the waxing operation.
	<b>Miscellaneous</b>	.1	Chairs, wastepaper baskets, etc. should not be placed on desks or tables during cleaning operations.
<b>3.</b>	<b>CARPETS AND RUGS</b>		
	<b>Vacuuming and/or Carpet Sweeping</b>	.1	Carpets and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.
		.2	T-Mats should be clean and carpet or rug area around and under T-mats should be free of dust and dirt.
		.3	Floor area under immediate edge of rugs should be free of dirt and dust.
		.4	Base floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators.
		.5	All furniture and equipment moved during the cleaning operation should be returned to its original location.
<b>4.</b>	<b>LOBBY, ENTRANCE AND CORRIDOR CLEANING</b>		
	<b>Sweeping</b>	.1	See section 6 Paragraph.2.
	<b>Damp and Wet Mopping</b>	.1	See section 6 Paragraph.2
	<b>Spray Buffing</b>	.1	See section 6 Paragraph.2.

<b>Scrubbing/ Stripping</b>	.1	See section 6 Paragraph.2.
<b>Finishing</b>	.1	See section 6 Paragraph.2.
<b>Dusting</b>	.1	Lobby furniture should be free of dust, fingerprints and stains.
	.2	Baseboards, radiators, grills, window stools and other fixtures should be free of dust.
<b>Walls</b>	.1	Walls should be free of fingerprints, smudges and any other defacing marks.
<b>Drinking Fountains</b>	.1	See Paragraph 8
<b>Glass Doors and Side Lights</b>	.1	There should be no streaks or smears on glass and the door frame should be clean.
	.2	There should be no water on the floor, sills or stools.
<b>Polishing</b>	.1	Doorknobs, push bars, kick plates, railings, doors and other surfaces should be clean and polished.
<b>Miscellaneous</b>	.1	Foot grills and recessed pans should be free of dirt and debris after scheduled cleaning.
	.2	Walkoff mats should be clean and dry.
	.3	Lobby and entrances should be free of debris.
	.4	Notice boards and interior of fire-hose cabinets including glass should be clean.
<b>5. ROOM CLEANING</b>		
<b>Trash Removal</b>	.1	All wastepaper receptacles should be empty, clean and in place.
<b>Sweeping</b>	.1	See section 6 Paragraph.2.
<b>Dusting</b>	.1	There should not be any dust or dust streaks on desks or other office furniture.
	.2	Glass tops on desks and tables should be clean and free of fingerprints and stains.
	.3	All pictures, plaques, etc. should be free of dust.
	.4	Corners and crevices should be free of dust.



	.5	Radiators, window stools, door ledges, frames, louvers, baseboards and partition ledges should be free of dust.
<b>Spot Cleaning</b>	.1	Walls, doors, door frames, door and partition glass should be free of fingerprints.
<b>Damp Wiping</b>	.1	Mirrors and all other glass should be clean and free of dust, dirt streaks and spots.
<b>Vacuuming and/or Carpet Sweeping</b>	.1	See section 6 Paragraph.3.

## 6. WASHROOM CLEANING AND SERVICING

<b>Trash Removal</b>	.1	All paper and garbage receptacles should have been emptied, plastic bags should have been replaced, if required, and the exterior surface wiped clean.
<b>Supplies</b>	.1	All dispensers of supplies should be filled.
<b>Sanitary Receptacles</b>	.1	All sanitary receptacles should be empty and a disposal bag replaced, if required.
	.2	All sanitary receptacles should be free of odour, spots, stains and fingerprints removed.
<b>Fixtures</b>	.1	All surfaces of wash basins and all exposed piping should be free of dust, dirt spots and stains.
	.2	All surfaces of flush tank toilet seats, bowls and urinals should have been disinfected.
	.3	Plumbing fixtures should be free of stains, soap buildup, dust and mould.
<b>Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges</b>	.1	All dispensers, shelves, shelf brackets and ledges should be free of fingerprints, dust and stains.
	.2	All mirrors should be clean.
	.3	Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould.
<b>Floors</b>	.1	Floors, including corners should be free of dirt, dust, marks, paper and mop strings, water and mop marks. Baseboards and coves should be clean. Floors should have been disinfected.
<b>Sweeping</b>	.1	See section 6 Paragraph.2.

	<b>Damp and Wet Mopping</b>	.1	See section 6 Paragraph.2.
	<b>Scrubbing/ Stripping</b>	.1	See section 6 Paragraph.2.
	<b>Finishing</b>	.1	See section 6 Paragraph.2.
<b>7.</b>	<b>STAIRWAY CLEANING</b>		
	<b>Vacuuming/ Dusting</b>	.1	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris.
		.2	Stair railings, ledges, door mouldings, radiators, window stools and grills should be free of dust.
	<b>Cleaning, Polishing and Wall Spotting</b>	.1	Glass, wood and metal surfaces should be clean and free of all marks and dirt.
		.2	Handrails, doorknobs and other surfaces should be clean and polished where applicable.
		.3	Walls up to a standing height should be free of all marks.
	<b>Mopping and Stripping</b>	.1	Stair landings, treads, risers, walls and baseboards should be clean and free of watermarks and splashing from cleaning and finishing solutions.
<b>8.</b>	<b>DRINKING FOUNTAINS</b>	.1	The porcelain, metal and/or enamel surfaces should be clean and free of stains.
		.2	All other surfaces should be free of spots, stains and streaks.
		.3	All fountains should have been disinfected.
<b>9.</b>	<b>ELEVATOR CLEANING</b>	.1	Floors, including corners, threshold plates and door tracks should be clean.
		.2	Floors should be polished and free of slippage.
		.3	Walk-off mats (when in place) should be clean and dry. The floor thereunder should be clean and dry.
		.4	Walls should be free of dust, finger or splash marks, streaking and watermarks.
		.5	Hand rails and baseboards should be clean and polished.
		.6	Doors and frames should be free of fingerprints, etc.
<b>10.</b>	<b>HIGH CLEANING</b>	(On completion of Scheduled Operation)	
	<b>Clocks</b>	.1	Glass should be clean and free of streaks.
		.2	Edges should be wiped free of dust.

<b>Lockers</b>	.1	Tops should be free of dust.
<b>Pictures and Plaques</b>	.1	Glass should be clean and free of streaks.
	.2	Frames should be free of dust.
<b>Tops of Partitions</b>	.1	Should be free of dust.
<b>Venetian Blinds</b>	.1	Both sides of slats should be clean and free of dust.
	.2	Window frames and adjoining area should be free of dust.
<b>Wall or Ceiling Ventilator</b>	.1	Should be free of dust.
	.2	Framework around ventilator should have been wiped clean.
<b>Exhaust Fans</b>	.1	Wall area around fan should be free of dust.
<b>11. WINDOW, PARTITION AND SHOW CASE</b>		(On completion of Schedule Operation)
<b>Glass Cleaning</b>	.1	Glass should be clean and free of streaks.
	.2	Sash, sill and stool should be clean and free of watermarks.
	.3	Items moved during the cleaning operation should have been replaced to original location
<b>12. GARBAGE ROOMS</b>	.1	Floors should be clean and free of debris.
	.2	Wastepaper and garbage should be properly stored in the designated fireproof space.
	.3	Empty garbage and recycling containers should be clean and free of odours.
<b>13. CONTRACTOR'S SPACE AND JANITOR CLOSETS</b>	.1	All floors should be clean.
	.2	All fixtures and walls should be free of dust and stains.
	.3	Mop pails/trucks should be empty and free of odours.
	.4	There should be no wastepaper, garbage or empty containers in the Janitor Closets.

#### **14. Quality and Inspection**

The Canadian Food Inspection Agency - Dartmouth Laboratory is accredited by the Standards Council of Canada to ISO 17025 quality management system. It is imperative that the janitorial contractor continually improve upon their own cleaning standards and implement preventative corrective actions before problems develop.

- 1.1 The Contractor is responsible to ensure the quality of the work meets or exceeds the Minimum Acceptable Appearance Level (MAAL) specified in Annex B – Cleaning Standard.
- 1.2 Periodic inspections shall be carried out to evaluate Contractor performance and verify compliance with the Cleaning Standard.
  - 1.2.1 Inspections shall be conducted by the Inspector or other personnel so authorized by the Facility Manager.
  - 1.2.2 All aspects of this contract are subject to audit/verification/inspection at any time.
- 1.3 Inspection scores may be used for the determination of monetary Non-Compliance (NC) Penalties, if any, to be applied against the monthly invoice as a result of the Contractor's failure to correct deficiencies to the satisfaction of the Facility Manager.
  - 1.3.1 NC Penalties will be calculated in accordance with Annex B at the end of each month. NC Penalties will be applied as percentage discounts against the Basic Monthly Building Charge (Ref: Section 01005 Paragraph for any building shown through inspection to be below standard.
  - 1.3.2 The Contractor's Site Supervisor must be present during any inspection that will be used in the determination of a NC Penalty.
  - 1.3.3 At least 60% of a building's Cleanable Area as given in must be inspected before an NC Penalty can be assessed.
  - 1.3.4 The application of a NC penalty does not negate any applicable discounts the Facility Manager might enjoy as a result of timely payment of the invoice.
  - 1.3.5 In disputes regarding the quality of workmanship, the Facility Manager's decision is final.

There will be zero tolerance of sub-standard washroom services. Washrooms must be maintained at "level 1" at all times as per Appendix "B".

Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Exterior Surfaces - General	Ornamental metal work, metal entrance doors & push bars	Clean and Polish		X					
	Steps, landings for entrances doors	Clean steps, and landings		X					
	Aluminium fittings, signs, name plates, plaques, latches, pull handles, push and kick plates	Clean and Polish		X					
	Grounds cleaning	Pick up litter within 6m of building		X					
	Window glass & sashes in all entrances	Clean both sides		X					
Exterior Surfaces	Name plates, plaques, latches, pull handles, push and kick plates	Clean and Polish		X					
Interior Services -General	High ledges under 2.8 m, tops of cabinets, partitions, doors, exposed pipes, etc.	Dust and wipe		X					
	Fire extinguishers	Damp wipe			X				
	Radiators	Dust and damp , wipe behind & underneath			X				
	Walls, partitions and baseboards	Spot clean, dust.		X					
	Ledges and mouldings	Wash, vacuum fabric.						X	
	Ceiling air diffusers, air intake grills	Dust		X					
		Vacuum			X				
		Wash						X	
	Door, & Door frames	Clean & damp wipe			X				
	Door kick plates, hand plates, X door knobs and latches	Clean, damp wipe & disinfect				X			
	Door grills	Polish				X			
		Vacuum				X			
		Wash					X		
	Drinking fountains & owned water coolers	Clean, wash and disinfect with odourless product	X	X					
	Pictures, murals, clocks,	Clean			X				
	Counters	Damp wipe & polish	X						
	Counter facings, metal wickets, glass and wood partitions	Clean		X					
	Dry garbage	Remove from building, and place in exterior receptacles	X						

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Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Hallway recycling centres (recyclables, compost, cardboard, etc)	Dust & wash containers					X		March and December
		Remove from building and place in appropriate exterior receptacles	X						As required
	Windows and glass partitions including fire doors (windows interior only)	Spot clean & remove all foreign substances	X						
		Wash both sides of glass			X				
	Walls	Spot clean							As required
	Carpets	Vacuum and pick up litter	X						
		Spot clean, report spots that require special clean products		X					Report to CFIA Representative.
		Steam clean						X	
	Window blinds & drapes (Air conditioned Bldg.)	Remove dust					X		June and December
		Vacuum				X			April, June and December
	Drapes	Sweep	X						
	Floors	Damp mop to remove spillages							As required
		Remove gum and other foreign residue (including salt)	X						
		Machine scrub floors			X				
		Wash floors	X						
		Empty & transport organics	X						Supply & install green garbage bags.
	Garbage/Recycle Kiosks	Empty & transport recyclables	X						Supply & install clear garbage bags.
		Paper	X						Supply & install clear garbage bags.
		Regular waste	X						Supply & install green garbage bags.
		Coordinate pick-up & ensure contents are emptied & returned to storage area		X					And as required

Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
		Wash & disinfect							As required by CFIA.
Computer Room(s)	General	Garbage removal	X						
	Floors	Vacuum floor, dust horizontal surfaces,		X					
		Damp mop floor using a germicidal solution		X					
	Air diffusers	Clean and dry wipe						X	
Janitor Rooms	Floors	Sweep and wet mop	X						
	Sinks	Wash & disinfect	X						
	Mops	Washed clean and stored	X						
	Equipment & supplies	Keep clean & stored neatly		X					
	Walls & shelves	Wash			X				
	Material Safety Data Sheets	Maintain & update			X				
Multi-purpose areas	Terrazzo, marble or resilient floors	Wet scrub and refinish						X	
		Sweep, mop and remove foreign residue & spills	X						Twice per week
		Strip, wax, reseal and refinish						X	
		Sweep, mop and keep clean of litter & foreign residue		X					
Stairs and Landings	General cleaning	Dust handrails, vertical grills, baseboards, stringers and ledges		X					
		Damp wipe		X					
		Wipe and Polish		X					
		Strip & refinish						X	
Elevators	Floors	Sweep, mop and keep clean of litter	X						And as needed
	Walls, ceiling and light fixtures	Wash	X						
	Door and door frames	Wash		X					
	Door sill and track grooves in	Scrape, vacuum clean	X						

Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Entrances, Lobbies, Vestibules & Foyers	cab & all landings								
	Floors	Strip and refinish					X		July and December
	Floors	Sweep, mop, vacuum & keep clean of litter	X						And as required during functions
		Spray buff		X					
		Wax						X	
		Remove salt, sand and water	X						
	Walls	Spot clean		X					
	Foot grills, recessed pans and mats	Clean, wash, vacuum & remove foreign residue		X					
	Doors & Glass Doors	Clean, wash and Polish inside and out		X					
		Clean door frames and clean, wash, disinfect all contact surfaces (knobs/push plates)	X						
	Entrance Mats	Vacuum	X						
		Spot clean							As required
Corridors, Halls & Elevator Lobbies		Wet vac							As required
		Clean							As required depending on weather
		Removed or rolled up to complete floor cleaning operation		X					
		Vacuum & remove salt stains							As required
		Shampoo						X	
	Foot grills, recessed pans & drains	Remove, clean out & reinstall						X	
	Glass windows and metal surrounds	Clean both sides		X					
	Floors	Sweep and mop	X						
		Buff		X					
		Damp mop to remove spillages or salt.	X						And as required



Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
		Spray buff		X					
		Strip, refinish and wax						X	
Furniture and fixtures	Horizontal surfaces	Dust		X					
	Boardroom & executive furniture	Wash, dust & remove finger marks and stains		X					
	Mirrors, windows and glass doors	Clean and polish		X					
	Empty stacks and shelves	Dust							Every second week
	Pictures & Wall hangings	Dust (exclude paintings & art objects)							Every second week
	Walls and / or Vertical surfaces	Spot clean							As required
		Dust and remove stains							As required
	Free standing screens	Vacuum						X	
	Boardroom & executive furniture	Clean & polish		X					
	Lockers, storage cabinets.	Dust tops							Every second week
	Upholstered furniture	Vacuum			X				
	Bookcase and storage cabinet glass	Clean & polish			X				
	Leather products in executive offices, boardrooms and waiting areas	Clean using approved leather, vinyl & leatherette upholstery product					X		July and December
	Upholstered free standing screens	Vacuum						X	
Offices	Venetian blinds & drapes	Vacuum						X	
	Carpets, flooring, and rugs	Spot clean and sweep,		X					
		Mop or vacuum traffic lanes	X						
		Steam clean or strip & wax						X	
	Furniture	Vacuum upholstered furniture		X					
		Dust and damp wipe horizontal and vertical surfaces		X					
		Dust exposed areas including		X					

Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Bookcases	ends of books Clean and Polish glass doors		X					
Washrooms	Sign-in checklist sheet, on inside of door	Supply and sign sheet as completed	X						Twice daily a.m. and p.m.
	Washrooms patrol	Plumbing repairs required - notify CFIA	2						As required
	Floors	Scrub and disinfect germicidal detergent	X						
		Flush floor drains		X					
		Wash and disinfect drain covers		X					
		Machine scrub with germicidal solution		X					
		Strip, refinish & wax					X		July and December
	Toilet seats	Clean both sides & disinfect with germicidal detergent	X						
	Toilet bowls	Descalc		X					
		Replenish toilet paper as required	X						
	Urinals	Remove screens, clean drains, replace, descale			X				
	Drains	Pour a pail of clean water		X					
		Clean and polish			X				
	Intake/Exhaust vents	Vacuum			X				
		Remove grill and clean						X	
		Remove foreign matter	X						
		Wipe down using disinfectant and rinse with water		X					
		Scrub floor using disinfectant			X				
		Report any leaks or stoppages	X						

Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
		Polish handles, shower heads			X				
		Replace shower curtains							As requested
		Steam clean shower stalls					X		July and December
	Body contact points (e.g. water taps, receptacles, dispensers, door plates, toilet seats, flush tanks and valves etc.	Damp wash and disinfect with germicidal detergent, replenish empty dispensers.	X						
	Sani-cans, refuse & wastepaper receptacles	Empty, wash, disinfect and replace bags	X						
	Toilet partitions, partition doors & ceramic walls	Damp wash both sides germicidal detergent		X					
	Exposed piping	Damp wash with germicidal detergent		X					
	Walls	Wash and disinfect & remove graffiti		X					And as required
	Waste paper	Remove and discard	X						
	Soap, toilet paper, sani-bags, paper towel, etc	Replenish sufficient quality supplies as required	X						And as required
	Refuse receptacles	Wash and disinfect (Contractor shall supply plastic liners, in which case washing & disinfecting need only be done monthly.)	X						
	Sinks	Clean & Disinfect	X						
	Bathroom Counters, shelves, and ledges	Clean and Disinfect	X						
	Mirrors	Clean & Polish	X						
	Walls	Wash & spot clean		X					
	Inventory / Damages	Report unserviceable or missing inventory. Note damages and evidence of smoking .							As required
Lunchrooms, Rest areas	Patrol	Check for additional required cleaning	X						
	Carpets and rugs	Spot clean					X		July and December
		Vacuum	X						
		Spot clean		X					As required
		Wash						X	

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Area	Item	Cleaning Operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Floors	Sweep and wash	X						
		Wet scrub and refinish			X				
		Spray buff		X					
		Strip and Refinish					X		July and December
	Furniture	Vacuum upholstered furniture		X					
		Vertical dust			X				
		Horizontal dust			X				
		Clean and Polish			X				
	Garbage cans & paper receptacles		X						And As required
	Soap, linen, paper towels	Replenish	X						
Furniture, tables chairs	Wash		X						
Meeting Rooms	Counter, sinks	Wash with anti-bacterial cleaner	X						
	Floors	Vacuum and dust	X						

Note: The successful Contractor shall submit the attached daily, weekly, monthly, yearly time schedule sheets to correspond with the Annex A cleaning schedule.

Dartmouth Laboratory

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Daily Cleaning Schedule

Time	Number of Cleaners	Description

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Contractor's signature

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CFIA's Representative signature

Dartmouth Laboratory

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**Weekly Cleaning Schedule**

Time	Number of Cleaners	Description

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Contractor's signature

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CFIA's Representative signature

Dartmouth Laboratory

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**12 Months Cleaning Schedule**

<b>Date</b>	<b>Number of Cleaners</b>	<b>Description</b>
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		

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Contractor's signature

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CFIA's Representative signature

Dartmouth Laboratory

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**Cleaning Supervisor Work Description**

Title: Cleaning Supervisor

Mission: To deliver cleaning services, ensuring occupant satisfaction.

Liaises with: The CFIA Representative and Facility Support Officer.

**Miscellaneous Requirements**

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

**Primary Function**

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

**Responsibilities**

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



Dartmouth Laboratory

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## Cleaning Supervisor (cont'd)

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

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Contractor

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Date

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CFIA Representative

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Date

Dartmouth Laboratory

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**Cleaner Work Description**

Title: Cleaner

Mission: To maximize satisfaction while performing assigned cleaning tasks to maintain rooms, public areas and back of house areas ensuring the cleanliness of these areas meets the established standards of the CFIA Representative.

Responsible to: Cleaning Supervisor

**Responsibilities**

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

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

Heavy Duty Cleaner - same duties as a Light Duty Cleaner plus stripping, waxing, scrubbing and buffing of floors. Removes garbage to outdoor storage. Applies ice remover, sand/or salt mixtures provided by the client when and where required.

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

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Contractor

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Date

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CFIA Representative

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Date

## Dartmouth Laboratory

**Contractor's Checklist**

<b>Check (✓)</b>	<b>Item</b>	<b>Description</b>
	Sec.1 Par 15	Contractor has daily log book on site
	Sec 1 Par 6.3	Equipment Wet/dry Vacuum cleaner Hepa or Microtex filter
	Sec. 1 Par 6.5	Cleaning Products are environmentally friendly & Scent free
	Sec.1 Par 7.1	Training- All employees are WHMIS certificated
	Sec. 1 Par 7.2	Training- Employees working over 2.8 metres have fall protection
	Sec 1 Par 7.3	Training- Minimum of one employee on-site is First Aid/CPR certificated
	Sec.1 Par 10	Staff list of all personnel c/w Enhanced Reliability Security Clearance
	Sec. 1 Par 10	List of Replacement staff c/w Enhanced Reliability Security Clearance
	Sec. 1 Par 15.1	Copy of monthly Contractor's report to be given to CFIA Representative
	Sec. 1 Par 15.3	Cleaning schedule to be posted in each building for Operations and Frequencies
	Sec. 1 Par 17.8	Contractor working cleaning supervisor on site to have cell phone
	Sec 2 Par 2.1.1	Contractor Meets requirements of OH&S External safety audit/ Last 3 yrs.
	Sec 2 Par 2.1.2	Contractor has letter of good standing with Worker's Compensate Board
	Sec 2 Par 2.1.3	Contractor owner has signed statement to maintain WCB for life of contract
	Sec 2 Par 2.2.1	Contractor has site safety plan
	Sec 2 Par 2.2.2	Contractor following No Smoking Policy on federal building-site
	Sec 2 Par 2.4	Copy of Contractor's written disciplinary procedures for safety violations
	Sec 2 Par 2.3.2.1	Employees have safety operation training for tools & equipment
	Sec 2 Par 3.1.2.2	Employees wearing and have been trained on proper use of Personal Protective Equipment
	Sec 2 Par 3.1.2.3	Employees are trained in practices and procedures for tasks
	Sec 2 Par 3.1.2.4	Contractor provides minimum site safety rules
	Sec 2 Par 12.2	Contractor provide MSDS sheets for products used on-site for approval
	Sec 2 Par 12.5.4	Contractor shall supply MSDS sheets for janitorial rooms door
	Sec 4 Par 2.1.1	Contractor shall supply Heavy Duty Cleaners matching shirt & trousers c/w company name
	Sec 4 Par 2.2	Picture ID worn while on site
	Annex A notes	Daily, weekly ,monthly schedule filled out to maintain tasks on Annex A
	Annex A notes	3mths,6 mths, yearly schedule filled out to maintain tasks on Annex A
	Sec. 1 Par 6.10	Equipment-Commercial Combination Stripper/ polisher two speed or burnishing machine is on site

## Annex B – Cleaning Standard

### 1.0 Minimum Acceptable Appearance Levels (MAAL)

CFIA has committed to provide a high level of service to its customers. These Appearance Levels are the standard against which contract areas will be inspected and assessed. The overall Minimum Acceptable Appearance Level (MAAL) has been established at Level 2.5, a compromise between Levels 2 and 3 that represent a clean, tidy environment maintainable through a program of both proactive and reactive maintenance. Regardless of the MAAL, washrooms and locker rooms shall be maintained at Level 1 at all times.

APPEARANCE LEVEL	PHYSICAL DESCRIPTION / DEFECTS
Level 1 - Orderly Spotlessness	<ul style="list-style-type: none"> <li>Floors and base mouldings shine/carpets vacuumed clean; no build-up in corners or along walls.</li> <li>All surfaces clean and no dust, dirt, streaks or marks.</li> <li>Washroom fixtures and tile gleam. Supplies are adequate.</li> <li>Trash containers hold only daily waste, are clean &amp; odour-free.</li> <li>Exterior steps and walkways swept clean; no sign of litter on ground.</li> </ul>
Level 2 - Ordinary Tidiness	<ul style="list-style-type: none"> <li>Floors and base mouldings shine/carpets vacuumed clean; no build-up in corners but two days of dust, dirt, and stains may be seen.</li> <li>All vertical and horizontal surfaces are clean but marks, dust and fingerprints noticeable up close.</li> <li>Washroom fixtures and tile gleam &amp; are odour-free.</li> <li>Trash containers hold only daily waste, are clean and odour-free.</li> <li>Exterior steps and walkways swept clean; grounds free of litter.</li> </ul>
Level 3 - Casual Inattention	<ul style="list-style-type: none"> <li>Floors are swept/vacuumed clean, but on close observation have stains. A build-up of dirt/floor finish in corners and along walls is visible.</li> <li>Dull spots and/or matted carpet in walking lanes. Streaks &amp; splashes on base moulding and kick plates and push plates.</li> <li>Vertical &amp; horizontal surfaces have obvious dust, dirt, smudges.</li> <li>Trash containers have daily waste but are clean and odour-free.</li> <li>Exterior steps and walkways dusty; some litter may be found on closer inspection.</li> </ul>
Level 4 – Moderate Dinginess	<ul style="list-style-type: none"> <li>Floors are swept or vacuumed clean, but dull, dingy and stained. Noticeable build-up of dirt, floor finish, in corners and along walls.</li> <li>Dull path and/or obviously matted carpet in walking lanes. Base moulding is dull, dingy with streaks or splashes.</li> <li>All surfaces have conspicuous dust, dirt, and smudges.</li> <li>Trash containers hold old trash. They are stained, marked and smell sour.</li> <li>Noticeable dirt build-up on exterior steps and walkways; obvious litter.</li> </ul>

## Dartmouth Laboratory

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Level 5 – Unkempt Neglect	<ul style="list-style-type: none"><li>Floors are dull, dirty, and dingy. Conspicuous build-up of dirt.</li><li>Surfaces have major accumulation of dust, dirt.</li><li>Washroom fixtures and tile have obvious lack of attention. Supplies are depleted.</li><li>Trash containers over-flowing and smell sour.</li><li>Exterior steps and walkways and entrance mats encrusted with dirt; litter noticeable all around.</li><li>Flooring finish applied uneven and splashed on non floor surfaces</li></ul>
---------------------------	---

**Table 1 – Definition of Appearance Levels****2.0 Typical Inspection Areas**

The building areas that will typically be evaluated include but are not limited to the following:

- Laboratories
- Classrooms
- Washrooms
- Hallways & Stairwells
- Offices
- Lunchrooms
- Kitchens
- Ancillary Areas
- Exterior and Grounds

### **3.0 Non-Compliance Penalties**

Failure to maintain the MAAL standard may result in the application of monetary Non-Compliance (NC) penalties against the Basic Monthly Building Charge for each building that does not meet the standard.

- Non-Compliance Penalties will be calculated at the end of each month as the percent deviation from the MAAL (2.5) as follows:

$$\% \text{ NC} = 100 \times \frac{\text{Monthly OAL} - \text{MAAL}}{\text{MAAL}}$$

Where:

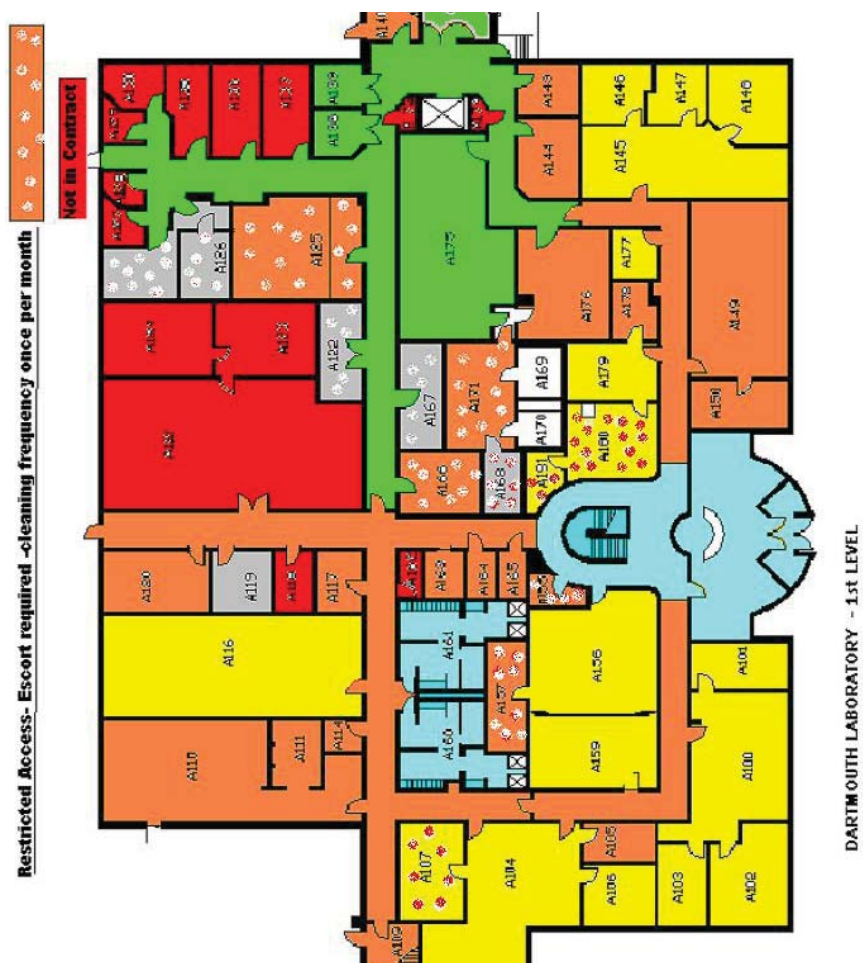
- Monthly OAL – Monthly Observed Appearance Level (average of all Avg OAL inspection scores for a given building in a particular month)
- MAAL – Minimum Acceptable Appearance Level
- Monthly OAL score is higher than the MAAL

Example:

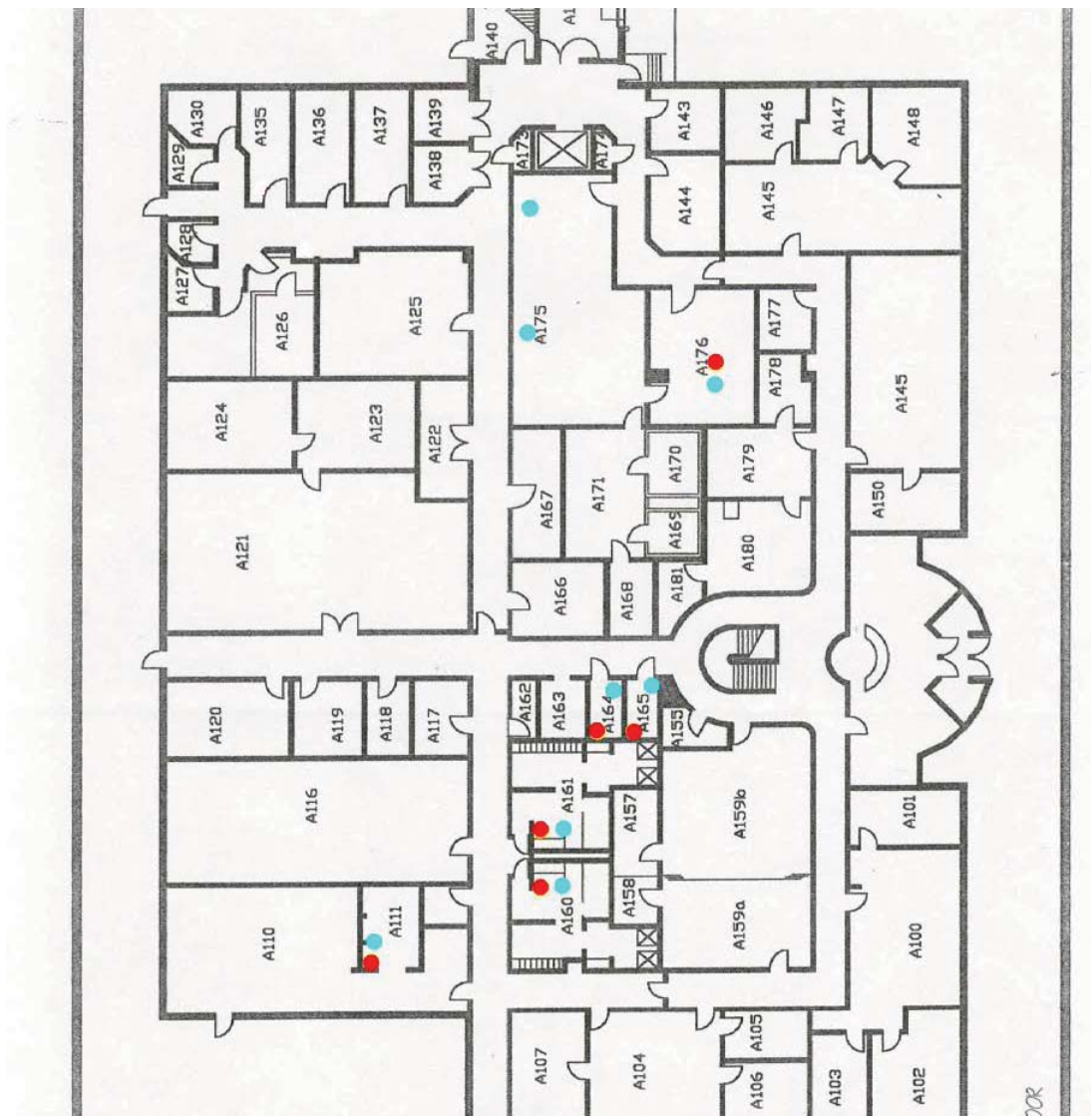
If 2 inspections of CFIA Dartmouth Laboratory in July yield a Monthly OAL of 2.7 and MAAL = 2.5, then: **% NC = 100 x (2.7 – 2.5)/2.5 = 8.0 %.**

Therefore, a NC Penalty in the form of an 8% discount would be applied to the Basic Monthly Building Charge for Dartmouth laboratory for the applicable invoice. The remainder of the buildings would be handled likewise.

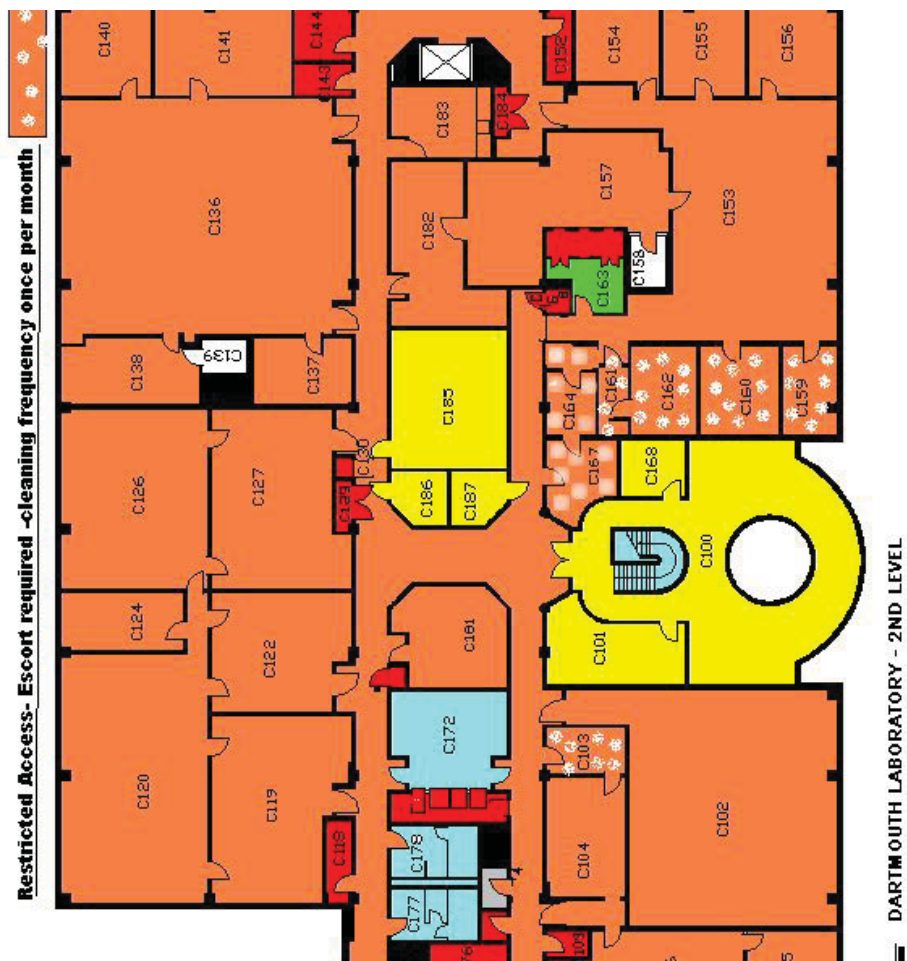
Dartmouth Laboratory

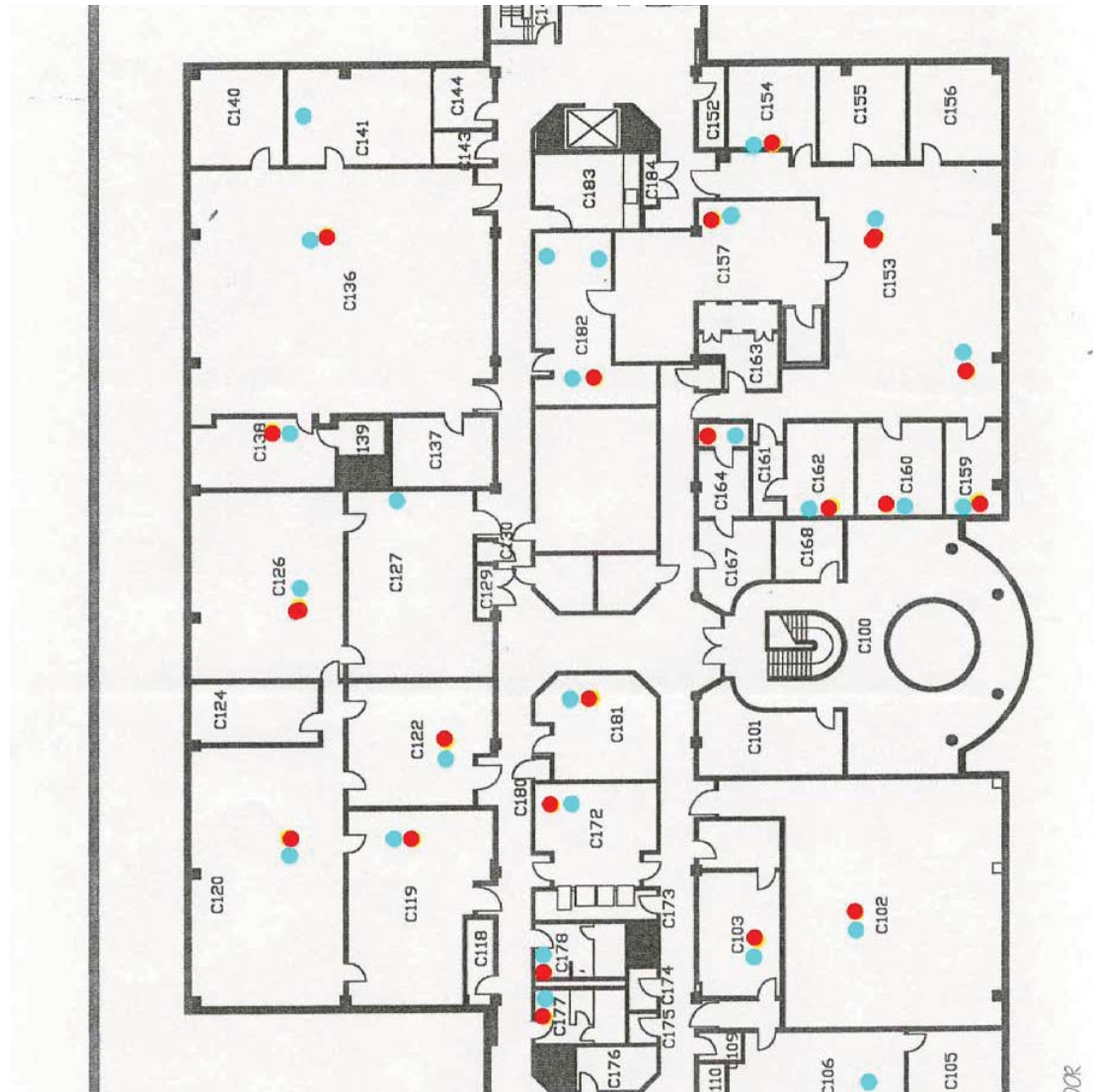


Dartmouth Laboratory











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MAR 12 2014

Contract Number / Numéro du contrat

39903 - 140189

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction
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 <b>Janitorial Services</b>		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. Indicate the type of access required - Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input 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"/>
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  
Non ☐ Yes  
Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No  
Non ☐ Yes  
Oui

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

Document Number / Numéro du document:

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

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

☒ RELIABILITY STATUS  
COTE DE FIABILITÉ ☐ CONFIDENTIAL  
CONFIDENTIEL ☐ SECRET  
SECRET ☐ TOP SECRET  
TRÈS SECRET ☐ NATO CONFIDENTIAL  
NATO CONFIDENTIEL ☐ NATO SECRET  
NATO SECRET ☐ COSMIC TOP SECRET  
COSMIC TRÈS SECRET ☐ SITE ACCESS  
ACCÈS AUX EMPLACEMENTS

Special comments:  
Commentaires spéciaux:

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☒ No  
Non ☐ Yes  
Oui

If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No  
Non ☐ Yes  
Oui

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☒ No  
Non ☐ Yes  
Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No  
Non ☐ Yes  
Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☒ No  
Non ☐ Yes  
Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☒ No  
Non ☐ Yes  
Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

☒ No  
Non ☐ Yes  
Oui

Security Classification / Classification de sécurité



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Security Classification / Classification de sécurité

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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret COSMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens																
Production																
IT Media Support TI																
IT Link Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

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

Security Classification / Classification de sécurité





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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

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

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Tim Hurlbut

Facility manager

Telephone no. - N° de téléphone

Facsimile - Télécopieur

E-mail address - Adresse courriel

Date

(902) 536-1025

(902) 536-1088

tim.hurlbut@inspection.gc.ca

Mar 12, 2014

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

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Lise Levesque-Hosson

Sec. Coordinator

Telephone no. - N° de téléphone

Facsimile - Télécopieur

E-mail address - Adresse courriel

Date

(613) 224-1464

(613) 224-1488

lise.levesque-hosson@

March 12, 2014

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

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

☒ No ☐ Yes  
Non Oui

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

CHINYE C HUKWUDI

SUPPLY OFFICER

Telephone no. - N° de téléphone

Facsimile - Télécopieur

E-mail address - Adresse courriel

Date

(902) 946-5476

902 946-5014

chukwudi.chinye@insgc.gc.ca

June 16, 2014

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

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Anna Kulycka

Contract Security Officer, Contract Security Division

Telephone no. - N° de téléphone

Facsimile - Télécopieur

E-mail address - Adresse courriel

Date

Tel/Tél - 613-957-1258 / Fax/Télex - 613-954-4171

Apr 3, 2014

Security Classification / Classification de sécurité



		Element #	Max Points	Compliant / Non-compliant
MTC1	Qualifications and experience			
	2 years experience within the past 5 years commercial institutional janitorial cleaning experience as per definition. Listing cost and M <sup>2</sup>	1	M	
MTC2	References			
	2 letters of reference within past 5 years of similar complexity	1	M	
	Sensitivities and measures taken to work in these areas	2	M	
PRTC1	Training Program			Points per element
	Cleaning techniques and equipment usage	1	5	
	Training program received by each employee	2	5	
	Training specific to equipment operation	3	5	
	Training on cleaning products and selection of cleaning materials	4	5	
	WHMIS Training	5	5	
				/25
PRTC2	Retention Program			
	Attraction and retention of employees to prevent high rate of turn over	1	40	
				/40
PRTC3	Capacity			
	Structure and mechanisms for qualified labour pool	1	25	
				/25
PRTC4	Equipment and Preventative Maintenance			
		1	10	
				/15
PRTC5	Inspections			
	Tracking mechanisms for cleaning to be done vs. cleaning completed	1	20	
	Deficiencies, corrective actions and follow up	2	20	
				/40
PRTC6	Management site level involvement			
	Site level management involvement, purpose and frequency	1	25	
				/25
PRTC7	Employee oversight			
	Employee attendance system, absenteeism and replacement staff	1	20	
				/20
PRTC8	Disciplinary policy			
	What constitutes disciplinary action, investigation process, levels of escalation and follow up to prevent reoccurrences	1	10	
				/10
	Point Rated Criteria Maximum Points			/200
	Total score divided by 2			%

Minimum of 60% = 120 points



## Task Authorization Autorisation de tâche

**Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization**  
(Use form DND 626 for contracts for the Department of National Defence)

**Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Autorisation de tâche**  
(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)

**Contract Number**

Enter the PWGSC contract number.

**Numéro du contrat**

Inscrire le numéro du contrat de TPSGC.

**Contractor's Name and Address**

Enter the applicable information

**Nom et adresse de l'entrepreneur**

Inscrire les informations pertinentes

**Security Requirements**

Enter the applicable requirements

**Exigences relatives à la sécurité**

Inscrire les exigences pertinentes

**Total estimated cost of Task (GST/HST extra)**

Enter the amount

**Coût total estimatif de la tâche (TPS/TVH en sus)**

Inscrire le montant

**For revision only**

**Aux fins de révision seulement**

**TA Revision Number**

Enter the revision number to the task, if applicable.

**Numéro de la révision de l'AT**

Inscrire le numéro de révision de la tâche, s'il y a lieu.

**Total Estimated Cost of Task (GST/HST Extra) before the revision**

Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

**Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision**

Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

**Increase or Decrease (GST/HST Extra), as applicable**

As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (GST/HST Extra) before the revision.

**Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu**

S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision.

**1. Required Work: Complete sections A, B, C, and D, as required.**

**1. Travaux requis : Remplir les sections A, B, C et D, au besoin.**

**A. Task Description of the Work required:**

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

**A. Description de tâche des travaux requis :**

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a révision à une tâche autorisée.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).



---

**B. Basis of Payment:**

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

**C. Cost of Task:****(a) Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (GST/HST extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

**Option 2:**

Total cost of Task (GST/HST extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

**(b) Insert GST/HST as a separate item under the Basis of Payment****D. Method of Payment**

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

**B. Base de paiement :**

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

**C. Coût de la tâche :****(a) Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (TPS/TVH en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

**Option 2 :**

Coût total de la tâche (TPS/TVH en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

**(b) Insérer la TPS/TVH comme élément distinct sous la Base de paiement****D. Méthode de paiement**

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

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**2. Authorization(s):**

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

**3. Contractor's Signature**

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

**2. Autorisation(s) :**

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat. Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

**3. Signature de l'entrepreneur**

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.

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## Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (GST/HST extra) Coût total estimatif de la tâche (TPS/TVH en sus) \$
Security Requirements: This task includes security requirements Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité <input type="checkbox"/> No - Non <input type="checkbox"/> Yes - Oui If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract SI OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat	

### For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision \$	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu \$
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**Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.**

**Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.**

### 1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>



Contract Number - Numéro du contrat

## 2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

\_\_\_\_\_  
Name and title of authorized client - Nom et titre du client autorisé à signer

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
PWGSC Contracting Authority - Autorité contractante de TPSGC

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## 3. Contractor's Signature - Signature de l'entrepreneur

\_\_\_\_\_  
Name and title of individual authorized - to sign for the Contractor  
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date