

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Travaux publics et Services gouvernementaux
Canada
Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7^{ème} étage
Montréal
Québec
H5A 1L6

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

Title - Sujet Janito Serv (housekeeping) Rigaud	
Solicitation No. - N° de l'invitation 47022-150464/A	Date 2014-09-04
Client Reference No. - N° de référence du client 47022-15-0464	
GETS Reference No. - N° de référence de SEAG PW-\$MTC-250-12879	
File No. - N° de dossier MTC-4-37102 (250)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-10-30	Time Zone Fuseau horaire Heure Avancée de l'Est HAE
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cyr, Nicolas	Buyer Id - Id de l'acheteur mtc250
Telephone No. - N° de téléphone (514) 496-3389 ()	FAX No. - N° de FAX (514) 496-3822
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: AGENCE DES SERVICES FRONTALIERS DU CANADA Ressources Humaines 475 CHEMIN GRANDE LIGNE RIGAUD Québec J0P1P0 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

Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7^{ème} étage
Montréal
Québec
H5A 1L6

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

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See attached document

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Support the use of apprentices

Through Canada's Economic Action Plan 2013, the Government of Canada proposes to support the employment of apprentices in federal construction and maintenance projects. To support this initiative, a voluntary certification signaling the Contractor's commitment to hire and train apprentices is available at Annex F

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List of Annexes:

- Annex "A" Statement of Work
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- Annex "C" Basis of Payment
- Annex "D" Security Requirements Check List
- Annex "E" Complete List of names of all individuals who are currently directors of the Bidder
- Annex "F" Voluntary Certification to Support the Use of Apprentices

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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 Evaluation Criteria, the Basis of Payment, the Security Requirements Checklist, a Reminder to submit a Complete List of names of all individuals who are currently directors of the Bidder and the Voluntary Certification to Support the Use of Apprentices

2. Summary

To provide Janitorial Services (rooms area/housekeeping) including all labour, material and equipment for the residents of the Canadian Border Services Agency College in Rigaud. The services must be provided in accordance with the Statement of Work attached at Annex "A". The period of the contract is for 2 years with the possibility of 3 optional years

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website".

Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003.

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

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.

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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 (2014-06-26) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

The following section 21 is added to 2003, Standard Instructions – Goods or Services – Competitive Requirements:

21 Performance Evaluation

Bidders shall take note that the performance of the Contractor during and upon completion of the work shall be evaluated by Canada. The evaluation shall be based on the quality of workmanship; timeliness of the work; project management; contract management and management of health and safety. Should the Contractor's performance be considered unsatisfactory, the Contractor's bidding privileges on future work may be suspended indefinitely. The form *PWGSC-TPSGC 2913, SELECT – Contractor Performance Evaluation Report Form* (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/2913-eng.html>) is used to record the performance.

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.

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

3. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

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Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

YES () NO ()

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

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

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

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? YES () NO ()

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If so, the Bidder must provide the following information:

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

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

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) 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 Quebec.

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 the site visit to be held at the College of Rigaud, 475 Grande-Ligne Road in Rigaud, on October 7th, 2014. The site visit will begin at 9:30 am, in room A301.

Bidders must communicate with the Contracting Authority no later than two (2) days prior to the visit to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

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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 (2 hard copies)

Section II: Financial Bid (1 hard copy)

Section III: Certifications (1 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](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

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

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability 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.

Section II: Financial Bid

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

Section III: Certifications

Bidders must submit the certifications required under Part 5.

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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

See Annex B

2. Basis of Selection

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

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PART 5 - CERTIFICATIONS

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

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

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

1. Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

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

1.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), for each member of the Joint Venture.

2. Additional Certifications Required 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 inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

2.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's

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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.

2.2 Education and Experience

2.2.1 SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience

2.3 Federal Contractors Program for Employment Equity - Certification

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [HRSDC-Labour's website](#).

Date : _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to

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completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

B1. The Bidder is not a Joint Venture.

OR

B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

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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 refer to the [Canadian Industrial Security Directorate \(CISD\), Industrial Security Program](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

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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".

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) (<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 (2014-06-26), 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.

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

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from December 21st, 2014 to December 20th, 2016 inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 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.

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5. Authorities

5.1 Contracting Authority

Name: Nicolas Cyr
Title: Supply Specialist
Public Works and Government Services Canada
Place Bonaventure, Portal South-East
800 de la Gauchetiere West, suite 7300
Montreal (QC), H5A 1L6
Telephone: 514-496-3389
Facsimile: 514-496-3822
E-mail address: nicolas.cyr@tpsgc-pwgsc.gc.ca

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

5.2 Project Authority

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

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
Facsimile: _____
E-mail address: _____

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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 Price - Services

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price of \$ _____ (*insert amount at contract award*). Customs duties are included and Applicable Taxes are extra.

7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. 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.

8. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

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9. Certifications

9.1 Compliance

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

9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

10. Applicable Laws

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

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, 2010C (2014-06-26), Medium Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Evaluation Criteria;
- (e) Annex C, Basis of Payment;
- (f) Annex D, Security Requirements Check List;
- (g) Annex E, Complete List of names of all individuals who are currently directors of the Bidder;
- (h) Annex F, Voluntary Certification to Support the Use of Apprentices
- (i) the Contractor's bid dated _____,

12. SACC Manual Clauses

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

13. Insurance – Specific Requirements

13.1 Insurance – Specific 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.

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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.

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- (I) 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; or
 - (b) an irrevocable standby letter of credit as defined in clause E0008C in the amount of 5 percent of the contract price.
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 (2012-07-12) 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.

16. Voluntary Reports for Apprentices Employed during the Contract

The Contractor should compile and maintain records on the number of apprentices that were hired to work on the contract and their trade specialty.

The Contractor should provide this data in accordance with the format below. If no apprentices were hired during the contract period, the Contractor should still provide a "nil" report.

The data should be submitted to the Contracting Authority 6 months after contract award or at the end of the contract, whichever comes first.

Number of apprentices hired	Trade specialty

(Add lines if needed)

ANNEX A

CONTENT OF STATEMENT OF WORK (SOW)

HOUSEKEEPING 2014 - 2019

TITLE	Housekeeping Services
OBJECTIVE	Provide housekeeping services to the residents of the Canada Border Services Agency (CBSA) College located in Rigaud.
BACKGROUND	<p>The Canada Border Services Agency (CBSA) College is the organization responsible for ensuring the training and development of all its employees. Although its primary role is to provide services to CBSA employees, it may also offer its facilities to other federal organizations.</p> <p>The College is open 24 hours a day, 7 days a week, and offers professional facilities. With its 313 rooms, three 3 suites (apartments), semi-Olympic pool, gymnasium, auditorium and banquet hall adjacent to a licensed lounge, the College allows trainees to remain on site for the duration of their activities. Depending on occupancy rates, the College also makes its facilities available to other federal departments and agencies. The occupancy rate for the next two years is estimated at 87%.</p>
DESCRIPTION OF REQUIREMENT	<p>Provide housekeeping services including but not limited to staff, supervision, required materials, contractor's equipment and storage shelves up to 24 hours per day, 7 days per week.</p> <p>A representative of the contractor shall be on site days and evenings.</p> <p>For the duration of the contract, the contractor shall designate a standby employee to deal with emergencies from 4 pm to 8 am the following day and until 4 pm on weekends and statutory holidays. The contractor shall provide the project manager with:</p> <ol style="list-style-type: none"> a) the standby employee's telephone number; b) a cellular telephone number, if the standby employee cannot be reached on a landline; c) the requested service, on site, within one (1) hour.
TASKS	<p>Provide all equipment, supplies and materials necessary to provide residential housekeeping services in every room and suite, namely:</p> <ul style="list-style-type: none"> • 1 anti-slip rubber mat approximately 51 X 76 cm (13" X 29"), with rounded corners, perforations for drainage, and 3/8" diameter suction cups • 2 thick and plush bath towels approximately 64 X 117 cm (25" X 46"), with durable fibres that leave no lint , 80-100% cotton • 2 thick and plush hand towels approximately 38 X 72 cm (15" X 28"), with durable fibres that leave no lint, 80-100% cotton

	<ul style="list-style-type: none"> • 2 thick and plush face cloths 30 X 30 cm (12" X 12"), with durable fibres that leave no lint, 80-100% cotton • 1 bath mat • 1 set of soft bed linens (min 140 thread count) – white • 2 soft anti-allergen pillows. (<i>Hard or flat pillows will be rejected by the project manager. To ensure their quality and comfort, therefore, the contractor shall submit them to the project manager for approval.</i>) • 2 cloth pillow shams • 2 soft pillowcases – white • 2 fleece blankets (one on the bed and one in the closet) • 1 cloth mattress pad • 1 waterproof mattress pad on request • 1 non-disposable glass for the bathroom – clear (7 ounces) - glass or unbreakable non-glass material • 2 rolls of white 2-ply toilet paper • 2 new mild soaps - 3-oz bars (minimum) - one for sink and one for bathtub • 1 block of toilet deodorizer • 2 white garbage bags (1 for the bin in the room and one for the bin in the bathroom) • 1 box of soft 2-ply tissue paper in the room and 1 in the bathroom • 1 ice bucket • biodegradable plastic bags for soiled linens soiled beddings/linens (2 biodegradable bags per week for long-term clients and 1 biodegradable bag for each new arrival in the room) • 1 set of anti-allergen sheets (on request) • electric light bulbs (various wattages) and neons used in the lamps • Any other required item. <p>As well, for each of the kitchenettes in the three (3) suites, provide:</p> <ul style="list-style-type: none"> • 2 dish cloths (for washing) • 2 dish towels (for drying) • 1 dish mop • 1 garbage bag • dish soap <p>Bed type distribution is approximately as follows:</p> <ul style="list-style-type: none"> - 12 queen-size beds - 182 double beds - 121 three-quarter beds
	<p>Tasks and frequency of housekeeping duties to be provided by contractor, as follows</p>
<p>BATHROOM</p>	<p><u>DAILY</u></p> <ol style="list-style-type: none"> 1. Empty garbage can. 2. Clean garbage can thoroughly. 3. Replace garbage bags as required. 4. Restock toilet paper (always leave one additional roll).

		<ol style="list-style-type: none"> 5. Replace soap as needed and upon arrival of new occupant in room. 6. Replace glass. 7. Remove all scratches / stains on the walls using a cleaning product. 8. Dust around mirror, desk, wall cabinet, a/c and heating vent using a cloth and suitable products. 9. Wash mirrors with a spray window cleaner and a cloth. 10. Use a cream cleaner on stubborn stains in the sink and bathtub and on scratched toilet bowls. 11. Wipe off pipes with dry cloth to prevent water spots and stains. 12. Flush toilet if necessary and clean with disinfectant cleaning product. Start with the flush valve and the tank. Then use a cloth or sponge to clean the top and underside of the seat as well as the outside of the toilet. 13. Use a mop or a toilet brush to clean under the rim and remove stubborn stains in the toilet bowl. Dry off the metal parts to prevent water spots and stains and wipe off upper part of the seat and lid. 14. Wash and disinfect anti-slip mat. 15. Use a dustpan to pick dirt up off the floor. 16. Wash floor using a clean, properly rinsed mop (bucket of soapy/disinfectant water and wringer). 17. Rinse floor with clean water if necessary.
	BATHROOM	<p><u>MONTHLY</u></p> <ol style="list-style-type: none"> 1. Thoroughly clean ceramic and joints (walls and floors) with a product designed for that specific purpose. 2. Dryclean or launder the cloth shower curtain to ensure that there are no water stains or traces of mildew. 3. Inform the project manager if the shower curtain needs to be replaced. 4. Wash the walls with a disinfectant cleaner using a sponge or a mop-sponge. Rinse with clean water.
	BEDROOM/ SITTING ROOM	<p><u>DAILY</u></p> <ol style="list-style-type: none"> 1. Vacuum (with hepa filter) all floor surfaces. 2. Check carpets for stubborn stains and remove them with a cleaner. 3. Empty garbage can. 4. Replace garbage bags as required. 5. Wipe off furniture with a wet cloth. 6. Reset furniture if it has been moved.

		<ol style="list-style-type: none"> 7. Make the bed. 8. Change bedsheets twice a week if same occupant. 9. If new occupant, bedsheets must be changed. 10. As needed, change bedsheets for reasons of illness or due to health issues. 11. Clean and disinfect telephone handset. 12. Clean televisions and refrigerators using a cloth and glass cleaning product. 13. Dust windows, door frames and air vents. 14. If necessary, wash door frames and air vents. 15. As needed, wash interior windows and window sills with a glass cleaning product.
	BEDROOM/ SITTING ROOM	<p><u>WEEKLY</u></p> <ol style="list-style-type: none"> 1. Wash garbage can and change bags. 2. Remove all dirt from carpets and cloth-upholstered furniture using a cleaning product designed for that specific purpose. 3. Dust ceiling light reflectors, lamps and frames. 4. Vacuum curtains/blinds and cloth-upholstered furniture.
	BEDROOM/ SITTING ROOM	<p><u>MONTHLY</u></p> <ol style="list-style-type: none"> 1. Change cloth mattress pad, and more often if necessary (for stains, odor, etc...). 2. Clean refrigerator inside and outside.
	<u>KITCHENETTE</u>	<p><u>DAILY</u></p> <ol style="list-style-type: none"> 1. Empty garbage can. 2. Replace garbage bag if necessary. 3. Wipe off all horizontal and vertical surfaces. 4. Use a disinfectant cleaner to remove stains on the walls, sinks, hardware, household appliances, range hood, counter and lamps/lights. 5. Wash dishes, utensils and other kitchen accessories.
		<p><u>WEEKLY</u></p> <ul style="list-style-type: none"> • Clean garbage can.
		<p><u>MONTHLY</u></p> <ul style="list-style-type: none"> • Clean inside and outside: <ul style="list-style-type: none"> - closets - refrigerator - oven - stove/range

		- hood
	IF NECESSARY (when dishes and utensils have been left dirty and the occupant has moved out).	<ul style="list-style-type: none"> Wash and dry dishes, cutlery, utensils, glasses and pots and pans, and put them away.
	Storage space allocated to contractor <u>See Annex A</u>	<u>DAILY</u> <ul style="list-style-type: none"> Empty garbage cans, change out garbage bags as required and keep spaces clean (floors, doors, walls and ceiling).
	Laundry room R-047	<u>DAILY</u> <ul style="list-style-type: none"> Clean washers and dryers as well as the counter and sink.
<p>ADDITIONAL INFORMATION</p> <p>The colour of the linens used in the bathrooms is subject to the approval of the project manager.</p> <p>Pillows shall be replaced as required or at the request of the project manager. All pillows must be replaced after two (2) years of use.</p> <p>Adequate supplies of items provided by the contractor shall be in stock at all times.</p> <p>Contract employees shall report to the contractor's on-site representative, on a daily basis, all breakages, health/hygiene issues, thefts, furniture displacement and special cleaning needs noted on the premises. The representative shall then inform by e-mail the project manager or one of the project manager's representatives as soon as possible. par courriel</p> <p>The contractor shall also use the computer systems in place (help desk) to report any problems and anomalies every day or as needed upon observing the problem/anomaly.</p> <p>All items found in rooms after residents have left <u>shall be submitted in a plastic bag to the reception counter.</u></p> <p>In addition to routine maintenance, when a resident leaves, the contractor shall do a complete cleaning of the rooms and suites, equipment, accessories and furniture for the benefit of the next resident to ensure an impeccably clean room/suite, defined as follows:</p> <ul style="list-style-type: none"> No stains or marks on the walls, door/window frames and doors; <u>All</u> furniture and appliances have been dusted from every angle, including behind; Windows and mirrors have been washed with a glass-cleaning product; Window sills have been washed; There are no accumulations of dust (dust bunnies) beneath or behind furniture or in closets and cupboards; 		

	<ul style="list-style-type: none"> • Bedspreads and fleece blankets have no stains; • Carpet stains have been removed using a cleaning product; • The refrigerator is clean inside and outside; • The room smells clean. <p>All bedspreads and fleece blankets shall be cleaned on a rotational basis six (6) times per year in the months of:</p> <ul style="list-style-type: none"> • January • March • May • July • September • November <p>All bedspreads and fleece blankets shall be cleaned when a long-term occupant moves out of the room or suite, OR as needed by reason of illness, health/hygiene problems or the presence of stains.</p> <p>Curtains and blinds shall be cleaned at least once a year.</p>
	<p>Comprehensive cleaning and maintenance must be done on the mattresses and boxsprings of all beds four (4) times per year. The contractor is responsible for all physical handling involved in this task and must provide a list of the pieces cleaned when submitting the monthly invoice. The cleaning procedure shall be as follows:</p> <ul style="list-style-type: none"> • Completely remove all sheets and covers; • Place pillows in the dryers for approximately 15 minutes (to eliminate dust mites) • Lift mattress, boxspring and metal base frame; • Wash the base of the walls around the bed, including rubber baseboard; • Thoroughly vacuum carpet underneath bed, including carpet edge; • Thoroughly wash metal base bed-frame (ensure that bases are installed the right way to avoid damage to the walls); • Thoroughly vacuum under the boxspring and on the sides and put it back into place; • Thoroughly vacuum mattress and sides and put it back in place, rotating it each of the four times to promote even wear and avoid body impressions; • Make the bed again. <p>When required by the project manager, the contractor’s staff shall distribute phone directories, pamphlets, memos, etc. in the rooms.</p> <p>The contractor’s staff shall deposit the garbage bags from the rooms on a daily basis in the locations designated for the purpose.</p> <p>The contractor’s on-site representative shall perform <u>daily</u> inspections to ensure the quantity and quality of the work. As part of this exercise, every room occupied by the same occupant for an entire week shall be inspected at least once per week. A written statement or report on the room inspections that have been performed by the on-site supervisor shall be provided to the project manager every Monday.</p>

<p>CONSTRAINTS</p>	<p>1) Security, appearance and confidentiality:</p> <p>The contractor’s employees shall abide by the rules/policies/directives of the CBSA College at all times. This applies to, but is not limited to, access policy, safety procedures, disclosure of personal information, value and ethics code, check-ins and check-outs. In the case of non-compliance, the project manager will notify the on-site representative in writing. The representative shall then take appropriate corrective action, up to and including removal of the employee in question.</p> <p>It is mandatory to wear the identification card issued by CBSA on the work site, and the number of the ID card shall be indicated in the contractor control log when employees enter the work site.</p> <p>Contact established between the contractor’s employees and clients shall be limited and not extend beyond a professional level. A uniform¹, previously approved by the project manager, shall be provided to employees assigned to the College. The contractor shall replace the uniforms of its employees each year to ensure they project a clean, neat and professional image at all times.</p> <p>2) Coffee breaks and meal periods:</p> <p>Every eight-hour shift shall provide for a 30-minute meal period and two 15-minute coffee breaks. When only one employee is scheduled to work during a shift, the meal break will be paid by CBSA but the employee must remain on site and carry a radio transmitter so that he/she can be reached if necessary. Coffee breaks will always be paid by CBSA.</p> <p>It should be noted that time allotted for the meal period and coffee breaks shall not be taken during peak periods.</p> <p>3) Schedule changes:</p> <p>Requests for services may be increased or decreased at any time based on the requirements/constraints of the College. The contractor’s on-site representative shall plan the activities of the contractor’s staff in accordance with those requirements.</p> <p>4) Laundry:</p> <p>The contractor shall be responsible for providing clean bed linens. There is no laundry facility on site for this.</p> <p>5) Approval of materials and supplies</p> <p>A list of all materials and supplies intended for use shall be submitted to the project manager or project manager’s representative for approval on the first day of the contract. Every product, material or item used by the contractor is subject to the project manager’s approval and may be rejected.</p> <p>All materials used shall be manufactured in quality controlled conditions. Lot numbers (quality control) and the name of the supplier shall be indicated on the boxes or containers.</p> <p>The contractor shall present, on request, a complete statement indicating the provenance and composition of the materials provided for the work and the name of the</p>

	<p>manufacturer. The contractor may also be required to provide the project manager, for testing purposes, with samples of the materials used. If the supplies and materials are deemed to be non-compliant, the contractor shall replace them immediately upon receipt of a written notice to that effect from the project manager.</p> <p>All costs for damage resulting from misuse of a product or from the use of an inappropriate product shall be borne by the contractor.</p> <p>All materials used for housekeeping services shall comply with the standards of the Canadian General Standards Board (CGSB) and those of the Workplace Hazardous Materials Information System (WHMIS).</p> <p>The contractor shall supply chemical products that are Ecologo certified.</p> <p>6) Daily room-entry reports</p> <p>The contractor shall provide the project manager with a list of all rooms that have been entered every day, indicating the time entered and the name of the staff member who accessed the room. This list shall be digitized and sent by email every day.</p>
SUPPORT	<p>The College shall supply the curtains/blinds, the bedspreads and the room furniture as well as spaces/rooms for the contractor’s use (see Annex A).</p> <p><u>Guaranteed minimum:</u></p> <p>If CBSA College occupancy occasionally and in exceptional circumstances falls to minimal levels during certain weekends, holidays or other periods, the contractor’s services, if required by the project manager, must nevertheless continue to be provided. CBSA commits therefore to paying the contractor a minimum amount equivalent to fifteen (15) residence-days for every day on which services are required for fifteen (15) rooms or fewer. On occasions where both parties (contractor and project manager) agree that the services are not required, there shall be no payment made to the contractor.</p>
CALENDAR AND COST	<p><u>Estimate of number of residence-days</u></p> <ul style="list-style-type: none"> • Dec 21, 2014 to Dec 20, 2015: 80,000 • Dec 21, 2015 to Dec 20, 2016: 80,000 • Dec 21, 2016 to Dec 20, 2017: 80,000 • Dec 21, 2017 to Dec 20, 2018: 80,000 • Dec 21, 2018 to Dec 20, 2019: 80,000 <p>The per-room fixed unit price shall include the costs for dry cleaning the bedspreads and curtains as well as for the abovementioned comprehensive cleaning and maintenance of the mattresses and boxsprings.</p>
DELIVERABLES	<p>Provision of all services set out in this document in accordance with the the CBSA College’s requirements.</p>

¹ Uniform: Assorted shirts/blouses and pants. Acceptable colours: navy blue, black, dark green, beige, burgundy and brown.

R140	Linens room	
	R141	Floor linens
	R142	Storage (paper, soap, etc.)
	R152	Main linens (clean)
	R159	Room with sink for room attendants
	R164	Main linens (soiled)
2nd FLOOR	R239	Office
	R240	Cleaning-cloth supply room (clean and soiled)
	R241	Floor linens
	R242	Room with sink, storage (paper, soap, etc.)
	R258	Room with sink, storage (bulk-size liquid soaps)
	R264	Linens / bed linen storage
3rd FLOOR	R322	Blankets, linens and bed linens storage
	R341	Floor blankets
	R342	Floor linens
	R343	Room with sink, storage (paper, soap, etc.)
	R394	Blankets, bedspreads, pillows and new bedspreads
4th FLOOR	R441	New bedspreads, garbage can storage
	R442	Floor linens
	R443	Room with sink, storage (paper, soap, etc.)
	R491	Main storage for paper, soap, garbage bags, etc.
5th FLOOR	R541	Egg-crate mattress storage
	R542	Floor linens
	R543	Room with sink, storage (paper, soap, etc.)
6th FLOOR	R641	Floor blanket storage
	R642	Floor linens
	R643	Room with sink, storage (paper, soap, etc.)
7th FLOOR	R741	Floor blanket storage
	R742	Floor linens
	R743	Room with sink, storage (paper, soap, etc.)

ANNEX B

EVALUATION CRITERIA

MANDATORY REQUIREMENTS

The mandatory criteria listed below will be evaluated on a simple pass/fail basis (compliant or non-compliant). Proposals that fail to meet the mandatory requirements will be deemed non-responsive and no further consideration will be given to them.

Proposals **MUST** demonstrate compliance with all of the following mandatory requirements and **MUST** provide the necessary documentation to support compliance.

	Description Mandatory requirements	Proposal page no.	Compliant	Non- compliant
MR1	<p>COMPANY:</p> <p>The bidding contractor must provide information specifying the company's different areas of activity so as to clearly demonstrate that it has the expertise and reliability required to carry out and comply with the contractual requirements :</p> <p>a) Information on 3 projects with minimum 2-year duration, carried out in a similar field within the past 10 years:</p> <ul style="list-style-type: none">• Client name• Dates• Category of service• Average number of calls or requests per day			
MR2	<p>Bidding contractor's staff:</p> <p>The bidding contractor shall submit a list of at least six (6) employees who will be performing chambermaid duties.</p>			
MR3	<p>On-site representative:</p> <p>The bidding contractor shall submit the resumé of the employee who will be performing the duties of the on-site representative. Resumé shall demonstrate:</p> <p>a) At least 12 months' experience in a similar position and field requiring frequent daily contact with clients, where the person demonstrated the ability to understand and interpret clients' problems and apply appropriate solutions in accordance with</p>			

	administrative directives; b) At least 12 months' experience supervising a work team; c) At least one employer's letter of reference (maximum of two) – previous or current – indicating fully satisfactory performance must be attached. At least one of the letters shall involve a similar position.			
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CONTRACTOR SELECTION METHOD

Once the proposal has been deemed responsive to and compliant with the evaluation criteria set out herein, the preferred bidder to receive the contract shall be selected on the basis of the best price provided to Canada.

Price for 2 years: 160,000 residence-days X \$ _____ unit price
 Annual Price (AP) Option 1: 80,000 residence-days X \$ _____ unit price
 Annual Price (AP) Option 2: 80,000 residence-days X \$ _____ unit price
 Annual Price (AP) Option 3: 80,000 residence-days X \$ _____ unit price

Aggregate Price: AP for 2 years + AP Option 1 + AP Option 2 + AP Option 3

ANNEX C

**BIDDER FINANCIAL OFFER:
PRICING DETAILS TO BE COMPLETED BY THE BIDDER**

HOUSEKEEPING 2014 - 2019

Contractor must complete Financial Offer as indicated below. Proposals that do not contain or that deviate from the prescribed costing format will be deemed incomplete and non-responsive.

Period	Price per residence-day
From Dec 21, 2014 to Dec 20, 2016 (2 yrs)	\$ _____
Option 1 From Dec 21, 2016 to Dec 20, 2017	\$ _____
Option 2 From Dec 21, 2017 to Dec 20, 2018	\$ _____
Option 3 From Dec 21, 2018 to Dec 20, 2019	\$ _____

Canada reserves the right to request a cost breakdown after receipt and analysis of Financial Offer.

ANNEX D



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
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 Agence des Services frontaliers du Canada	2. Branch or Directorate / Direction générale ou Direction Ressources humaines/ Formation et perfectionnement	
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 Services d'entretien ménager		
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 checked="" type="checkbox"/> No / Non <input 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 checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

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
- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments:
Commentaires spéciaux : _____
- NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.
10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / 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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Contract Number / Numéro du contrat
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 Confidentiel	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé			Confidential / Confidentiel	Secret	Top Secret / Très Secret
											A	B	C			
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media Support / TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 PROTÉGÉ 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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme	
Name (print) - Nom (en lettres moulées) KAREN ANDERSON	Title - Titre Gestionnaire, Soutien aux activités
Signature <i>Karen Anderson</i>	

Telephone no. - N° de téléphone (450) 451-6711	Facsimile - Télécopieur (450) 451-0144	E-mail address - Adresse courriel karenL.anderson@cbsa-asfc.gc.ca	Date 2014-04-15
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14. Organization Security Authority / Responsable de la sécurité de l'organisme	
Name (print) - Nom (en lettres moulées) Patricia Savage	Title - Titre Interim Manager, Headquarters Security
Signature	

Telephone no. - N° de téléphone (613) 941-6088	Facsimile - Télécopieur	E-mail address - Adresse courriel Patricia.Savage@cbsa-asfc.gc.ca	Date
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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 / Non Yes / Oui

16. Procurement Officer / Agent d'approvisionnement	
Name (print) - Nom (en lettres moulées)	Title - Titre
Signature	

Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
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17. Contracting Security Authority / Autorisé contractante en matière de sécurité	
Name (print) - Nom (en lettres moulées)	Title - Titre
Signature	

Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
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Security Classification / Classification de sécurité
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Solicitation No. - N° de l'invitation
47022-150464/A
Client Ref. No. - N° de réf. du client
47022-15-0464

Amd. No. - N° de la modif.
File No. - N° du dossier
MTC-4-37102

Buyer ID - Id de l'acheteur
mtc250
CCC No./N° CCC - FMS No./N° VME

ANNEX F

Voluntary Certification to Support the Use of Apprentices

1. To encourage employers to participate in apprenticeship training, Contractors bidding on construction and maintenance contracts by Public Works and Government Services Canada (PWGSC) are being asked to sign a voluntary certification, signaling their commitment to hire and train apprentices.
2. Canada is facing skills shortages across various sectors and regions, especially in the skilled trades. Equipping Canadians with skills and training is a shared responsibility. In Economic Action Plan (EAP) 2013, the Government of Canada made a commitment to support the use of apprentices in federal construction and maintenance contracts. Contractors have an important role in supporting apprentices through hiring and training and are encouraged to certify that they are providing opportunities to apprentices as part of doing business with the Government of Canada.
3. Through the Economic Action Plan 2013 and support for training programs, the Government of Canada is encouraging apprenticeships and careers in the skilled trades. In addition, the government offers a tax credit to employers to encourage them to hire apprentices. Information on this tax measure administered by the Canada Revenue Agency can be found at: www.cra-arc.gc.ca. Employers are also encouraged to find out what additional information and supports are available from their respective provincial or territorial jurisdiction.
4. Signed certifications will be used to better understand contractor use of apprentices on Government of Canada maintenance and construction contracts and may inform future policy and program development.
5. The Contractor hereby certifies the following:

In order to help meet demand for skilled tradespeople, the Contractor agrees to use, and require its subcontractors to use, reasonable commercial efforts to hire and train registered apprentices, to strive to fully utilize allowable apprenticeship ratios¹ and to respect any hiring requirements prescribed by provincial or territorial statutes.

The Contractor hereby consents to this information being collected and held by PWGSC, and Employment and Social Development Canada to support work to gather data on the hiring and training of apprentices in federal construction and maintenance contracts.

¹ The journeyman-apprentice ratio is defined as the number of qualified/certified journeymen that an employer must employ in a designated trade or occupation in order to be eligible to register an apprentice as determined by provincial/territorial (P/T) legislation, regulation, policy directive or by law issued by the responsible authority or agency.

Solicitation No. - N° de l'invitation
47022-150464/A
Client Ref. No. - N° de réf. du client
47022-15-0464

Amd. No. - N° de la modif.
File No. - N° du dossier
MTC-4-37102

Buyer ID - Id de l'acheteur
mtc250
CCC No./N° CCC - FMS No./N° VME

Name:

Signature:

Company Name:

Company Legal Name:

Solicitation Number:

Optional information to provide:

Number of apprentices planned to be working on this contract:

Trades of those apprentices: