



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

Embassy of Canada in Abu Dhabi
9th floor, West Tower Abu Dhabi
Trade Center, (Abu Dhabi Mall)
Tourist Club Area, P.O.Box 6970
Abu Dhabi, UAE.



Departmental Representative:

REQUEST FOR PROPOSAL (RFP)

**Proposal to: Foreign Affairs, Trade and
Development Canada**

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

DEMANDE DE PROPOSITION (DP)

**Proposition aux: Affaires étrangères, Commerce et
Développement Canada**

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

Comments – Commentaires

TITLE – SUJET Cleaning Services, Abu Dhabi,	
SOLICITATION NO. – NO. DE L'INVITATION ABDBI-2015-106731-BD	DATE August 31, 2015
SOLICITATION CLOSES / L'INVITATION PREND FIN On October 09, 2015 at 12:00 pm Local Time (). Le 09 Octobre, 2015 à 12h00 heure de Abu Dhabi().	
ADDRESS ENQUIRIES TO – ADRESSER TOUTES QUESTIONS À: Barry Doyle	
TELEPHONE: 343 203 1522	EMAIL - COURRIEL: Barry.Doyle@international.gc.ca
DESTINATION OF GOODS/SERVICES-DESTINATION DES BIENS/SERVICES To be identified upon Contract award	
VENDOR/FIRM NAME AND ADDRESS – RAISON SOCIALE ET ADRESSE DU FOURNISSEUR/DE L'ENTREPRENEUR Telephone No. - No de téléphone: Facsimile No. – No de télécopieur:	
NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ON BEHALF OF THE VENDOR/FIRM NOM ET TITRE DE LA PERSONNE AUTORISÉE À SIGNER AU NOM DU FOURNISSEUR/DE L'ENTREPRENEUR _____ Signature	Corporate Seal _____ Date

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PART 1 – GENERAL INFORMATION

1. Purpose of this Request for Proposal (RFP)

- 1.1 The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada in Abu Dhabi, (hereinafter referred to as “the Embassy” or “the Mission”) to provide for the Cleaning services described in the Statement of Work – Annex “A”.
- 1.2 The contract will be for a period of three (3) years with two (2) additional option periods of one year each. The contract award date is tentatively set for November 01, 2015.

2. Security Requirements

The security clearance requirements detailed in Part 6, Clause 3 must be met before award of contract.

3. Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at the Embassy of Canada 9th floor, West Tower Abu Dhabi Trade Center, (Abu Dhabi Mall), on September 08, 2015 and will begin at 13:30 hrs. Local Abu Dhabi time.

Bidders must communicate with the Embassy Representative no later than Two (2) days prior to the scheduled September 08 meeting to confirm attendance and provide the name(s) of the person(s) who will attend. A maximum of two (2) representatives of the Bidder will be allowed access to the site. 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

4. Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Abu Dhabi stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 6, Clause 15.

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

5. Debriefings

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

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PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (SACC) issued by Public Works and Government Services Canada (PWGSC) and are incorporated by reference into and form part of the bid solicitation and resulting contract as though expressly set out in the bid solicitation and resulting contract.

The SACC manual is available at the following address:

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

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.

2. Submission of Bids

- 2.1** Bids must be submitted only to the Embassy of Canada in Abu Dhabi by the date, time and place indicated on page 1 of the bid solicitation document.

Due to the nature of the bid solicitation, bids transmitted by facsimile or electronically by any means to DFATD **will not** be accepted.

- 2.2** Canada requires that each bid, at closing date and time or upon request from the Contracting Authority, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with the section entitled "Joint Venture" of Part 2 of the bid solicitation document.

- 2.3** It is the Bidder's responsibility to:

- (a) obtain clarification of the requirements contained in the bid solicitation, if necessary, before submitting a bid;
- (b) prepare its bid in accordance with the instructions contained in the bid solicitation;
- (c) submit by closing date and time a complete bid;
- (d) ensure that the Bidder's name, return address, the bid solicitation number, and bid solicitation closing date and time are clearly visible on the envelope or the parcel(s) containing the bid; and,
- (e) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation.

- 2.4** Bid documents and supporting information **must** be submitted in either English or French. Any translation costs that may be incurred by the Bidder to meet this requirement are the sole responsibility of the Bidder

- 2.5** Bids received on or before the stipulated bid solicitation closing date and time will become the property of Canada and will not be returned. All bids will be treated as confidential, subject to the provisions of the *Access to Information Act* (R.S. 1985, c. A-1) and the *Privacy Act* (R.S., 1985, c. P-21).

- 2.6** A bid cannot be assigned or transferred in whole or in part.

3. Enquiries - Bid Solicitation

To ensure the integrity of the competitive bid process, enquiries and other communications regarding the bid solicitation must be directed only to the Contracting Authority identified in the bid solicitation. Failure to comply with this requirement may result in the bid being declared non-

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responsive. To ensure consistency and quality of information provided to bidders, significant enquiries received and the replies to such enquiries will be provided simultaneously to bidders to which the bid solicitation has been sent, without revealing the sources of the enquiries.

All enquiries must be submitted in writing to the Contracting Authority no later than Seventeen (17) 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. Improvement of Requirement during Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favor a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least Seventeen (17) calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

5. Bid Costs

No payment will be made for costs incurred in the preparation and submission of a bid in response to the bid solicitation. Costs associated with preparing and submitting a bid, as well as any costs incurred by the Bidder associated with the evaluation of the bid, are the sole responsibility of the Bidder.

6. Late Bids

DFATD will return bids delivered after the stipulated bid solicitation closing date and time, unless they qualify as a delayed bid as described below.

7. Delayed Bids

7.1 A bid delivered to the specified bid receiving unit after the closing date and time but before the contract award date may be considered, provided the bidder can prove the delay is due solely to a delay in delivery that can be attributed to the Canada Post Corporation (CPC) (or national equivalent of a foreign country). Purolator Inc. is not considered to be part of CPC for the purposes of delayed bids. The only pieces of evidence relating to a delay in the CPC system (or national equivalent of a foreign country) that are acceptable to DFATD are:

- a. a CPC cancellation date stamp; or
- b. a CPC Priority Courier bill of lading; or
- c. a CPC Xpresspost label; or
- d. the national equivalent of a foreign country for a or b or c.

that clearly indicates that the bid was mailed before the bid closing date.

7.2 Misrouting, traffic volume, weather disturbances, labour disputes or any other causes for the late delivery of bids are not acceptable reasons for the bid to be accepted by DFATD.

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7.3 Postage meter imprints, whether imprinted by the Bidder, the CPC or the postal authority outside Canada, are not acceptable as proof of timely mailing.

8. Rights of Canada

Canada reserves the right to:

- a. reject any or all bids received in response to the bid solicitation;
- b. enter into negotiations with bidders on any or all aspects of their bids;
- c. accept any bid in whole or in part without negotiations;
- d. cancel the bid solicitation at any time;
- e. reissue the bid solicitation;
- f. if no responsive bids are received and the requirement is not substantially modified, reissue the bid solicitation by inviting only the bidders who bid to resubmit bids within a period designated by Canada; and,
- g. negotiate with the sole responsive Bidder to ensure best value to Canada.

9. Rejection of Bid

9.1 Canada may reject a bid where any of the following circumstances is present:

- a. the Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;
- b. evidence, satisfactory to Canada, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the Bidder, any of its employees or any subcontractor included as part of the bid;
- c. evidence satisfactory to Canada that based on past conduct or behavior, the Bidder, a subcontractor or a person who is to perform the Work is unsuitable or has conducted himself/herself improperly;
- d. with respect to current or prior transactions with the Government of Canada:
 - i. Canada has exercised its contractual remedies of suspension or termination for default with respect to a contract with the Bidder, any of its employees or any subcontractor included as part of the bid;
 - ii. Canada determines that the Bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the Bidder performed the Work in accordance with contractual clauses and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.

9.2 Where Canada intends to reject a bid pursuant to a provision of subsection 1, the Contracting Authority will so inform the Bidder and provide the Bidder ten (10) days within which to make representations, before making a final decision on the bid rejection.

9.3 Canada reserves the right to apply additional scrutiny, in particular, when multiple bids are received in response to a bid solicitation from a single bidder or a joint venture. Canada reserves the right to:

- a. reject any or all of the bids submitted by a single bidder or joint venture if their inclusion in the evaluation has the effect of prejudicing the integrity and fairness of the process, or;
- b. reject any or all of the bids submitted by a single bidder or joint venture if their inclusion in the procurement process would distort the solicitation evaluation, and would cause a result that would not reasonably have been expected under prevailing market conditions and/or would not provide good value to Canada.

10. Bid Validity Period

Bids will remain open for acceptance for a period of not less than ninety (90) days from the closing date of the bid solicitation, unless specified otherwise in the bid solicitation. Canada reserves the

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right to seek an extension of the bid validity period from all responsive bidders in writing, within a minimum of three (3) days before the end of the bid validity period. If the extension is accepted by all responsive bidders, Canada will continue with the evaluation of the bids. If the extension is not accepted by all responsive bidders, Canada will, at its sole discretion, either continue with the evaluation of the bids of those who have accepted the extension or cancel the solicitation.

11. Definition of Bidder

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

12. Legal Capacity

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to bidders submitting a bid as a joint venture.

13. Price Justification

In the event that the Bidder's bid is the sole responsive bid received, the Bidder must provide, on Canada's request, one or more of the following price justification:

- a. a current published price list indicating the percentage discount available to Canada; or
- b. a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- c. a price breakdown showing the cost of direct labor, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- d. price or rate certifications; or
- e. any other supporting documentation as requested by Canada.

14. Joint Venture

14.1 A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement. Bidders who bid as a joint venture must indicate clearly that it is a joint venture and provide the following information:

- a. the name of each member of the joint venture;
- b. the Procurement Business Number of each member of the joint venture;
- c. the name of the representative of the joint venture, i.e. the member chosen by the other members to act on their behalf, if applicable;
- d. the name of the joint venture, if applicable.

14.2 If the information is not clearly provided in the bid, the Bidder must provide the information on request from the Contracting Authority.

14.3 The bid and any resulting contract must be signed by all the members of the joint venture unless one member has been appointed to act on behalf of all members of the joint venture. The Contracting Authority may, at any time, require each member of the joint venture to confirm that the representative has been appointed with full authority to act as its representative for the purposes of the bid solicitation and any resulting contract. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of any resulting contract.

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15. Code of Conduct and Certifications - Bid

15.1 Bidders must comply with the [Code of Conduct for Procurement](#). In addition to the [Code of Conduct for Procurement](#), bidders must a) respond to bid solicitations in an honest, fair and comprehensive manner, b) accurately reflect their capacity to satisfy the requirements stipulated in the bid solicitations and resulting contracts, c) submit bids and enter into contracts only if they will fulfill all obligations of the Contract.

15.2 Bidders further understand that, to ensure fairness, openness and transparency in the procurement process, the commission of certain acts or offences will render them ineligible to be awarded a contract. Canada will declare non-responsive any bid in respect of which the information herein requested is missing or inaccurate, or in respect of which the information contained in the certifications specified hereinafter is found to be untrue, in any respect, by Canada. If it is determined, after contract award, that the Bidder made a false declaration, Canada will have the right to terminate the Contract for default. The Bidder will be required to diligently maintain up-to-date the information herein requested. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.

15.3 For the purpose of this section, everyone, including but not limited to organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies, and subsidiaries, whether partly or wholly-owned, as well as individuals, and directors, are Bidder's affiliates if:

- a. directly or indirectly either one controls or has the power to control the other, or
- b. a third party has the power to control both.

Indicia of control, include, but are not limited to, interlocking management or ownership, identity of interests among family members, shared facilities and equipment, common use of employees, or a business entity created following the acts or convictions specified in this section which has the same or similar management, ownership, or principal employees, as the case may be.

15.4 By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties.

15.5 By submitting a bid, the Bidder certifies that neither the Bidder nor any of the Bidder's affiliates have directly or indirectly, paid or agreed to pay, and will not, directly or indirectly, pay a contingency fee to any individual for the solicitation, negotiation or obtaining of the Contract if the payment of the fee would require the individual to file a return under section 5 of the [Lobbying Act](#).

15.6 By submitting a bid, the Bidder certifies that no one convicted under any of the provisions under a) or b) are to receive any benefit under a contract arising from this bid solicitation. In addition, the Bidder certifies that except for those offences where a criminal pardon or a record suspension has been obtained or capacities restored by the Governor in Council, neither the Bidder nor any of the Bidder's affiliates has ever been convicted of an offence under any of the following provisions:

- a. paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against Her Majesty*) or section 154.01 (*Fraud against Her Majesty*) of the [Financial Administration Act](#), or
- b. section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against Her Majesty or section 418 (*Selling defective stores to Her Majesty*) of the [Criminal Code](#) of Canada, or

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- c. section 462.31 (*Laundering proceeds of crime*) or sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#) of Canada, or
- d. section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the [Competition Act](#), or
- e. section 239 (*False or deceptive statements*) of the [Income Tax Act](#), or
- f. section 327 (*False or deceptive statements*) of the [Excise Tax Act](#), or
- g. section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#), or
- h. section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#).

15.7 In circumstances where a criminal pardon or a record suspension has been obtained, or capacities have been restored by the Governor in Council, the Bidder must provide with its bid or promptly thereafter a copy of confirming documentation from an official source. If such documentation has not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the bid non-responsive.

15.8 Canada reserves the right to impose additional conditions or measures to ensure the integrity of the procurement process.

16. Entire Requirement

The bid solicitation documents contain all the requirements relating to the bid solicitation. Any other information or documentation provided to or obtained by a bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the bid solicitation. Bidders should also not assume that their existing capabilities meet the requirements of the bid solicitation simply because they have met previous requirements.

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PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Bidders will provide their bid in separately bound and sealed sections as follows:

- Section I: Technical Bid – three (3) 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.

Section I: Technical Bid

- 1.1 In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- 1.2 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.
- 1.3 Canada will evaluate only the documentation provided with a bidder's bid. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.
- 1.4 Bidders are advised that only listing experience without providing any supporting information data such as: curriculum vitae, professional profile, credentials, references and/or reference letters, number of projects completed and in progress, the period of the work performed in number of months and years in past and present employment; and where, when and how such experience was obtained will not be considered to be "demonstrated" for the purpose of this evaluation.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with Annex B, Basis of Payment.
PLEASE TAKE NOTE, VARIABLE CLEANING SERVICES BASIS OF PAYMENT SECTION.

Section III: Certifications

Bidders must submit the certifications required under Attachment 1 to Part 5.

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Conduct of Evaluation

In conducting its evaluation of the bids, Canada may, but will have no obligation to, do the following:

- (a) seek clarification or verification from bidders regarding any or all information provided by them with respect to the bid solicitation;
- (b) contact any or all references supplied by bidders to verify and validate any information submitted by them;
- (c) request, before award of any contract, specific information with respect to bidders' legal status;
- (d) conduct a survey of bidders' facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the bid solicitation;
- (e) correct any error in the extended pricing of bids by using unit pricing and any error in quantities in bids to reflect the quantities stated in the bid solicitation; in the case of error in the extension of prices, the unit price will govern.
- (f) verify any information provided by bidders through independent research, use of any government resources or by contacting third parties;
- (g) interview, at the sole costs of bidders, any bidder and/or any or all of the resources proposed by bidders to fulfill the requirement of the bid solicitation.

Bidders will have the number of days specified in the request by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

1.2 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Attachment 1 to Part 4.

1.3 Financial Evaluation

The price of the bid will be evaluated in UAE Dirham (UAE), Value Added Taxes excluded.
PLEASE TAKE NOTE, VARIABLE CLEANING SERVICES BASIS OF PAYMENT SECTION.

2. Basis of Selection - Highest combined rating of Technical merit and price

Weighting is set at seventy (70%) percent technical merit and thirty (30%) percent price. The maximum number of points to be achieved is 325points.

To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all mandatory technical evaluation criteria;

Bids not meeting (a) or (b) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

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PART 5 - CERTIFICATIONS

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

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

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

1. Certifications Precedent to Contract Award

The certifications listed in Attachment 1 to Part 5, should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

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PART 6 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada, available at the following website:

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

2.1 General Conditions

2035 (2015-07-03) General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

They can be viewed at the following website:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3/2035/15>

Subsection 01 of the 2035 General Conditions, is amended as follows:

Delete: the Minister of Public Works and Government Services
Replace by: the Minister of Foreign Affairs, Trade and Development

3. Security Requirement

- 3.1** At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers. Missions requesting a security clearance for Contractors to perform work in restricted zones of the Mission or to access classified information/assets must consult with Security Operations and Personal Safety Division (ISR) and Corporate Security Division (ISC).

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

4. Term of Contract [to be filled in by DFATD at contract award]

4.1 Period of the Contract

The period of the Contract is tentatively set November 01, 2015 to October 31, 2018. Inclusive.

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4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional periods of one year each under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

4.3 Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of three (3) months under the same conditions to ensure the required transition. 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.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least thirty (30) calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities**5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Barry Doyle
 Contracting / Procurement Specialist
 Foreign Affairs, Trade and Development Canada
 Mission Procurement Operations (AAO)
 125 Sussex Drive, Ottawa, ON, K1A 0G2

Telephone: (343) 203-1522

E-mail: Barry.Doyle@international.gc.ca

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

5.2 Project Authority [to be filled in by DFATD at contract award]

The Project Authority for the Contract is:

Name: _____

Title: _____

Organization: _____

Branch and/or Directorate: _____

Address: _____

Telephone: ___ - ___ - _____

Facsimile: ___ - ___ - _____

E-mail address: _____

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

5.3 Contractor's Representative [to be filled in by DFATD at contract award]

Name: _____

Title: _____

Telephone: ___ - ___ - _____

Facsimile: ___ - ___ - _____

E-mail address: _____

6. Payment

6.1 Basis of Payment

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.

6.2 Limitation of Expenditure [to be filled in by DFATD at contract award]

Canada's total liability to the Contractor under the Contract must not exceed \$ _____ in Dirham (UAE). Customs duties are included and Value Added Tax or other legal tax is extra, if applicable.

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

- a) when it is 75 percent committed, or
- b) four (4) months before the contract expiry date, or
- c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

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6.3 Value Added Tax (VAT) or other Legal Taxes

All prices and amounts of money in the Contract are exclusive of VAT or other legal taxes as applicable, unless otherwise indicated. The Value Added Tax (VAT) or other legal taxes, whichever is applicable, is extra to the price herein and will be paid by Canada.

The estimated VAT or other legal taxes is included in the total estimated cost on page 1 of Contract. VAT, or other legal taxes to the extent applicable, will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt or to which the VAT or other legal taxes does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to the appropriate Government Agency any amounts of VAT or other legal taxes paid or due.

6.4 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

6.5 Monthly Payment

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

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

6.6 Discretionary Audit

The following are subject to government audit before or after payment is made:

- (a) The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
- (b) The accuracy of the Contractor's time recording system.
- (c) The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).
- (d) Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.

Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

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7. Invoicing Instructions

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

- (a) a copy of the monthly progress report(s);
- (b) a copy of the monthly report indicating the names, addresses, classifications of employment and work of all workers employed under the Contract, the rate of wages to be paid, the wages paid, the daily hours worked by the workers and, whether any wages in respect of the said work and labor remain in arrears.

Invoices must be distributed as follows: The original and one (1) copy must be forwarded to the Project Authority for certification and payment.

8. Certifications**8.1 Compliance**

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

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada; however, the Contractor must comply with all local laws, statutes, regulations pertaining to or otherwise affecting his/her performance at the work site.

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 (2015-07-03) Higher Complexity Services;
- (c) Annex "A", Statement of Work;
- (d) Annex "B", Basis of Payment;
- (e) the Contractor's bid dated _____.

11. Personnel

DFATD reserves the right to conduct periodic background checks on personnel employed or subcontracted by the Contractor. DFATD reserves the right, in its sole discretion but always acting reasonably, to decide that personnel employed or subcontracted by the Contractor are unsuitable. In such circumstances, the Contractor shall ensure that personnel are removed from property and replaced with personnel suitable to DFATD.

12. Government Site Regulations

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

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13. Anti-terror

The Contractor shall not use the funds for the purpose of any payment to persons or entities, or for the supply of goods, if such payment or supply to the Contractor's knowledge or belief, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations or is made, directly or indirectly, to finance, support, facilitate or benefit a terrorist or a terrorist group listed under the Canadian *Criminal Code*, the *United Nations Al-Qaida and Taliban Regulations* or the *Regulations Implementing the United Nations Resolutions on the Suppression of Terrorism*. If the Contractor breaches the above, DFATD shall terminate this Contract immediately without notice or any further obligation to the Contractor. The Contractor shall immediately refund to the Receiver General of Canada *via* DFATD all unspent funds provided under this Contract.

14. Foreign Nationals

The Contractor must comply with immigration legislation applicable to foreign nationals entering the United Arab Emirates to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in the United Arab Emirates to fulfill the Contract, the Contractor should immediately contact the nearest embassy, consulate or commission to obtain instructions, information on citizenship and immigration requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

15. Insurance Requirements

The Contractor must comply with the insurance requirements specified below. 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.

Coverage must be placed with an Insurer licensed to carry out business in Abu Dhabi. The Contractor must, and will provide to the Contracting Authority prior to contract award, forward to Canada a certified true copy of all applicable insurance policies.

15.1 Commercial General Liability Insurance

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 USD \$1,000,000.00 per accident or occurrence and in the annual aggregate.

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.

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- (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 endeavor 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) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

15.2 Comprehensive Crime Insurance

The Contractor must obtain Comprehensive Crime (Fidelity) insurance on a Blanket basis, and maintain it in force throughout the duration of the Contract covering all employees of the Contractor. Such Fidelity Insurance must contain a "Third-Party Extension" or "Client Coverage" extending such coverage to Canada with respect to the risks associated with this agreement.

The Comprehensive Crime insurance must include the following:

- (a) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (b) Loss Payee: Canada as its interest may appear or as it may direct.

16. Indemnification

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

16.2 The Contractor's liability to indemnify or reimburse Canada under the contract shall not affect or prejudice Canada from exercising any other rights under law.

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

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Attachment 1 to Part 4 – Technical Evaluation Criteria

1.0 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Demonstrated experience will identify the Project #, company worked for, start and end dates as well contact information.

Mandatory Technical Criteria (MT)			
#	Mandatory Technical Criterion	Met / Not Met	Reference to Proposal pg#
MT1	<p>The Supervising Cleaner shall demonstrate that he/she has obtained a minimum of three years' experience in providing cleaning services and supervision</p> <p>The Supervising Cleaner must be knowledgeable about the operation of commercial cleaning equipment as demonstrated by at least two years of experience with the equipment proposed by the contractor.</p>		
MT2	<p>It is mandatory that each Bidder attend a site visit at the designated date, time, and location to examine the scope of work required and the existing conditions. A maximum of two (2) representatives per bidder will be permitted to visit the site.</p> <p>Bidders who for any reason cannot attend at the specified time and date will not be given an alternative appointment to view the site and their proposals will be considered as NON-COMPLIANT. No exceptions will be made.</p>		
MT3	<p>The firm must be the provider of the service and registered with appropriate authorities in Abu Dhabi. Certifications of registrations as well insurance policies / certificates must be provided upon Canada's request. The firm must have a permanent office in UAE, staffed with permanent employees to be eligible for this contract.</p>		

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2.0 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Table 1		
#	Point Rated Technical Criteria	Maximum Points
RT1	The Firm	140
RT2	Equipment and Supplies	10
RT3	Equipment	30
RT4	Senior Supervising Cleaner	45
RT5	Work plan	100

Table 2	
Overall Maximum Points Available =	325
Overall Minimum Points Required =	227
Bids must achieve an overall minimum percentage of 70%. Bids that do not meet this requirement will be declared non-responsive.	

Rating Table – RT2	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
50%	The response includes some information, but is also missing a substantial amount of information. Some elements poorly described. Bidder receives 50% of the available points for this element.
70%	The response includes most of the information required to be complete meeting the established minimum. Bidder receives 70% of the available points for this element.
85%	The response includes a substantive amount of the information required to be complete. Bidder receives 85% of the available points for this element.
100%	Substantial details provided leading to a complete and thorough understanding of the requirement. Bidder receives 100% of the available points for this element.

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RT1 – The Firm		
Description	Weighting	Maximum Points
a) The Bidder shall demonstrate that it has obtained experience in providing cleaning and waste management services to client for office facilities over 5,000m ² .	12 to 35 months = 20 points 36 to 59 months = 40 points Over 60 months = 60 points	60 points
b) The Bidder shall demonstrate a capacity to provide additional cleaning services from time-to-time to meet the operational requirements of the Embassy of Canada in number of employees.	10 employees = 10 points 25 employees = 20 points Over 35 employees = 30 points	30 points
c) The firm shall demonstrate superior management and environmental management practices	ISO 9001 or ISO 14001 certification = 30 points ISO 9001 and ISO 14001 certification = 50 points	50 points

RT2 – Equipment and Supplies		
Description	Bid Preparation Instructions	Maximum Points
The Bidder should demonstrate that it will supply all equipment, materials and consumables required to provide for the requirement outlined in Appendix A, Statement of Work	Equipment List a) A list of mechanical equipment available to carry out the services, including specifications (i.e. make and model number and/or performance capabilities, etc.), commercial type, quantity and that it is designed for the application it is to be used.	5 points
	Materials and Supplies List b) A list of the materials and/or products that will be used to carry out the services, including brand name and/or manufacturer, item description and indicate if they are certified environmentally friendly.	5 points

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NOTE: Recently Purchased = within the last 30 days

RT3 - Equipment		
Bid Preparation Instructions	Weighting	Maximum Points
Equipment such as vacuum cleaners, pressure washing machines etc. with low level (permissible) noise not more than three (3) years old. Contractor will have the equipment periodically checked/approved by the Project Authority.	Recently purchased equipment = 30 points Equipment is up to one year old = 20 points Equipment is 1<2 years old = 10 points Equipment is more than 2 years old = 0 points	30 points

RT4 – Senior Supervising Cleaner		
Bid Preparation Instructions	Weighting	Maximum Points
The Bidder shall demonstrate that the Senior Supervising Cleaner has obtained the following capabilities in providing cleaning and waste management services to client and for office facilities over 5,000 m2	a) Experience as a supervisor of cleaning staff; 36 months = 15 points 37 to 48 months = 25 points 49+ months = 35 points	35 points
	b)Linguistic capacity in English and/or French; Spoken and read English or French = 5 points Spoken and read English and French = 10 points	10 points

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RT5 - Work plan		
Bid Preparation Instructions	Weighting	Maximum Points
<p>The description will provide sufficient detail to allow for a clear understanding of how the Bidder expects to carry out the statement of work for any resulting contract. The bidder shall state briefly and clearly specific methods to be used, which resource(s) will do the work, what equipment will be used, and the firm's support (e.g. training provisions, off-site support, and managerial controls). Note that the evaluation process may determine that a bidder is not knowledgeable if tasks proposed are not justified by the bidder.</p>	<p>a) Comprehension of the work plan</p> <p>i) Work plan systematically addresses statement of work = 10 points</p> <p>ii) Work plan identifies which resource(s) will do the work = 10 points</p> <p>iii) Work plan identifies what equipment will be used = 10 points</p> <p>iv) Work plan identifies how your company is supported by suppliers on an on-going basis = 10 points</p> <p>v) Language is clear and concise = 10 points</p>	50 points
	<p>b) Appropriateness of the proposed work plan</p> <p>i) Existence of procedures for verifying arrival at post and dispatching replacements = 10 points REF: pg.29 SOW, 1.3.2</p> <p>ii) Existence of disciplinary actions including verbal, written reprimands, suspensions = 10 points</p> <p>iii) Mental and physical qualifications of proposed staff meet the requirements of the tasks = 10 points</p> <p>iv) Work plan may be implemented immediately without need for the supplier to change the physical installations already in place at the High Commission of Canada to minimize downtime between change of cleaning staff. = 20 points</p>	50 points

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ATTACHMENT 1 TO PART 5 - CERTIFICATIONS

1. Certification of Understanding

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

2. 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.

***The successful Bidder/Contractor must offer employment to all personnel (3 persons) presently employed under the existing contract. Should any of the current personnel presently employed under contract #7343419 Decline the offer to work under the newly awarded Bidder/Contractor, then the Bidder/Contractor can draw from a qualified pool of personnel.**

Certification

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

Signature Bidder/Contractor

Date

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**ANNEX "A"
STATEMENT OF WORK**

1. General Information

Description of sites

1 The Chancery building, Abu Dhabi Mall West Tower, 9th and 10th Floor.

The Chancery building consists of two (2) floors and includes a one (1) large terrace. Situated in the Abu Dhabi Mall West Tower, it consists of 2 full office floors connected inside by a staircase. The total area is approximately 2,128 sq/m.

The building houses a number of amenities which are an exterior garden patio, a large multi-purpose room, two (2) conference rooms, eight (8) washrooms, and three (3) kitchenettes.

Area Specific Information - Chancery Building Security Zones

The following areas are Secure Zones in the Chancery Building: 9th floor Defence Attaché section; HOM section, and Political Sections, and IT sections.

Cleaning in secure zones shall be conducted under the escort of an Embassy staff member with a minimum of SECRET security clearance. The escort will normally be provided by the section. The Supplier is to report to the Property Manager if no escort is available for scheduled cleaning. The Property Manager will arrange for an escort, postpone or cancel the scheduled cleaning.

The schedule for the cleaning of Security Zones shall be directed by the Property Manager.

Area Specific Information - Chancery Building High Security Zones

High Security Zones of the Embassy do not form part of this contract.

The Supplier is forbidden from accessing High Security Zones. Accessing these zones will be grounds for dismissing the offending party and/or cancelling the contract.

2 Staff quarters (throughout (Abu Dhabi).

Staff Quarters are the apartments and villas the Embassy rents for its Canada-based staff on diplomatic assignment to Abu Dhabi Apartments range from approximately 200 to 450 sq/m and are generally located on island. They generally consist of a kitchen, a laundry room, a living room, a dining room, a

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study, two to four (2-4) bathrooms, three to five (3-5) bedrooms and exterior balcony/terrace/garden areas.

1.1 GENERAL REQUIREMENTS

1.1.1 The work is divided into five categories:

- a) Patrol Cleaning: This work consists of pre-determined tasks as outlined in Section 2.0 below.
- b) Routine Cleaning: This work consists of pre-determined tasks as outlined in Section 2.0 below.
- c) Scheduled Project Cleaning: These activities are performed at times determined by the Property Manager. The Supplier will provide a proposed schedule for project cleaning 15 days prior to the beginning of a quarter (beginning September 1st, December 1st, March 1st and June 1st) for the next quarter. The Supplier shall notify the Property Manager when each Project Cleaning task is completed as set out in Section 2.0 below.
- d) "As and when required" Cleaning: The Supplier will offer "as and when required cleaning services" at the fees set out in the financial proposal. There is no guarantee of a minimum or maximum amount of work.
- e) Event Clean-up: These activities are performed following an event on the Embassy's premises. Upon 72 hours' notice by the Property Manager of an event, the Supplier will have sufficient and properly equipped staff at the work site. The Supplier will offer "emergency" additional cleaning services at the fees set out in the financial proposal.

1.1.2 The Supplier will use three different colour-coded cloths for the cleaning of:

- a) Toilets and urinals;
- b) Washroom basins and kitchen sinks; and
- c) Dusting.

1.1.2 GENERAL REQUIREMENTS for Supply

- a) All consumables to be supplied by the contractor
- b) Consumables; i.e. toilet paper and towels, will be of high quality and approved by Property Manager
- c) Cleaning supplies should be good quality. Each type of cleaning should have its own product; i.e. no "All-In-One" cleaners

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- i. Cleaning supplies should be properly labeled. If refillable from concentrate, cleaners should use the proper amount and chemical for that particular bottle.
- ii. Any chemicals used must have MSDS available for inspection. Any chemicals not approved by Property Management will be removed immediately and replaced with the proper type.

1.2 SCHEDULES

1.2.1 Recommended frequencies for all activities are listed in Section 2.0 below. Notwithstanding the minimum frequencies shown in this schedule, tasks shall be performed to ensure that the facility maintains a clean, neat and tidy appearance to the complete satisfaction of the buildings' Property Manager.

1.2.2. A proposed schedule of routines for each facility must be provided to the Property Manager for approval within 30 days of the commencement of the contract and shall include a complete list of equipment and materials to be used in the performance of the tasks identified in Section 2.0 below. DFATD reserves the right to request that certain materials or equipment be changed or not used in the provision of services.

1.2.3 Cleaning will take place during the normal business hours of the Embassy of Canada – 08:00 to 16:00, Sunday to Thursday. There will be thirteen Embassy holidays during the year, including some Emirati statutory holidays. The Supplier will be provided a list of holidays each year by the Property Manager.

1.3 STAFFING LEVELS

1.3.1 Three (3) cleaners are required for 7.5 hours per day between the hours of 08:00-16:00 in order to consistently meet quality standards. The Supplier must provide, at a minimum, this staff level.

1.3.2 The Supplier will be required to replace any employees that are absent, unless otherwise approved by the Property Manager. Replacement workers for regularly scheduled employees MUST be made available within a two hour period at the site where the work is to be conducted.

1.3.3 The Supplier shall, immediately upon award of the contract, designate a supervisor. The supervisor will be the Supplier's on-site Representative with full responsibility and authority to manage workload, included scheduled project cleaning. The supervisor is also responsible and authorized by the Supplier to accept notice, consent, direction, decision or other communication on behalf of the supplier. The supervisor shall liaise daily with the Property Manager.

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1.3.4 If the supervisor is not continuously present on site during working hours, the Supplier shall nominate one of its employees on site to represent the Supplier in place of a nonworking supervisor. Anyone so nominated to replace the supervisor will have full rights and responsibilities of the supervisor.

1.3.5 The Supplier shall, immediately upon award of the contract, designate an off-site contact person. The contact person will be the Supplier's Representative with full responsibility and authority to administer the contract, including payments, and the organization of "as and when required" and "event clean-up" cleaning services. The contact person shall be equipped with a cellular phone and a pager. All expenses including installation, airtime, activating fees and the phone/pagers shall be at the expense of the Supplier. An uninterrupted communication service is mandatory.

1.4 EXCLUDED AREAS

1.4.1 The following areas do not form part of this contract. The Supplier will instruct his staff not to enter building service areas unless accompanied by an Embassy staff member.

- a) Mechanical, Electrical and Communications rooms.
- b) Cleaners will not perform any cleaning operation whatsoever on wall mounted objects such as paintings, employees will not touch Art objects.
- c) High security zones.

1.5 WASTE MANAGEMENT

1.5.1 Waste collection and removal services for each Facility shall be performed in accordance with the building waste management and recycling program.

1.5.2 Duties shall include but not be limited to replacing dirty garbage bags, picking up litter, and washing exterior surfaces of garbage and recycling receptacles on a regular basis.

1.5.3 The Supplier shall regularly report to the Property Manager all damaged or missing containers used in the separation and storage of recyclable materials.

1.5.4 The Supplier shall collect all materials as scheduled to avoid overfill and bad odour.

1.5.5 The Supplier shall comply with client policies, applicable legislation and bylaws controlling waste disposal and recycling and possess all necessary certification and licensing.

1.5.6 The Supplier shall be responsible for the removal and separation of all recyclable materials including, but not necessarily limited to mixed office paper, newspaper, old corrugated cardboard,

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aluminium and steel cans, plastics, and organic material, placing these in designated bins as identified by the Property Manager and removing them from the Embassy's premises.

1.5.7 All central garbage must be emptied daily. All containers must contain the appropriate liners and be replaced as necessary.

2. Tasks and Frequencies: General

2.1 ENTRANCES: EXTERIOR AND INTERIOR

2.1.1 Daily

Remove posters and scotch tape, graffiti from walls and, wash doors and windows.

Clean and polish metal, aluminums fittings, entrance doors and handles.

Clean doors glass and windows, sashes and frames on both sides in entrances and exit doors.

Sweep and keep clear of litter the elevator hallway

Empty contents of ashtrays. Wash and polish chrome parts.

Empty contents of garbage cans, clean, disinfect and replace liners.

Damp clean tables and benches daily.

Signage shall be clean and free of dust, marks and streaks. Bright metal will appear bright without polish residue.

Wash and vacuum carpets and mats.

Clean directories, telephones lockers.

All areas shall be free of dust and cob webs.

Air grills and Air diffusers shall be clean, including the surrounding areas.

2.1.2 Weekly

Clean glass and sashes on both sides of interview booths.

2.2 FLOORS (ALL TYPES)

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2.2.1 General Instructions

Supply and visibly display trilingual Danger Wet Floor signs when performing wet floor cleaning operations.

Furniture and wastepaper baskets are not to be placed on desks, tables or workbenches during cleaning operations.

2.2.2 Daily Patrol

All floor types shall have a clean appearance. Sweep and wash floors.

2.2.3 Weekly

Spray buff floors

2.2.4 Scheduled Project Cleaning – July, December

Wet scrub and refinish in the months of July and December

2.3 STORAGE AREAS (CONCRETE FLOORS)**2.3.1 Daily**

Sweep all floors using a dust control method and damp wash.

Clean as per office space.

Dust empty shelves.

2.3.2 Weekly

Sweep and wash

2.3.3 Dormant Storage Space and/or on request:

Sweep all floors using a dust control method and wash floor.

Dust empty shelves.

Clean as per office space

2.4 CARPETING AND RUGS**2.4.1 General Instructions – Commercial Heavy-Duty Vacuum Cleaners**

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The Supplier shall use COMMERCIAL HEAVY-DUTY VACUUM CLEANERS with the following features.

Low noise level

High efficiency particulate Air filters (Hepa Type)

Minimum 90 inches of water lift

Power-head

Proper tools/accessories for floors and furniture

2.4.2. General Instructions – Commercial High Performance Hot Water Extractors

The Supplier shall use HIGH PERFORMANCE HOT WATER EXTRACTORS with the following features:

Minimum 110 psi-solution pump

Minimum of 137 inches of water lift.

Minimum of 10-gallon solution tank

Minimum of 14.5-gallon recovery tank

2.4.3 General

Clip loose threads during vacuuming operation

Sweep or vacuum exposed flooring during clean log operations

Remove spots and stains from carpeting and rugs using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after observation or notification.

Employees must report all carpet stains, damaged or lifting carpets to their supervisor on a daily basis

2.4.4 Daily

Applies to Office Areas, Boardrooms, Conference Rooms, Meeting Rooms, Corridors, Elevator Lobbies and Photocopy Rooms

Pick up litter (paper, paperclips, elastics. etc.) off carpets.

Vacuum traffic lanes.

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2.4.5 Weekly

Vacuum desk wells

Vacuum all carpeting and rugs on a full floor basis

2.4.6 Scheduled Project Cleaning – May

Clean all carpets and rugs using a Shampoo method in addition to Hot Water Extraction in the month of May.

2.5 CARPETS**2.5.1 General Instructions**

The Supplier shall use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove water, dirt, mud, etc., from the carpets/rugs.

Carpets/Rugs are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.

The quantity, type size and location will be determined by the Property Manager.

2.5.2 Scheduled Project Cleaning - May

All carpets will be shampooed and put out on terrace to dry and air out.

2.6 ENTRANCES, EXITS, LOBBIES. MAIN FLOOR ELEVATOR LOBBIES AND ADJACENT CORRIDORS**2.6.1 General**

Keep free of litter, dust.

Clean furniture as per office space.

2.6.2 Daily

Clean both sides of door glass.

Remove gum and other foreign residue.

Sweep, wash and spray buff floors. Provide additional damp mopping of floor during inclement weather or when requested by the Property Manager.

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Clean both sides of glass windows and wood or metal surrounds.

Clean directory boards and frames.

2.7 ELEVATORS

Elevators fall under the building management umbrella. Assistance with the elevator exterior hallway may be needed at a maximum.

2.8 STAIRS AND LANDINGS

2.8.1 Daily

Sweep and damp mop stairs and landings.

Dust handrails, balusters, balustrades, baseboards, stringers and ledges.

Spot clean walls.

2.8.2 Weekly

Clean handrails, baseboards, risers, stringers, balusters, balustrades and ledges.

2.9 MISCELLANEOUS

2.9.1 Daily

Clean all bright metal surfaces: Bright metal (copper, brass, stainless steel, brushed aluminums, etc.) shall have a clean shine without marks, stains, polish residue or verdigris (green/blue deposit), includes elevator frames and panels, clean with an approved product.

2.9.2 Weekly

Clean exterior frame of reception booth glass.

Damp wipe window ledges

2.9.3 Monthly

Clean and polish all decorative metal surfaces.

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2.9.4 Quarterly – January, April, August, November**2.9.5 Scheduled Project Cleaning - January, April, August and November**

Vacuum exposed air ducts, pipes and other high areas, including tops of hanging light fixtures and conduit 1.8 meter or higher using a pack vacuum cleaner in the months of January, April, August and November.

Clean all air intake grills and surrounding dirty ceiling tiles and diffusers in the months of April and November. (All air intake grills and air diffusers shall not be removed during cleaning operations.)

2.10 WASHROOMS**2.10.1 General**

All washrooms shall have be clean, disinfect and germicidal on a daily basis.

Washrooms log shall be filed out.

2.10.2 Daily

Patrol and clean washrooms daily or more often as required to maintain washrooms in a clean and disinfected state.

Ensure all dispensers are at least 80% full; restock, as necessary.

Clean and dry all fixtures, spot clean mirrors, wipe counters and insure that toilets and sinks are clean and that there is no water or papers on floors.

Enter date and time in the logging system.

Sweep and damp mop floors.

Dust top of partitions and spot clean.

Clean both sides of toilet seats interior and exterior of bowls; urinals and washbasins, toilets shall be free of stains, water spots and scale.

Clean all water taps, dispensers, doorplates and flush valves.

Clean flush tanks, shelves, high ledges, mirrors, window ledges and exposed piping.

Sinks and hardware (flush valves, handles, and escutcheons...) will be clean and bright (free of corrosion or verdigris (green/blue deposit) and organize deposits (e.g. calcium build-up)).

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Walls particularly under dispensers near toilets will be clean and have no streaks.

Doors will be clean and sanitized including handles, kick plates and push plates

Air grills and door grills will be clean and be free of dusts.

Empty Sani-cans, wash and disinfect, supply and insert new waxed bags of correct size.

Empty and damp wipe exterior of all waste receptacles, supply and insert new plastic bags of correct size.

Replenish soap, toilet paper and paper towel dispensers, all dispensers will be at least 80% full.

Unclog all toilets with plungers, if unsuccessful report immediately to the Property Manager

Remove graffiti within 24 hours of it having been discovered.

2.10.3 Weekly

Spray buff floors.

2.10.4 Monthly

Pour a pail of clean water into floor drains.

Machine scrub ceramic floors. Wash floors.

Wash and disinfect wastepaper and refuse receptacles including metal containers. Wash both sides of partitions, partition doors and walls enclosed by partitions.

2.10.5 Scheduled Project Cleaning – January, April, July, November

Wet scrub and refinish floors in the months of January, July and November.

Strip, seal and refinish floors in the month of April.

Wash all walls (leaving no streaks) in the months of January, July and November.

2.11 MAINTENANCE ROOMS

2.11.1 General

Patrol daily

*Materials should be stored properly in a clean and orderly manner

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2.12 RECEPTION LOBBIES**2.12.2 Daily**

Patrol Daily

Sweep/Mop

Arrange chairs, magazines, brochures

Clean all surfaces

2.13 KITCHENS, KITCHENETTES, LUNCHROOMS AND REST AREAS**2.13.1 General**

Patrol daily

Cleaning does not include kitchen machines or water dispenser.

2.13.2 Daily

Dust all horizontal and vertical surfaces. Spray buff floors

Wash all furniture, tables, chairs, sinks, counters etc.

Sweep and damp mop floors.

Supply and replenish all soap and paper towel dispensers.

Empty, wash and disinfect garbage cans and waste receptacles and replace plastic bags.

Spot clean all walls, doors and exterior of cupboards.

Empty, wash and disinfect multi use recuperation receptacles and replace with clear new plastic bag.

Spot clean exterior of all appliances

Clean all appliances ensure dishwasher is empty end of day, no expired food in refrigerators.

2.13.3 Weekly

All containers, bags of food to be cleared out, containers washed.

2.13.4 Monthly

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Take all food out of refrigerators and clean with safe solvent.

2.13.5 Scheduled Project Cleaning – March, July, October, December

Wet scrub floors.

Wash walls in the month of March.

2.14 FURNITURE (OFFICES, LOBBIES, WAITING AREAS AND BOARDROOMS)**2.14.1 General Instructions**

Furniture with papers and files left on furniture shall not be disturbed by the cleaner.

All furniture will be free of dust and damp wiped weekly.

Upon completion of the services on a floor, part of the floor, or an enclosed space equipped with light switches, the Supplier shall turn the lights off when the space is not occupied.

Excluding paintings.

2.14.2 Daily

Clean boardrooms, lobbies, waiting areas and executive office furniture and place chairs so that the room appears to not have been used.

Damp wipe tables and/or desk stains, wipe and/or vacuum chairs.

2.14.3 Weekly

Clean shelves

2.14.4 Monthly

Vacuum upholstered furniture including removal and vacuuming of cushions and cushion beds.

2.14.5 Scheduled Project Cleaning – April, June

Clean leather, vinyl, fabric, leatherette and upholstered furniture in the month of April (as per manufacturer's cleaning instructions).

2.15 BLINDS AND DRAPES**2.15.2 Daily**

Open hallway blinds at applicable times and close vice versa.

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Ensure blinds are clean and undamaged.

Report any damaged blinds.

2.15.1 Scheduled Project Cleaning – January, May, July, September

Damp wipe blinds in the month of May (or when window cleaning is scheduled).

Dust or vacuum blinds in the months of January and September.

2.16 WHITE BOARDS

2.16.1 General Instructions

CAUTION! DO NOT CLEAN boards containing written information.

Do not use oiled or dust treated cloths when cleaning boards

2.16.2 Weekly

Dry clean white boards.

2.17 WASTE RECEPTACLES

2.17.1 General Instructions

Supply and install plastic bags of correct size when dirty or torn in garbage cans and waste receptacles

2.17.2 Daily

Empty and damp wipe interior and exterior of central garbage cans, and waste receptacles.

2.18 INTERIOR GLASS

2.18.1 Daily

Remove tape and spot clean all door glass, partition glass, glass topped furniture, bookcase glass, mirrors, draft deflectors and display boards.

2.18.2 Monthly

Fully clean all mirrors and both sides of door glass and all surrounding glass.

2.18.3 Scheduled Project Cleaning – February, May, August October

Clean both sides of partition glass in the months of May and October.

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Remove and clean both side of all glass or plastic plates covering furniture and clean tops of furniture before replacing plates in the months of February and August.

Clean and polish both sides of bookcase, glass doors, in the months of February and August.

2.19 WATER DISPENSERS

2.19.1 Daily

Empty tray

Wipe down dispenser

2.20 WALLS. PARTITIONS, BASEBOARDS AND CEILINGS

2.20.1 Daily

Spot clean walls, partitions and glass partitions

Remove cobwebs from ceilings

2.20.2 Weekly

Dust marble walls, columns and frames.

Dust all baseboards, ledges and mouldings.

Clean glass partitions.

2.20.3 Scheduled Project Cleaning – January, April, July, November

Wash marble walls, columns, frames and baseboards in the months of January and July.

2.21 DOORS AND DOOR FRAMES

2.21.1 Daily

Spot clean doors, push bars, kick plates, hand plates and door frames. Dust door grills.

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Clean all bright metal surfaces: Bright metal (copper, brass, stainless steel, brushed aluminums, etc.) shall have a clean shine without marks, stains, polish residue or verdigris (green/blue deposit)), includes elevator frames and panels, clean with a product that is approved for use on the materiel type.

2.21.2 Monthly

Damp wipe doors and door frames

Wash door grills

2.21.3 Scheduled Project Cleaning - January, April, August and November

Clean all door brass in the months of January, April, August and November.

2.22 EMERGENCY FIRE EQUIPMENT**2.22.1 Weekly**

Clean fire hose cabinets including glass and related equipment.

Clean and wipe fire extinguishers.

2.23 ELECTRONIC DATA PROCESSING AREAS (computer rooms, equipment rooms, computer, and printing room)**2.23.1 General Instructions**

Areas include computer rooms, equipment rooms, computer, and printing rooms.

The vacuum cleaner used in this area shall be of the industrial canister type equipped with a three prong grounded plug and non-metallic floor tools. The filter is to be cleaned prior to each operation.

CAUTION, Malfunctioning equipment shall be immediately removed from the area and replaced so that the extremely sensitive nature of the computer equipment is not affected.

Damp mopping - Use a mop, well wrung out in clean water and mild soap so that there will be no seepage under the equipment or between the tiles. The water shall be changed frequently during each operation and mops are to be washed and rinsed on completion of the work.

Food and beverage are NOT permitted in the areas.

While performing the under low cleaning, cabling shall be disturbed as little as possible

Cleaning equipment shall not be plugged into any computer equipment

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Do not place anything on top of computer equipment

Buckets of water are not permitted on this floor.

2.23.2 Daily

Empty waste receptacles.

Clean washrooms as per clause 2.10.

2.23.3 Weekly

Dust furniture and shelving.

Wash and disinfect waste receptacles.

Clean doors and door frames.

Dust window ledges.

Vacuum and damp mop entire floor area including ramps.

2.23.4 Scheduled Project Cleaning – April, May, November

Clean all air intake grills and air diffusers in the months of April, May and November

2.24 SUPPLIER'S SPACE AND JANITOR'S CLOSETS**2.24.1 Daily**

Maintain floors and fixtures as per washrooms (section 2.10).

Vacuum cleaners shall be emptied at the end of each shift and cord neatly wrapped.

Trash container shall be clean and empty of trash, caddy clean and free of personal items.

Floor buckets shall be emptied and cleaned, mops washed and mounted on racks where available or stood with head up to dry.

All equipment stored in a neat organized manner at all time.

2.24.2 Monthly

Wash all walls and shelves.

2.25 LIGHT FIXTURES**2.25.1 General Instructions**

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The following requirements apply to all areas of the building including stairwells and areas that are excluded from general cleaning.

2.25.2 Scheduled Project Cleaning- January, April, September

Clean all tubes, bulbs, lenses and the interior and exterior of light fixture in entrances, exits, lobbies, main floor elevator lobbies and corridors throughout the building.

2.26 TERRACE**2.26 General Instructions**

The following requirements apply to the terrace located on the 9th floor

2.26.1 Daily

Empty and clean ashtrays

Dust seats and tables

2.26.2 Weekly

Pressure Wash entire terrace surface, tables and chairs

2.27 Staff Quarter cleaning**2.27.1 General**

These services fall under “as and when required” cleaning services.

2.27.2 Project Cleaning

The following work is to be carried out in staff quarters, as and when required, between the departure of an occupant and the arrival of his successor. The following work **MUST** be completed within 5 business days when the departmental representative gives the contractor 72 hours’ notice. The Embassy reserves the right to contact other providers of cleaning services for this requirement.

The contractor should note that Canadians are responsible to leave their apartments in a clean state upon their departure. The Embassy, however, regularly paints staff quarters and may undertake other renovations between occupants. Cleaning services would be engaged at the end of painting and other renovations.

Description of Work. Staff quarters cleaning include:

Steam clean carpets and rugs;

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Steam clean drapery (including taking down drapery and re-hanging it, as required);

Steam clean upholstery;

Wash and spray-buff floors;

Wash interior and exterior windows;

Dust and damp wipe window shutters;

Clean major appliances (stove, oven, dishwasher, microwave, clothes washer, clothes dryer, refrigerator, freezer);

Clean minor kitchen appliances;

Clean kitchen and bathroom fixtures (faucets, sinks, shower heads, showers, bathtubs, bidets, toilets, etc.), including the removal of calcium build-up;

Dust and damp wipe cupboards, closets and other built-in storage areas;

Sweep and wash "cantina" storage areas and terrace/balcony/patio areas;

Clean glass panelling in furniture and interior doors;

Dust and buff hard furniture (desks, tables, bookcases, buffets, hutches, chest of drawers, bureaus, etc.);

Clean air conditioners and radiators, including filters;

Dust and damp wipe patio furniture;

Dust lamps and electronic equipment (TV, stereo, DVD player, etc.); and

Clean internal and external window sills.

2.27.3 Event clean-up

§ The Embassy uses representational space in the chancery building, from time-to-time, to host events. It is recognized that such events create an additional cleaning burden above and beyond that foreseen in the normal cleaning schedule. Such cleaning will include the following items that must be complete the day after an event provided the Embassy provides the contractor 72hours notice.

§ Dispose of waste in refuse or recycling containers;

§ Empty refuse and recycling containers and replace bags;

§ Clean kitchen -- sweep and mop floors, wipe down counters and surfaces, clean appliances, clean sinks and faucets;

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§ Clean hospitality materiel - glassware, plates, cutlery, pots and pans, dishes, kitchen towels, and table linens; and

§ Clean representational areas -- sweep and mop floors, and wipe down tables and chairs.

3. Definitions and Quality Standards

The definition of Terms and Quality Standards described below shall be strictly adhered to. All inspections made by the Property Manager and Supplier shall be rated according to these Quality Standards.

3.1 DEFINITIONS

3.1.1 Routine Cleaning: Cleaning operations, which are specified to be performed monthly or more frequently such as weekly or daily.

3.1.2 Patrol Cleaning: All obvious trash and spillage shall be removed and dispensers replenished so that the area presents a neat appearance.

3.1.3 Scheduled Project Cleaning: Cleaning operations, which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually.

3.1.4 Project Cleaning: Cleaning operations, which are specified to be performed only when requested by the Property Manager.

3.1.5 Flight of Stairs: Includes steps and risers situated between two floor levels including landing(s).

3.1.6 Materials: Materials consist of items such as light bulbs and fluorescents tubes, toilet tissue (two ply), paper hand towels, hand soap, plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the

3.1.7 Trash: Includes the contents of ashtrays, waste receptacles, sand urns and sani cans. Also paper clips, paper, mop strings, pins, staples and discarded items on the floor or furniture.

3.2 QUALITY STANDARDS

3.2.1 Sweeping: All areas shall be free of trash and soil.

3.2.2 Hosing: All areas shall be clean after scheduled hosing with no water accumulation in low areas.

3.2.3 Dusting: All areas shall be free of dust film and all furniture shall be relocated to its original location.

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- 3.2.4 Damp Mopping:** All areas shall be clean and free of surface stains, mop streaks and loose mop strands. Walls, baseboards and other surfaces shall be free of watermarks and splashing.
- 3.2.5 Wash Floors:** All areas shall be free of dirt, stains, splashing and cleaning solution.
- 3.2.6 Machine Scrub:** All areas shall be free of dirt, stains, splashing and cleaning solution.
- 3.2.7 Spray Buffing:** All areas shall present an overall appearance of cleanliness, have a bright resilient shine and be dust free.
- 3.2.8 Buff floors (Restore):** All areas shall present an overall appearance of cleanliness, have a shine and be dust free.
- 3.2.9 Wet Scrub:** All areas shall have an overall appearance of cleanliness an even shine and be free at minor scrapes and marks by removing two coats of wax and reapplying two coats of wax.
- 3.2.10 Strip and Refinish:** All areas shall present an overall appearance of cleanliness, a deep clean look and a crisp even shine and be free of scrapes and marks by removing all layers of wax and reapplying four coats of wax.
- 3.2.11 Strip and Reseal:** All areas shall present a clean appearance and shall be free of dirt, stains and marks by removing all layers of wax, sealer and reapplying one coat of sealer and three coats of wax or two coats of sealer depending on the floor type.
- 3.2.12 Vacuuming:**
- Carpet: All carpet surfaces shall present an overall appearance of cleanliness and shall be free of dust, dirt and soil.
- Walk-away Mats: Walk -away mats shall be clean and free of dust and dirt.
- Upholstered Furniture: Upholstered furniture shall be free of dust, dirt and other debris.
- 3.2.13 Stain Removal:** All carpets, walk-away mats and upholstered furniture shall have no visible stains and no discoloration after stain removal operation.
- 3.2.14 Hot Water Extraction:** All carpets, walk-away mats and upholstered furniture shall be clean and free of dust, dirt, sand, slush, salt and water.
- 3.2.15 Cleaning Floor Grills:** All foot grills and recess pans shall present a clean appearance and be free of dirt, soil and trash.
- 3.2.16 cleaning of Notice Boards and Fire Hose Cabinets:** All notice boards and fire hose cabinets, including glass, shall be free of dust and stains.

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- 3.2.17** Glass Cleaning: All glass shall be clean on both sides and free of streaks and finger marks.
- 3.2.18** cleaning of Stairways and Landings: All areas shall present an overall appearance of cleanliness and be free of dirt, dust streaks and trash.
- 3.2.19** Elevator Cleaning: Elevator cleaning is the responsibility of the building; unless, it is a direct issue by the embassy staff or patrons.
- 3.2.20** Dusting:
- Furniture, Fixtures and Equipment: All surfaces shall be free of dust, streaks and finger marks.
- High Dusting: All surfaces shall be free of dust accumulation.
- Blinds and Drapes: Blinds and drapes shall be free of dust. Cobwebs, watermarks and dirt
- 3.2.21** metal cleaning: All metal surfaces shall be free of marks, stains and have a clean shine.
- 3.2.22** cleaning of Washrooms: All washrooms shall have a clean scent and no odour at all, disinfect, sanitized. All surfaces shall be free of stains, water marks, and scale and shall be clean and bright. All waste and sanitary receptacles shall be empty,
- 3.2.23** Waste Receptacles: All waste receptacles shall be empty and the exterior surface wiped clean.
- 3.2.24** Chalk Boards: Chalk tray shall be dean and free of dust.
- 3.2.25** cleaning of Ashtrays: All trash shall be removed from urns, butt stops and ashtrays and surfaces shall be clean with no visible stains or build up.
- 3.2.26** cleaning of Drinking Fountains: All surfaces shall be free of spots, stains and streaks.
- 3.2.27** cleaning of Air Grills and Air Diffusers: All air intakes and air diffusers shall present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.
- 3.2.28** cleaning of Light Fixtures: All light fixtures shall be free of dust, dirt, stains and streaks.
- 3.2.29** cleaning of Garbage Containers: Empty garbage containers shall be free of odours.
- 3.2.30** Supplier Space and Janitor Closets: All surfaces shall be free of waste paper, garbage, dust, and stains and free of odors.

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Annex B – Basis of Payment

- B1. Bidders shall quote in United Arab Emirate currency, firm prices/rates as indicated in the tables below that include all costs necessary to perform the work. GST, HST or VAT must be indicated separately, as applicable. Failure to provide pricing for an item will render the bid non-responsive.
- B2. The Bidder shall not penalize, reduce or eliminate social, financial or medical benefits obtained by their proposed security personnel including but not limited to minimum wages, allowances, pension contributions, medical insurance coverage such as dental, health, etc., in order to be awarded the contract. Where local law requires bonuses, specific minimum wage levels, and premium pay for holidays, overtime, payments for social security, pensions, severance pay, sick or health benefits, childcare or any other benefit, the Contractor is responsible for these payments.
- B3. Travel and Living Expenses will not be paid for any part of the contract including any relocation necessary to satisfy the conditions of the contract.
- B4. The volumetric (estimated usage) data is provided in good faith and does not represent a commitment on the part of Canada. Canada's actual usage may be higher or lower.
- B5. Bidders should provide a price breakdown for each period in Schedule 1 as follows:
- 1- Labor: For each labor category, bidders must indicate: a) the quoted firm daily or hourly rate, inclusive of overhead, fringe benefits, general and administrative expenses and profit, if any; and b) the corresponding time allocation (e.g. number of days/hours).
 - 2- Equipment, if applicable: Bidders should specify each item required for purchase, lease or rental and provide the pricing basis for each one.
 - 3- Materials and Supplies, if applicable: Bidders should identify each category of materials and supplies required for purchase and provide the pricing basis of each one. Bidders should indicate, on a per category basis, whether the items are likely to be consumed during the performance of the contract.
 - 4- Other Direct Charges, if applicable: Bidders should identify any other category of direct charges anticipated and provide the pricing basis for each. All overhead expenses normally incurred in providing the services such as project office space and furnishings, word processing, work

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estimates, photocopying, courier and telephone charges, local travel are included in the firm rates and will not be permitted as direct charges.

SECTION 1: FIXED CLEANING SERVICE

During the period of the Contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below. The option year periods are only applicable if the option to extend the Contract is exercised by Canada.

PRICING SCHEDULE 1 – FIXED CLEANING SERVICE				
#	Period	Firm All-Inclusive Monthly Rate (in UAE \$)	No. of Months	Sub Total (in UAE \$)
		A	B	C = A x B
1	Initial Contract Period	\$ _____	36	\$ _____
2	Option Period One	\$ _____	12	\$ _____
3	Option Period Two	\$ _____	12	\$ _____
	Pricing Schedule 1 – Total (VAT excluded):			\$ _____

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SECTION 2: VARIABLE SECURITY SERVICE “AS AND WHEN REQUESTED BASIS”

For additional CLEANING services on an “as and when requested” basis, the Contractor will be paid as specified below to perform the Work in accordance with the Contract.

NOTE: The estimated number of hours / month for the variable cleaning service is set at ONE (1) hour for the purposes of EVALUATION ONLY as this service is variable and can change from month to month.

PRICING SCHEDULE 2 VARIABLE CLEANING SERVICE – INITIAL CONTRACT PERIOD					
	Resource Category	Firm All-Inclusive Hourly Rate (in UAE \$)	Estimated No. of Hours per Month	No. of Months	Sub Total (in UAE \$)
		A	B	C	D = A x B x C
1	CLEANING Supervisor	\$ _____	1	36	\$ _____
2	CLEANING Personnel	\$ _____	1	36	\$ _____
Pricing Schedule 2.1 – Total (VAT excluded):					\$ _____

PRICING SCHEDULE 2.1 VARIABLE CLEANING SERVICE – OPTION PERIOD ONE					
	Resource Category	Firm All-Inclusive Hourly Rate (in UAE \$)	Estimated No. of Hours per Month	No. of Months	Sub Total (in UAE \$)
		A	B	C	D = A x B x C
1	CLEANING Supervisor	\$ _____	1	12	\$ _____

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2	CLEANING Personnel	\$ _____	1	12	\$ _____
Pricing Schedule 2.2 – Total (VAT excluded):					\$ _____

PRICING SCHEDULE 2.2 VARIABLE CLEANING SERVICE – OPTION PERIOD TWO

	Resource Category	Firm All-Inclusive Hourly Rate (in UAE \$)	Estimated No. of Hours per Month	No. of Months	Sub Total (in UAE \$)
		A	B	C	D = A x B x C
1	CLEANING Supervisor	\$ _____	1	12	\$ _____
2	CLEANING Personnel	\$ _____	1	12	\$ _____
Pricing Schedule 2.3 – Total (VAT excluded):					\$ _____

SUMMARY PRICING SCHEDULE

SUMMARY PRICING SCHEDULE	
Total Evaluated Price - Sum of Schedules 1, 2, 2.1, 2.2 =	\$ _____

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