

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada**  
**Pacific Region**  
**401 - 1230 Government Street**  
**Victoria, B.C.**  
**V8W 3X4**  
**Bid Fax: (250) 363-3344**

**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 - PACIFIC HWY BORDER		
<b>Solicitation No. - N° de l'invitation</b> EZ899-141458/A	<b>Date</b> 2014-10-15	
<b>Client Reference No. - N° de référence du client</b> EZ899-141458		
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VIC-239-6568		
<b>File No. - N° de dossier</b> VIC-4-37142 (239)	<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 2014-11-25</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Pacific Daylight Saving Time PDT
<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> Large, Kathy		<b>Buyer Id - Id de l'acheteur</b> vic239
<b>Telephone No. - N° de téléphone</b> (250) 363-8456 ( )		<b>FAX No. - N° de FAX</b> (250) 363-0395
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA SEE HEREIN		

**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**

Public Works and Government Services Canada - Pacific  
Region  
401 - 1230 Government Street  
Victoria, B. C.  
V8W 3X4

<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>

Solicitation No. - N° de l'invitation

EZ899-141458/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

vic239

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

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Buyer ID - Id de l'acheteur  
Vic239  
CCC No./N° CCC - FMS No/ N° VME

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## **IMPORTANT NOTICE TO BIDDERS**

### **THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT**

This notice is to advise ALL interested bidders that in order to be awarded a contract which contains a security requirement, all bidders **MUST** hold a valid Security Clearance granted or approved by PWGSC Canadian Industrial Security Directorate (CISD) at the level indicated in this solicitation document.

Should the bidder not currently hold a valid Security Clearance or require the level to be upgraded, PWGSC will sponsor the bidder.

Please submit your written request with the following information to [Kathy.large@pwgsc.gc.ca](mailto:Kathy.large@pwgsc.gc.ca)

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

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

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\*\*\*IMPORTANT\*\*\*

**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT**

**BEFORE AWARD OF A CONTRACT**, the following conditions must be met:

1. (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;  
(b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 6- Resulting Contract Clauses;  
(c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. **BIDDERS ARE REMINDED TO OBTAIN THE REQUIRED SECURITY CLEARANCE PROMPTLY.** Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

**PART 1 - GENERAL INFORMATION**

1. **SECURITY:** There is a security requirement associated with this requirement.
2. **SUMMARY:** To provide all labour, materials, tools, equipment, supervision and transportation necessary for **JANITORIAL SERVICES for Pacific Highway and Douglas Border Crossings in Surrey, BC**, and the surrounding area on a scheduled and on an "as and when requested" basis, **for a TWO/02 year period with an option to extend for THREE (03) additional year one-year periods(s)** in accordance with the details outlined herein and with Annex "A" Statement of Work attached herein.
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 CONDITION:** All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) 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 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: sixty (60) days

Insert: one hundred and twenty (120) days

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

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

**3. ENQUIRIES - BID SOLICITATION:** All enquiries must be submitted in writing to the Contracting Authority no later than 10/TEN calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

**4. APPLICABLE LAWS:** Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **British Columbia**.

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

**5. 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:

**November 6, 2014 at 10:00am**  
**PACIFIC HIGHWAY BORDER CROSSING, Traffic Office Lobby**  
**28-176<sup>th</sup> Street,**  
**Surrey BC**

Bidders are requested to communicate, IN WRITING, with the Contracting Authority no later than 2 calendar days before the scheduled 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

**Please Note: If a bidder is late and misses the start of tour they will not be permitted to bid.**

### **PART 3 BID PREPARATION INSTRUCTIONS**

**1. BID PREPARATION INSTRUCTIONS:** Bids should be submitted in the format requested. If the Bidder feels that the terms and conditions of this solicitation will restrict it unnecessarily in any way, it should be stated so in the submission. Any deviations from the stipulated conditions should be given in detail with an explanation as to why they are being proposed. Canada requests that bidders provide their bid **in separately bound sections** as follows:

- Section I: Technical Bid: - one (2) hard copies;
- Section II: Financial Bid: - one (1) hard copy;
- Section III: Certifications - one (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>). To assist Canada in reaching its objectives, bidders are encouraged to :

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

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

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 as applicable, 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.

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

Bidders must submit their financial bid in accordance with Annex "B" Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

## 1.1 Exchange Rate Fluctuation

C3011T (2013-11-06), Exchange Rate Fluctuation

**Section III: CERTIFICATIONS:** Bidders must submit the certifications required under Part 5.

## PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION - PLEASE SEE ANNEX AA

## PART 5 CERTIFICATIONS

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

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

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

### 1. CERTIFICATIONS REQUIRED PRECEDENT TO CONTRACT AWARD

#### 1.1 INTEGRITY PROVISION – 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.

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, including those bidding as a joint venture, must provide the name of the owner. Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.

If the required names 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 provide the names within the time frame specified will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award.

Name	Title

#### 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\\_equality/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equality/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 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 FORMER PUBLIC SERVANT CERTIFICATION**

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

Definitions: For the purposes of this clause,

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

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

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

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

<b>Is the Bidder a FPS in receipt of a pension as defined above?</b>	<b>YES ( )</b>	<b>NO ( )</b>
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If so, the Bidder must provide the following information:

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

## 2.2 STATUS AND AVAILABILITY OF RESOURCES

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

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

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

**2.4 WORKERS COMPENSATION CERTIFICATION -LETTER OF GOOD STANDING:** The Bidder must have an account in good standing with the applicable provincial or territorial Worker's Compensation Board.

The Bidder must provide, within five (5) days following a request from the Contracting Authority, a certificate or letter from the applicable Worker's Compensation Board confirming the Bidder's good standing account. Failure to comply with the request may result in the bid being declared non-responsive.

## 2.5 CONTRACT FINANCIAL SECURITY

1. The supplier must provide to Canada one of the following contract financial securities **within 10/TEN** calendar days after the date of contract award:

- a. a certified cheque to the Receiver General for Canada in the amount of 10/TEN percent of the contract price; or
- b. an irrevocable standby letter of credit as defined in clause E0008C in the amount of 10/TEN 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.

SACC Clause E0008C Security Deposit Definition 2012-07-16

## PART 6 RESULTING CONTRACT CLAUSES

### 1A. SECURITY REQUIREMENT

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

### 1B. CONTRACT FINANCIAL SECURITY

1. The supplier must provide to Canada one of the following contract financial securities within 10/TEN calendar days after the date of contract award:  
  
A. a certified cheque to the Receiver General for Canada in the amount of **10/TEN percent of the contract price\***; or  
B. an irrevocable standby letter of credit as defined in clause E0008C in the amount of **10/TEN 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.

\* this value will only be based on the 2 year firm face value of the contract (excluding taxes) but will be kept for the length of the contract, including any exercised options.

SACC Clause E0008C Security Deposit Definition 2012-07-16

### 2. SUMMARY

To provide all labour, materials, tools, equipment, supervision and transportation necessary for **Pacific Highway and Douglas Border Crossings in Surrey, BC** and the surrounding area on a scheduled and on an "as and when requested" basis, **for a TWO/02 year period with options to extend for three (3) additional one-year periods** in accordance with the details outlined herein and with Annex "A" Statement of Work attached herein.

### 3. STANDARD CLAUSES AND CONDITIONS

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

#### 3.1 General Conditions

2035 (2014-09-25) General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

#### **4. TERM OF CONTRACT**

##### **4.1 Period of the Contract**

The period of the Contract is from : approximately December 1,2014 to November 30, 2016

##### **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/03** additional one/01-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 thirty (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.

#### **5. AUTHORITIES**

##### **5.1 CONTRACTING AUTHORITY:** The Contracting Authority for the Contract is:

Kathy Large  
Supply Officer  
Public Works and Government Services Canada  
Pacific Region Acquisitions  
Victoria, BC V8W 2Z4  
Telephone: (250)363- 8456  
Facsimile: (250)363-0395  
E-mail: [kathy.large@pwgsc.gc.ca](mailto:kathy.large@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 SITE/TECHNICAL AUTHORITY:** The Site Authority for the Contract is:

BRANDON MACISAAC  
PWGSC  
28-176<sup>TH</sup> STREET  
SURREY, BC V3Z 9R9  
Office 604-541-3380  
Cell: 604-928-0457  
Fax: 604-541-3382  
[brandon.macisaac@pwgsc.gc.ca](mailto:brandon.macisaac@pwgsc.gc.ca)

JOHN HARILLA  
PWGSC  
#220 HWY 99  
SURREY, BC  
V3Z 9N7  
Office 604-535-7220  
Fax 604-535-7485  
Cell: 604-329-9387  
[John.harila@pwgsc.gc.ca](mailto:John.harila@pwgsc.gc.ca)

The Site 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 Site Authority; however the Site 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 ADMINISTRATIVE AUTHORITY

Lissa McCulloch  
PWGSC Property Manager  
28-176<sup>th</sup> Street Surrey BC V3Z 9R9  
Office: 604-541-5533  
Cell: 604-360-4533  
Pager: 604-667-8867  
Fax: 604-541-3382  
[Lissa.mcculloch@pwgsc.gc.ca](mailto:Lissa.mcculloch@pwgsc.gc.ca)

## 6. BASIS OF PAYMENT

### 6.1 BASIS OF PAYMENT - LIMITATION OF EXPENDITURE

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex "B", to a limitation of expenditure of **\$TO BE DETERMINED**. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is EXTRA, as applicable.

### 6.2 LIMITATION OF EXPENDITURE

1. Canada's total liability to the Contractor under this Contract shall not exceed **\$TO BE DETERMINED**. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is EXTRA, as applicable.

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 specifications, will be authorized or paid to the Contractor unless such design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority prior to their incorporation into the Work.

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) four (4) months prior to the Contract expiry date, or
  - (c) if the Contractor considers that the funds provided are inadequate for the completion of the Work,
- whichever comes first.

3. 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.

### 6.3 CPI PRICE ADJUSTMENT

At the time of the exercise of each option, 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&chprog=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."

#### 6.4 Monthly Payment

SACC Manual Clause H1008C (2008-05-12), Monthly Payment

### 7. INVOICING INSTRUCTIONS

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

2. Invoices must be distributed as follows:

a) The original and one (1) copy must be forwarded to the following address\*\* for certification and payment.

PWGSC Property Manager  
28-176<sup>th</sup> Street  
Surrey BC  
V3Z 9R9  
ATTN: Lissa McCulloch

b) One (1) copy must be forwarded to the Contracting Authority (PWGSC) identified under the section entitled "Authorities" of the Contract.

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

**9. APPLICABLE LAWS:** The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **TO BE DETERMINED**

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2014-09-25) General Conditions - Higher Complexity - Services
- (c) Annex "A", Statement of Work;
- (d) Annex "B", Basis of Payment;
- (e) Annex "C", Security Requirements Check List;
- (f) the Contractor's bid dated *TO BE DETERMINED*

**11. INSURANCE:** The Contractor must comply with the insurance requirements specified herein. 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.

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 \$2,000,000.00 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) **Sudden and Accidental Pollution Liability (minimum 120 hours):** To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.

(m) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgment of receipt to:



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Senior General Counsel, Civil Litigation Section, Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada



**ANNEX "A1" - SPECIFICATION – GENERAL**

**PACIFIC HWY AND DOUGLAS BORDER CROSSING - SURREY, BC**

*PWGSC shall monitor this contract for adherence to the terms and conditions.  
Random visits to the Facility will be made by PWGSC.*

**A. GENERAL**

- 1. Description of work:** Contractor shall supply all labour and supervision required to provide janitorial services to Canada Border Services Agency, **Pac hwy Border Crossing and Douglas Border Crossing, Surrey BC** for the period of the contract.

**BUILDING DESCRIPTION:**

	<b>Offices</b>	<b># Washrooms</b>	<b>Approx SQ. Meters</b>
1st Floor	Yes	10	4500
2 <sup>ND</sup> Floor	Yes	6	5500
<b>Total</b> (Douglas = 35%, PAC Hwy = 65%) of Total			11,000

<b>FLOOR TYPE</b>	<b>AREAS approx M<sup>2</sup></b>
Carpet	6500
Warehouse Cement	1000
Linoleum	200
Tile	3300
<b>FLOOR SURFACES</b>	
Washrooms and Showers	Tile
Stairs	Tile and vinyl
1 <sup>st</sup> and 2 <sup>nd</sup> , Floors	Vinyl - tile; carpet; sheet vinyl;

**Bidders must have the necessary training and/or experience to perform the work identified herein and be able to operate the machinery and equipment.**

**For health and safety reasons all cleaning staff must possess a good knowledge of all services required herein and be able to read and communicate in English fluently.**

**2. Work Schedule :** Work shall be performed **from Monday to Sunday inclusive between (07:00 to 11:00 hrs) Hours and 17:00 to 19:00 hours INCLUDING ALL** statutory holidays. Additional work or emergency call-out work may be requested at any time by the Site Authority. A log book shall be kept on site in which all scheduled work completion dates are recorded.

Statutory holidays **ARE INCLUDED IN DAYS OF WORK**. Statutory holidays would be priced as working a weekend day. Statutory holidays are defined as:

New Years day - January 1  
Good Friday - Friday preceding Easter  
Easter Monday – Monday following Easter  
Victoria Day - Monday preceding May 24  
Canada Day - July 1  
Labour Day - First Monday in September  
Thanksgiving - second Monday in October

Remembrance Day - November 11  
Christmas Day - December 25  
Boxing Day - December 26

**Bidders must also take into consideration any other holidays that will impact their pricing (i.e. BC Family Day – Second Monday in February)**

**2.1 Mandatory Response Time:** It is a mandatory requirement of this contract that the Company authorized representative be personally available to attend meetings and to respond to inquiries within 24 hours of the Technical Authority's or the Contracting Authorities request. Also it is mandatory to provide an **Emergency response and onsite service within one (1) hour** of receiving a call 24 hours a day, 7 days a week.

**3. Areas to be cleaned:** Areas to be cleaned under this contract include: all public areas, lunch room, washroom, general office area, booths, storage areas, outside grounds including inspection areas, stairwells basement, upstairs storage areas and holding cells.

### **3.1 Quality Control**

- .1 All work shall be carried out to the satisfaction of the Site Authority. Inspections made by the Site Authority will be based on the specifications herein.
- .2 The Contractor or his/her representative shall be available for discussion regarding any deficiencies in workmanship or materials.
- .3 The Contractor shall be fully responsible for any damage to the structure, furniture, equipment which is caused by the contractor's work activities.
- .4 The Contractor shall advise the Site Authority in advance of any major cleaning tasks such as floor scrubbing and carpet cleaning.

**4. Equipment:** The Contractor will supply all equipment necessary for the performance identified herein unless otherwise specified.

Equipment may include, but is not limited to the following:

Ladders;  
Scrubbing machines and steam cleaning unit;  
Mops;  
Polisher;  
Vacuums, brooms and dust mops;  
Small tools and hammers, wrenches and screwdrivers;

Equipment used on a daily basis will usually remain in the building storage space (if available) will be allocated by the Site Authority.

Equipment maintenance and repairs shall be at Contractor's expense.

**All equipment used for cleaning operations must be in good condition, certified for use in the application intended and CSA/ULC approved. Equipment is subject to inspection by the Site Authority at any time. If equipment is found to be defective, it shall be removed from the work site and replaced/repaired within twenty-four (24) hours.**

Specialized equipment, used periodically by the Contractor shall not be stored in any of the buildings without prior approval of the Site Authority.

The Contractor shall not use the facilities of the site for storage of materials or equipment for use elsewhere, nor shall other operations of the Contractor be directed from Department property. **The contractor must not use any PWGSC equipment. ie: ladder etc.**

**5A. Cleaning Supplies:** The Contractor shall provide all required janitorial supplies, such as floor finish, stain removers, cleaning solutions, disinfectants, etc., as needed for the acceptable completion of the work.

Damage resulting from the use or misuse of such agents or materials shall be assessed against the Contractor and shall be deducted from monies due the Contractor by the Crown. It is the responsibility of the Contractor to ensure that cleaning products will not cause damage to the surface being cleaned or to the environment in and/or around CBSA PAC HWY AND DOUGLAS.

**5B. Consumable Supplies** For this contract, the contractor will purchase and distribute the following; all toilet paper, paper towels, hand soap, urinal pads, compostable bags, plastic garbage bags, sanitary napkins, tampons and sani-bags.

*NOTE: the following information on quantities is a rough estimate. However, CBSA PAC HWY AND DOUGLAS assume no responsibility for this information and it is to be considered for reference only.*

ITEM DESCRIPTION	QUANTITY
Paper towels	90 triple fold 24 pack
ROLLED PAPER TOWEL FOR TORX	45 CASES OF 8 ROLLS
Toilet Paper	250 cases > 48 rolls per case > 100 2 ply sheets per roll
22x24 Plastic Bags	12 cases with 1000 bags per case
30x38 Plastic Bags	12 cases with 500 bags per case
35x50 Plastic Bags	12 cases with 200 bags per case
42x48 Plastic Bags	3 cases with 200 bags per case
Sani Bags	4 cases with 500 bags per case
Urinal Disinfectant	4 cases with 50 per case - REFILL
Hand Soap (Hands Free)	20 gallons
coveralls	8 pairs
NJS PINK LOTION SOAP REFILLS	50 CASES OF 4 2LITRES
Disposable gloves	2 case of 1000
Safety glasses	8 pairs

**5.1 MSDS Contact Person** (Contractor) Provide notification to the Site Authority of any cleaning products used in the building. This shall include a list of all chemicals that may be used. It shall also include the name, address, and phone number of the contact person in the building; a statement that the contact person maintains the product labels and Material Safety Data Sheets (MSDSs) of each product used in the building; and information that the label or MSDSs are available for review upon request. The contact person shall be available for information and comment.

**5.2 WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (W.H.M.I.S.):** It is mandatory that the Contractor complies with W.H.M.I.S. (criteria). W.H.M.I.S. is a Canada-wide, federally imposed legislation system to classify and label products used in the workplace. The program requires that workers are informed and knowledgeable about the potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. The legislation states that all chemicals must be labelled by a mark, sign, tag, sticker, etc., and that the M.S.D.S. must be provided for all materials controlled by WHMIS.

Use of flammable cleaning material shall be at the Site Authority's approval only and shall be removed from premises at the end of each workday. Storage of hazardous material must comply with WHMIS criteria.

**All Cleaning Service Providers and their personnel shall be trained in the proper handling of chemicals, proper cleaning procedures and the proper use and maintenance of any cleaning equipment in use in accordance with WHMIS procedures and regulations and manufacturer specifications. The contractor must provide proof of WHMIS training for staff when requested.**

**5.3 TELEPHONE:** Contractor shall maintain a telephone (manned continuously) during ordinary working hours (0800 to 1630 hours) Monday to Friday. The Contractor shall also provide an emergency telephone number (or numbers). Use of paging device is acceptable; however, if undue delays develop in response time to calls the use of paging devices will be discontinued. Telephone answering machines are not an acceptable substitute for a paging or manned telephone service.

Contractor's employees shall have limited access to telephones while on site. All usage must be approved by the Building Commissionaire and calls shall be made in the presence of the Building Commissionaire (emergencies excepted).

**5.4 SUPERVISION:** The Contractor shall provide competent supervision of the work at all times through dedicated representative as follows:

1. Working Supervisor, The Supervisor must have delegated authority to make commitments on behalf of the Contractor.
2. Authorized alternate, who in the absence of the Working Supervisor will have the same level of delegated authority.
3. The Working Supervisor and/or alternate must be able to communicate effectively in English, both written and oral.

The Working Supervisor or alternate will report to the Site Authority **on a daily basis** (timing by mutual agreement) to review schedules, for briefing on special projects and to resolve any areas of potential conflict.

The Site Authority, unless requested to do so by the Contractor, or unless necessary to maintain order and discipline, shall not interfere With Contractor's staff in the performance of their duties and shall deal only with the Contractor or designated representative.

**5.5 OPERATING/SHIFT SCHEDULE:** The Contractor, within ten (10) days of award of contract, shall submit a proposed shift schedule showing the exact number of days and the labor distribution required to cover the cleaning schedule. Labor distribution will specify the number of workers and the number of hours nominally required to clean each site. Any change or deviation from the agreed upon schedule must be approved by the Site Authority. Proposed shift schedules must be submitted in writing.

**5.6 HOURS OF WORK** Office area cleaning shall take place between 0600 hours and 22:00 hours, in accordance with the approved schedule, except where noted. Restrooms shall be cleaned as per the attached schedules.

Working hours may be changed at the request of the Site Authority.

- 6. Reporting** The Contractor shall promptly notify the National Service Call Centre 1-800-463-1850 for:
- a) needed repairs and/or damage to fixtures, building and appurtenances.
  - b) the presence of pests and any maintenance issues discovered while performing cleaning operations

**7. Lost and Found:** Lost and found articles shall be turned over to the Supervisor of Pleasant Camp Port, Customs or his/her designated representative on site.

**8. Garbage Storage:** All dry garbage must be contained in plastic bags, or steel cans with appropriate lids, and stored in designated pick up areas. Storage areas shall be kept free of litter at all times.

**9. STORAGE SPACE:** The contractor shall store all supplies, material, and equipment in storage areas and custodial closets designated by the site Authority. Contractor shall keep these areas neat and clean at all times in accordance with fire regulation. Cleaning equipment must be kept clean and in good repair. Contractor shall comply with all WHMIS regulations. All waxes, polishing oils, etc. shall be kept tightly sealed and stored in separate shelves from rags and other cleaning materials. All floor mops shall be stored in a suspended position to allow free air circulation around head of mops. **Fire prevention practices shall be strictly adhered to. Flammable materials shall be stored in approved containers.**

**10. SAFETY:** All ladders, scaffolding, or other devices used to reach surfaces or objects, not otherwise accessible for the required cleaning operation shall be moved into the areas where they are required, placed or shifted as necessary, and removed from the areas in such a manner as to provide maximum safety to persons and property and cause the least possible interference with normal usage of such areas by the public and Customs personnel. All waxes, polishing oils, etc. shall be kept tightly sealed and stored in separate shelving from rags and other cleaning materials. All floor mops shall be stored in a suspended position to allow free air circulation around head of mops.

**11. FIRE SAFETY:** All litter, waste papers and sweepings shall be picked up in a container equipped with a well-fitted lid. All litter, waste papers and sweepings so collected shall be removed from the work site and placed in containers provided in the loading dock area.

Janitor rooms and storage closets shall be kept clean, neat and tidy at all times. Mops and dusters that have been treated with furniture polish, wax or oil shall be kept in closed metal containers to prevent spontaneous combustion.

All mops shall be stored in a suspended position to allow free circulation of air around the mop heads.

Hot plates or electric utensils must not be used in rooms in which cleaning equipment is kept.

Care shall be taken when collecting combustible, or flammable material, i.e., contents of ash trays, cigarette stands, sand pails, etc. Combustible or flammable material shall be collected in appropriate metal containers.

This site is designated a NO SMOKING AREA. Smoking prohibitions and posted signs shall be strictly adhered to.

Damages caused because of lack of due care and observation of fire safety measures by Contractor's Employees, will be "made good" by the Contractor or assessed against the Contractor and deducted from monies due the Crown.

**CLEANLINESS &HYGIENE:** Janitor rooms and storage closets shall be kept clean, neat and tidy at all times. Dusters and mops, both wet and dry shall be thoroughly cleaned daily to avoid odours and hygiene problems. The cloth or brush used for the cleaning of toilets and urinals shall not be used for any other purposes.

Color coded cleaning cloths - for the purpose of hygiene and ease of identification the Contractor will supply the following colored dusting cloths:

RED OR PINK - for cleaning toilets and urinals

BLUE OR GREEN - for cleaning sinks, countertops, and wiping down tables  
WHITE OR YELLOW - for all other general dusting duty

**INSPECTION OF WORK:** Inspection of the work site shall be conducted by the Site Authority or a designated representative and the Contractor or a designated representative, once a week (more often when required in the opinion of the Site Authority or the Contractor). The overall performance and the quality of work will be assessed using the Cleaning Standards in conjunction with the Cleaning Schedules. The designated day of inspection will be determined by mutual agreement between the Contractor and the Site Authority.

Deficiencies are to be recorded in a Contractor Performance Report. Unsatisfactory Performance Report (UPR). Copies of this report shall be distributed to the Contractor, the Site Authority and PWGSC.

**UNIFORMS:** Contractor shall make suitable uniforms available to all staff in sufficient quantities to permit a change at least twice a week. Personnel employed as Cleaners must be suitably uniformed as follows: Industrial type shirt and pants with company name or crest affixed to the shirt.

**STAFFING REQUIREMENTS:** The contractor shall ensure that the following staffing requirements are met throughout the life of the contract.

A) **NON-PERMANENT RESIDENT (CDN COMPANIES):** Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfilment of the Contract. In some instances, employment authorization necessary to enter Canada cannot be issued with prior approval of a Canada Employment Centre (CEC). A CEC should always be contacted as soon as the decision to bring in a non-permanent resident is made. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

B) **NON-PERMANENT RESIDENT (FOREIGN COMPANIES):** The Contractor shall ensure that non-permanent residents intending to work in Canada on a temporary basis in fulfilment of the Contract, who are neither Canadian citizens nor United States nationals, receive all appropriate documents and instructions relating to Canadian immigration requirements and secure all required employment authorizations prior to their arrival at the Canadian port of entry. The Contractor shall ensure the United States nationals having such intentions receive all appropriate documents and instructions in that regard prior to their arrival at the Canadian port of entry. Such documents may be obtained at the appropriate Canadian Embassy / Consulate in the Contractor's country. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

C) **REPLACEMENT OF PERSONNEL :** The Contractor shall provide the services of those person(s) named in its proposal, and any additional employees necessary to perform the Work and provide the services required under this Contract, unless the Contractor is unable to do so for reasons beyond the control of the Contractor.

Should the Contractor, at any time, be unable to provide the employees named above, the Contractor shall be responsible for providing replacements who shall be of similar ability and attainment and who shall be acceptable to the Technical Authority and the Contracting Officer. In such cases, the Contractor shall notify in writing, both the Technical Authority and the Contracting Officer and provide:

- (a) the reason for the removal of the named employee(s) from the Work;
- (b) the name of the proposed replacement(s);
- (c) an outline of the qualifications and experience of the candidate(s); and
- (d) accepted security clearance certification(s), as applicable.

Such notice shall be sent at least thirty (30) days in advance of the date on which any replacement is to commence work. Any change to the terms and conditions of the contract which results from a replacement of personnel shall be effected by a contract amendment.



Notwithstanding the foregoing, the Contractor is required to perform the Work and provide the services in accordance with the terms of the contract.

**The Contractor shall present a list of all employees who will be working on site, to the Head, Building and Property Services.**

<b>Contract Performance and Enforcement</b>
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**PERFORMANCE REMEDY: Performance Report** The quality of the Contractor's performance will be assessed through the Site Authority's inspections in conjunction with the Operations and Frequencies Schedule, Operations and Quality Standards and Glossary of Terms and Quality Standards. Operations not identified on the Building Services Inspection Report as being below standard may not have been checked, however, those identified are below standard and must receive immediate and continued attention.

**Contract Enforcement:** Bidders shall be aware that this contract will be enforced in the following manner to ensure satisfactory performance or else the speedy removal of the Contractor for default of contract under the terms of the Contract.

- a. Repeated poor performance or any serious deficiency in specified contract performance will be considered a default of contract.
- b. Poor or deficient performance will result in verbal or written reports, which will result in a first letter of notification to the Contractor. A first serious default will result in a first letter of notification to the Contractor.
- c. **If the default is not immediately corrected, the Site Authority may contract another Contractor to rectify the default and deduct the cost from payment due, or the Site Authority may deduct monies relating to the default for the service not rendered. If the Contract is bonded with a Performance Bond, a copy of the first letter of default will be forwarded to the Bonding Company.**
- d. Any first letter of poor performance or serious default will also notify the Contractor that continuous poor performance or a second serious default of any kind will automatically commence action to take the work out of the Contractor's hands in accordance with the terms of the Contract.
- e. Continuous poor performance or a second default by the Contractor **MAY** result in a second letter from the Site Authority giving notice of the default. This second letter **MAY** also be the final notice that the Contractor will receive prior to termination.
- f. If repeated poor performance or a second default occurs a termination letter will be sent to the Contractor; all payments will immediately cease; and the work of the Contract will be taken out of the hands of the Contractor.

There will be no "action steps" as outlined above for very serious poor performance or abandonment of the contract or bankruptcy, etc. The Site Authority will, in these very serious situations, immediately commence to take the work out of the Contractor's hands in accordance with the term of the Contract.

**ALL PERFORMANCE EVALUATIONS AND ANY RESULTANT ACTIONS MUST BE CLEARED THROUGH THE CONTRACTING AUTHORITY IDENTIFIED HEREIN PRIOR TO ANY ACTIONS BEING TAKEN.**

<b>ANNEX "A2" - SPECIFICATION - SCHEDULED WORK</b>
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**Regular Scheduled Work including booths & holding/detention cells**

**A. DAILY except PWGSC offices and warehouse areas which are to be cleaned Monday, Wednesday and Friday**

- .1 Sweep (using a dust controlled method) all non carpeted floor area, including stairways and traffic and commercial vehicle kiosks.
- .2 Remove gum and foreign residue from entire floor area.
- .3 Wash all floors daily using a cleaner disinfectant .
- .4 Dust and spot clean all furniture and fixtures, including window-sills, lockers and ledges, fire extinguishers and baseboard heaters. Spot clean all windows and glass partitions.
- .5 Empty and damp wipe all garbage and waste cans. Recycle material where possible remove all waste and recyclables from the building daily to the designated disposal bins .
- .6 All doors, frames, kick plates, push plates and walls to be cleaned of finger marks and stains.
- .7 Clean front entrance and vestibule door. Spot clean sidelights and all glass.
- .8 All mats to be removed and cleaned on both sides.
- .9 Carpet in maintenance office to be vacuumed daily, remove spots and stains.(Note: Vacuum is to be equipped with power head, hepa filter and crevice tool and must not exceed 65 decibels.
- .10 Lunchroom furniture, including sink, counter, cupboards, dispenser, etc. are to be washed with disinfectant.
- .11 Wash all floor areas.
- .12 Thoroughly clean and disinfect counter tops.
- .13 Apply Absorbo to any oil spots in traffic lanes. Remove and dispose of Absorbo (vendor supplied).
- .14 Remove flies from light fixtures as required.
- .15 Insure Janitorial space is kept clean and tidy, clean mops and Vacuum bags daily. Replace hepa filters as required.
- .16 Recycle cardboard and other refuse where possible place in card board bin.
- .17 Spot clean all booth glass and doors.
- .18 sweep and wash stairwells.
- .19 Clean elevator walls, doors and floors as per applicable above and insure grove track is kept cleaned daily.
- .20 spot clean all glass on first floor in and out daily spot clean 2<sup>nd</sup> floor interior glass daily

**B. WEEKLY**

- .1 Spray buff all vinyl floors. (Tuesday)
- .2 Clean and polish all interior and exterior ornamental metal.
- .3 Wash with a mild detergent and buff all interior and exterior signs.
- .4 Clean interior glass doors.
- .5 All notice boards to be cleaned.
- .6 Dust baseboards.
- .7 Pour a pail of clean water down floor drains.
- .8 Remove all cobwebs from ceilings, stairwells and skylights.
- .9 Vacuum on a full floor basis corner to corner. (Wednesday)
- .10 Vacuum upholstered Furniture.
- .11 Scrub tile floor on a full floor basis in Commercial and traffic lobby areas, using a wet and dry pick up battery powered scrubber supplied by janitorial contractor.



**C. MONTHLY**

- .1 Wash & clean all air intake grills & exhaust grills.
- .2 Wash all window sills.
- .3 Dust blinds.
- .4 Clean using an appropriate cleaner all vinyl and upholstered furniture.

**D. BI-MONTHLY (EVERY TWO MONTHS)**

- .1 Scrub and refinish Vinyl floors.
- .2 Dust mezzanine wood slats (Douglas)

**E. EVERY FOUR MONTHS**

- .1 Dust the tops of all partitions, walls ledges and hanging light fixtures over 8' in the months of: June, October and February.

**F. OTHER SCHEDULED DUTIES**

- .1 Dust all walls in the month of November.
- .2 Blinds are to be washed once per year, in the months of September.
- .3 Strip and refinish all vinyl floors once a year in the month of May.

**Queens bonds**

- .4 To be cleaned bi- monthly at times most convenient to client. This includes sweeping floors, washing floors, dusting bond room shelving.

**Parkade**

- .5 Sweeps and keep clear of debris. pick up cigarette butts and debris daily.
- .6 Sweeps and remove oil stains weekly Saturday.
- .7 Power wash parkade floor during non freezing weather. Feb., May, Aug., Nov.

**G. PERIODIC DUTIES (AS AND WHEN REQUESTED)**

- 1. From time to time the Contractor may be requested to provide other/additional services including but not limited to:
  - a. extra cleaning including **holding cells** and/or
  - b. provide **additional snow** removal (beyond the first clearance identified herein.)

.An hourly rate will be supplied to cover the additional work as and when required.

**ANNEX "A3" - SPECIFICATION – HOLDING CELL**

**(ON AN AS AND WHEN REQUESTED BASIS ONLY)**

**HEALTH AND SAFETY:** The Guardroom/cellblock area, should be considered as a high risk area that may be contaminated with bio-hazardous waste and bodily fluids. It is the responsibility of ALL Cleaning Staff to take appropriate measures to ensure no contamination results from accidental or intentional contact with bio-hazardous waste and bodily fluids (including but not limited to blood, urine, feces, saliva, vomit, sperm and phlegm).

**MATERIALS/EQUIPMENT/SUPPLIES:** THE CONTRACTOR is responsible for providing: safety glasses, disposable protective gloves, masks, coveralls AND **ALL related cleaning supplies**

**CLEANING REQUIREMENTS:** Cell Block Cleaning Instructions

1. The cell is to be scrubbed thoroughly, walls, floors, ceiling, doors.
2. Cell block cleaning is to be completed as soon as possible after the cell block is emptied.

**General**

- care shall be taken so as not to damage cameras that may be mounted in the cells,
- Latex gloves to be used and then discarded in the appropriate location

1. Vacuum all areas thoroughly.
  2. Clean all surfaces (walls, ceilings, floors,) with 1:09 bleach and water solution. Scrub brush with extension is required be able to reach all areas of the cell, including the ceiling and be able to clean the rough surface of the concrete. The inside and outside of cell doors shall be cleaned with the bleach and water solution (1:09).
  3. Clean and rinse all areas in #2 above with a neutral detergent - no ammonia compounds
  4. All brushes and mops used to clean shall be soaked in one part bleach to nine parts water for thirty (30) minutes after use.
  5. All plexiglass to be cleaned with approved cleaner. No window cleaner to be used on plexiglass.
  6. DO NOT USE STRAIGHT BLEACH
  7. NEVER MIX BLEACH WITH AMMONIA COMPOUNDS
  8. Janitors shall not clean or handle any mattresses;
- All Cleaning products are to be ordered by PWGSC. Janitor to advise when cleaning materials need to be ordered to insure that supply does not run out.

**BIO-HAZARDOUS WASTE AND BODILY FLUIDS - CELL BLOCKS:** Contractor and contractor personnel must be knowledgeable and understand the possible contamination they are dealing with and use the correct procedures for prevention and clean up the areas and shall follow the outline of the following Procedures:

**SUMMARY OF UNIVERSAL PRECAUTIONS**

**HANDLE blood and body fluids as if infectious.**

**WASH hands/skin surface after any contact with blood or other body fluids.**

**WEAR disposable heavy duty rubber protective gloves when in contact with blood or other body fluids.**

1. Cells are to be scrubbed thoroughly with a bleach solution 1:09, walls, floors, ceiling, doors.
2. Contractor and contractor personnel shall take appropriate measures to ensure no contamination results from accidental or intentional contact with bio-hazardous waste and bodily fluids.
3. It is **strongly recommended** that Contractor and contractor personnel obtain and maintain their hepatitis B vaccinations. These are available from Health Centres and provide protection from all bodily fluids that may be infectious. Vaccinations are 3 shots to a set; such cost shall be borne by the contractor.

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4. In all areas where bodily fluids are apparent or suspected, contractor and contractor personnel will utilize eye protection and thick, heavy-duty rubber protective gloves in the clean up.
  5. If fluid(s) are dried when contractor and contractor personnel commence clean-up, area shall be sprayed down first in order to avoid inhaling any contaminated dust that may occur.
  6. Clean up spills, surfaces and items contaminated with blood or other bodily fluids using detergent and water. Disinfect with a solution of one part bleach to nine parts water (or appropriate chemical germicide).
  7. All items which come into contact with suspected fluids shall be disposed of in the appropriate marked containers. This includes disposable gloves if used in the clean up. Heavier, non-disposable gloves are to be washed in a bleach solution.
  8. All items soiled with blood or other bodily fluids are to be placed in impervious bags and all bags shall be labelled before sending for disposal.

**ANNEX "A4" - CLEANING SPECIFICATION - TERM DEFINITIONS/STANDARDS OF  
ACCEPTANCE**  
**Quality Standards for items specified in annex A2 and A3**

TERM	DESCRIPTION OF OPERATION	QUALITY STANDARD
Area Policing	Consists of patrolling sidewalks, driveways, lawn areas, loading docks, entrance, and other areas and picking up paper and all other debris.	Designated areas shall be free of paper and all other debris after policing
Sweeping Exterior	Consists of removing loose, dry surface soil.	Sidewalks, loading docks, entrances, and other designated areas shall be clean after sweeping
Hosing Sidewalks	Consists of washing sidewalks by spraying with water under pressure from a garden hose.	Sidewalks and other designated areas shall be clean after hosing.
Snow Removal:	Deleted in its entirety.	
Sweeping	Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvent, use a solvent based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, 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.	There should be no dirt, trash or other matter left in corners, behind or under free standing radiators, under furniture or behind doors. Floors should be free of dust film, there should be no dirt left where sweepings were picked up and furniture and equipment should be relocated to where it was prior to the sweeping operation
Damp and Wet Mopping	Consists of applying neutral detergent solution to the floor, agitating it with a mop removing the solution, rinsing the floor and wiping up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution	The mopped area should be clean and free of surface stains, mop streaks and loose mop strands. Walls baseboards and other surfaces should be free of watermarks and splashing. Water or other cleaning solutions should be allowed to collect under furniture legs and cabinets
Wash Floor	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. In washrooms, the rinsing operation is performed using a germicidal solution	There should be no surface dirt or stains visible following the floor washing operation. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment. The floor should be free of streaks, loose mop strands and water or other cleaning solutions should be allowed to collect under furniture legs and cabinets
Vacuuming and/or Carpet Sweeping	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.	Carpet and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction. T mats should be clean and carpet or rug area around and under T mats should be free of dust and dirt. Floor area under immediate edge of rugs should be free of dirt and dust. Bare floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators. Upholstered furniture should be free from dust, dirt and other debris. All furniture and equipment moved during the cleaning operation should be returned to its original location.
Vacuuming Walk Away Mats	Consists of removing sand, slush or water, using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor	Walk-away-mats should be clean and free of dust, dirt, sand, slush, salt and water after vacuuming. Floor area under the mat should

	tools.	be free of dust and dirt and present a clean appearance.
Salt/Stain Removal Walk Away Mats	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times necessary until stain is removed..	There should be no salt stain visible and no discoloration of the walk away-mat after salt stain removal operation. Floor area under the mat should be free of dust and dirt and present a clean appearance..
Cleaning Notice Boards and Fire Hose Cabinets	Consists of dusting display cases and notice boards, spot cleaning or washing sash and glass; dusting and washing interior of fire hose cabinets and washing both sides of cabinet door glass.	Notice boards and fire hose cabinets, including glass, should be clean.
Glass Cleaning	Consists of washing glass surfaces with a detergent solution and wiping dry with a clean cloth	Glass should be clean on both sides and free of streaks and smears. Sash, sill, stools and floors should be clean and free of water marks. Items moved during the cleaning operation should be replaced to original location..

Cleaning Stairways and Landings.	Consists of sweeping, dusting, mopping and stripping; spot cleaning walls and polishing handrails, doorknobs and other metal surfaces where applicable.	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris. Stair railings, ledges, door mouldings, radiators, window stools and grilles should be free of dust. Stair landings, treads, risers, walls and baseboards should be clean and free of water marks and splashings from cleaning and finishing solutions. Handrailings, doorknobs and other metal surfaces should be clean and polished..
Cleaning Walk Away Mats.	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacture and in accordance with the Instructions.	There should be no stains visible and no discoloration of the walk away-mat. The floor area under the mat should be free of dust, dirt and present a clean appearance after cleaning operations.
Dusting	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments	There should not be any dust or dust streaks on desks or other furniture. Glass tops on desks and tables should be clean and free of finger marks and stains. All pictures, plaques, etc., should be free of dust. Corners and crevices should be free of dust. Radiators, window stools, door ledges, frames, louvres, baseboards and partition ledges should be free of dust
Metal Cleaning	Consists of polishing with an approved metal polish doorknobs, push bars, kick plates, railings and other metal surfaces to remove stains and restore the shine.	Doorknobs, push bars, kick plates, railing, doors and other surfaces should be clean and polished
Clean/Service Sanitary Receptacle	Consists of removing used sanitary bag and replacing with a new bag. The receptacle is to be washed with a germicidal detergent to remove spots, stains, finger marks and odour..	All sanitary receptacles should be empty and a disposal bag replaced if required. All sanitary receptacles should be free of odour, spots, stains and finger marks.
Cleaning Washroom Fixtures	See herein. Consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls and urinals to disinfect and remove dust, dirt, spots and stains.	All surfaces of wash basins, taps, and all exposed piping should be free of dust, dirt, spots and stains. All surfaces of flush tank toilet seats, bowls and urinals should be disinfected. Plumbing fixtures should be free of stains, soap build up, dust and mould
Patrol	Consists of picking up litter, wiping up	Floors should be free of litter and there should

Cleaning	spillage; cleaning tables, counter tops, all washroom fixtures; polishing mirrors, emptying and cleaning ashtrays, emptying waste receptacles in designated areas and replenishing empty dispensers. This work is in addition to the regular routine cleaning.	be no surface dirt or stains visible. Tables, counter tops and all washroom fixtures should be free of dust, dirt and stains. Ashtrays and waste receptacles should be empty and clean. Washroom supplies should be replaced as applicable.
Spot Clean Dispensers, Walls, Stall Partitions, Doors Shelves, Mirrors & Ledges	Consists of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.	All dispensers, shelves, shelf brackets and ledges should be free of finger marks, dust and stains. All mirrors should be clean. 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. Walls, up to a standing height, should be free of all marks.
Empty Waste Receptacles	Consists of emptying waste receptacles and replacing dirty plastic bags; ashtrays are to be emptied into a separate metal container and wiped clean. All refuse is to be placed in a designated fireproof space.	All paper and garbage receptacles should be emptied, plastic bags should be replaced, if required, and the exterior surface wiped clean. All ashtrays should be empty, clean and in place.
Recycling Bins (Green Boxes or equiv if applicable)	Empty green boxes once a week into separate container and take over to recycling tent & sort.	
Cleaning Drinking Fountains	Consists of washing and disinfecting all surfaces. The odour of the disinfectant must not be objectionable.	The porcelain, metal and/or enamel surfaces should be clean and free of stains. All other surfaces should be free of spots, stains and streaks. All fountains should be disinfected.
Dusting/ Vacuuming Blinds	Consists of dusting or vacuuming both sides of the slats and adjoining window frame area.	Both sides of slats should be clean and free of dust. Window frames and adjoining area should be free of dust.
Vacuuming Air Grilles Air Diffusers.	Consists of removing dust, dirt and cobwebs using a vacuum cleaner, equipped with a wand and brush attachment, or, wipe with a damp sponge and dry with a clean cloth.	Air -Grilles and air diffusers should be free of dust, loose dirt and cobwebs after vacuuming operation.
Contractors Space and Janitors Closet	Consists of sweeping, washing, scrubbing and refinishing the floor. Washing walls and shelves and disinfecting sinks. The area is to be kept free of debris, mops are to be washed clean before storing and all other equipment is to be kept clean. Cleaning supplies are to be neatly stored.	All floors should be clean. All fixtures and walls should be free of dust and stains. Mop pails/trucks should be empty and free of odours. There should be no waste paper, garbage or empty containers in the Janitor Closets.
Cleaning Vinyl & Leatherette Upholstery	Consists of removing soil marks and stains using an approved cleaner.	There shall be no dirt, soil marks, or stains visible following the scheduled cleaning.
Whiteboards	Clean whiteboards ONLY UPON REQUEST using approved whiteboard cleaner.	Boards should be clean and streak free.
Cleaning Sand Urns:	Consists of removing debris from the sand and placing in a separate metal container, removing debris from the base of the urn, damp wiping the interior, and cleaning and polishing metal parts, including the base, cleaned and polished.	All debris shall have been removed from the urn. There shall be no debris in the base of the urn. The interior of the urn top shall have been wiped clean and the chrome parts,

<b>WASHROOM MAINTENANCE PROCEDURES</b>		
<b>AREA</b>	<b>FREQUENCY</b>	<b>SERVICE</b>
<b>ENTIRE</b>	DAILY	Entire washroom incl. partitions, walls and other areas to be thoroughly spot cleaned, using germicidal, fungicidal detergent on all surfaces.
	MONTHLY	All high surfaces, light fixtures, doors, door frames, walls etc., to be washed with a germicidal, fungicidal detergent solution.
<b>CLEANING FIXTURES</b>	DAILY	interior surfaces of all toilets and urinals must be cleaned, utilizing a non acid bowl cleaner;
		exterior surfaces of toilets and urinals must be washed with a germicidal detergent solution. Sinks, bathtubs, and shower areas to be cleaned with a non-acid bowl cleaner.
	MONTHLY & more often if required	to remove build-up of stains, iron deposits or hard-water salts, clean all interior surfaces with an acid based cleaner. Ensure proper ventilation while using acid based products
<b>DISPENSERS</b>	DAILY	Each dispenser for towels, toilet tissue, sanitary napkins, soap, etc. will be inspected and washed with the appropriate solution of germicidal detergent, dried and then refilled with the appropriate supplies
<b>WASTE RECEPTACLES</b>	DAILY	All waste receptacles will be emptied. The obvious contact surfaces to be washed daily with a germicidal, fungicidal detergent and at least once per week, the interior and exterior surfaces of the waste receptacles to be washed with a germicidal, fungicidal detergent. The appropriate sanitary liner to be placed in each waste receptacle
<b>GLASS</b>	DAILY	All glass and mirror surfaces to be cleaned utilizing the appropriate prepared solution of glass cleaner dispensed from a spray bottle, then dried and polished
<b>FLOOR</b>	DAILY	Maintenance of washroom floors to follow the parameters previously established in the floor maintenance section. It is recommended that washroom floor be sealed and maintained with an interlocked acrylic floor finish.
		After picking up all large refuse from the floor area, the floor must be wet cleaned utilizing a germicidal solution
<b>SHOWER ROOMS MAINTENANCE PROCEDURES</b>		
<b>AREA</b>	<b>FREQUENCY</b>	<b>SERVICE</b>
<b>ENTIRE</b>	DAILY	To minimize damage or corrosion to surface & fixture finishes, the following maintenance methods are given for finishes in shower rooms
<b>The use of strong detergents or abrasives is not permitted as results will not be effective and may cause damage to finishes.</b>		Ceramic tiles (floors & walls): Regular cleaning using warm water and a mild germicidal, fungicidal detergent; light scrubbing only recommended;
		Shower partitions: General cleaning using "Formica" cleaner or similar; cleaning of stains using a household bleach applied to the surface for a maximum of five (5) minutes and thorough rinsing; and
		Column showers: Cleaning of stainless steel with approved stainless steel cleaner.
Advise all janitorial staff of correct maintenance methods. Post a copy of Cleaning Standards and Procedures in all janitorial areas.		

### **Pacific Border Crossing:**

Restrooms shall be thoroughly cleaned as per above. The **Contractor shall supply a cleaning log sheet. Cleaners are to fill in time that the restroom/ detention cell was actually thoroughly cleaned,** in proximity with the times as noted below:

Public Restrooms Traffic office	18:30 to 19:00
Public Restrooms Bus Lobby	22:30 to 23:00
Public Restrooms old Commercial bldg.	08:00 to 08:30
Public Restrooms new Commercial bldg.	18:00 to 18:30
Staff restrooms Traffic Office	08:00 to 08:20
Detention cells Traffic office	08:20 to 08:40
Detention cell new Commercial office	17:00 to 17:30
Staff restrooms old Commercial office	09:20 to 09:40
Staff Restrooms second floor	09:40 to 10:20
PWGSC office restroom	12:10 to 12:30

Restrooms shall be thoroughly patrol cleaned. Cleaners are to fill in time that the restroom/ detention cell was actually patrol cleaned, in proximity with the times as noted below:

Public Restrooms Traffic office	10:20 to 10:40 / 19:00 to 19:20
Public Restrooms Bus Lobby	10:40 to 11:00 / 19:20 to 19:35
Staff restrooms Traffic Office	11:00 to 11:20 / 20:40 to 20:50
Detention cells Traffic office	11:20 to 11:30 / 21:10 to 21:20
Public Restrooms new Commercial bldg.	15:30 to 15:50 / 20:00 to 20:20
Staff restrooms new Commercial office	07:30 to 08:00 / 20:30 to 20:40
Staff restrooms old Commercial office	11:50 to 12:00
Public Restrooms old Commercial bldg.	11:30 to 11:50
Detention cell new Commercial office	20:20 to 20:30
Staff Restrooms second floor	13:10 to 13:50 / 21:40 to 22:00

### **Douglas Border Crossing**

Restrooms shall be thoroughly cleaned as per above. The **Contractor shall supply a cleaning log sheet. Cleaners are to fill in time that the restroom/ detention cell was actually thoroughly cleaned,** in proximity with the times as noted below:

Public Restrooms	07:00 to 08:30
Staff Restrooms	10:00 to 11:30
Detention Cell	08:30 to 09:00



Restrooms shall be thoroughly patrol cleaned. Cleaners are to fill in time that the restroom/ detention cell was actually patrol cleaned, in proximity with the times as noted below:

Public Restrooms	13:30 to 14:00 / 23:00 to 23:30
Staff Restrooms	14:30 to 15:00 / 22:20 to 22:40
Detention Cells	14:30 to 14:50 / 22:40 to 22:50

<b>ANNEX "A5" – GROUNDS - SCHEDULED WORK</b>
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**GROUNDS:** Keep all areas including lawns, flower beds, paved areas, unpaved parking, perimeter of building, sidewalks, curbs and drains free of debris, weeds and litter. **Weekly sweeping is required of all areas.**

**SNOW & ICE:** Remove snow and ice from building entrances, steps, landings and sidewalks (approx. 400 square foot) to ensure the safety of the public and crown employees. Snow clearing must be completed by 7:45 a.m. daily. Apply sand and/or ice melter as required and/or as directed to correct slip hazard.

**Additional snow/ice removal may be requested by the Site Authority. The Contractor may charge for this additional work at the rates identified herein.**

## ANNEX "AA" - EVALUATION AND BASIS OF SELECTION

THE FOLLOWING LIST IS PROVIDED FOR INFORMATION ONLY.

IT WILL NOT ABSOLVE THE BIDDER OF THEIR OBLIGATIONS OR REQUIREMENTS  
CONTAINED IN THE SOLICITATION AND ITS RELATED APPENDICES.

**EVALUATION OF BID:** 1. Canada will evaluate bids received based on, but not be limited to, the following factors:

- a) compliance with the terms and conditions of this solicitation;
- b) compliance with the specifications.
- c) assessment of all technical documentation and information for technical compliance;

2. Canada reserves the right to reject any bid which does not comply with all the mandatory requirements of this solicitation.

3. A bidder may be required to demonstrate to Canada's satisfaction that it is capable of successfully completing the Work in accordance with this solicitation.

4. The release of any information provided to Canada in response to this solicitation will be subject to the provisions of the Access to Information and Privacy Acts of Canada.

The following forms/information must be fully completed/provided and returned

**WITH YOUR BID.**

Failure to do so may result in your bid being considered non-responsive

**AND NO FURTHER EVALUATION WILL OCCUR**

### Mandatory 01. SECURITY CLEARANCES

**Security Clearances By contract start date ALL resources must have the required security clearances (DOS or FCS ) to access the site.**

#### SECURITY CLEARANCES by CISC

Bidder currently registered and holds a valid Designated Organization Screening (DOS)	YES <input type="radio"/> No <input type="radio"/> in process <input type="radio"/>
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***Bidders are reminded to obtain the required security clearance promptly.***

# of personnel to be assigned to this contract <b>MIN 02</b>	# ____ full time    # ____ part time (< 30 hrs/wk)
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# of personnel <b>currently holding</b> a valid RELIABILITY STATUS, granted or approved by CISC/PWGSC	# ____ full time    # ____ part time (< 30 hrs/wk)
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# of personnel <b>still to obtain</b> a valid RELIABILITY STATUS, granted or approved by CISC/PWGSC <b>PRIOR to contract start date.</b>	# ____ full time    # ____ part time (< 30 hrs/wk)
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***Bidders are reminded to obtain the required security clearance promptly.***

## Mandatory 02. BIDDERS ORGANIZATION

For this requirement identify the structure and content for the following:

### OVERALL ORGANIZATION

A company organization chart that identifies:

Positions relevant to this requirement

Reporting structure/chain of command

YES ☐ included and attached

### ROLES AND RESPONSIBILITIES OF ORGANIZATION PERSONNEL

Bidders must identify the **minimum roles and responsibilities** required of each main position.

**Manager**

☐ included and attached

**On-Site Working Supervisor (OSWS)**

☐ included and attached

**On-site janitorial employee positions**

☐ included and attached

**Other positions relating to this requirement**

☐ included and attached

## Mandatory 03. BIDDERS PREVIOUS EXPERIENCE

Bidders must have 02/two consecutive years experience (*within the last 5 years*) on at least 02/two contracts that are of a similar size and scope\* to the requirement identified in this solicitation. Each must include written references from those contracts identified.

**THIS REQUIREMENT** EZ899-141458

**TOTAL SQUARE METERS> Size** 11,000 sq m2

**TYPE OF SPACE USE OR TYPE > Scope** Office & Washrooms

**\*SIMILAR SIZE & SCOPE** is defined as :

**SIZE>** A space that is a minimum of 50% of the size (m2) **and**

**SCOPE>** A space of similar use or type (e.g. office space, lab space)

**SIZE>** Total Square meters \_\_\_\_\_ m2

**Total sqm is>** Standalone ☐ or Concurrent ☐

**SCOPE>** Space use/ type Office ☐ Lab ☐ Open ☐ Combination ☐ Other

**space use / type is>** Standalone ☐ or Concurrent ☐

**\*Concurrent** If the bidder is proposing multiple contracts to meet this mandatory criteria, those contracts must be concurrent (occurring within the same 2 consecutive year period).

### TIME & VALUE

Minimum 02/two consecutive years Mo \_\_\_\_/yr \_\_\_\_ TO Mo \_\_\_\_/yr \_\_\_\_

Value per year of contract \$ \_\_\_\_ / year

### REFERENCES

**REFERENCES:** The bid must include written references from a minimum of two/2 customers **relating to the contracts identified** that clearly state the bidder has a good track record in providing janitorial services of a similar scope. Each reference must also identify the name and key contact information of the customer. **References will be verified.**

Client Business Name / Location

Point of Contact Name

Point of Contact phone/cell

Point of Contact email/fax

Letters of Reference attached?

☐ included and attached

**This template is for ONE contract.**

Bidders must duplicate forms/information for each contract submitted to meet this mandatory criteria.

**This template (excl. references) may also apply to the M04. individual personnel requirements.**

Mandatory 04. INDIVIDUAL PERSONNEL REQUIREMENTS	
Bidders must submit resumes for each individuals position, as applicable. Please ensure that resumes match the information provided in your bid.	
<b>MANAGER</b>	
<b>EXPERIENCE</b>	
Minimum 02 years of <u>Managerial</u> experience (within the last 05 years) <u>on Janitorial Contract(s)</u> of a similar size and scope to this requirement	<b>O included and attached (see note M04 below)</b>
<b>EDUCATION/TRAINING/CERTIFICATIONS</b>	
<u>Managerial</u> based Education/Training/Certification from a recognized institution <b>OR</b> minimum 05 years of Managerial experience	<b>O included and attached</b>
<b>ON-SITE WORKING SUPERVISOR (OSWS)</b>	
<b>EXPERIENCE</b>	
Minimum 02 years of <u>OSWS Supervisory</u> experience (within the last 05 years) <u>on Janitorial Contract(s)</u> of a similar size and scope to this requirement	<b>O included and attached (see note M04 below)</b>
<b>Certification</b>	
<b>O WHMIS Certification</b>	<b>O included and attached the following</b>
<p><b>NOTE M04*</b> The bidder must provide the exact same forms/information as in <b>Mandatory 02</b> (excluding references). This will identify the assigned Managers Experience. If the Manager named is the same as that listed for Mandatory 02 that must be clearly identified.</p>	
<p>FOR OSWS CERTIFICATIONS : Bidder's in-house training programs, which address each of the above items, may be acceptable. HOWEVER should PWGSC require supporting documentation of those program/outlines or list of training materials (i.e. books/videos) they must be provided within 48 hours upon request.</p>	
<b>ON-SITE JANITORIAL STAFF</b>	
All On-Site Janitorial staff (to be assigned and/or hired) must meet ALL the minimum T/C/E* requirements identified below prior to working on this contract	
<b>O Minimum 06 month overall</b> Janitorial experience (within the last 01 year)	<b>O included and attached</b>
<b>O WHMIS Certification</b>	<b>O included and attached</b>
<p>FOR On-Site Janitorial Staff TRAINING/CERTIFICATIONS/EDUCATION/: Bidder's in-house training programs, which address each of the above items, may be acceptable. HOWEVER should PWGSC require supporting documentation of those program/outlines or list of training materials (i.e. books/videos) they must be provided within 48 hours upon request.</p>	
<b>OVERALL STAFF PLANS - BIDDERS MUST PROVIDE DETAILS OF THEIR BACK UP STAFF PLANS TO ENSURE THEY CAN THE REQUIREMENTS</b>	
back-up staff plan including emergency replacements	<b>O included and attached</b>

## **Mandatory 05. GREEN PRODUCTS**

### **FOR THIS REQUIREMENT IDENTIFY THE PRODUCTS AND MATERIALS THAT WILL BE UTILIZED FOR THIS CONTRACT (SEE MATRIX AFTER THIS SECTION)**

1. BACKGROUND: For purposes of this RFP, the minimum standards established for the performance of these products must be in accordance with The Environmental ChoiceM Program (ECP), Environment Canada's EcoLogo program, or the Green Seal as used in the United States of America, or other internationally recognized certification.

Green Seal Standard for Industrial and Institutional Cleaners (GS-37), [www.greenseal.org/standards/gs37.pdf](http://www.greenseal.org/standards/gs37.pdf), and the Green Seal Standard for Industrial and Institutional Floor-Care Products (GS40), [www.greenseal.org/standards/gs40.pdf](http://www.greenseal.org/standards/gs40.pdf), wherever possible. A list of certified cleaners meeting these standards is available at [www.greenseal.org/certproducts.htm#cleaners](http://www.greenseal.org/certproducts.htm#cleaners).

Canada's Environmental Choice Program certifies products based on strict environmental standards, as per the PRC-097 standard (see below). A list of janitorial cleaners qualified under these standards can be found at the following website: <http://www.environmentalchoice.com>:

Under PRC-097, certified cleaners must:

- Meet or exceed government and industry safety and performance standards;
- Meet the requirements of all applicable government acts, bylaws and regulations including the Fisheries Act and the Canadian Environmental Protection Act;
- Clean common hard surfaces effectively;
- Not require poison labeling under the Hazardous Products Act;
- Be accompanied by detailed instructions for proper use to maximize product performance and minimize waste;
- Be labeled for use with tepid water when diluted;
- Not be formulated with phosphates, NTA, EDTA, APEOs, organic ingredients which are bioaccumulating or potentially bioaccumulating;
- Not contain chemicals which are proven or probable carcinogens;
- Not contain halogenated organic solvents or butoxy-ethanol;
- Not use ethylene oxide in the manufacture of the whole formula or any component of it;
- Not contain volatile organic compounds (VOCs) exceeding 0.05% by weight;
- Be readily biodegradable under both aerobic and anaerobic conditions;
- Be nontoxic to aquatic life by whole formulation short-term sensitive toxicity tests;
- Have a calculated oral rat toxicity of LD50 > 5000 mg/kg by whole formulation test;
- Demonstrate minimum potential for introduction of endocrine disrupting by-products into the receiving environment, through complete absence of detectable recalcitrant metabolites formed during biodegradation tests;
- Demonstrate low potential for skin irritancy; and
- Be listed with a recognized environmental health organization as a product not harmful to people suffering from environmental illness, including, inter alia, the Enviroidesic™ Certification Program, the Canadian Lung Association, the Asthma Society of Canada, and the Environmental Illness Society of Canada.

## **2. CONTRACTOR SUPPLIED - CLEANING PRODUCTS MATRIX INSTRUCTIONS**

**A minimum of 80% of the total products supplied by the Contractor must be in accordance with the specifications of the Product Standards Certification, described in the above section.** Bidders must complete the matrix and list all the chemicals and cleaning products that will be used in the performance of the contract.

Bidders must be able to provide products that meet Canada's Environmental Choice Program , or Green Seal's standards for Industrial and Institutional Cleaners (GS-37) or Industrial and Institutional Floor-Care Products (GS-40), or recognized International equivalent. Examples of these categories include, but are not limited to the following:

General Purpose Cleaners	Bathroom Cleaners	Glass Cleaners	Cleaners/Degreasers
	Floor Cleaners	Floor Finishes & Strippers	

2.1 Bidders must identify all janitorial products intended to be used in providing janitorial services to the Base, by: product name, manufacturer name, part # and purpose/use. Bidders must state if the product meets or does not meet Canadian Environmental Certification requirements. Note: the USA Green Seal is also acceptable.

	ITEM Description Incl. Mfr Name	MSDS Incl.		Enviro Choice CAN		Green Seal (Optional) USA	
Col. A	Column B.	Col. C	Col. D	Col. E	Col. F	Col. G	Col. H
#	<b>EXAMPLE</b>	YES	NO	YES	NO	YES	NO
1	DUSTBANE, ORBIT part # 69280 PURPOSE: Floor finish	Yes		Yes			
2	BIOBAG, 33 g Bio-degradeable trash bag. Part# 18, 32 x43	Yes		Yes			
	ITEM Description Incl. Mfr Name	MSDS Incl.		Enviro Choice CAN		Green Seal (Optional) USA	
		YES	NO	YES	NO	YES	NO
Col. A	Column B.	Col. C	Col. D	Col. E	Col. F	Col. G	Col. H
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
<b>If more lines/information is being provided please attach a separate sheet in the same format.</b>							

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Vic239  
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<b>CALCULATIONS</b>	
Step 1 From Column <b>C or E or G</b> add the Total number of environmentally approved products supplied by the contractor: =	
Step 2 From Column B, add the Total number of all cleaning products supplied by the contractor =	
Step 3 % of Environmentally approved products Step 1 ÷ Step 2 = _____% *	
<b>* MUST BE EQUAL TO OR GREATER THAN 80% OVERALL OR YOUR BID WILL BE DEEMED NON-RESPONSIVE AND NO FURTHER EVALUATION WILL OCCUR</b>	

<b>SELECTION METHOD</b>
-------------------------

**A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of the contract.**



## ANNEX "B" - BASIS OF PAYMENT / EVALUATION

**EVALUATION OF PRICE:** The price of bids will be evaluated in Canadian dollars, the Goods and Services Tax (GST) or the Harmonized Sales Tax (HST) excluded.

**NOTE:** Pricing must be an all-inclusive price for the provision of all labour, supervision required for Janitorial Services (Pacific Highway/Douglas). No other charges will be allowed.

**CPI PRICE ADJUSTMENT :** At the time of the exercise of each option, 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&chropt=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

	EST.	\$/mo YEAR 01	\$/mo YEAR 02	\$/mo Option YEAR 01	\$/mo OPTION YEAR 02	\$/mo OPTION YEAR 03	EXTENSION A x (B+C+ D+E+F)
	A	B	C	D	E	F	
<b>FIRM GENERAL SCHEDULED CLEANING</b>	12 mo	\$ /mo	\$	\$	\$	\$	\$
<b>As and when requested additional CLEANING during working hours (DWH 0700-1100) and after working hours (AWH 1101-0659) including holding/detention cells</b>							
<b>EMERGENC- Y GENERAL DWH</b>	10 hrs/ yr	\$ /hr	\$	\$	\$	\$	\$
<b>EMERGENC- Y GENERAL AWH</b>	Hrs10/ yr	\$ /hr	\$	\$	\$	\$	\$
<b>As and when requested additional SNOW/ICE removal during working hours (DWH 0700-1100) and after working hours (AWH 1101-0659)</b>							
<b>SNOW/ICE Emergency</b>	30 hrs/yr	\$ /hr	\$	\$	\$	\$	\$
Misc. Mat'ls**	Est'd \$44,000/ yr	+ _____%	+ _____%	+ _____%	+ _____%	+ _____%	\$
<b>EVALUATION TOTAL</b>							\$

\*\* MISC. MATERIAL: (except free issue) shall be charged at the laid down invoice prices (copies of invoices must be provided upon request) plus a mark-up of (percent identified above)

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Materials may include, but are not limited to, the contractor provided items identified herein

<b>VENDOR INFORMATION</b>	
Company Name	
Physical Address	
Mailing Address	
Telephone Number	
Fax Number	
Company Website	
PBN	
Service Contact Name	
Telephone Number(s)	
E-mail(s)	
Back up / alternate for above:	
Telephone Number(s)	
E-mail(s)	
Accounting/ Invoicing Contact Name	
Back up / alternate for above:	
Telephone Number(s)	
E-mail(s)	

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**ANNEX “C” – SECURITY REQUIREMENTS CHECKLIST**

See attached



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

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine <b>PWGSC</b>	2. Branch or Directorate / Direction générale ou Direction <b>Property &amp; Facilities Management</b>	
3. a) Subcontract Number / Numéro du contrat de sous-traitance <b>R.018018.001R.016019.00</b>	3. b) Name and Address of Subcontractor / Nom et adresse de sous-traitant	
4. Brief Description of Work - Brève description du travail <b>Interior Cleaning and Grounds Maintenance Pacific and Douglas Border Crossings</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 <input type="checkbox"/> Yes Non Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
6. Indicate the type of access required - indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
6. b) Will the supplier and its employees (e.g., cleaners, or maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex., nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" 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

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

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PART C (continued) / PARTIE C (suite)

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential 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 « Classification de sécurité ».

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).





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PART C - AUTHORIZATION / PARTIE D - AUTORISATION			
<b>13. Organization Project Authority / Chargé de projet de l'organisme</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Lissa McCulloch		Property & Facilities Manager	
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
(604) 541-5533	(604) 541-3382	lissa.mcculloch@pwgsc.gc.ca	2013-12-30
<b>14. Organization Security Authority / Responsable de la sécurité de l'organisme</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Sean Averil		SPSU CBSA	
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
(604) 666-8543	(604) 666-9243	sean.averil@cbsa-asfc.gc.ca	Jan 17/14
<b>15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?</b> Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No Non
<b>16. Procurement Officer / Agent d'approvisionnement</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
KATHY LARGE		SUPPLY OFFICER	
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
(250) 363 8456	( )	Kathy.Large@pwgsc.gc.ca	Oct 2/14
<b>17. Contracting Security Authority / Autorité contractante en matière de sécurité</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
( )	( )		20-11-14-2014

Jacques Saumur  
Contract Security Officer, Contract Security Division  
Jacques.Saumur@tpsgc-pwgsc.gc.ca  
Tel/Tel - 613-948-1732 / Fax/Télé - 613-954-4171

Security Classification / Classification de sécurité