



Fisheries and Oceans
Canada

Pêches et Océans
Canada

Procurement Hub, Fredericton Office
Fisheries and Oceans, Canada
TENDER SUBMISSION
301 Bishop Drive
Fredericton NB
E3C 2M6

November 5, 2015

Subject: Request for Proposal No. F5211-150237
Title: **JANITORIAL SERVICES for Fisheries and Oceans Canada (DFO) at the Canadian Coast Guard (CCG) Base Seal Cove, Prince Rupert, BC**

Dear Sir/Madam:

Fisheries and Oceans Canada have a requirement for these services to be carried out in accordance with the **attached documentation as noted in the Index**. The services are to be performed during the period commencing upon February 1, 2016 through to and including January 31, 2017 with the possibility of two (2) additional one (1) year option periods, to be determined at the discretion of Fisheries and Oceans Canada.

If you are interested in undertaking this project, your proposal **must be received** by the under signed on or prior to the closing date and time. You may email your bid to DFOtenders-soumissionsMPO@dfo-mpo.gc.ca

Emails must not exceed 8 MB (if over the limit Bidders are asked to send additional numbered emails)

Tender documents **MUST** be downloaded from www.buyandsell.gc.ca. Those 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 any resulting standing offer or contract.

Your proposal, clearly indicating the title of the work must be received by **2 pm (14:00 Hours) Atlantic Time on: December 16, 2015.**

Any tender received after that time will be considered late and will be returned unopened. The onus is on the bidder to ensure that the bid is delivered on time to the location designated.

A **Mandatory Site Visit** will be held on Wednesday, November 18 at 10 am local time at Fisheries and Oceans Canada Canadian Coast Guard Base Seal Cove, 1 Seal Cove Way, Prince Rupert, BC. It is a requirement for all persons wishing to tender on this project to attend this meeting at the site to familiarize themselves fully with the scope of work and the tendering

requirements. The Bidder's representative must sign an attendance list and attend the entire site visit, to have their bid submission considered responsive.

Contractors working under this contract must hold a valid Designated Organization Screening (DOS) and the proposed resources must hold a valid reliability status or higher issued by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC), effective on the date of closing to allow them access to Fisheries and Oceans' restricted office areas.

No sensitive information can be accessed, processed or stored at the contractor's premises.

Compliance with the mandatory security requirements is the sole responsibility of the bidder.

To apply for the required level of security status (or if you are uncertain about having the status), you must contact the Industrial Security Program (ISP) at <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>

In order for the Department to confirm that your company and all individuals proposed to perform work under this contract meet the required Security Status, you must complete the **Personnel Identification Form** (Confirmation of Security Status) providing the name of your company and the full names of individuals and dates of birth of all individuals who will be providing the services.

The successful respondent will be expected to enter into a contract in accordance with the enclosed documents. Your proposal should be in sufficient detail to form the basis of a contractual agreement and to permit technical evaluation based on the enclosed criteria.

If additional information is required, you are requested to contact Fredericton Procurement Hub e-mail at DFOtenders-soumissionsMPO@dfo-mpo.gc.ca

Bidders should note that all questions regarding this request for proposals must be submitted in writing, **no later than December 8, 2015, 2 pm (14:00 hours) Atlantic time** to the contract authority as set out in section 18 of annex 1- offer of services / contract form. The department will be unable to respond to questions submitted after that date.

The Department will not necessarily accept the lowest or any proposal submitted.

Yours Truly,

Kimberly Walker
Senior Contracting Officer
Fredericton Procurement Hub

Attach.

APPENDICES

REQUEST FOR PROPOSAL –

JANITORIAL SERVICES for Fisheries and Oceans Canada (DFO) at the Canadian Coast Guard (CCG) Base Seal Cove, Prince Rupert, BC

1. Letter of Invitation
2. Offer of Services / Contract Form
3. General Conditions – Manual Services
4. Instructions to Tenderers
5. Terms of Payment
6. Insurance Conditions
7. Terms of Reference and Conditions
8. Building Descriptions
9. Drawings
10. Cleaning Standards
11. Equipment Required
12. Cleaning Firms Statement of Qualifications
13. Quotation Supplement
14. Mandatory Criteria
15. Security Requirements
16. Personnel Identification Form
17. Certification Former Public Servant

Fisheries and Oceans

Bid Closing Date: December 16, 2015
Time: 2 pm (14:00 Hours) Atlantic Time
Financial Coding: 5D106-521-120-4451-50001
Contract/File No: F5211-150237

ANNEX 1 - OFFER OF SERVICES/CONTRACT FORM

REQUEST FOR PROPOSALS FOR:

JANITORIAL SERVICES for Fisheries and Oceans Canada (DFO) at the Canadian Coast Guard (CCG) Base Seal Cove, Prince Rupert, BC

1. PROPOSAL SUBMITTED BY:

(Complete Name and Address)

2. PERFORMANCE OF WORK

The Undersigned (hereinafter referred to as "the Contractor") hereby offers to Her Majesty the Queen in Right of Canada, (hereinafter referred to as "Her Majesty") as represented herein by the Minister of Fisheries and Oceans (hereinafter referred to as "the Minister") to furnish all necessary labour, supplies, superintendence, plant, tools, appliances, equipment, supplies and other accessories, services and facilities necessary to assist in the performance of the services:

3. CONTRACT DOCUMENTS

The Contractor hereby undertakes to perform and complete the work at the place and in the manner set out in accordance with the following documents which, upon acceptance of the Offer of Services / Contract Form, will form part of the contract:

1. Annex 1 -This Offer of Services / Contract Form duly completed and signed;
2. Document attached and entitled "General Conditions";
3. Document attached and entitled "Terms of Payment";
4. Document attached and entitled "Terms of Reference and Conditions";
5. Document attached and entitled "Cleaning Standards";
6. Document attached and entitled "Equipment Required";

7. Document attached and entitled "Cleaning Firms Statement of Qualifications";
8. Document attached and entitled "Quotation Supplement";
9. Document attached and entitled "Insurance Conditions".

4. SECURITY

Contractors working under this contract must hold a valid Designated Organization Screening (DOS) and the proposed resources must hold a valid reliability status or higher issued by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC), effective on the date of closing to allow them access to Fisheries and Oceans' restricted office areas.

No sensitive information can be accessed, processed or stored at the contractor's premises

Compliance with the mandatory security requirements is the sole responsibility of the bidder.

5. DISCREPANCIES

In the event of discrepancies, inconsistencies, or ambiguities of wording of these documents, the wording of the document that first appears on the above list shall prevail over the wording of a document subsequently appearing on the list.

6. CONTRACT PERIOD

1st February 2016 – 31 January 2017, with possible options to renew for two (2) additional one (1) year periods with the approval of the Minister

Option periods if exercised will be February 1, 2017 through to January 31, 2018 and February 1, 2018 through to January 31, 2019

7. TENDERED PRICES

Cost / Price Submissions: The Bidder takes full responsibility for all costs submissions. Any errors or omissions on the part of the bidder remain that of the bidder and are not the responsibility of the Fisheries and Oceans Canada to verify.

COST SUBMISSION FOR FIRST YEAR OF CONTRACT

Cleaning Staff Monday to Friday 3pm – 11:30pm (includes a ½ hour unpaid meal break)

_____ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$ _____

Cleaning Supervisor Monday to Friday 3pm – 11:30pm (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$ _____

Cleaning Staff Saturday and Sunday 8:30am-12:30pm

_____ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$ _____

Cleaning Supervisor Saturday and Sunday 8:30- 12:30 pm

Hourly rate excluding benefits \$ _____

CHARGE OUT RATES

Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.

The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required. The 'charge out rate' must include all benefits.

1st 12 months of contract per hour Charge out Rate for Supervision including benefits
\$ _____

1st 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits
\$ _____

FIRST YEAR CLEANING COSTS INCLUDING BENEFITS

Total Contract Costs Per Month (year divided by 12) \$ _____

Total Yearly Contract Cost for Initial Contract Period Sub-total \$ _____

COST SUBMISSION FOR FIRST OPTION YEAR OF CONTRACT

Cleaning Staff Monday to Friday 3pm – 11:30pm (includes a ½ hour unpaid meal break)

_____ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$ _____

Cleaning Supervisor Monday to Friday 3pm – 11:30pm(Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$ _____

Cleaning Staff Saturday and Sunday 8:30am-12:30pm

_____ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$ _____

Cleaning Supervisor Saturday and Sunday 8:30- 12:30 pm

Hourly rate excluding benefits \$ _____

CHARGE OUT RATES

Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.

The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.

The 'charge out rate' must include all benefits.

1st option year of contract per hour Charge out Rate for Supervision including benefits
\$ _____

1st option year of contract per hour Charge out Rate for Cleaning Staff including benefits
\$ _____

FIRST OPTION YEAR CLEANING COSTS INCLUDING BENEFITS

Total Contract Costs Per Month (year divided by 12) \$ _____

Total Yearly Contract Cost for Initial Contract Period Sub-total \$ _____

COST SUBMISSION FOR SECOND OPTION YEAR OF CONTRACT

Cleaning Staff Monday to Friday 3pm – 11:30pm (includes a ½ hour unpaid meal break)

_____ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$ _____

Cleaning Supervisor Monday to Friday 3pm – 11:30pm (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$ _____

Cleaning Staff Saturday and Sunday 8:30am-12:30pm

_____ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$ _____

Cleaning Supervisor Saturday and Sunday 8:30- 12:30 pm

Hourly rate excluding benefits \$ _____

CHARGE OUT RATES

Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.

The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.

The 'charge out rate' must include all benefits.

1st 12 months of contract per hour Charge out Rate for Supervision including benefits
\$ _____

1st 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits
\$ _____

SECOND OPTION YEAR CLEANING COSTS INCLUDING BENEFITS

Total Contract Costs Per Month (year divided by 12) \$ _____

Total Yearly Contract Cost for Initial Contract Period Sub-total \$ _____

8. FEDERAL GOODS AND SERVICES/HARMONIZED SALES TAX

GST/HST is excluded from the prices(s)/rates quoted herein. Any amount to be levied against Her Majesty in respect of the GST/HST as is applicable is to be shown separately on all invoices for goods supplied or services provided and will be paid by the Government of Canada. The Contractor agrees to remit any GST/HST as is applicable, paid or due to Canada Customs and Revenue Agency.

9. SUBMISSION

The Contractor submits herewith the following:

- a) **Annex 1 Offer of Services/Contract Form (Duly Completed and Signed)**
- b) **Personnel Identification Form, completed and signed;**
- c) **Certification Former Public Servant**
- d) **Bid Proposal including all other required documents**

The Contractor, by completing and signing this Offer of Service/Contract Form, recognises that the above noted documents form part of the Request for Proposal and that proposals which do not contain the above noted documents will be considered incomplete and will be rejected.

10. SUPPLEMENTARY CONTRACTOR INFORMATION

Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4-A supplementary slip.

To enable the Department of Fisheries and Oceans to comply with this requirement, the Contractor hereby agrees to provide the following information which it certifies to be correct, complete, and fully discloses the identification of this Contractor:

- 10.1 The legal name of the entity or individual, as applicable (the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code:
-

- 10.2 The status of the contractor (individual, unincorporated business, corporation or partnership:
-

- 10.3 For individuals and unincorporated businesses, the contractor's SIN and, if applicable, the BN, or if applicable, the Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number:

10.4 For corporations, the BN, or if this is not available, the GST/HST number. If there is no BN or GST/HST number, the T2 Corporation Tax number must be shown:

The following certification signed by the contractor or an authorized officer:

"I certify that I have examined the information provided above and that it is correct and complete"

Signature

Print Name of Signatory

11. APPROPRIATE LAW

1. The Contractor must comply with all laws applicable to the performance of the Contract. The Contractor must provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request.
2. The Contractor must obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work. If requested by the Contracting Authority, the Contractor must provide a copy of any required permit, license, regulatory approvals or certificate to Canada.

12. NO EXPRESS COLLABORATION

The Contractor warrants that there has been no express or implied collaboration, action in concert, arrangement, agreement or exchange of preferred information, which would in any way defeat the objectives of the tendering process between the Contractor, its officers, employees or agents and any other person, in respect of the proposal hereby submitted or the preparation of such proposal and the calculations and considerations on which such proposal was prepared and submitted, and the Contractor hereby agrees that, for the purposes of this Article alone, the Contractor shall stand in a fiduciary relationship to Her Majesty.

13. CONTRACT

The Contractor agrees that, in the event of acceptance of this proposal by the Minister, such acceptance shall affect a contract between the Contractor and the Minister and this Offer of Services/Contract Form and attachments and the Proposal shall collectively constitute the contract entered into between the Parties.

14. RIGHTS OF THE MINISTER

"Conditional" proposals will not be accepted. Any Contractor submitting alternate bids will be disqualified and proposals so submitted will be rejected. Notwithstanding anything contained in the Request for Proposals, the Minister shall have no obligation to accept the lowest cost proposal or any other proposal and reserves the right to consider matters which, although not set out herein, are, in the opinion of the Minister or his Departmental officials, relevant for their purposes, and the Minister and his officials shall be entitled to exercise discretion in the choice of a suitable contractor.

15. REPLACEMENT OF PERSONNEL

- 15.1** When specific persons have been named in the Contract as the persons who must perform the Work, the Contractor shall provide the services of the persons so named unless the Contractor is unable to do so for reasons beyond its control.
- 15.2** If, at any time, the Contractor is unable to provide the services of any specific person named in the Contract, it shall provide a replacement person who is of similar ability and attainment.
- 15.3** The Contractor shall, before replacing any specific person named in the Contract, provide notice in writing to the Minister containing:
- a) The reason for the removal of the named person from the Work;
 - b) The name, qualifications and experience of the proposed replacement person; and,
 - c) Proof that the person has the required security clearance granted by Canada, if applicable.
- 15.4** The Contractor shall not, in any event, allow performance of the Work by unauthorized replacement persons and acceptance of a replacement person by the Technical Authority and the Contracting Authority shall not relieve the Contractor from responsibility to meet the requirements of the Contract.

- 15.5 The Minister may order the removal from the Work of any such replacement person and the Contractor shall immediately remove the person from the Work and shall, in accordance with subsection 2 and paragraphs 3.(b) and (c), secure a further replacement.
- 15.6 The fact that the Minister does not order the removal of a replacement person from the Work shall not relieve the Contractor from its responsibility to meet the requirements of the Contract.

16. **CHANGE MANAGEMENT PROCEDURES**

The RPSS Site Representative 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 RPSS Site Representative; however 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.

17. **ADDENDUM**

The Contractor agrees that the following addenda issued by the Department of Fisheries and Oceans, have been received by them and have been considered in their proposal.

ADDENDUM NO.	DATE
_____	_____
_____	_____

This _____ day of _____, 2015

Contractor's signature _____

18. **CONTRACTOR'S ADDRESS**

For purposes of or Incidental to the contract, the Contractor's address shall be that which is indicated in Article 1 of Annex 1.

19. DEPARTMENTAL PERSONNEL

For the purposes of or incidental to the contract and for information during the bidding process the Contracting Authority shall be:

Kimberly Walker
Senior Contracting Officer
Fredericton Procurement Hub
Fisheries and Oceans
301 Bishop Drive
Fredericton NB
E3C 2M6
Telephone: (506) 452-3624
Facsimile: (506) 452-3676

PROJECT AUTHORITY

(To be completed upon contract award)

20. SIGNATURE FOR OFFER OF SERVICES

This offer of service is executed on behalf of the Contractor or other person(s) legally authorized to bind the incorporated company, partnership or the sole proprietor/individual owner as is applicable.

SIGNED, SEALED AND DELIVERED THIS _____ DAY OF _____ 2015.

In the Presence of

For the Contractor

Signature of Witness

Incorporated Company OR

Signature of Witness

Partnership OR

Signature of Witness

Sole Proprietorship / Individual Owner

ACCEPTANCE UPON AWARD

This contract is executed on behalf of Her Majesty the Queen in Right of Canada by their duly authorized officers / agents.

Accepted on behalf of Her Majesty the Queen in right of Canada this _____ day of _____, 2015

Signature of Witness

For the Minister of Fisheries and Oceans

Position

**General Conditions – Manual Services (i.e. Cleaning, window washing, snow or
garbage removal, maintenance)**

Text:

- 01 Interpretation
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- 24 Contingency Fees
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- 26 Code of Conduct and Certifications
- 27 Harassment in the Workplace
- 28 Entire Agreement

29 The Code of Conduct for Procurement

01 Interpretation

In the Contract, unless the context otherwise requires:

"Articles of Agreement" means the clauses and conditions set out in full text to form the body of the Contract; it does not include these general conditions, any supplemental general conditions, annexes, the Contractor's bid or any other document;

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Minister of Fisheries and Oceans and any other person duly authorized to act on behalf of the Minister;

"Contract" means the Articles of Agreement, these general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time;

"Contracting Authority" means the person designated by that title in the Contract, or by notice to the Contractor, to act as Canada's representative to manage the Contract;

"Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada;

"Contract Price" means the amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Goods and Services Tax and Harmonized Sales Tax;

"Government Property" means anything supplied to the Contractor by or on behalf of Canada for the purposes of performing the Contract and anything acquired by the Contractor in any manner in connection with the Work, the cost of which is paid by Canada under the Contract;

"Party" means Canada, the Contractor, or any other signatory to the Contract and "Parties" means all of them;

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

02 Powers of Canada

All rights, remedies, powers and discretions granted or acquired by Canada under the Contract or by law are cumulative, not exclusive.

03 Status of the Contractor

The Contractor is an independent contractor engaged by Canada to perform the Work. Nothing in the Contract is intended to create a partnership, a joint venture or an agency between Canada and the other Party or Parties. The Contractor must not represent itself as an agent or representative of Canada to anyone. Neither the Contractor nor any of its personnel is engaged as an employee or agent of Canada. The Contractor is responsible for all deductions and remittances required by law in relation to its employees.

04 Conduct of the Work

1. The Contractor represents and warrants that:
 - a. it is competent to perform the Work;

- b. it has everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and
- c. it has the necessary qualifications, including knowledge, skill, know-how and experience, and the ability to use them effectively to perform the Work.

2. The Contractor must:

- a. perform the Work diligently and efficiently;
- b. except for Government Property, supply everything necessary to perform the Work;
- c. use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the Contract;
- d. select and employ a sufficient number of qualified people;
- e. perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract;
- f. provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.

05 Subcontracts

The Contractor may subcontract the supply of goods or services that are customarily subcontracted by the Contractor. Subcontracting does not relieve the Contractor from any of its obligations under the Contract or impose any liability upon Canada to a subcontractor. In any subcontract, the Contractor agrees to bind the subcontractor by the same conditions by which the Contractor is bound under the Contract, unless the Contracting Authority agrees otherwise.

06 Time of the Essence

It is essential that the Work be performed within or at the time stated in the Contract.

07 Excusable Delay

- 1. A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:
 - a. is beyond the reasonable control of the Contractor;
 - b. could not reasonably have been foreseen;
 - c. could not reasonably have been prevented by means reasonably available to the Contractor; and

d. occurred without the fault or neglect of the Contractor,

will be considered an "Excusable Delay" if the Contractor advises the Contracting Authority of the occurrence of the delay or of the likelihood of the delay as soon as the Contractor becomes aware of it. The Contractor must also advise the Contracting Authority, within fifteen (15) working days, of all the circumstances relating to the delay and provide to the Contracting Authority for approval a clear work around plan explaining in detail the steps that the Contractor proposes to take in order to minimize the impact of the event causing the delay.

2. Any delivery date or other date that is directly affected by an Excusable Delay will be postponed for a reasonable time that will not exceed the duration of the Excusable Delay.
3. However, if an Excusable Delay has continued for thirty (30) days or more, the Contracting Authority may, by giving notice in writing to the Contractor, terminate the Contract. In such a case, the Parties agree that neither will make any claim against the other for damages, costs, expected profits or any other loss arising out of the termination or the event that contributed to the Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.
4. Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any costs incurred by the Contractor or any of its subcontractors or agents as a result of an Excusable Delay.

08 Inspection and Acceptance of the Work

All the Work is subject to inspection and acceptance by Canada. Inspection and acceptance of the Work by Canada does not relieve the Contractor of its responsibility for defects or other failures to meet the requirements of the Contract. Canada will have the right to reject any work that is not in accordance with the requirements of the Contract and require its correction or replacement at the Contractor's expense.

09 Invoice Submission

1. Invoices must be submitted in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
 - a. the date, the name and address of the client department, item or reference numbers, deliverable and/or description of the Work, contract number and financial code(s);
 - b. details of expenditures in accordance with the Basis of Payment, exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable);

- c. deduction for holdback, if applicable;
 - d. the extension of the totals, if applicable; and
 - e. if applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. If applicable, the GST or HST must be specified on all invoices as a separate item. All items that are zero-rated, exempt or to which the GST or HST does not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

10 Taxes

1. Municipal Taxes

Municipal Taxes do not apply.

2. Provincial Taxes

- a. Excluding legislated exceptions, federal government departments and agencies are not required to pay any sales tax payable to the province in which the taxable goods or services are delivered. This exemption has been provided to federal government departments and agencies under the authority of one of the following:
 - i. Provincial Sales Tax (PST) Exemption Licence Numbers, for the provinces of:
 - British Columbia – PST-1000-5001
 - Manitoba 390-516-0
 - ii. for Quebec, Saskatchewan, the Yukon Territory, the Northwest Territories and Nunavut, an Exemption Certification, which certifies that the goods or services purchased are not subject to the provincial/territorial sales and consumption taxes because they are purchased by the federal government with Canada funds for the use of the federal government.
- b. Currently, in Alberta, the Yukon Territory, the Northwest Territories and Nunavut, there is no general PST. However, if a PST is introduced in Alberta, the Yukon Territory, the Northwest Territories or Nunavut, the sales tax exemption certificate would be required on the purchasing document.
- c. Federal departments must pay the HST in the participating provinces of Newfoundland and Labrador, Nova Scotia, New Brunswick, Ontario and Prince Edward Island.

- d. The Contractor is not exempt from paying PST under the above Exemption Licence Numbers or Exemption Certification. The Contractor must pay the PST on taxable goods or services used or consumed in the performance of the Contract (in accordance with applicable provincial legislation), including material incorporated into real property.

3. Changes to Taxes and Duties

If there is any change to any tax or duty payable to any level of government in Canada after the bid submission date that affects the costs of the Work to the Contractor, the Contract Price will be adjusted to reflect the increase or decrease in the cost to the Contractor. However, there will be no adjustment for any change that increases the cost of the Work to the Contractor if public notice of the change was given before bid submission date in sufficient detail to have permitted the Contractor to calculate the effect of the change on its cost. There will be no adjustment if the change takes effect after the date required by the Contract for delivery of the Work.

4. GST or HST

The estimated GST or HST, if applicable, is included in the total estimated cost on page 1 of the Contract. The GST or HST is not included in the Contract Price but will be paid by Canada as provided in the Invoice Submission section above. The Contractor agrees to remit to Canada Revenue Agency any amounts of GST and HST paid or due.

5. Tax Withholding of 15 Percent

Pursuant to the *Income Tax Act*, 1985, c. 1 (5th Supp.) and the *Income Tax Regulations*, Canada must withhold 15 percent of the amount to be paid to the Contractor in respect of services provided in Canada if the Contractor is a non-resident unless the Contractor obtains a valid waiver. The amount withheld will be held on account for the Contractor in respect to any tax liability which may be owed to Canada.

11 Payment Period

1. Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with the section 13.
2. If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within fifteen (15) days of receipt. The 30-day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within fifteen (15) days will only result in the date specified in subsection 1 to apply for the sole purpose of calculating interest on overdue accounts.

12 Interest on Overdue Accounts

1. For the purpose of this section:

"Average Rate" means the simple arithmetic mean of the Bank Rates in effect at 4:00 p.m. Eastern Time each day during the calendar month immediately before the calendar month in which payment is made;

"Bank Rate" means the rate of interest established from time to time by the Bank of Canada as the minimum rate at which the Bank of Canada makes short term advances to members of the Canadian Payments Association;

"date of payment" means the date of the negotiable instrument drawn by the Receiver General for Canada to pay any amount under the Contract;

an amount becomes "overdue" when it is unpaid on the first day following the day on which it is due and payable according to the Contract.

2. Canada will pay to the Contractor simple interest at the Average Rate plus 3 percent per year on any amount that is overdue, from the date that amount becomes overdue until the day before the date of payment, inclusive. The Contractor is not required to provide notice to Canada for interest to be payable.
3. Canada will pay interest in accordance with this section only if Canada is responsible for the delay in paying the Contractor. Canada will not pay interest on overdue advance payments.

13 Audit

The amount claimed under the Contract is subject to government audit both before and after payment is made. The Contractor must keep proper accounts and records of the cost of performing the Work and keep all documents relating to such cost for six (6) years after it receives the final payment under the Contract.

14 Compliance with Applicable Laws

1. The Contractor must comply with all laws applicable to the performance of the Contract. The Contractor must provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request.
2. The Contractor must obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work. If requested by the Contracting Authority, the Contractor must provide a copy of any required permit, license, regulatory approvals or certificate to Canada.

15 Liability

The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury

to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract.

16 Government Property

The Contractor must take reasonable and proper care of all Government Property while it is in its possession or subject to its control. The Contractor is responsible for any loss or damage resulting from its failure to do so other than loss or damage caused by ordinary wear and tear.

17 Amendment

To be effective, any amendment to the Contract must be done in writing by the Contracting Authority and the authorized representative of the Contractor.

18 Assignment

1. The Contractor must not assign the Contract without first obtaining the written consent of the Contracting Authority. Any assignment made without that consent is void and will have no effect. The assignment will be effective upon execution of an assignment agreement signed by the Parties and the assignee.
2. Assignment of the Contract does not relieve the Contractor from any obligation under the Contract and it does not impose any liability upon Canada.

19 Suspension of the Work

The Contracting Authority may at any time, by written notice, order the Contractor to suspend or stop the Work or part of the Work under the Contract. The Contractor must immediately comply with any such order in a way that minimizes the cost of doing so.

20 Default by the Contractor

1. If the Contractor is in default in carrying out any of its obligations under the Contract, the Contracting Authority may, by giving written notice to the Contractor, terminate for default the Contract or part of the Contract. The termination will take effect immediately or at the expiration of a cure period specified in the notice, if the Contractor has not cured the default to the satisfaction of the Contracting Authority within that cure period.
2. If the Contractor becomes bankrupt or insolvent, makes an assignment for the benefit of creditors, or takes the benefit of any statute relating to bankrupt or insolvent debtors, or if a receiver is appointed under a debt instrument or a receiving order is made against the Contractor, or an order is made or a resolution passed for the winding down of the Contractor, the Contracting Authority may, to the extent permitted by the laws of Canada, by giving written notice to the Contractor, immediately terminate for default the Contract or part of the Contract.
3. If Canada gives notice under subsection 1 or 2, the Contractor will have no claim for further payment except as provided in this section. The Contractor will be liable to Canada for all losses and damages suffered by Canada because of the default or occurrence upon which the notice was based, including any increase in the cost incurred by Canada in procuring the Work from another source. The Contractor agrees to repay

immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

21 Termination for Convenience

1. At any time before the completion of the Work, the Contracting Authority may, by giving notice in writing to the Contractor, terminate for convenience the Contract or part of the Contract. Once such a notice of termination for convenience is given, the Contractor must comply with the requirements of the termination notice. If the Contract is terminated in part only, the Contractor must proceed to complete any part of the Work that is not affected by the termination notice. The termination will take effect immediately or, as the case may be, at the time specified in the termination notice.
2. If a termination notice is given pursuant to subsection 1, the Contractor will be entitled to be paid, for costs that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. The Contractor will be paid:
 - a. on the basis of the Contract Price, for all completed work that is inspected and accepted in accordance with the Contract, whether completed before, or after the termination in accordance with the instructions contained in the termination notice;
 - b. the Cost to the Contractor plus a fair and reasonable profit for all work terminated by the termination notice before completion; and
 - c. all costs incidental to the termination of the Work incurred by the Contractor but not including the cost of severance payments or damages to employees whose services are no longer required, except wages that the Contractor is obligated by statute to pay.
3. Canada may reduce the payment in respect of any part of the Work, if upon inspection, it does not meet the requirements of the Contract.
4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

22 Right of Set-off

Without restricting any right of set-off given by law, Canada may set-off against any amount payable to the Contractor under the Contract, any amount payable to Canada by the Contractor under the Contract or under any other current contract. Canada may, when making a payment pursuant to the Contract, deduct from the amount payable to the Contractor any such amount payable to Canada by the Contractor which, by virtue of the right of set-off, may be retained by Canada.

23 Conflict of Interest and Values and Ethics Codes for the Public Service

The Contractor acknowledges that individuals who are subject to the provisions of the *Conflict of Interest Act*, 2006, c. 9, s. 2, the Conflict of Interest Code for Members of the House of Commons, the Values and Ethics Code for the Public Service or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract.

24 Contingency Fees

The Contractor certifies that it has not, directly or indirectly, paid or agreed to pay and agrees that it will not, directly or indirectly, pay a contingency fee for the solicitation, negotiation or obtaining of the Contract to any person, other than an employee of the Contractor acting in the normal course of the employee's duties. In this section, "contingency fee" means any payment or other compensation that depends or is calculated based on a degree of success in soliciting, negotiating or obtaining the Contract and "person" includes any individual who is required to file a return with the registrar pursuant to section 5 of the *Lobbying Act*, 1985, c. 44 (4th Supplement).

25 International Sanctions

1. Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to [economic sanctions](#).
2. The Contractor must not supply to the Government of Canada any goods or services which are subject to economic sanctions.
3. The Contractor must comply with changes to the regulations imposed during the period of the Contract. The Contractor must immediately advise Canada if it is unable to perform the Work as a result of the imposition of economic sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services. If the Parties cannot agree on a work around plan, the Contract will be terminated for the convenience of Canada in accordance with section 21.

26 Code of Conduct and Certifications

1. The Contractor agrees to comply with the [Code of Conduct for Procurement](#) and to be bound by its terms. Furthermore, in addition to the [Code of Conduct for Procurement](#), the Contractor must comply with the terms set out in this section.
2. The Contractor certifies that except for those offences where a criminal pardon has been obtained or leniency granted, neither the Contractor nor any of the Contractor's parent, subsidiaries or other affiliates has ever been convicted or is the subject of outstanding criminal charges subsequent to September 1, 2010 in respect of any of the following:
 - a. payment of a contingency fee to a person to whom the [Lobbying Act](#) (1985, c. 44 (4th Supp.)) applies;

- b. corruption, collusion, bid-rigging or any other anti-competitive activity in the procurement process.
3. The Contractor certifies that except for those offences where a criminal pardon has been obtained, neither the Contractor nor any of the Contractor's parent, subsidiaries or other affiliates has ever been convicted or is the subject of outstanding criminal charges in respect of any of the following:
 - a. section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud committed against Her Majesty*) or section 418 (*Selling defective stores to Her Majesty*) of the *Criminal Code of Canada*, or
 - b. 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*.
4. For the purpose of this section, business concerns, organizations or individuals are Contractor's affiliates if, directly or indirectly:
 - a. 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 charges or convictions contemplated in this section which has the same or similar management, ownership, or principal employees as the Contractor that is charged or convicted, as the case may be.

5. In circumstances pursuant to subsections 2 and 3, where the Contractor or any of the Contractor's parent, subsidiaries or other affiliates has obtained a criminal pardon or is granted leniency in relation to such offences, the Contractor must provide a certified copy of confirming documentation from the National Parole Board or the Competition Bureau of Canada.
6. If the Contractor or any of the Contractor's parent, subsidiaries or other affiliates does not remain free and clear of any charges or convictions mentioned at subsections 2 and 3 during the period of the Contract, Canada reserves the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

27 Harassment in the Workplace

1. The Contractor acknowledges the responsibility of Canada to ensure, for its employees, a healthy work environment, free of harassment. A copy of the [*Policy on the Prevention and Resolution of Harassment in the Workplace*](#), which is also applicable to the Contractor, is available on the Treasury Board Web site.

2. The Contractor must not, either as an individual, or as a corporate or unincorporated entity, through its employees or subcontractors, harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with Canada. The Contractor will be advised in writing of any complaint and will have the right to respond in writing. Upon receipt of the Contractor's response, the Contracting Authority will, at its entire discretion, determine if the complaint is founded and decide on any action to be taken.

28 Entire Agreement

The Contract constitutes the entire and only agreement between the Parties and supersedes all previous negotiations, communications and other agreements, whether written or oral, unless they are incorporated by reference in the Contract. There are no terms, covenants, representations, statements or conditions binding on the Parties other than those contained in the Contract.

29 The Code of Conduct for Procurement

- 29.1 The Contractor confirms that it has read the Code of Conduct for Procurement and agrees to be bound by its terms.
- 29.2 The office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000.00 for Goods and under \$100,000.00 for Services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at opo.boa@opo-bo.gc.ca. You can also obtain more information on OPO services available to you on their website at www.opo-bo.gc.ca.
- 29.3 For further information, the Contractor may refer to the following PWGSC site:

<http://www.tpsqc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html>.

INSTRUCTIONS TO TENDERERS

1. DEFINITIONS

In the Request for Proposal

- 1.1. The terms Proposal, tender and proposal may be used interchangeably.
- 1.2. "Minister" includes a person acting for, or if the office is vacant, in place of the Minister of Fisheries and Oceans and the Minister's successors in the office, and the Minister's or their representatives appointed for the purpose of the Request for Proposal.
- 1.3. "Tender Closing Time" refers to the hour and minute expressed in the local time of the Tendering Office, after which no further tenders will be accepted.

2. TENDER CLOSING

- 2.1. Sealed tenders will be received at the Tendering Office until the Tender Closing Time stipulated in the Request for Proposal. Tenders received after Closing Time will not be considered and will be returned unopened.
- 2.2. Notwithstanding the foregoing, the Department of Fisheries and Oceans reserves the right to postpone tender closing, at which time all tenderers will be advised formally of the new date and time.
- 2.3. A template of a return envelope is being provided. The tenderer has to supply his own envelope.

3. TENDER OPENING

In the case of a Public Tender Opening

- 3.1. Tenders are opened in public at a location specified in the Request for Proposal as soon as possible after closing time unless specific instructions to the contrary regarding tender opening are included in the Request for Proposal.
- 3.2. Where only one tender is received, the Department reserves the right not to disclose the amount of the tender at the public opening. The amount of the tender will be made public if a contract is awarded

4. OFFICIAL TENDER FORMAT

- 4.1. Tenders must be submitted in the format provided and must be properly executed and submitted as instructed. Tenders not submitted in the format provided will not be considered.

5. REVISION OF TENDERS

- 5.1. Tenders may be revised by letter or printed telecommunication provided that revisions are received before the Tender Closing Time. Any change resulting in an increase in the tender price must be supported by a suitable increase in the tender security, if applicable.

6. TENDER SECURITY

- 6.1. If specified in the Request for Proposal, the tenderer will provide tender security, at the tenderer's own cost, in accordance with the document entitled Tender Security Requirements.
- 6.2. All tender securities will be returned except that of the successful tenderer, which will be retained until the successful tenderer has provided contract security in accordance with Article 8 below.

7. CONTRACT SECURITY

- 7.1. If specified in the Request for Proposal, the successful tenderer will provide contract security, at the tenderer's own cost, within fourteen (14) days of contract award in accordance with the Document entitled Contract Security Requirements.
- 7.2. Where contract security is a requirement, all tenders must be accompanied by evidence from a bank, financial institution or a surety company that the required contract security will be provided upon notification of contract award to the successful tenderer.

8. INSURANCE

- 8.1. If specified in the Request for Proposal, the successful tenderer will be required to provide contract insurance, at the tenderer's own cost, within fourteen (14) days of contract award in accordance with the document entitled Insurance Conditions.
- 8.2. Where insurance is a requirement, all tenders must be accompanied by confirmation from the tenderer's insurance company that the required insurance will be available upon contract award.

9. FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY

9.1. The Federal Contractors Program for Employment Equity applies to contracts for the provision of all goods and services, but not to the purchase or lease of real property or to construction contracts. Where a tender for the provision of goods or services is valued at \$1,000,000 or more and the tenderer's organization employs 100 or more permanent full-time or permanent part-time employees, it is **mandatory** that the requirements contained in the attached documentation on the Federal Contractors Program for Employment Equity be met or the tender will not be considered.

10. TENDER VALIDITY PERIOD

10.1. Unless otherwise specified in the Request for Proposal, tenders are to remain firm and in effect for a period of sixty (60) days following the Tender Closing Time.

10.2. Notwithstanding Article 10.1, in the event the Minister deems it necessary to extend the sixty (60) day period for acceptance of tenders for a further sixty (60) day period, the Minister shall, prior to the expiration of such period, notify the tenderer by written notice to that effect, whereupon the tenderer shall have fifteen (15) days from the date of receipt of such written notice to, in writing, either accept the requested extension as referred to in the Ministerial notice or withdraw its tender.

10.3. In the event tender security was provided and in the event of withdrawal of tender as herein provided, the Tender Security Deposit shall be reimbursed or returned without penalty or interest. In the event the tenderer accepts the requested extension, the acceptance period shall be extended as referred to in the Ministerial notice. In the event the tenderer does not respond to the Ministerial notice hereinabove referred to, the tenderer shall be conclusively deemed to have accepted the extension referred to in the Ministerial notice.

11. INCOMPLETE TENDERS

11.1. Incomplete or conditional tenders will be rejected.

11.2. Tenders that omit any mandatory requirements specified in the Request for Proposal will be rejected.

11.3. In the event that tender security is required and is not provided with the tender, the tender will be rejected.

12. REFERENCES

12.1. The Department of Fisheries and Oceans reserves the right, before awarding the contract, to require the successful tenderer to submit such evidence of qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and other qualifications and abilities of the tenderer.

13. LOWEST TENDER NOT NECESSARILY ACCEPTED

13.1. The lowest or any tender will not necessarily be accepted

14. RIGHTS OF CANADA

14.1. 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.

TERMS OF PAYMENT

1. DEFINITION

- 1.1 Progress payment is a payment made by or on behalf of Her Majesty after the performance of the part of the Contract in respect of which payment is made but before the performance of the whole contract.

2. BASIS OF PAYMENT

- 2.1 In consideration of the Contractor meeting all obligations under the terms and conditions of this Contract, the Contractor shall receive payment in accordance with Article 7 of the OFFER OF SERVICES/CONTRACT FORM.

3. METHOD OF PAYMENT

- 3.1 Payment to the Contractor shall be made monthly upon completion of all work to the satisfaction of the Departmental Representative and upon submission of an invoice.
- 3.2 Neither a progress report nor a payment by Her Majesty shall be construed as evidence that the work or any part thereof is complete, is satisfactory or is in accordance with the Contract.
- 3.3 Delay by Her Majesty in making payment when it becomes due or payable pursuant to the Contract or Terms of Payment shall be deemed not to be a breach of the Contract.
- 3.4 In the event that the Contract is terminated pursuant to General Condition 9 of the General Conditions, the Contractor shall have no claim against Her Majesty except to be paid for services performed up to the date of the said termination, less any sums previously paid on account. In the event of termination, Her Majesty will as soon as practicable under the circumstances, pay to the Contractor the amount, if any, payable to the Contractor.
- 3.5 In assuring that the contracted wages and benefits as accepted in the bid are being paid to the Contractors Supervisor(s) and workers, the RPSS Site Representative of the Canadian Coast Guard Prince Rupert reserves the right to, at any time, request the Contractor to provide their related payroll records. Once requested the Contractor agrees to within 24 hours deliver their records to the RPSS Site Representative. Should there be any discrepancies in the records including those for payroll/benefits, the Contractor will immediately rectify them to the satisfaction of the RPSS Site Representative.
- 3.6 In assuring that the contracted hours are being provided as accepted in the bid, the RPSS Site Representative of the Canadian Coast Guard Prince Rupert will access

the Security access log which will be considered to be true and accurate.

- 3.7 At any time throughout the contract that discrepancies in hours are noted, at the discretion of the RPSS Site Representative, costs may be deducted from the month(s) billing and will be deducted at the rate as set by the Contractors 'Charge Out Rate'.

4. INVOICE ADDRESS

The invoice(s) shall be or emailed to DFO Accounts Payable, at the email address indicated in below:

Email: DFOinvoicing-MPOfacturation@DFO-MPO.GC.CA

Payment for services rendered will be made by Her Majesty to the Contractor on monthly intervals upon receipt of an itemized invoice setting out, in detail, the work performed, the progress towards the completion of the tasks/deliverables identified in the contract and the number of person days expended, and the certificate of the Departmental Representative that the invoice is true and exact and that the Contractor has during the period covered by the invoice proceeded with the performance of the work.

Failure to provide services as described in this SOW, monthly time sheets, monthly log service sheets (sample attached) and MSDS sheets with monthly invoice may result in contract payments being delayed until proper documentation has been received. The Project Authority will verify the documentation prior to approving payment monthly.

5. LIMITATION OF EXPENDITURE

The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded, unless an increase is authorized by the Contracting Authority. The Contractor shall notify the Contracting Authority specified herein as to the adequacy of the amount when it is 75% committed; however, if at any other time, the Contractor considers that the Limitation of Expenditure may be exceeded, the Contractor shall promptly notify both the Departmental Representative and the Contracting Authority.

6. PROVINCIAL SALES TAX

The Contractor shall not invoice or collect any ad valorem sales tax levied by the province in which the goods or taxable services are delivered to federal government departments and agencies under authority of the following provincial sales tax licenses:

British Columbia – PST-1000-5001

Manitoba 390-516-0

The Contractor is not relieved of any obligation to pay provincial sales taxes on goods or taxable services used or consumed in the performance of this Contract.

It should be noted that the exemption license number should be quoted for only those provinces where the goods or services are being purchased/delivered.

Quebec Sales Tax (QST)

“This is to certify that the property and/or services ordered/purchased hereby are for the use of, and are being purchased by the Department of Fisheries and Oceans with Crown funds, and are therefore not subject to Quebec Sales Tax.”

Signature of Contracting Authority

The Contractor is not relieved of any obligation to pay Quebec Sales Tax on taxable goods or services used or consumed in the performance of this Contract.

**INSURANCE CONDITIONS
SERVICE CONTRACTS**

The Vendor shall, at the Vendor's own expense, provide and maintain insurance as indicated hereunder:

1. Definitions

1.1. "Contract" means "Purchase Order".

1.2. "Buyer" means those departmental organizations or persons who have been given the responsibility for the contracting process within the Department.

2. Indemnification

The issuance coverage required by the provisions of these Insurance Conditions shall in no way limit the Vendor's responsibility under the indemnification section of the General Conditions of the contract. Any additional coverage the Vendor may deem necessary to fulfill obligations under the indemnity section shall be at the Vendor's own discretion and expense.

3. Period of Insurance

The insurance coverage shall be in effect from the date of contract award and shall be maintained until the contract work is completed.

4. Proof of Insurance

Within fourteen (14) days after acceptance of the Vendor's tender, the Vendor shall deposit with the Buyer, a Certificate of Insurance or certified true copies of all contracts of insurance maintained by the Vendor pursuant to the requirements of these Insurance Conditions.

5. Notification

Each insurance policy shall contain a provision that thirty (30) days prior written notice shall be given to Her Majesty in the event of any material change in, cancellation of, or expiration of coverage.

6. Insured

Each insurance policy shall insure the Vendor, and shall include as an Additional Named Insured, Her Majesty the Queen in right of Canada as represented by the Minister of Fisheries and Oceans.

7. Payment of deductible

The amount of the deductible, if any, shall be borne by the Vendor.

8. Public Liability and Property Damage Insurance

- 8.1. The Vendor shall, concurrently with the execution of this contract, place and maintain at all times during the execution of the work covered by this contract, sufficient public liability and property damage insurance against personal injury and loss or damage to the property so as to fully cover the Vendor's liability to any firm, person, association, or corporation, resulting from or attributable to the execution of the work.

The Minimum Acceptable Amount is \$2,000,000.00.

- 8.2. The policy shall be issued with a deductible amount of not more than \$500.00 per occurrence applying to property damage claims only.

9. Third party liability for vehicles and equipment owned, leased, used or operated by the Vendor

The Vendor shall provide an endorsement to the public liability and property damage insurance policy to include third party liability insurance for vehicles and equipment owned, leased, used or operated by the Vendor.

Minimum acceptable amount is \$2,000,000.00.

10. Tenants Legal Liability Insurance (where applicable)

The Vendor shall provide an endorsement to the public liability and property damage insurance policy to provide coverage for premises under the Vendor's care, custody and control in a **minimum amount of \$500,000.00.**

Contract/File No.
F5211-150237



Fisheries and Oceans
Canada

**CANADIAN COAST GUARD
SEAL COVE BASE,
PRINCE RUPERT, BC**

**Cleaning Contract
Terms of Reference and
Conditions**

Company Owner: must sign and initial each page of this document.

Proposed Site Supervisors: must sign and initial each page of this document.

By doing so, you are confirming you have read, understand and agreed to comply with our Terms of reference and Conditions.

Contractor Owner Name (print) _____

Sample Initial _____

Supervisor Name (print) _____

Sample Initial _____

Objectives of the Requirement

Fisheries and Oceans Canada has a requirement for Janitorial services at our Canadian Coast Guard Base in Seal Cove, Prince Rupert, BC. The intension of this RFP is to contract with a cleaning firm capable of providing Janitorial Services to meet requirements of this statement of work (SOW) and in the attached documentation. The contractor responsibility will include but is not limited to providing all necessary labour, supervision, the pre-approved and listed materials, tools, products and equipment (except as supplied by RPSS Site Representative) necessary to provide professional cleaning services to us such that all spaces assigned to be cleaned within this contract are maintained clean and hygienic.

The contractor shall ensure all tasks, activities, deliverable and milestones are carried out and completed as the requirements detailed in the attached documentation.

Note: The Contractor will be advised as to whom the RPSS Site Representative is upon contract award.

Building(S) Requiring Janitorial Services

Located roughly 500 miles north of Vancouver on the West Coast of Canada in Prince Rupert BC the Canadian Coast Guard has a major Aids to Navigation, Marine Communications and Helicopter Operations facility that requires janitorial serves to be provided for the health and safety of approximately 80 employees of the Canadian Coast Guard, Fisheries and Oceans and the RCMP.

The Base is comprised of six special purpose industrial buildings:

1. A Helicopter Operations Hangar,
2. Stores and Administration Building,
3. Industrial Shops Building,
4. Watchman's House/Shed
5. Marine Emergency Response Equipment Building and
6. Marine Communications Operations Center (MCTS)

Note: Elevators - There is one elevator located in the Marine Communications Operations Center

Cleaning Exclusions from this Contract

- A Fabric Maintenance Program requiring a separate and professional firm that specialized in the work
- Grounds Maintenance - other than litter pick-up and cleaning of all entrances and exits to main sidewalks where they exist, including loading docks.

Space Exclusions from the Cleaning Service

Electrical rooms, mechanical rooms and secured storage, unless supervised cleaning is provided.

GREY

No access or requirement for regular cleaning

Contractor Owner Name (print) _____
Supervisor Name (print) _____

Sample Initial _____
Sample Initial _____

Details Related To Our Site Floor Plans including Cleaning Schedule

Site floor plans are color coded by means of a 'cleaning symbol legend' identifying the areas requiring cleaning.

BLUE – Daily – Monday to Friday

Daily cleaning includes total compliance with the site current Cleaning Standards document and the Daily cleaning task schedule. Daily cleaning will also include weekly and monthly rotational work (Quad Cleaning) as required which may as stipulated be on weekends.

PINK - Daily - 7 days a week

Areas that operate 24-hour a day 7 days a week requiring cleaning. These areas consist of:

1. Marine Communications Operations Center
2. Watchman's' House/Shed (security) and their washroom located at the side area of the Marine Emergencies Response Equipment Building

MCTS - Report to Area Supervisor first before proceeding to clean.

Weekend Work Saturday and Sunday 8:30am-12:30pm

GREEN - Quad cleaning areas

Pre-scheduled on Mon. Tues. Wed. Thurs. or Friday and must be carried out at the front end of the work shift starting at approx. 3PM. Cleaning may also take place on the weekends and must also be carried out at the front end of the work shift starting at approx. 8:30AM

Note: All sides of glass is included in the Quad and Task schedules cleaned monthly and/or maintained to the standard and this includes the ledges, frames and the removal of cobwebs litter etc. Hose bibs are located around the buildings. Entrance glass to all space must be maintained clean daily.

Specific Monthly Cleaning

1st. week of every month – wash all walls in locker rooms, washrooms and their access corridors

Specific Months – March, June, September Clean all exterior (non-quad) windows.

Specific Months – March, June, September and December - Clean all interior windows inside and out as well as all glass dividers.

June- All window coverings including blinds removed, professionally cleaned and reinstalled.

Throughout the year **maintain clean** the classroom/ areas 2nd floor administration and daily clean if in use.

Charge Out Rate Tasks

Washing walls prior to painting

Construction Clean Up

Construction Planned and Its Clean-Up

Emergency clean up (floods, piping failures, etc)

Stripping and refinishing of all floors in the areas designated for cleaning services.

Contractor Owner Name (print) _____

Supervisor Name (print) _____

Sample Initial _____

Sample Initial _____

Cleaning Standards, Terms of Reference and Task Schedules

These documents outline the services and expectations of the work required for the site and form the major reference documents where any issues of non-compliance arise. The site supervisor and all employees must be issued by the owner their own copy of our current cleaning standards, Terms of Reference and the Task Schedules and to have been trained to perform to and agree to comply with them.

Cleaning Schedules

Within 7 days following contract award the successful Bidder is required to provide the RPSS Site Representative our detailed **cleaning schedules** encompassing all our cleaning requirements for each building separately. These schedules must accurately reflect the daily cleaning requirements and quad cleaning as outlined in quad cleaning schedules as well as our cleaning standards. **These schedules must be POSTED in the applicable cleaning closets and be designed to allow the cleaning staff to check off the duties as completed.** Copies of all schedules are to be provided to the RPSS Site Representative.

Hours of Work

The cleaning hours are to be continuous and are restricted, other than in case of, pre-approval or in the case of an emergency, to start at 3 p.m. and end at 11:30 p.m. (allowing for a ½ hour unpaid, meal break) Monday to Friday. The MCTS, the Watchman's' House (security) and their washroom located at the side area of the Marine Emergencies Response Equipment Building requires cleaning on Saturdays and Sundays as well. Start should occur in the morning and require approx. 4 hours of work.

Contract Committed Persons Hours, Salaries and Benefits

The bidder is responsible to provide sufficient resources to meet the schedules, performance and standards of this contract. It is expected that the resources on site will work shifts which represent the full cleaning hours 'start to finish' as stipulated in the Hours of Work section and to be given the appropriate breaks according to current Labour Standards and as well a ½ hour unpaid meal break. Unless otherwise stipulated all staff must be assigned full time shifts and all shifts must be fully supervised.

Failure to meet the cleaning hours and requirements on any given day must be rectified by providing the equal and additional hours on the next cleaning day. Further, any changes to the committed resource/hours must be pre-approved by the Facilities Manager.

Contractor Owner Name (print) _____
Supervisor Name (print) _____

Sample Initial _____
Sample Initial _____

Work is not to be performed on the following Statutory Holidays observed by the Federal Government:

1. New Year's Day,
2. Good Friday,
3. Family Day,
4. Victoria Day,
5. July 1",
6. Municipal holiday (1st Monday in August)
7. Labour Day,
8. Thanksgiving Day,
9. Remembrance Day,
10. Christmas Day and
11. Boxing Day.

The Contractor will be required to provide janitorial services on Family Day (3rd Monday of February) at its regular rates as the Federal Government does not observe this Holiday.

Contractor Owner Name (print) _____
Supervisor Name (print) _____

Sample Initial _____
Sample Initial _____

Cleaning Tasks and Schedule

D=Daily, W=Weekly, M=Monthly

Task (refer to Standards)			
101	FOYERS, WAITING AREAS, ROOMS, OFFICES, CORRIDORS, ETC. (OPEN AREAS & ENCLOSED)		
.1	EMPTYwaste / recycle BASKETS	D	LINERS in place D
	RECYCLABLES-transported	D	BASKETS clean D
.2	DESKS /SIDES / UNDER	D	BOOK CASES / CABINETS D
	TELEPHONES	D	CHAIR FRAMES D
	VINYL CHAIRS	D	FILE CABINETS D
	VACUUM FABRIC	D	COMPUTER SCREENS /KEY BOARDS D
	CARPET free of spots	D	LAMPS D
	BRIC A BRIC	D	STAPLERS etc. D
	PICTURES-wall	D	PICTURES-free standing D
.3	WINDOW SILLS	D	PARTITION LEDGES D
	CHALK / WHITE BOARDS	D	BASE BOARDS D
	RADIATORS		
.4	FLOORS WET CLEAN	D	
.5	VACUUM CARPET	D	UNDER CHAIR MATS D
	VACUUM CARPET EDGES	D	SPOT CLEAN CARPET D
	VACUUM under furniture	D	T-MATS-over and under D

Contractor Owner Name (print) _____
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.6	SPOT CLEAN WALLS	D	SPOT CLEAN window glass	D
	SPOT CLEAN DOORS	D	PARTITION GLASS-spot clean	D
.10	SMALL APPLIANCES	D	INSIDE MICROWAVES	D
	KICK PLATES / GRILLES	D	KNOBS / SWITCH PLATES	D
201	WASHROOMS, SHOWER ROOMS, LOCKER ROOMS, FITNESS ROOMS			
.1	BASINS	D	TOILETS /URINALS	D
	PLUMBING FIXTURES	D	WALLS	D
	EXPOSED PIPES	D	ALL TOUCHABLE SURFACES (lockers, door handles, switches etc)	D
		D		D
.2	REMOVE LINERS, CLEAN AND REPLACE	D	EMPTY WASTE RECEPTACLES	D
		D		D
.3	CLEAN ALL SURFACES (including tissue holders, soap, sanitizer, towel holders/dispensers, attachments, hardware)	D	FILL ALL DISPENSERS	D
		D		D
.4	CLEAN ALL SURFACES (including partitions, modesty panels, walls, doors, ledges, vents, grilles, kick plates)	D	CLEAN INTERIORS OF EMPTY LOCKERS	D
	CLEAN ALL LOCKER SURFACES	D	KNOBS / SWITCH PLATES	D
.5	CLEAN ALL SURFACES (including mirrors, windows, frames, shelves, bright work, flushometersm piping, toilet seat hinges)	D		D
.6	CLEAN ALL FLOORS AND STEPS	D	POUR WATER IN FLOOR DRAINS WEEKLY	W
.7	SCRUB FLOORS WITH DETERGENT	W	RE-COAT SEALER/FINISH	W
.8	WASH WALLS - SHOWERS AND SHOWER ROOMS	D		
	WASH WALLS - RESTROOMS	W		
301	STAIRWAYS AND LANDINGS			
.1	CLEAN ALL SURFACES (handrails, ledges, railings, baseboards, banisters etc)	D	DUST WALLS, CEILINGS, EXPOSED PIPES AND CROSS BEAMS ETC	D
	SPOT CLEAN WALL AND GLASS SIDINGS	D	VACUUM CARPETED STAIRS AND RISERS	D
	SPOT CLEAN CARPETED STAIRS	D	WASH WALLS (from the bottom up) washable ceilings and appurtenances.	D
	CLEAN WASHABLE SURFACES (stairs, risers, nose cones, landings, risers etc)	D		D
302	RESILIENT AND NON-RESILIENT FLOORS			
.1	SCRUB FLOORS	D	BURNISH ALL SURFACES	W
	SCRUB AND RE-COAT WEAR AREAS	W	REFINISH ALL FLOORS AS REQUIRED (see cleaning standards)	W
	CLEAN GROUT IF NEEDED	W		

Contractor Owner Name (print) _____
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303	CARPETS AND MATTING			
.1	VACUUM ALL CARPETS AND MATTING	D	EXTERIOR MATS - CLEAN SURFACE AND DRY UNDERNEATH	D
	PILE LIFT ALL CARPET AND MATTING (monthly in quad areas)	W	SPIN CLEAN ALL CARPET FOOT TRAFFIC (in winter/rainy season every two weeks)	W
304	CEILINGS AND WALLS			
REFER TO INDIVIDUAL AREAS AND CLEANING STANDARDS				
305	VENETIAN / VERTICAL/MYLAR BLINDS AND DRAPES			
REFER TO INDIVIDUAL AREAS AND CLEANING STANDARDS				
306	VERTICAL SURFACES, HIGH CLEANING			
.1	CLEAN ALL SURFACES	D		
307	VERTICAL SURFACES, HIGH CLEANING			
.1	DUST EXTERIOR OF LIGHT LENSES, CEILING AREAS, AIR AND WALL VENTS	M	WASH ALL INTERNAL LIGHT FIXTURES	M
	OPEN LIGHT LENS AND REMOVE AND DEBRIS	M		
309	STORAGE AREAS			
.1	CLEAN FLOORS	M	DUST ALL SURFACES - LIGHT FIXTURES, OVERHEAD BEAMS, LEDGES, PIPES, SHELVING ETC	M
310	CLEANERS CLOSTES AND PROVIDED SPACE			
.1	ALL ITEMS/SURFACES CLEANED DAILY AS PER CLEANING STANDARDS	D		
307	BUILDING EXTERIOR AND FURNISHINGS			
.1	EMPTY AND CLEAN ALL WASTE/ASH RECEPTABLES AND REPLACE LINERS/SAND	D	REMOVE/CLEAN ALL WASTE FROM LOADING DOCKS, WALKWAYS/PATIO AREAS	D
	PRESSURE WASH LOADING DOCKS/WALKWAYS AS NEEDED	M		

Contractor Owner Name (print) _____
 Supervisor Name (print) _____

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 Sample Initial _____

Quad Cleaning Tasks

All Quad scheduled rooms which are found inaccessible or where access is denied must be reported daily to the Site Authority			
Quad cleaning is to be carried out at the front end of the cleaning shift			
1st. Week of the Month			
308	Window glass interior	M	Window glass exterior M
308	Partition Glass both sides	M	No cobwebs, litter M
2nd. Week of the Month			
305	Blinds dusted	M	Verticals vacuumed M
307	Light lenses dusted	M	No bugs in lights M
3rd. Week of the Month			
304	All partition surfaces washed	M	Door and frames washed M
101	Fabric dividers vacuumed	M	Fabric dividers spot cleaned M
202	Wash walls - locker rooms, washroom access corridors, washer/dryer rooms	M	
4th. Week of the Month			
304	Radiator covers washed	M	Spin clean all carpet foot traffic areas (summer months) M
303	Carpet pile lifted	M	Overhead pipes, ledges and beams dusted M

Contractor Owner Name (print) _____
 Supervisor Name (print) _____

Sample Initial _____
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General Conditions and Information

Reporting Requirements

A logbook or time clock will be used to indicate start and finish times for each employee. It is a condition of this contract that all hours on site are spent solely on the above-mentioned facility. All log sheets shall be maintained by the contractor on a daily basis. Should work requirement not be completed, an explanation will be recorded as to why. The log sheet will be submitted to the Project Authority monthly and or any time it is requested. Entries must be legible and dated.

Project Management Control Procedures

It will be the responsibility of the DFO Site Representative and the Project Authority to oversee progress, address any concerns, discuss and manage ongoing efforts with the Contractor.

Change Management Procedures

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 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.

Ownership of Intellectual Property

There is no Intellectual Property generated from this contract.

Language of Work

The Language of work for this requirement is English.

Security Requirements

Contractors working under this contract must hold a valid Designated Organization Screening (DOS) and the proposed resources must hold a valid reliability status or higher issued by the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC), effective on the date of closing to allow them access to Fisheries and Oceans' restricted office areas.

No sensitive information can be accessed, processed or stored at the contractor's premises.

Compliance with the mandatory security requirements is the sole responsibility of the bidder.

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

Contractor Owner Name (print) _____
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In order for the Department to confirm that your company and all individuals proposed to perform work under this contract meet the required Security Status, you must complete the **Personnel Identification** Form (Confirmation of Security Status) providing the name of your company and the full names of individuals and dates of birth of all individuals who will be providing the services.

Insurance Requirements

The Contractor must maintain adequate insurance coverage for the duration of any and all contract work. Compliance with Insurance requirements does not release the Contractor from or reduce its liability under the standing offer nor any related contracts.

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

Upon contract award the successful bidder will be required to supply proof of insurance.

DFO Obligations

It is the responsibility of Fisheries and Oceans Canada to provide access and keys to site areas to the authorized Contractor personnel.

The Department will provide locked janitorial storage area for the Contractor. This area is at the disposal of the Contractor and must be maintained in a tidy manner at all times, as approved by PA. No refuse is to be stored in this area. The storage area is to be cleaned thoroughly and will be inspected by the FM and/or PA during the Contract period.

Site occupants are responsible for the following:

- Clear their desk in preparation of the once a week washing of all surfaces
- Will have to remove their waste from inside the office to the common corridor for pick-up between cleanings. The next day to return their empty basket to their office
- Promptly report deficiencies following their cleaning day

Quad Cleaning

'Quad' cleaning is especially designed to reduce the gross dust and soil load of inadequate cleaning and involves the client in maintaining their personal workspace. It requires detail cleaning and must be started at 3PM to enable reasonable lighting and adequate time after completion for the site supervisor to inspect and deal with any work that requires immediate attention.

'Quad' cleaning includes the detailed cleaning of the 'Quad' scheduled assigned space.

'Quad' cleaning includes total compliance with the site current Cleaning Standards document and the site 'Quad' cleaning task schedule.

Contractor Owner Name (print) _____
Supervisor Name (print) _____

Sample Initial _____
Sample Initial _____

Quad cleaning is a combination of thorough daily and rotational cleaning of any given office space. It allows you to maintain a high quality of cleaning standard while eliminating daily unproductive and unnecessary repetitive quick yet never complete cleaning. Quad cleaning includes but is not limited to: Germicidal cleaning of all touch plates, push bars, light switch plates, and cleaning telephone mouth/ear piece and cradle. Spot cleaning and vacuuming of any fabric wall coverings, vacuuming of all fabric furniture. Spot cleaning and vacuuming of carpet wall to wall, washing of cleared desks or if not cleared all exposed areas, washing of all clear areas of cabinets and book shelving, washing of all other washable surfaces. All washable surfaces include but is not exclusive to chair legs and wheels, sides of desks, glassed pictures, white boards etc. When the office or area is detail cleaned it is cleaned ceiling to floor high dusting (doors, frames, picture frames, ledges etc) there is nothing left unclean. There are no spots on carpets or furniture etc. Other than those specific functions that are scheduled throughout the month on the Quad cleaning day all the rotational and daily work is done thoroughly, done right and on schedule.

Benefits of Quad Cleaning

- Provides best value solutions and service delivery which contributes to our customers' success while meeting their needs
- Is carried out early in the shift to allow time for the Site Supervisor to inspect and immediately rectify any issues
- Combination of daily and rotational cleaning for each designated area which includes thorough weekly
- Site occupants know their cleaning day
- Space is detail cleaned providing higher quality and improved customer service
- Work is organized
- All cleaning is done using clean microfiber cloths and no re-dipping of cloths in solutions
- Vacuuming is done rather than dust mopping
- Cleaning is done thoroughly and done right
- No room for error, no repeating of the work

Construction Clean Up (Charge out rate)

Reasonable construction clean up in any area is expected as part of the contract. Reasonable is defined by any residue which could be vacuumed up or wet cleaned using conventional methods and falls within the assigned contract and standards description. Areas within buildings which are seldom used must be maintained in a clean and usable condition (a minimum of monthly). The RPSS Site Representative will advise when areas seldom used are going to be used and it is a requirement that these spaces be clean and ready for occupancy, cleaned every day of use and detailed cleaned after the use ceases.

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Planned Construction Clean Up (Charge out rate)

- Planned construction projects may require significant clean up under Charge Out Rates and may include:
- High cleaning of all ledges, light channels, lens covers and the fixtures themselves.
- Removal of all labels, stains, spots, marks, dust and soil from all impacted surfaces.
- Cleaning of any impacted exterior and interior glass, frames and flashing.
- Cleaning of all mirrors, hardware, walls, stainless steel, chrome, porcelain, enamel, plastic laminate, and electrical fixtures.
- The Scrub/strip, seal and finishing of the floor covering in accordance with our provided products, procedures and systems.

Prior to occupancy the contractor in cooperation with our RPSS Site Representative will verify that the entire work as it relates to the impacted space is cleaned to our Cleaning Standards.

Floor Work (Charge out rate)

Floors will require stripping and refinishing every three years or upon request. The scheduling of the stripping and refinishing may require coordination with the RPSS Site Representative to avoid any space disruption and for most areas be scheduled on weekends. This work will be based on the Charge Out Rate. Once refinished you are required to maintain the floor surfaces to the cleaning standards. **The Cleaning Supervisor must maintain current, on site, records of all floor work. This includes the date, product name, number of coats of sealer, finish and scrub and re-coat records.**

Clean

The term 'CLEAN' in most applications throughout these Canadian Coast Guard Seal Cove Base, Prince Rupert Cleaning Standards, means the use of separate microfiber cleaning cloths which have been soaked in the appropriate product. Upon saturation with the solution, wring, fold, use each side on one surface only and once all surfaces have been used, the cloth is to be set aside for laundering and under no circumstances is the cloth to be reused until it has been laundered and dried. In areas where a telephone is present it must be cleaned first. Cleaning for the most part is to be accomplished by the application of physical hands-on friction cleaning. No paper towels may be used in the cleaning operations. **The use of Trigger Sprayers NOT is permitted** for the regular cleaning duties however squirt bottles are. A pump-up tank sprayer may be used in the process of the carpet (traffic lane) spin-cleaning program, as may a trigger sprayer for removing carpet spots.

Brooms And Dustpans

Must be supplied and labeled for each separate shop area and wherever else needed to ensure that there is no transfer of soil, grease etc. from one area to another or from a shop floor to an office floor.

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Sample Initial _____
Sample Initial _____

Cleaning Closets

There are a limited number of cleaning closets and assigned cleaning space throughout the site. They must be maintained in a clean and orderly state at the end of every shift. No personal items or collections of any kind can be held or left in this site supplied space. There are cleaning closets in the Admin., Helicopter Hanger 1st. and 2nd. Floor, MCTS- main floor, Shops Complex-1st. floor and in the Marine Emergency Enviro. Response there is a utility sink by the washer and dryer. We recognize that space for cleaning supplies and equipment is a necessity and we are in the process of making changes to accommodate those needs.

Energy Conservation

The contractor is expected to limit energy consumption by establishing efficient work patterns and by turning electrical equipment off and lights out when not required.

Equipment and Equipment Manual

The Contractor must maintain a manual on all major equipment serial numbers etc. on site and this manual must always be present in the Cleaning Room in the Administration Building. Equipment pre-approved and used for the site on a regular basis must remain on site at all times. Any equipment removed for repair and replaced for an interim period must be recorded in the Cleaning Contract communications book in the office of the RPSS.

Equipment on Site

Other than any equipment listed as provided by the client for use in the cleaning operations no site equipment such as giraffe ladders may be used without the express permission of the Facilities Manager. In carrying out the work the Contractor must plan to provide all basic minor equipment including ladders, brooms etc.

Lost And Found

The Contractors' staff shall return any found articles on site to Security prior to the end of any shift.

Access

Access keys to all site areas to be cleaned will only be provided to authorized Contractor personnel holding a security pass. **Keys are to be picked up and surrendered to Security daily.** Any vehicles, bags (other than a small purse) or containers being brought **onto or leaving** the site must be made available for inspection by our security staff, DFO security staff or Commissionaires under direction from DFO.

Meals and Assigned Breaks

The Contractor will assign coffee and unpaid meal breaks for all their staff on site. Any and all food and drink (other than water) consumption during any scheduled break must take place **in the lunchroom in the shops complex** or weather permitting a selected patio. No coffee or food consumption is permitted in any other space within the complex. Microwave access is available in the lunchroom for staff use however no other cooking of meals is permitted on the site.

Contractor Owner Name (print) _____
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Sample Initial _____
Sample Initial _____

Approved Products

All products used on this site require our pre-approval. The basic day-to-day cleaning products required are purchased by us and are to be used as per the manufacturer's directions. Any approved products that are approved and contractor supplied must also be used in accordance with the manufacturer's directions.

Cleaning Inspections

Every week based on our current cleaning standards, the site Supervisor is required to have carried out and submitted detailed cleaning inspections of all of the week's work – building by building- for the entire site. The individual buildings inspections are to be submitted on Friday each week to the office of the RPSS. Cleaning functions that are carried out on a less frequent basis as well as project work is to be recorded daily in the communication book. The RPSS will determine if any of the work has not been completed to the standards and if this should occur the supervisor will be required to, outside of the regular assigned hours, to supervise additional work hours, at the cost of the Contractor, to complete the work to the satisfaction of the RPSS and these Standards.

Communication

A communications book will be available in the RPSS site supervisor's office used to communication in writing between the contractor and the RPSS site representative to record damages, issues, deficiencies in site finishes such as floors, walls etc and to record when RPSS supplied material stocks are low.

It is a requirement on this site that all persons who provide our cleaning services be able to; receive and carry out written and verbal English instructions, carry out requests that fall within the contracted agreement; to effectively relay in a timely manner any which fall outside the contracted agreement, such as flooding, building security problems, plumbing needs, etc. Further, it is mandatory that all persons are trained in all aspects of professional cleaning; be familiar with the site, the cleaning conditions of the contract and our Task Schedules and these Current Cleaning Standards all of which form part of the Contract.

The contractor must, in order to provide for emergency and after hour situations, supply a contact name and number that will meet these conditions on a 24-hour basis.

The Cleaning Supervisor must be provided with a cell phone and respond to site communication within a 5 minute call time. For the safety of the cleaning staff, all must be provided with at minimum suitable vibrating pagers and the ability to communicate with their supervisor. Should an emergency occur where an employee of the company has to leave the site for any reason they must first be processed through security.

Staff who need to stay in contact for emergency reasons may use cell phones or 2-way pagers that have been equipped with vibration capability. During working hours, personal calls are limited to those of an emergency nature while other personal calls may be made during assigned breaks.

Contractor Owner Name (print) _____
Supervisor Name (print) _____

Sample Initial _____
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All workers are required to appear in person with the site Cleaning Supervisor when signing in and out. Each employee must be supplied with an adequate communication device to be able to remain in touch with the site cleaning Supervisor. Employees must wear picture ID, uniforms bearing the firm's name (contractor's cost) and all personnel will have on record with Security their names, addresses, phone numbers and emergency contact information.

No Sub-Contracting

No sub-contracting of other services is permitted by the contractor unless pre-approved through the RPSS Site Representative.

Non Smoking Areas

Smoking is prohibited in all buildings and structures. For smoking outside, the Provincial and Federal Treasury Board Guidelines must be adhered to.

Restrictions To The Site

DFO RPSS Site Representative has the authority to determine whether any person will be permanently restricted from the site for performing in a less than professional and knowledgeable manner or who is unable to demonstrate a working knowledge of our contract requirements including but not restricted to our Quad cleaning process or our Cleaning Standards.

Restrictions may also be applied to any contractor who does not have current valid certificates e.g. WHMIS/Universal Precautions and Fall Arrest. It is the responsibility of the contractor to ensure all certification remain valid for the duration of the contract.

Safety

The Workers' Compensation Board of British Columbia requires all workers to be knowledgeable of all workplace hazards and the precautions that must be taken to ensure that safe work practices are maintained. It is the responsibility and cost of the Contractor to ensure that its representatives receive regular training and instruction certificates in **W.H.M.I.S. and Universal Precautions** and that staff are equipped with appropriate tools, clothing and spill clean-up supplies so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to rodent and foul droppings.

Supervision

A qualified Cleaning Supervisor must be on site during all cleaning hours. This person must be a representative of the firm, have the ability to supervise in a professional manner and the authority to carry out inspections and rectify any and all cleaning concerns related to this contract on a daily basis.

Telephone Access

The commissionaire's office is available most times and their phone can, in the case of emergency, be used for an outside emergency call.

There are **no telephones on site** that may be used by the cleaning staff.

Contractor Owner Name (print) _____
Supervisor Name (print) _____

Sample Initial _____
Sample Initial _____

Training

It is understood that from time to time there may be a need to have new cleaning staff and these staff may require some on-site-training. The RPSS Site Representative will make the appropriate arrangements to permit new cleaning staff access to the site however these cleaning staff must be trained at the Contractor's expense.

All staff carrying out the regular cleaning duties on site must be able to execute in a professional manner all the cleaning procedures as outlined by the contract and the site cleaning standards using the professional products, supplies and equipment in the manner to which they were intended. The Contractor must provide annually by the contract award date, W.H.M.I.S. and Universal Precaution training re-certificates for all staff assigned to the site and for the window cleaner (when required) a current Fall Arrest certificate.

It is the responsibility and cost of the Contractor to ensure that its representatives receive regular training and instruction certificates in **W.H.M.I.S., Universal Precautions** and the first aid procedures for metal/needle sticks, as set down by the British Columbia Centre for Disease Control. The contractor is to ensure that their staff are equipped with appropriate tools, clothing and spill clean-up supplies so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to rodent and foul droppings

Uniforms

For security, hygiene and identification, it is a requirement of this Contract that the Contractor supply and ensure that all persons carrying out the work wear clean suitable uniforms displaying the Contractor Firms name, picture ID clearly displaying the employees first name. All other clothing must be clean, suitable for the work, and be neat in appearance. All footwear will be closed in and comply with any WCB requirements related to the work.

Waste

The contractor is responsible to ensure that any and all waste generated during the cleaning operation is disposed of in accordance with the directions of the site. Neither printed or copied written material, nor recyclable materials are to be removed from the site by the Contractor or their employees.

Energy Conservation

The contractor is expected to limit energy consumption by establishing efficient work patterns and by turning electrical equipment off and lights out when not required.

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Microfiber

It is a mandatory requirement of the site that the specified color-coded Microfiber cleaning cloths including the chamois style for glass and window cleaning is used. White terry cloths may only be used in the tamping process for fabric and carpet spotting procedures. Other than where a rough floor exists where a special rough floor looped, launderable wet mop may be required, the requirement of dry and wet mopping is to be carried out using Microfiber dry and wet pads. No cloths or pads are permitted to be re-dipped in any cleaning solution. All must be set aside and laundered after use. Disposable cloths are required for cleaning vinyl with the waterless hand cleaner.

Mold and Mildew

Using gloves a respirator and only for minor mold/mildew cleanup (10 square feet or less) the area is to be tank sprayer misted with our **germicidal** detergent at **1 oz. per gallon** of water until the entire mould surface is thoroughly wetted throughout its mass. Our germicidal detergent must stay in contact with the mould/mildew for a minimum of 10 minutes before it is removed. Misting with a tank sprayer is critical to prevent any of the spores from becoming airborne. All waste is to be double bagged and disposed of. All non-disposable tools/equipment must be washed with our germicidal detergent at 1oz. per gallon of water maintaining the minimum 10-minute contact time. Upon completion thoroughly wash hands and face.

Note: Instances of larger contaminated areas or where the mould/mildew returns are to be reported immediately to the Facilities Manager.

Washroom/Locker Room

Access is prohibited in these areas at any time they are in use.

Washer And Dryer

The contractor is provided space for a washer and dryer on site that will need to be purchased upon contract award. No cleaning cloths, mops/pads etc. may be left in a wet condition over a shift as there are other users of the machines. Laundry products and dryer balls (no bleach or fabric softener) are to be supplied by the contractor. Dryer balls are recommended for enhancing the drying process and are cost effective. No chemical sheets or softeners can be used to aid in the drying of Microfiber products.

Work Benches

Nothing is to be touched, moved or tampered with on the benches themselves.

Vaccum

All of them are to be operated using the contractors supplied disposable paper bags and once no more than ½ full must be replaced and the used bags placed in the appropriate external waste holding container while fabric filters therein are to be maintained clean and if launderable, *laundered every Friday.*

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Storage of Supplies

Under no circumstances can any of the site or contractor supplied cleaning chemicals/products be stored in other than 'approved' designated space. All approved spaces must contain a MSDS binder with all of the current MSDS (*supplied and maintained current by the cleaning contractor*) on all and only for chemicals therein stored or dispensed.

SUPPLIES PROVIDED BY THE DEPARTMENT

The RPSS Site Representative will supply the following supplies for distribution/installation by the contractor's staff throughout the site. **It is the contractor's responsibility to advise the RPSS Site Representative when stock levels are low.** The Cleaning Supervisor must maintain current on-site records of all chemical and paper product distribution, by building, throughout the site. The site Supervisor will submit their written requisition to the RPSS Site Representative at least 6 weeks in advance to ensure adequate supplies are delivered to the site.

Supplies

Toilet tissue
Tampons
Paper towels
Plastic bag liners for the site waste and recycling receptacles (if applicable).

Paper products for restrooms and kitchens are not to be used for cleaning and must not be left stacked in any areas other than assigned space.

Chemical Supplies are for the sole use at the site. These chemicals will be dispensed through a controlled dispensing system or process throughout the site. The following chemicals are provided by the facility to ensure environmental compliance.

Germicide detergent- Ultra Sept 885- dispensed

- Detergent-light duty - 'Cleaner Conditioner'- dispensed
- Detergent-heavy duty- Ultra Chem Heavy duty detergent-dispensed
- Hand and body soap for installed dispensers- showers- Deb
- Hand soap for installed dispensers
- Hand sanitizer for installed dispensers
- Temp Paste cleaner - stainless steel, counters, sinks, water fountains etc.
- Carpet and upholstery spot cleaning dilute 'Clean' at a 1-10- dilution
- Floor stripper - Ultra Chem Strip X (for removal of non-Ultra Chem floor finishes)
- Neutralizer- Ultra Chem
- Floor Sealer-Ultra Chem
- Floor Finish-Ultra Chem High Gloss Flex Gold
- Waterless Hand Cleaner-cleaning vinyl (Permatex from Acklands)
- Urinal maintainers – if needed

Contractor Owner Name (print) _____
Supervisor Name (print) _____

Sample Initial _____
Sample Initial _____

Canadian Coast Guard Base
Seal Cove, Prince Rupert
Building Descriptions

1. Helicopter Operations Hangar

The helicopter hangar provides the work and storage areas necessary for the repair and maintenance for helicopters stationed at the Prince Rupert Base. Training, staff rooms and office space is provided on a two level section of the building. Specialized workspaces parts storage maintenance engineering offices are included in the ground level of the building. A large mezzanine storage area is located at one end of the hangar that will not require janitorial services. The approximate area to be cleaned is 360 square meters, scheduled for Janitorial services Monday-Friday

2. Stores and Administration Building

A two level building that houses administration offices, meeting rooms, washrooms, site reception, receivables and stored goods for the Northern Region of the Canadian Coast Guard, Light station Operations and Fisheries Protection Operations. Approximately 1000 square meters of floor area to be cleaned.

3. Industrial Shops Building

The Workshop's complex provides the work area necessary for the repair and maintenance of light station and navigational aid infrastructure. Workspaces have large overhead door access, high ceiling industrial workspaces that include industrial shop machines for carpentry, welding, engine repair, metal fabrication, electrical repair and testing, navigation equipment repair and overhaul. The building has a locker room, large washroom, showers, and wash-up sinks. A large lunchroom, several small offices and tool rooms and industrial equipment storage are also within the building envelope. The approximate area to be cleaned is 1400 square meters, scheduled for Janitorial services Monday-Friday

4. Watchman`s House/Shed

Also known as the Site Security Office is located at the gated entrance of the facility to control vehicle and pedestrian traffic. It is the office location for site security 24 hours a day, 365 days a year. It has a small sink and counter, two desks and small storage room. The building is only one room of about 18 square meters, scheduled for Janitorial services 7 days a week.

5. Marine Emergency Response Equipment Building

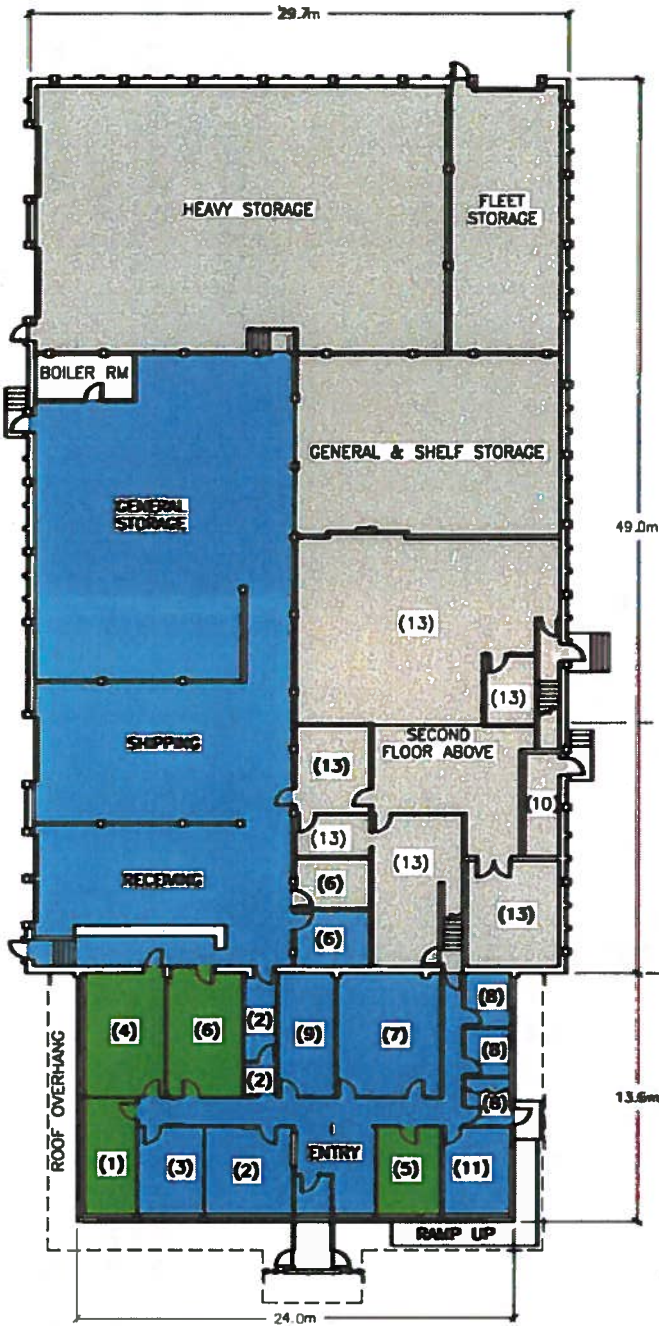
The Environmental Response Building also known as the Oil Pollution Building and Buoy maintenance Building provides storage of buoys, emergency response materials and equipment for the North Coast area. Portions of the complex have been partitioned to provide administration offices and Flight Services for the Prince Rupert area. The Flight Services section will not be part of the contract at this time but may be added to the contract at a later date. There is a second floor level in the building that has two offices, a lunchroom, washroom and changing area. The approximate area to be cleaned is 140 square meters, scheduled for Janitorial services Monday-Friday

6. Marine Communications Operations Center

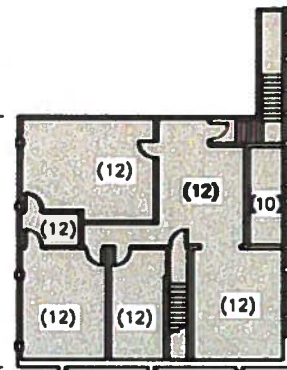
This building houses the Marine Transportation Communication Service for the Northern Region of the Canadian Coast Guard operating from Prince Rupert. The building has two floors. The lower floor houses the Electronics Repair Shop, one small office, a washroom, a small elevator and electronic equipment room. On the second level there are several offices, break room, washrooms, locker room, kitchen, training room and a large operations room. The Operations Room is active 24 hours a day. The Janitorial staff must comply if requested by one of the Operations staff to leave the room regardless of the cleaning task being performed. Cleaning tasks omitted in this circumstance can be made up the following day without penalty to the Janitorial contractor. Specific areas of this building are scheduled for janitorial services 7 days a week while other areas are scheduled for Janitorial services Monday-Friday.

LEGEND

- (1) SUPRV. ELECTRONICS MAINTENANCE (TS)
- (2) GENERAL ADMINISTRATION
- (3) (VACANT) EX NAVAIDS
- (4) (VACANT) EX PERSONNEL
- (5) SUPRV. FACILITIES (TS)
- (6) MATERIAL MANAGEMENT
- (7) BOARD ROOM
- (8) WASHROOMS/JANITOR
- (9) STATIONARY STORE ROOM
- (10) ELECTRICAL ROOM
- (11) LUNCH ROOM
- (12) SHIP SAFETY (TRANSPORT CANADA)
- (13) ELECTRONICS EQUIP. MAINTENANCE (TS)



FIRST FLOOR PLAN



SECOND FLOOR PLAN

NOTES:

Drawing produced from and replaces BCIP Chart 3.6, R3, April 95 and updated from March 97 trip



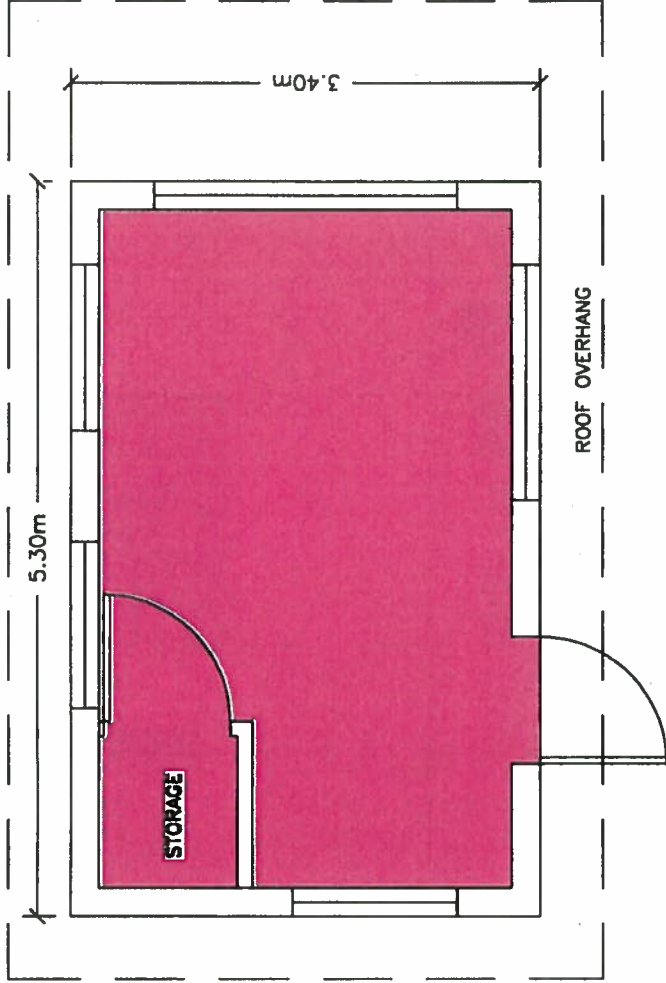
**CANADIAN COAST GUARD
PACIFIC REGION
FACILITIES ENGINEERING**

**PRINCE RUPERT BASE
ADMINISTRATION/STORES BUILDING**

Date:
97-05-07

Drawn By:
W.E.W.

Drawing No:
PRBASE-2



NOTES:

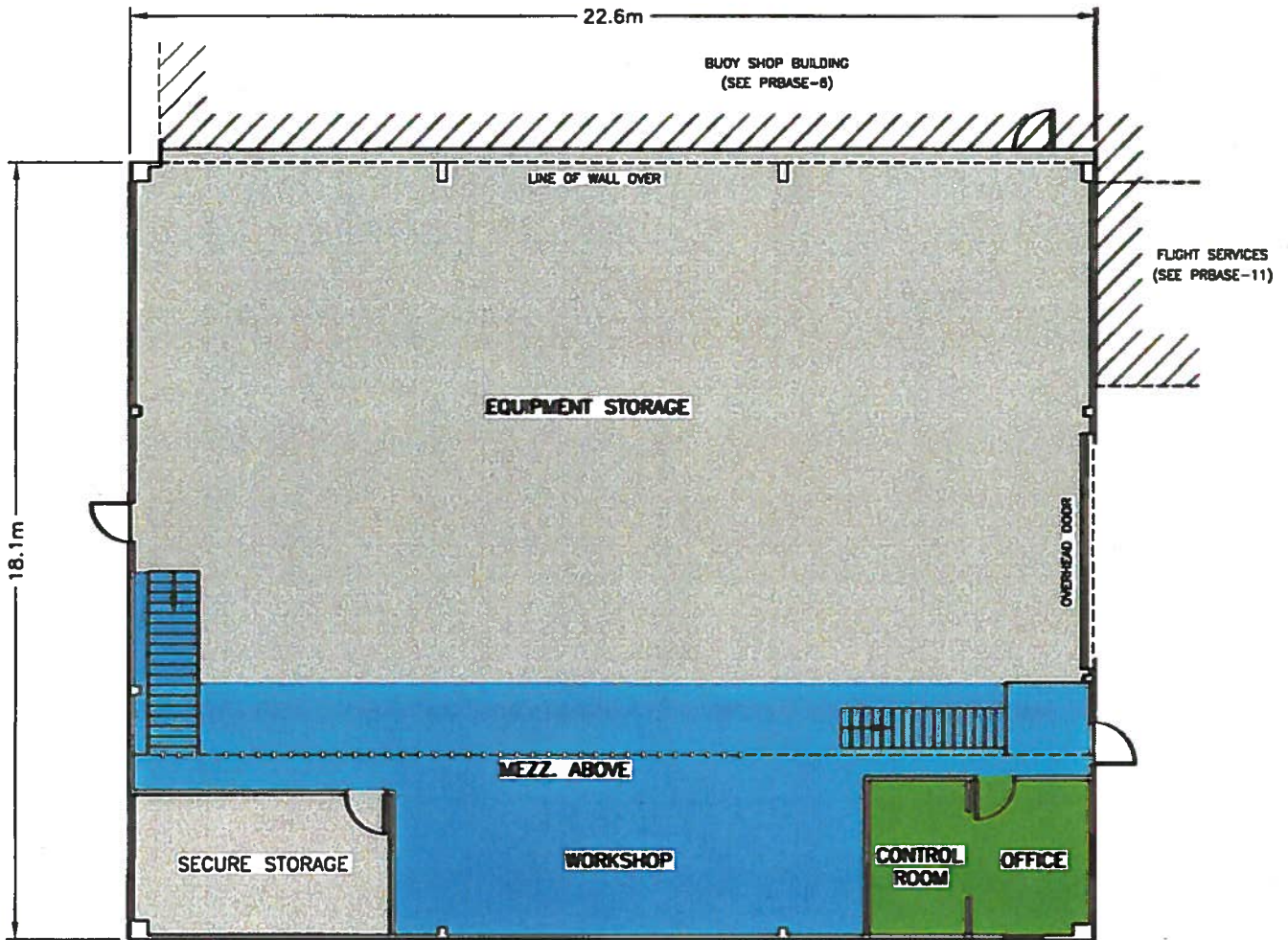
1. Drawing produced from September 97 trip measurements.
2. Drawing reproduced in Oct. 2010, scaled from paper copy. original electronic not found (S.James)



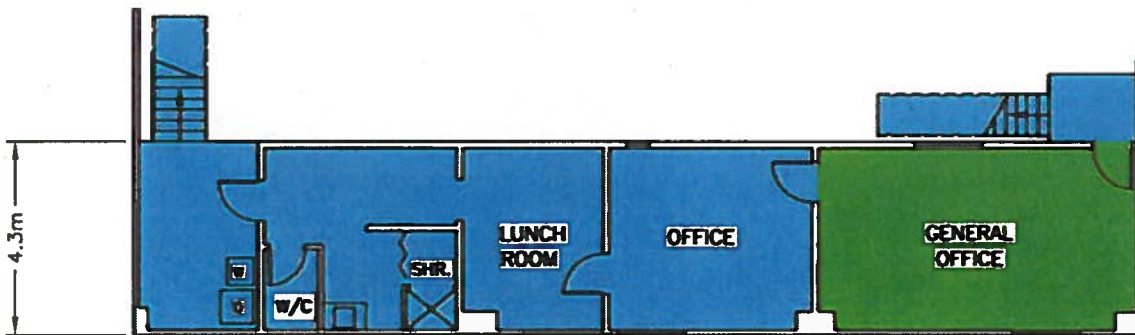
**CANADIAN COAST GUARD
PACIFIC REGION
FACILITIES ENGINEERING**

**PRINCE RUPERT BASE
WATCHMANS SHED**

Date	Drawn By	Checked By
97-11-14	W.E.W.	PRINCE-13



GROUND FLOOR PLAN



MEZZANINE FLOOR PLAN

NOTES:

Drawing produced from and replaces BCIP Chart 3.12, R3, February 96



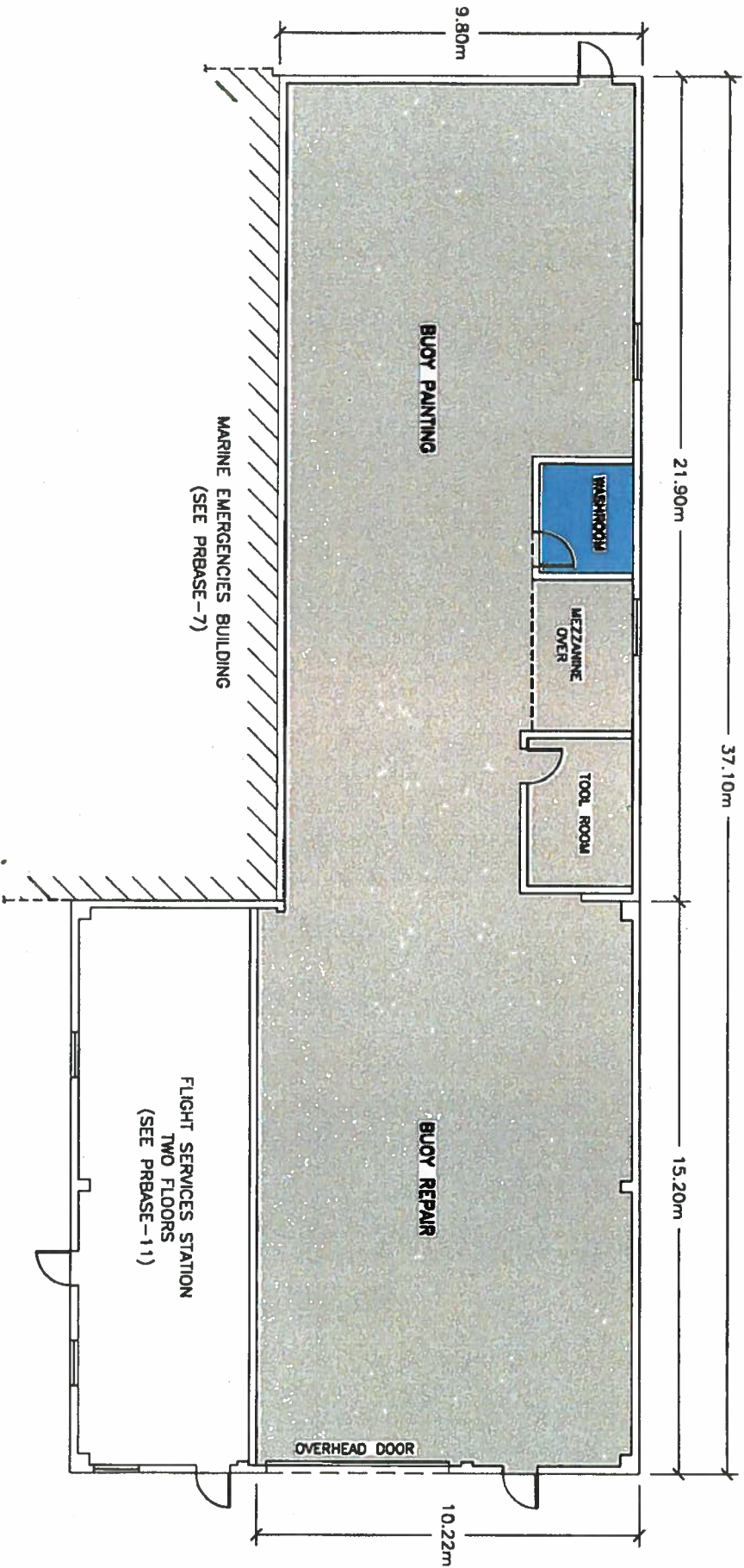
**CANADIAN COAST GUARD
PACIFIC REGION
FACILITIES ENGINEERING**

**PRINCE RUPERT BASE
MARINE EMERGENCIES
STORAGE BUILDING**

Date:
97-05-29

Drawn By:
W.E.W.

Drawing No:
PRBASE-7



NOTES:

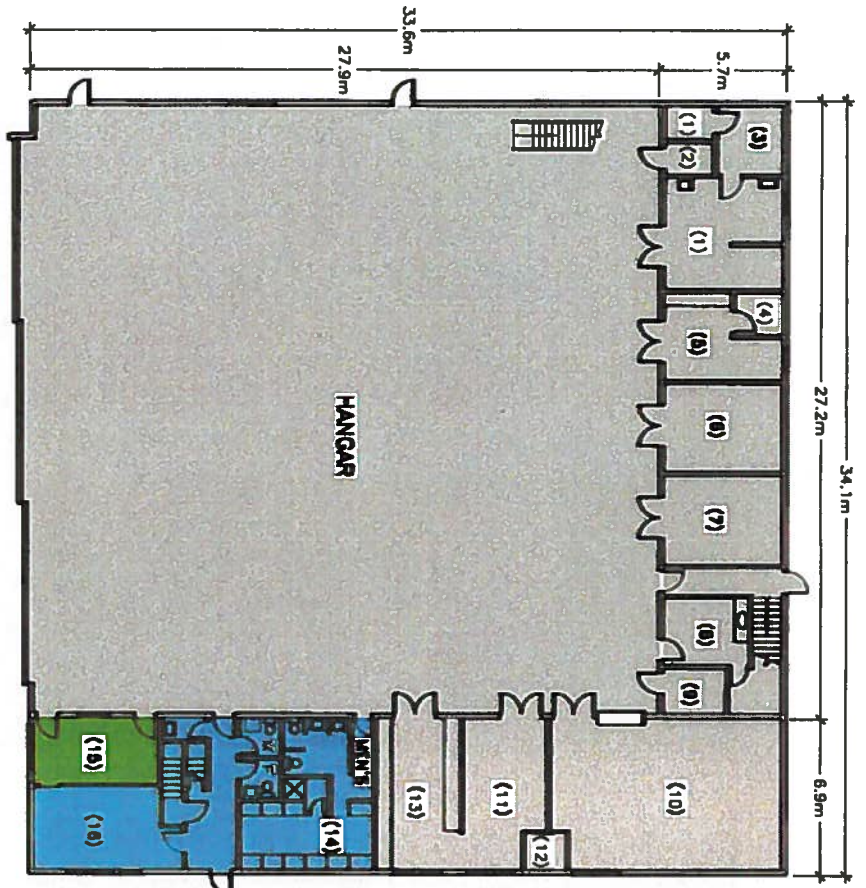
Drawing produced from and replaces BCIP Chart 3.7, R2, November 94



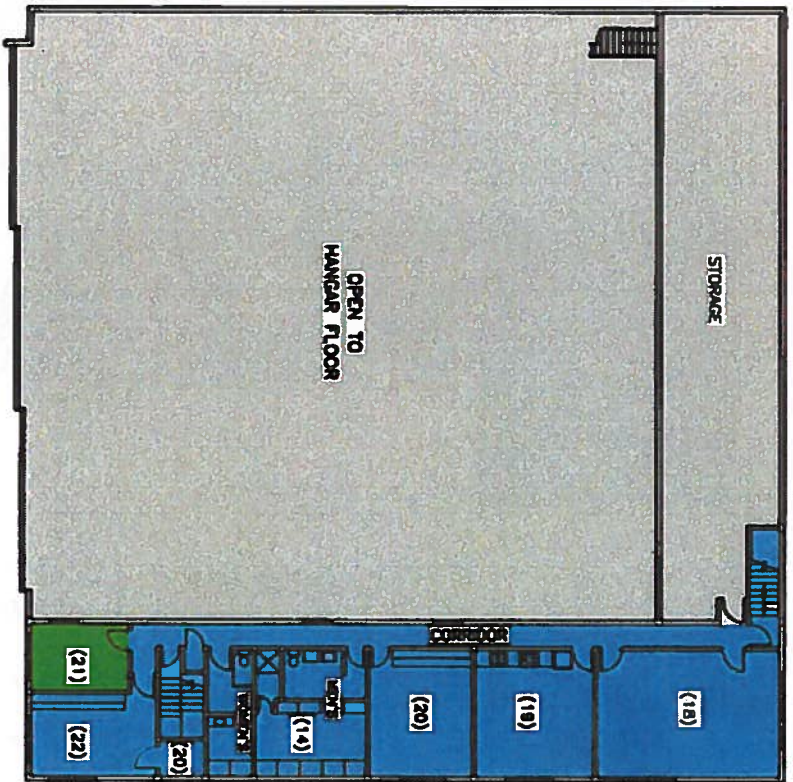
CANADIAN COAST GUARD
PACIFIC REGION
FACILITIES ENGINEERING

PRINCE RUPERT BASE
BUOY MAINTENANCE SHOP

Index	Drawn by	Building File
87-10-23	W.E.M.	PRBASE-6



LOWER FLOOR PLAN



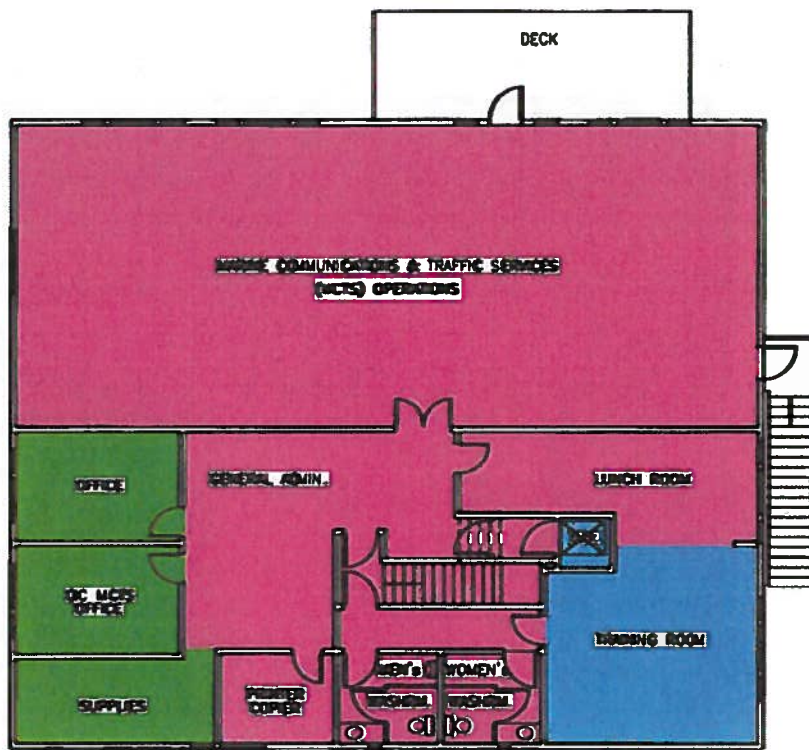
UPPER FLOOR PLAN

NOTES:
 Drawing produced from and replaces BCIP Chart 3.10
 and updated from March 97 trip

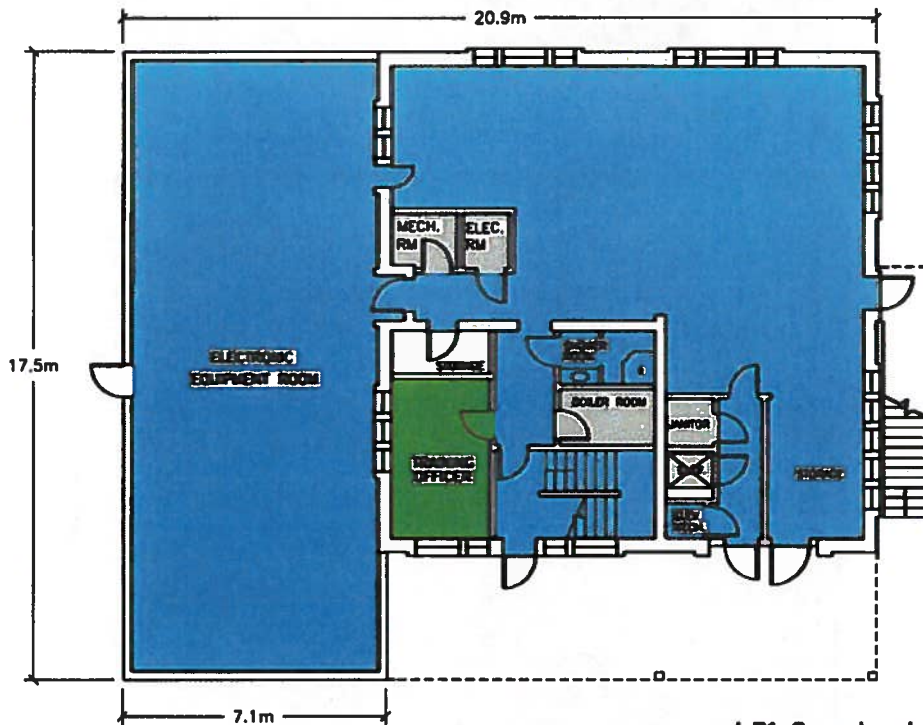


- ROOM LEGEND**
- | | |
|------------------------|-----------------------|
| 1) PAINT STORAGE/SHOP | 12) MECH. (SPRINKLER) |
| 2) OIL STORAGE | 13) ENGINE SHOP |
| 3) STORAGE (FLAMMABLE) | 14) LOCKER ROOMS |
| 4) BATTERY CHARGING | 15) CHIEF ENGINEER |
| 5) ELECTRICAL SHOP | 16) PASSENGER WAITING |
| 6) ELECTRICAL ROOM | 17) TRAINING ROOM |
| 7) MECHANICAL ROOM | 18) LUNCH ROOM |
| 8) FIRST AID | 19) PILOTS READY ROOM |
| 9) TOOL CRIB | 20) FACS & COPIER |
| 10) PARTS & STORAGE | 21) CHIEF PILOT |
| 11) MACHINE SHOP | 22) GENERAL OFFICE |

CANADIAN COAST GUARD		
PACIFIC REGION		
FACILITIES ENGINEERING		
PRINCE RUPERT BASE		
HELICOPTER HANGAR		
Date: 97-07-19	Drawn by: W.E.W.	Drawing No: PRBASE-9



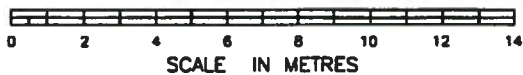
UPPER FLOOR PLAN



GROUND FLOOR PLAN

NOTES:

Drawing produced from and replaces BCIP Chart 3.8, R1, March 95



R1 General update from Sept 97 trip

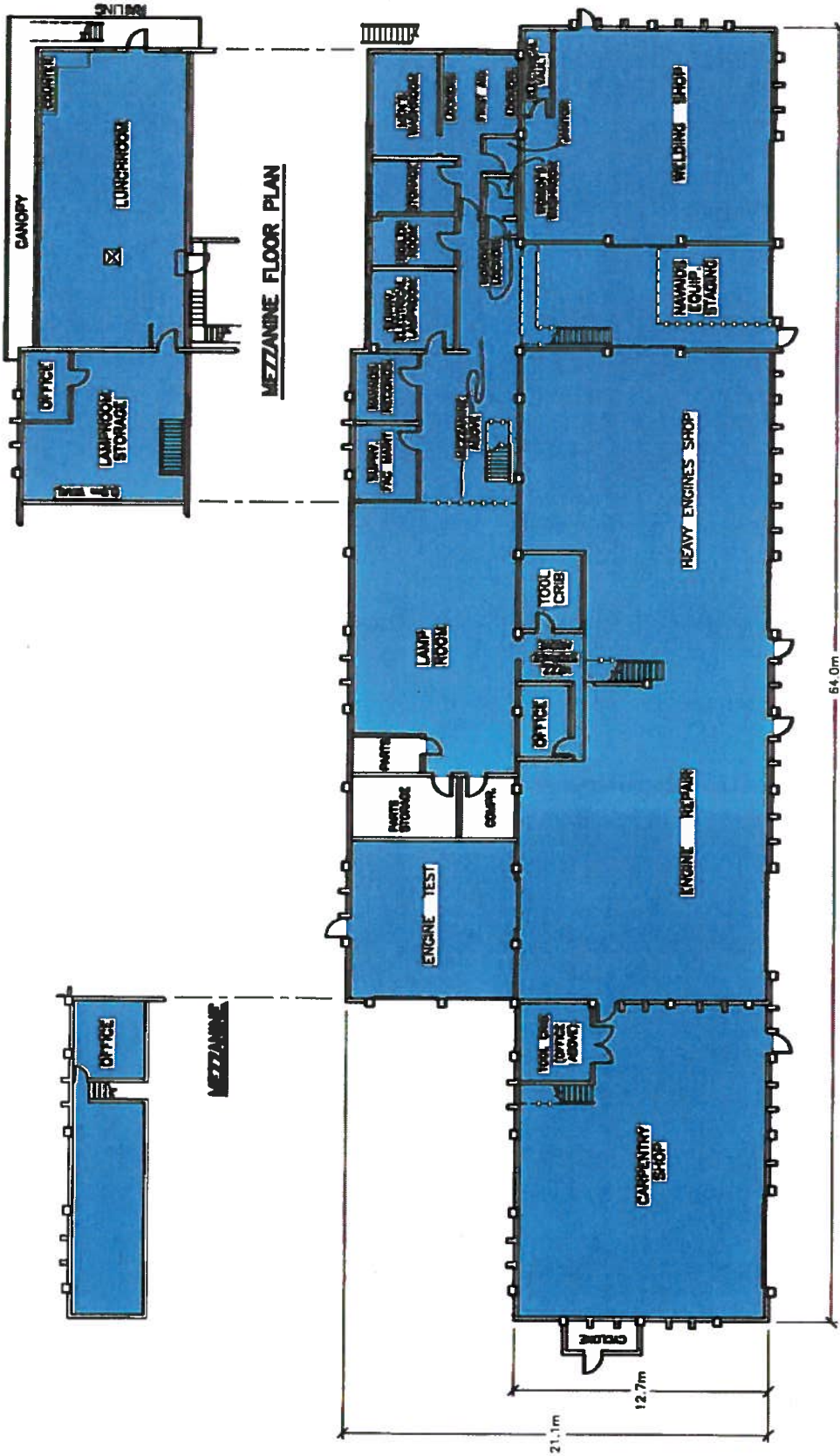
**CANADIAN COAST GUARD
PACIFIC REGION
FACILITIES ENGINEERING**

**PRINCE RUPERT BASE
MCTS BUILDING**

Date
97-05-29

Drawn By
W.E.W.

Drawing No
PRBASE-4



GROUND FLOOR PLAN

**CANADIAN COAST GUARD
PACIFIC REGION
FACILITIES ENGINEERING**

**PRINCE RUPERT BASE
WORKSHOP BUILDING**

Date:	Drawn By:	Drawing No:
97-05-12	W.E.W.	PRBASE-3

NOTES:
Drawing produced from and replaces BCIP Chart 3.9, R1, October 95
and updated from March 97 trip





Fisheries and Oceans
Canada

**CANADIAN COAST GUARD
SEAL COVE BASE,
PRINCE RUPERT, BC**

Cleaning Standards

Owners Name (print) _____

Sample Initial _____

Supervisors Name (print) _____

Sample Initial _____

Supervisors Name (print) _____

Sample Initial _____

Company Owner and Proposed Site Supervisors: must also INITIAL each page and by doing so they confirm that they have read understood and agree to comply to these Standards.

In the event that a change in supervisory personnel takes place the Contractor must submit their signed copy of these standards to the Facilities Manager.

Exclusions from this service are areas as defined within the separate building descriptions:

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Contractor Owner Initial: _____

Proposed Site Supervisors’ Initial _____
Proposed Site Supervisors’ Initial _____

INTERIOR OF BUILDING

Includes all entrances, lobbies, waiting areas, rooms, corridors (open and closed areas), offices, file/copy rooms, meeting and conference rooms, classrooms, computer areas, hangers, common areas, stairways, coffee/lunch room areas and/or rooms, shops and all other spaces throughout the complex.

101	Tasks	Results Required
.1	<p>Empty/clean all waste holding receptacles and containers.</p> <p>The use of and daily replacement of liners is mandatory for all washroom, wet waste areas, first aid room, break area receptacles etc., whereas separate or special liners may be provided for recyclables.</p> <p>Note: As directed the recyclables and shredded material is transported to the designated space in Stores.</p> <p>Where waste shredded or recyclable material needs to be emptied on a non-Quad day it will be left outside that office door in the hallway.</p>	<p>All waste and recycle holding receptacles or containers are clean and in there correct place. No waste or recycle holding containers or baskets were placed upon desks or tables during cleaning operations.</p> <p>All shredded and recyclables goods were transported as designated.</p> <p>Any office waste or recycling containers left in the hallway are emptied and cleaned and the clean container placed inside the door of that office.</p>
	<p>Recyclables/Shredding containers are to be cleaned and returned to their designates place.</p> <p>For health and safety reasons, no person is permitted to handle or sort any waste or recyclables with bare hands. Puncture proof gloves are to be used in the handling of all waste. Liners being removed from containers are to be done ensuring no body contact.</p> <p>Sharps other than those for metal recycling are to be noted along with the location in the communication book in the office of the RPSS.</p>	<p>Recyclable/shredded holding containers are clean and in their designated place.</p> <p>All recyclables were handled safely and transported to the designated areas.</p> <p>Any sharps are stored in a safe manner and were recorded as directed.</p>
.2	<p>Clean all furniture, frames, legs and wheels, trim, wood, plastic, vinyl, leather (e.g. TVs, credenzas, book cases, picture frames, desks, file cabinets, tables, furniture glass etc.) inclusive of desk lamps, fans and all client accessories such as staplers, ceramics, ornaments free standing and wall hung pictures including frames, etc. vinyl-using waterless hand cleaner, etc.</p>	<p>All furniture including the frames and wheels are free of dust and debris and presents an overall clean appearance, fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, Lexan, leather, etc., are free of finger marks, spots and stains, with no dust or streak marks present and in its correct location.</p> <p>Vinyl was cleaned using waterless hand cleaner and well wiped leaving no visible residue.</p>
.2	<p>Clean computer screens, keyboards.</p> <p>Do not, unless directed by the Facilities Manager, clean etc. any items that could be damaged or de-programmed.</p> <p>Note: Canadian Coast Guard arranges for the scheduled professional cleaning of keyboards and electronic computer equipment.</p>	<p>Computers, screens and keyboards were dry dusted and nothing was de-programmed.</p> <p>The Facilities Manager has been advised by notation in the communications book of any computer keyboards etc. that require deep cleaning.</p>
	<p>Clean exterior/interior of fire cabinets inc. glass</p>	<p>Fire hose cabinetry is clean</p>
101 Continued	Tasks	

Contractor Owner Initial: _____

Proposed Site Supervisors' Initial _____
 Proposed Site Supervisors' Initial _____

.2 cont	<p>Vacuum fabric upholstered furniture etc.</p>	
	<p>Spot clean all fabric and vinyl, etc.</p>	
	<p>Clean with germicidal detergent : all telephones, furnishings and fittings in public access areas, all surfaces of beds and washable mattresses in areas such as First Aid room.</p>	
.2	<p>Dust/Clean all appurtenances, overhead pipes and cross supports.</p>	
.2	<p>Vacuum fabric dividers. Spot Clean non-fabric dividers. Clean divider frames and supports.</p>	
.3	<p>Clean window sills, partition ledges, baseboards and all other surfaces which could reasonably be cleaned from a standing position including brushes, blackboard ledges, cleared whiteboards and blackboards, wall louvers, moldings, radiators, etc.</p> <p>Note: In cleaning white boards, only approved cleaning tools and a small amount of Temp paste with a clean wetted cloth is to be used.</p>	
.4	<p>Clean all hard surface flooring including painted and unpainted concrete.</p> <p>Note: If floors are rough a Scruffy wet mop may be used otherwise the Microfiber dry and wet pads are to be used.</p>	
.5	<p>Vacuum carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc.</p> <p>Carpets, rugs and entrance mats shall be spot cleaned (rinsed if required), traffic lane vacuumed daily and all carpet must be vacuumed thoroughly wall to wall no less than weekly, using appropriate equipment and attachment tools.</p> <p>Pile lift carpet no less than monthly in the carpeted Quad areas and weekly in the carpeted daily clean areas.</p> <p>Permission will be required to pile lift in MCTS.</p> <p>Any Spots or stains that cannot be removed are to be recorded in the communication book.</p> <p>Dust/Clean "T" mats, etc.</p>	

Contractor Owner Initial: _____

Proposed Site Supervisors' Initial _____
Proposed Site Supervisors' Initial _____

101 Continued	Tasks	Results Required
.6	<p>Spot clean and remove marks from walls, doors, woodwork, glass partitions and other similar surfaces.</p> <p>Note: Any spots that could not be removed by normal means are to be recorded in the communication book.</p>	<p>No marks are visible.</p> <p>Any spots that could not be removed by normal means were recorded in the communication book.</p>
.7	<p>Clean water fountains, water dispensing machines, eye wash stations, using Temp Paste followed by germicidal solution. Pay special attention to the spout and drains cleaning with small brush and Temp Paste followed by cleaning with germicidal detergent.</p>	<p>All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the item are clean and free from debris, spots and watermarks.</p>
.8	<p>Clean all surfaces of elevators.</p> <p>Method: Elevator tracks are to be wet cleaned as required to maintain a clean appearance.</p>	<p>All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc. There is no soil in the tracks or rails.</p>
.9	<p>Clean all counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and cleared sinks</p> <p>Clean all dispensers inside and out and restock.</p>	<p>All surfaces are clean and free of stains, dust, finger marks, streaks, spots, and free of odours.</p> <p>Dispensers are clean inside and out and have been restocked with approved products.</p>
.9	<p>Note: the client maintains the day-to-day cleaning of the interior surfaces of their refrigerators.</p> <p>Special Schedule: On the first available Quad Monday (non statutory) of the months of January, April, July, and October the interiors of all site refrigerators and common surrounding cupboards are to be thoroughly cleaned.</p>	<p>All exterior of appliances, fridges etc. were cleaned including the interior of microwaves.</p> <p>Interior of refrigerators and all common surrounding cupboards were cleaned as scheduled and no cover-up sprays or polishes were used.</p>
.10	<p>Clean metal and metal painted surfaces, such as chrome, stainless steel, brass and similar finishes – including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors, exteriors of refrigerators, microwaves-inside and out, appliances, hot plates etc.</p>	<p>All surfaces are clean and free of streaks, finger marks, etc., bright and in a condition equal to that of the intended finish. Any brass was cleaned using approved brass cleaner.</p> <p>All hand touch surfaces were cleaned using germicidal detergent.</p>

Contractor Owner Initial: _____

Proposed Site Supervisors' Initial _____
 Proposed Site Supervisors' Initial _____

WASHROOMS, SHOWER ROOMS, LOCKER ROOMS, FITNESS ROOMS

All washrooms, Locker rooms, shower rooms, washer and dryer area and other areas where sinks and/or dispensers are installed.

201	Tasks	Results Required
.1	<p>Clean using germicidal detergent all basins-all sides, plumbing fixtures (including exposed pipes) polished chrome, brass or similar fixtures. Temp Paste is to be used to pre-clean sinks, counters etc. NOT chrome, followed by rinsing and then cleaning with germicidal detergent.</p> <p>Note: The use of germicidal solution is mandatory for washroom locker and fitness room cleaning with particular attention to all hand touchable surfaces including lockers, equipment, door handles, light plate switches etc.</p>	<p>All interior and exterior surfaces of fixtures, washbasins, shower stalls, are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, or similar surfaces are clean, bright, and free of finger marks, spots, and stains.</p> <p>In using the Temp Paste a cloth and scrub brush was used to ensure no stains or buildup around the drains.</p> <p>Germicidal detergent was used. All surfaces are clean.</p>
	<p>Note: Separate cleaning cloths are to be used for the cleaning of washrooms, locker, change rooms, and each piece of fitness equipment, walls etc.</p>	<p>Clean, separate, cleaning cloths were used on all items. All surfaces are clean.</p>
	<p>All shower curtains where they exist are to be removed laundered and re-hung every weekend.</p>	<p>Shower curtains where they exist were removed, laundered and re-hung as required every weekend.</p>
	<p>Clean toilets and urinals using germicidal detergent solution. Where a need exists, a non-acid or food grade phosphoric acid bowl cleaner dispensed using only a flip, pop up top or a foaming trigger spray head may be used.</p> <p>Wash using wall washing equipment 6 feet of the surrounding wall surfaces to include the back and sides and/or 6 feet of the surrounding areas of urinals.</p> <p>Note: For the hand cleaning of urinals and toilets, only acrylic bowl swabs may be used.</p> <p>Note: All leaks and plumbing problems, and all broken and poorly operating dispensers are to be communicated immediately to the RPSS.</p>	<p>All interior and exterior surfaces of fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, and similar surfaces are clean, bright, and free of finger marks, spots, and stains. Wall areas surrounding urinals etc. are clean.</p> <p>No bowl cleaning tools with wire in their make up were used No tank drop cleaners/jells or tablets were used.</p> <p>All minor leaks and plumbing problems were listed in the communication book. All major leeks are to be communicated immediately.</p>
	<p>Odour counteraction- urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.</p>	<p>Urinals are free of objectionable odours, urinal maintainers (in disposable mats) are used as necessary.</p>
.2	<p>Remove liners, clean and replace liners. All sanitary and waste receptacles are to be emptied daily, cleaned with germicidal detergent solution and relined.</p>	<p>All sanitary and waste receptacles are clean inside and out, and free of spots, stains, finger marks, odours and the liners were replaced.</p>

Contractor Owner Initial: _____

Proposed Site Supervisors' Initial _____
 Proposed Site Supervisors' Initial _____

201 Continued	Tasks	Results Required
.3	<p>Clean all surfaces inside and out, including all toilet tissue, soap, sanitizer and towel dispensers, holders, attachments and other hardware. Installed dispensers are to be kept fully stocked.</p>	<p>All dispensers of supplies/products are clean inside and out. Dispensers, holders, attachments and other hardware are free of finger marks, spots, stains, and odours.</p> <p>Dispensers are fully stocked with supplies/products.</p>
.4	<p>Clean with detergent solution all partitions, modesty panels, walls including enamel surfaces, doors and ledges, vents, grilles, kick plates and ledges.</p> <p>Clean all locker surfaces.</p> <p>Clean the interiors of any empty lockers.</p>	<p>All surfaces and fittings are clean and free of dust, finger marks, streaks, smudges, mold or mildew.</p> <p>Wall washing procedures were carried out using effective wall washing tools/mops and procedures.</p> <p>Neither spot hand cleaning nor the use of sponges was used for the cleaning of wall surfaces.</p> <p>Walls and partitions are clean and free of finger marks, smudges, streaks, etc.</p> <p>Empty lockers are clean.</p>
.5	<p>Clean all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges.</p>	<p>Mirrors and frames, etc., are clean and free of finger marks, smudges, streaks, etc.</p> <p>Glass and mirror work were cleaned using water and a Microfiber chamois cloth or a squeegee and lambswool applicator. No paper products were used.</p>
.6	<p>Clean floors, including any step-up areas, with detergent solution, ensure floor drains are not blocked.</p> <p>Pour clean water in floor drains weekly, where required, or as directed.</p>	<p>Floors, including corners, are clean and free of black marks, loose paper, water and mop marks; bases are clean, and all areas are free from obnoxious odours. Wall bases and other surfaces are free of watermarks and floor finish or water splashes. There is no odour emanating from floor drains.</p>
	<p>Following cleaning, the floors in change rooms, locker rooms, fitness room etc., are to be flat wet mopped using germicidal detergent solution.</p>	<p>Germicidal detergent solution and a microfiber flat mop was used for floors in areas where one could expect persons to be with bare feet.</p>
.7	<p>Scrub floors and bases with detergent solution no less than weekly. Re-coat sealer/finish as required.</p>	<p>Floors as required are maintained with sufficient coats of our water base sealer and/or our finish, providing surface protection and an overall attractive appearance.</p>
.8	<p>Wall Washing ;</p> <p>Daily: all showers/ rooms</p> <p>Weekly: washrooms.</p> <p>Walls: in locker rooms, washroom access corridors, areas where washer and dryers are located are washed the first week of every month.</p>	<p>All shower and shower room surfaces were cleaned, scrubbed as required, rinsed, etc.</p> <p>Walls: in locker rooms, washroom access corridors, areas where washer and dryers are located were washed the first week of every month in accordance with these standards.</p>

Contractor Owner Initial: _____

Proposed Site Supervisors' Initial _____
 Proposed Site Supervisors' Initial _____

STAIRWAYS AND LANDINGS

301 Tasks	Results Required
Clean handrails, ledges, railings, baseboards, and banisters, etc. Spot clean walls and glass sidings.	Handrails and walls are uniformly clean, free from dust, finger marks, smudges and soil.
Dust walls ceilings, overhead pipes and cross beams etc.	Walls ceilings, overhead pipes, appurtenances, cross beams etc. are free of visible dust.
Vacuum carpeted stairs and risers.	Stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
Spot Clean carpeted stairs and risers.	The carpeted landings, stairs, risers, etc. are free of spots, stains, etc..
Clean washable surfaced stairs, nose cones, landings, and risers.	Stairs, landings, risers, etc., are clean and free of loose and caked soil, and surface stains. Wall bases and stair risers are free of watermarks and splashes from cleaning solution. Stair landings and adjacent areas present an overall appearance of cleanliness.
Dust Walls, ceilings, overhead pipes, appurtenances, cross beams etc.	Walls ceilings, overhead pipes, appurtenances, cross beams etc. are free of visible dust.
Wash walls (from the bottom up) washable ceilings and appurtenances. Where walls and ceilings are to be washed the walls are to be washed first.	After washing walls (from the bottom up) etc. all surfaces are clean and there is no evidence of the cleaning procedures.

RESILIENT AND NON-RESILIENT FLOORS

All floors (e.g., sheet vinyl, vinyl tile, corolon, tarquette, ceramic tile, raised computer flooring, painted and unpainted concrete etc.).

302 Tasks	Results Required
<p>Prepare floor by scrubbing prior to any system of maintenance.</p> <p>Note: Only detergent solutions and under no circumstances any floor stripper is to be used on a Marmoleum floor. Consult your supplier for correct procedures should this flooring exist.</p>	Following scrubbing and neutralizing, no dust, soil, stains, etc., is visible, no evidence of muddying or rippling effect exists. Corners, bases and equipment, etc., are free of residue and the floor presents a uniform and overall appearance of cleanliness.
<p>Burnish all surfaces.</p> <p>Note: Spray buffing method and procedures are not permitted.</p>	All hard finished surface areas have been burnished as required to maintain an overall attractive appearance. No spray buffing was carried out.

Contractor Owner Initial: _____

Proposed Site Supervisors' Initial _____
 Proposed Site Supervisors' Initial _____

302 Continued	Tasks	Results Required
<p>. Scrub and re-coat wear areas.</p> <p>Note: Washrooms are to be to be maintained in a pristine condition.</p> <p>Note: In neutralizing the stripper/scrubbing solution our provided food grade acid neutralizer (not vinegar) is to be used.</p>	<p>After scrubbing, neutralizing, and re-coating using our products as required, the slip resistant finished area is free of streaks, mop strands, and marks, with no evidence of improper finish application. No heavy accumulation of finish exists adjacent to walls, baseboards, under doorways, fixtures and furniture. Floors are clean and bright-looking overall with a reflective sheen, including under furniture and equipment. Furniture and equipment have not been marred or damaged and furniture and equipment moved during operations has been returned to its original location. In appearance, all flooring exhibits a uniform sheen with reflective properties that are acceptable to the Site Authority. This level of floor care and appearance is maintained at all times.</p>	
<p>Refinish all floors as required.</p> <p>Neutralize: Following the wet vacuuming up of the stripper solution, the floor shall have been neutral rinsed, using our food grade acid neutralizer.</p> <p>Rinse: Following the wet vacuuming up of the neutralizer solution, the floor shall have been rinsed at least twice with clear cool water, followed each time by wet vacuuming</p>	<p>After stripping all soil, seal, finish and stains have been removed. All areas whether machine and/or hand cleaned, are free of soil, water streaks, mop marks and strings.</p> <p>Upon completion of the stripping process the floor is neutral in pH, presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashing and scars from equipment.</p>	
<p>Buff: Where a mop drag condition from standing fibers or impurities exists following the stripping and drying process, the use of a buffing pad followed by an additional clean clear rinse will be required.</p>	<p>Prior to the application of sealer or finish, the floor surface was smooth with no mop drag.</p>	
<p>Apply: our sealer, if required.</p>	<p>Sufficient coats of our sealer were applied to present an overall level appearance, allowing sufficient drying time between applications.</p>	
<p>Apply: finish.</p> <p>Note: Our low maintenance, durable, mar resistant finishes will be used.</p>	<p>Sufficient coats of our slip resistant finish (minimum of four) were applied to offer floor protection and an overall attractive appearance.</p>	
<p>Clean grout if needed.</p> <p>Note: Consult the supplier of our supplied cleaning chemicals if unsure as to how to proceed.</p> <p>Note: Mix 32 ml. of our food grade Neutralizer per L. (4 oz. Per gallon) of water. Using a wet mop, lay the solution (on floor surface only – not walls or any metal surfaces), let stand for a minimum of 5 minutes. Agitate (do not splash). Pick up solution with a wet vacuum. Rinse floor area using a clean wet mop and warm water. Repeat procedure if required. Let dry. Note: if the grouted area has been improperly sealed with a solvent-based sealer such as a urethane, this must be removed by mechanical means before a proper cleaning procedure is used.</p>	<p>Grout is clean in appearance. No staining or soil build-up is visible.</p>	

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ALL CARPETS AND MATTING

303 Tasks	Results Required
<p>Vacuum all carpet and interior walk off mats. Exterior mats –clean and dry underneath.</p>	<p>All carpet and interior and exterior matting throughout the site was vacuumed on a regular and consistent basis.</p>
<p>Spot clean carpet including matting.</p>	<p>All carpet and matting was spot cleaned with the vacuuming program.</p>
<p>Pile Lift all carpet and matting weekly, (monthly in quad areas) to relieve matting conditions. Pile Lift to raise the pile prior to spin cleaning to permit the removal of imbedded soil.</p>	<p>Carpets and matting were pile lifted and present an even, clean appearance, free of soil, spots, stains, grit and dust.</p>
<p>Spin/Bonnet Pad Clean all carpet foot traffic areas a minimum of monthly and during snow/wet weather at minimum every two weeks by pre-spraying using our Ultra 'Clean" at the recommended dilution. Pre-spray use a 175-300RPM scrubber with a clean dry spin/bonnet pad or thin line pad. Laundered pads.</p>	<p>The spin cleaning is carried out at a frequency that ensures that no traffic lanes are visible and is carried out immediately following the pile lifting.</p> <p>Frequency was increased every 2 weeks during snow or wet weather</p> <p>The pads were laundered after use.</p>

CEILING AND WALLS

Ceilings, walls, transoms and other fixtures and fittings attached to walls and ceilings.

304 Tasks	Results Required
<p>Dust walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings.</p> <p>Note: in the case where the spot cleaning of common walls, doors frames and surfaces has not been maintained to our standard, the resulting factor is that the contactor will at their own cost be required to wash the surfaces.</p> <p>No wall or ceiling washing is required with the exception of all washrooms, shower rooms, locker rooms and their adjacent hallways including all doors, frames, glass, vinyl, wood and metal surface.</p> <p>If walls are being washed for painting they are to be washed with TSP and rinsed well. Note: Walls to be overall uniformly clean.</p> <p>Note: Walls only, are to be cleaned from the bottom up, staying within ½ inch of ceiling to prevent marks. Note: Wall washing procedures utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.</p>	<p>All walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings were dusted.</p> <p>All spot cleaning has been carried out to comply with these standards.</p> <p>All work was completed within the contract requirements.</p> <p>If provided with a separate purchase agreement for wall washing, all applicable walls were, washed with TSP and rinsed well, using effective professional equipment.</p>

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304	Continued Tasks	Results Expected
	<p>Clean all wood panel walls, including doors, frames, glass, vinyl, and metal.</p> <p><i>Note:</i> The method used to clean wood walls is to be pre-approved by the Facilities Manager.</p>	<p>All wood panel walls, including doors, frames, glass, vinyl, and metal are clean.</p>
	<p>Overhead doors in Shops, Stores and Helicopter Hanger (separate cost) may be required to be washed both sides in March, June, September and December.</p> <p><i>Note:</i> The Facilities Manager will determine if a surface is washable.</p>	<p>If provided a separate purchase agreement overhead doors were washed as scheduled and reported in the communication book upon each completion.</p>

VENETIAN BLINDS / VERTICAL/ MYLAR BLINDS/ DRAPERIES

Venetian, PVC, aluminum and fabric blinds both vertical and horizontal (interior or exterior) and surrounding casings.

305	Tasks	Results Required
	<p>Dust clean all washable surfaces</p>	<p>All tracks, pull rods, surfaces, casings and sills are free of dust, fingerprints, etc.</p>
	<p>Vacuum all surfaces of fabric blinds.</p>	<p>All fabric surfaces are free of dust.</p>
	<p>Vacuum drapes/curtains.</p>	<p>Drapes/curtains and tracks are free of dust, neatly tracked and present an overall clean appearance.</p>
	<p>In June Remove- and have professionally cleaned all draperies/ blinds, (including tapes and cords). Reinstall. Report when completed. Clean tracks, frames, etc.</p>	<p>In June all window coverings were cleaned. After the removal of the window coverings all frames, tracks, ledges etc. were washed prior to the re-installation of the window coverings.</p>

VERTICAL SURFACES, HIGH CLEANING

Vertical and horizontal surfaces other than walls, high cleaning down to windowsills, partition ledges. All surfaces, including doors/frames, door grilles, ledges, charts, graphs, wall louvers, exposed pipes, switch plates and surrounding wall areas, clocks, extinguishers, etc.

306	Tasks	Results Required
	<p>Clean- all surfaces</p>	<p>All surfaces are clean and free of dust, finger marks, smudges, stains, streaks, etc.</p>

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LIGHT FIXTURES, PARABOLICS, AIR AND WALL VENTS, DIFFUSERS, EXHAUST VENTS AND FREE STANDING FANS

307	Tasks	Results Required
	<p>Record in the communication book any flickering or burnt out lights/tubes</p>	<p>All flickering or burnt out lights were recorded. The light lenses are free of debris, bugs/insects, etc.</p>
	<p>Dust exterior of light lenses, including ceiling areas, air and wall vents. Lower lens and remove any debris bugs/insects etc. In the handling parabolic light covers, do not touch with bare hands, as this will mar the reflective properties. If lowering the light lens, be sure to have hands covered.</p>	<p>Exterior of fixtures and vents are free of dust, the interiors exhibit no debris and bugs/insects. No finger marks are visible from the dusting or lowering and reaffixing of the lens.</p>
	<p>Wash- if scheduled all internal light fixtures. Wash complete air and wall vents, diffusers, free standing fans.</p>	<p>All internal light fixtures if scheduled were washed. All air and wall vents, diffusers, free -standing fans were washed. After washing the surfaces, blades are clean and free of stains, streaks etc. and the clean vent/fan covers are properly re-assembled.</p>

WINDOWS / PARTITION GLASS / DISPLAY CASES – GLASS / PLEXIGLAS / LEXAN

308	Tasks	Results Required
	<p>Clean entrance(s) glass inside and outside, including frames, sashes, sills and moldings.</p> <p>Clean all glass Plastic /Plexiglas/Lexan surfaces, including partitions</p> <p>Remove all cobwebs, litter etc.</p> <p>Clean unless otherwise stated -all interior windows and any interior glass dividers in March, June, September and December;</p> <p>Clean unless otherwise stated - all exterior windows in March, June and September.</p> <p>Nav Can – Control Tower Clean the windows inside and out every weekend (To be sub-contracting but not without the written permission of the RPSS site rep.)</p>	<p>All exterior and interior entrance glass, frames and sashes are clean and free of soil, streaks and Watermarks, cobwebs, litter, tape and tape residue etc.</p> <p>There is no damage to the exterior building facings or shrubbery arising from the window cleaning.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>All interior/exterior windows were cleaned monthly. All interior glass dividers/partitions were cleaned monthly.</p> <p>No paper towels or abrasive products were used. When using a blade scraper on glass (only), the surface as well as the blade was wet first.</p>
	<p>Clean all interior glass/Plexiglas, display cases etc., including frames, sashes, sills and moldings.</p> <p>Note: The contractor is required to supply a product identifies as safe for use on Plexi Glas and Lexan surfaces.</p>	<p>All interior glass/Plexiglas, Lexan display cases, frames are clean and free of finger marks, streaks, smudges, tape and tape residue, paint, etc.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products were used. All furniture and equipment moved during cleaning operations is in their correct locations.</p>

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STORAGE AREA

309	Tasks	Results Required
	<p>Clean floors.</p> <p>Dust light fixtures, overhead beams, ledges, pipes, exposed shelving, etc.</p>	Surfaces are clean and free of soil, dust and debris and present an overall clean appearance.

CLEANERS' CLOSETS AND PROVIDED SPACE

310	Tasks	Results Required
	Clean floors.	Floor areas are clean, dry, and free of soil, surface stains, mop streaks, etc.
	Clean sinks.	Sinks are clean and free of offensive odours, etc.
	<p>Empty, clean waste containers/clean service carts.</p> <p>Prepare cleaning carts for next day service.</p>	<p>Empty waste containers are clean and free of offensive odours.</p> <p>Cleaning cart and all cleaning tools are clean and set for the next days service</p>
	Equipment clean and orderly.	All equipment meets the included equipment standards, is clean, and materials, paper products, chemicals are stored neatly.
	Mops, Floor Pads, and cloths.	No soiled mops/pads or cleaning cloths are re-used, all have been removed and laundered on a daily used basis or bag-sealed for next day laundering.
	Tidy room.	Such spaces are kept clean, neat and tidy, and free from offensive odours and debris at all times.
	<p>Wash walls with heavy-duty detergent solution, from the bottom up.</p> <p>Note: Wall washing procedures utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.</p>	Walls are uniformly clean with no streaks, soil spots or line marks on ceilings.
	Washer and Dryer- site owned	Left clean
	Waste/recycling is transported as instructed.	Waste is neatly stored when required.

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BUILDING EXTERIOR and FURNISHINGS

Main entrance, Loading docks, Truck Bays walkways, entrances, exits, walkways to the main sidewalks and furnishings adjacent to the external building access, any outside eating areas including benches and picnic tables.

311	Tasks	Results Required
	<p>Empty and clean all waste/ash trash receptacles/urns, replace sand.</p> <p>For fire and safety separate metal ash holding cans must at all times be used for any ashtray contents</p> <p>Maintain clean all entrances, exits areas, doors, door grills, floor grills and any recess pans.</p>	<p>Receptacles are clean inside and out and free of soil, marks, streaks, liners if any are replaced etc. Sand has been replaced and or urns emptied.</p> <p>All entrances/exits and their surfaces are maintained clean.</p>
	<p>Remove/clean all waste or litter from loading docks, walkways to the sidewalks or grass areas, and all other patio areas.</p> <p>Clean any patio furniture, benches etc.</p>	<p>All areas are clean and free of food, debris, litter cobwebs and debris.</p> <p>Any patio furniture was cleaned when weather permits their use.</p>
	<p>Pressure wash loading docks, walkways as needed to maintain clean and attractive.</p>	<p>Loading docks and walkways were pressure washed. Surfaces and adjacent walls are free of marks, graffiti, gum, soil, etc. and present an overall clean appearance.</p>

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Cleaning Firms Topics and Instructions

Topics	Instructions
<p>Chemicals that are Banned</p>	<p>All products classified as "Consumer" products. No solvent seals or finishes, ammoniated strippers, mop-on/mop-off strippers, products containing d'limonene, nonylphenols (NPE's), alkylphenols (APE's), butyl or butyl by-products. No hydrochloric, hydrofluoric or sulphuric acids or ammonia. Armoral, Protectol, products containing Anionic optical brightners, Saddle Soap or like products. No aerosol or trigger sprayer dispensed cleaners or polishes. No Vinegar, Windex or like product, powdered cleansers, SOS or other aggressive damaging pads. No parazine blocks, or any other products that have been banned as detrimental by their chemical make up, lack of MSDS compliance, damage to surfaces or not pre-approved in writing by the Facilities Manager are permitted on, or for use in, the premises. Except in those instances where they are designated for specific application by the British Columbia Centre for Disease Control No bleach, Phenolic or Hydrogen Peroxide based germicides are permitted for use.</p>

Topics (Continued)	Instructions
<p>Cleaning results</p>	<p>It is recognized that in attaining the results required, supplies or equipment, over and above those specified by us as may be required and therefore, you are reminded that prior to having any alternative or additional supplies or equipment on Site, the written approval of our Facilities Manager must be obtained and that written approval must be on site in the MSDS binder.</p>
<p>Carpet and Upholstery Spot Cleaning Product</p>	<p>For carpet, matting and upholstery spot cleaning and carpet spin cleaning only our provided Ultra Chem 'Clean' product is permitted.</p>

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Cleaning Carts	All cleaning carts must be cleaned daily and set up ready for the next day service.
Current ISO or current and Client/Worker Protection	In protection of the client and workers products other than those which have been authorized in writing, as exceptions, found on site that and not listed as pre-approved based on Terra Choice/Green Seal will be immediately removed and disposed of, as can any items, equipment, supplies, etc., that have been banned by these Standards, or that the Facilities Manager deems as potentially harmful to persons, building surfaces, or the environment. Any and all costs associated with this removal will be the responsibility of the Contractor and the Contractor will be assumed to be in breach of the contract.
Dusters <i>Note:</i> Feather dusters, poly wool dusters or swiffers, are not permitted on or for use at the site.	Long handled dusters with a microfiber head may only be used for the removal of dust from high ledges walls etc.
Equipment – Safe	All cleaning equipment, ladders, etc. stored or used on site, are to be inspected regularly and maintained in a state acceptable to Facilities Manager as well as current WCB regulations and are to be CSA approved.
Finish Mops	Silk looped mops used in the application of floor sealers and finish may be rinsed clean and hung to dry.

Topics (Continued)	Instructions
Lockable Space	Where adequate lockable space has been provided, the approved products, minor and electrical equipment, such as vacuums, etc., utilized in the day-to-day delivery of the service are to be available for regular inspection, in the provided space.
<p>Mops/Pads and Cloths</p> <p><i>Note:</i> Non-launderable including (straight string) mops of any kind are not permitted on or for use at the site.</p> <p><i>Note:</i> A wet vacuum must be used for large spill clean-up.</p> <p><i>Note:</i> Looped launderable wet mops specifically designed for rough flooring accompanied by a special floor pail and wringer for dealing with gross soil may be used if this condition exists.</p>	Microfiber-(cleaning cloths, dry and wet mop pads, wall washing mops and extendable dusters must be of a launderable type. Laundered, (in a washing machine and for most dried in a dryer), clean, pads/mops and cloths must be on site in sufficient quantity at the start of each shift and/or cleaning function. Separate clean Microfiber cleaning cloths must be used for each area e.g. an office, a meeting room, a washroom etc. and within each area a separate side for each item cleaned. No re-dipping of cleaning cloths or mops/pads into cleaning solutions is permitted and all used must be set aside for laundering once all 8 sides of the cleaning cloth have been used. Separate floor pads must be used in each area of any floor cleaning procedure.
Safe Equipment	All cleaning equipment, ladders, etc. stored or used on site, are to be inspected regularly and maintained in a state acceptable to the Facilities Manager and to current WCB regulations and are to be CSA approved. Equipment repairs irrespective of how minor must be fixed immediately.

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<p>Safe Identification of Hazards</p>	<p>Any and all wet areas representing a slip hazard to a client must be clearly identified by the use of safety signs. Safety signs must be removed as soon as the hazard no longer exists.</p>
<p>Supplies Equipment and Products Approval</p>	<p>Only the contract-listed supplies and equipment etc., which must, by the Contractor's bid submission be professional/industrial supplies and equipment which meet or exceed the specifications and requirements identified by the contract are permitted on, or for use in, the premises.</p> <p>Only our purchased or our approved chemicals (cleaning products) <i>are</i> permitted on, or for use in, the premises.</p>

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Fisheries and Oceans
Canada

CANADIAN COAST GUARD
SEAL COVE BASE,
PRINCE RUPERT, BC

Cleaning Equipment

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Equipment required for Our Cleaning Contract

We feel it is very important that in establishing our task schedule that attention is given to equipment that needs to be included in our cleaning contract.

There are a number of factors we have considered, however, our requirements in no way limits you the bidder as to the numbers of each item(s) nor to having additional items of equipment approved, but rather it spells out the quality and standards we expect in the carrying out of our cleaning needs.

Some of the options we have taken into consideration:

- Do we want any of the listed equipment options to be new and why?
 - We do not want to see old worn equipment used.
 - By demanding 'as new' equipment it's your way of guaranteeing that the equipment will meet current specifications.
 - To be sure that all bidders are on the same, 'bidding field' for equipment.

Where we specify **NEW** equipment then all firms bidding must bid new. There is no leniency for instance for you the bidder to say your particular piece of equipment is only 6 months old, new is new, new is not used or 1, 2 or 6 months old. Where we state 'new' you are required to proof of purchase after acceptance of the bid and before your first billing period.

Where we specify "IN AS NEW CONDITION". We will not accept damaged, obviously abused equipment of any kind. Any equipment which does not meet our standard of acceptance will at the request of the Facilities Manager have to be removed and replaced immediately.

Where we allow for any equipment that is not brand new such as large purchase, such as **the** auto scrubber, burnisher, slow speed scrubber and wet vacuum **etc.** we will accept either brand new or no more than the age we have stated and that age must be provable by providing proof of purchase or equivalent documentation, the serial number, manufacturer, supplier, model, year and before **the** first billing period. **These pieces of equipment must be kept in excellent repair. No torn bumpers, damaged wheels, frayed cords etc. Should any of these pieces of equipment be in or fall into disrepair the Facilities Manager will require the machinery removed from the site and replaced with new at the contractors cost.**

All equipment purchased or supplied to our site must be CSA/ULC approved and be equipped with resilient bumpers and non-marking wheels. **We will not accept damaged or obviously abused equipment of any kind.** Equipment is subject to inspection at any time and if found defective **or does not meet our standard of acceptance shall at the request of the Facilities Manager** be replaced immediately at the contractors cost.

CLEANING CARTS - FOR OUR MICROFIBER CLEANING PROCESS – IN NEW CONDITION



A requirement for our complex. The recommended carts are Rubbermaid, able to hold tools and accessories including cloths, pads etc. (both clean and soiled) to make a Microfiber cleaning process effective.

There are a variety of acceptable models available however the most commonly acceptable styles are the plastic easy to clean body style. The style you propose must be plastic in design, easy to clean and able to fit in the storage areas provided for or planned for our site.

WASTE HANDLING CART WITH WRAP AROUND CADDY APRON – IN NEW CONDITION



This is a tall round shaped 32 gallon waste carrier on wheels. It must have a wrap around caddy where all the pockets are the same size- Eg- Rubbermaid has the correct pocket design whereas it is our understanding that the 'Continental' pockets are too small. The waste liners will be carried by looping them over the edge of the cart. It is ideal for a worker whose main scheduled work is to simply pick up waste, wash waste and recycling containers, spot cleaning glass or any other cleaning work that can be accomplished with microfiber cloths and a squirt bottle of germicidal or detergent (depending on the work) for horizontal surface cleaning.

A waste handling cart will not be adequate for washroom cleaning except those with difficult access, as it is very difficult to support the required Microfiber cleaning program.

WASHER and DRYER – Space in the main administration complex is provided for your provided washer/dryer. Dryer balls, no fleecy type sheets are to be used in the dryer.

We require clean mops, cleaning cloths , pads etc. to be available every cleaning day.



BACK PAC VACUUM – Not more than 1 year old – good, clean condition



We have spent a lot of time examining the issues surrounding vacuuming. Filtration and debris containment have been our main focus.

We are permitting the use of the Pro Team Super coach or equivalent Back pac vacuums for the Daily cleaning Monday to Friday. The accessory tools and the double walled disposable paper bag filter are mandatory. Every dry vacuum must have them, be in use and they must be with the vacuum on the site during all cleaning times along with spare disposable bags.



Must be equipped with sidewinder hard floor tool with nylon brush, upholstery, drapery, crevice, duster brush and carpet tool.

CANISTER VACUUM OPTIONAL – Not more than 2 years old and in pristine condition



As shown or equivalent. Complete with all brush multi surface tool, and must be micro-filter rated at 99.995% standard filtration system (“Not Hepa”) at 0.3% rating in microns, a double walled paper bag filter must be used. Must be complete with tools to vacuum upholstery, drapes, corners, edges etc. Spare disposable bags must be on site at all times.

CANISTER VACUUM - dial down noise level below 50dB – for use in MCTS. Not more than 1 year old-good clean condition.



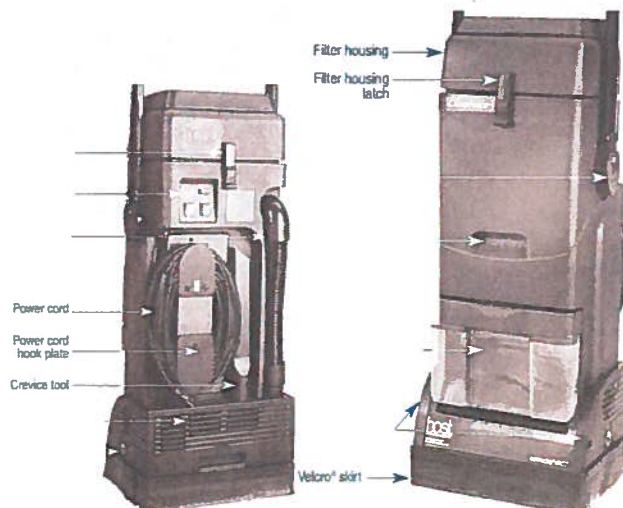
Probably the most professional small machine, the NVQ-200 is built to an exacting standard. The Steel power head incorporates patented Microtec noise reduction system. Plugged cables, giant filters, 4-wheel stability and stainless steel accessories.

For vacuuming In occupied areas a vacuum with the same filtration and accessories as set for our canister vacuum. This type of vacuum is essential for any areas where the vacuum noise can cause disruption. The vacuum is equipped with a dial down switch which readily allows the noise volume to drop to a level allowing the cleaning to continue without disruption to the client or the worker. Spare disposable bags must be on site at all times. **MCTS requires the daily (7 days a week other than Christmas day) use of this vacuum.**

UPRIGHT PILE LIFTER VACUUM –NEW – OWN OR RENT

An Upright pile lifter vacuum use for monthly carpet maintenance is required for our site. It is required that all carpets that can be accessed easily be pile lifted monthly.

A good quality pile lifter such as the 'Host Liberator' complete with Zebra brushes or equivalent plays a very important role in our cleaning program. While the 'Host Carpet Cleaning' program is not permitted their 'Liberator' meets our requirements as a pile lifter.



AUTOMATIC FLOOR SCRUBBER- Not more than 4 years old –only if in Pristine condition



In the scheduled cleaning of our hard floor surfaces, which includes warehouse, an auto scrubber is required to be used to dispense and scrub cleaning solution then in the same or additional pass, vacuum up the cleaning solution with the aid of a built in squeegee. The size you propose will be based on the width of the areas to be cleaned in the most efficient way possible. We will provide on site storage.

WET/DRY VACUUM – Not more than 4 years old - good clean condition

A good wet/dry vacuum is a requirement for your wet floor cleaning operations. The alternative is to pick up solution with a mop and continually wring it in a floor pail, a method that is not only labor intensive but also does not provide quality results and is therefore unacceptable.

In the dry mode a lot of wet/dry vacuums do not meet our filtration standards and therefore in the dry mode can only be used for exterior services, such as the exterior of entrances etc.

LOW SPEED FLOOR MACHINE @175-300 rpm – Not more than 6 years old –good clean condition



Most low speed floor machines are similar in performance with some offering different features than others. The low speed floor machine has a variety of uses and our requirement is that you have clean and well maintained machine in this category on site.

The low speed machine is to be used for floor maintenance such as scrubbing smaller hard floor areas and in the process of removing any floor finish etc. as well it can be used in the required spin-cleaning process for carpet traffic lanes.

HIGH SPEED BURNISHER FLOOR MACHINE – Not more than 4 years old-good clean condition



We require you to use a high speed burnisher with a brush or pad rotation of 2.000 rpm or greater. We do not permit a propane burnisher.

The amount of hard floor to maintain with a high gloss finish on its surface determined our need for you to own this piece of equipment and with the vast amount of hard floor surfaces on our site to have it on site at all times.

CHEMICAL CONTROL PROCESS / SYSTEM

Chemical control dispensing systems are mandatory to be used in all cleaning service rooms where we have provided sinks.

We will determine the chemical dispensing or process and arrange with our approved supplier for the installation and or set up. We do this so that by having our supplier provide/install the dispensing system or process we have assurance of;

- *Maintenance of the dilution control process*
- *Consistency of the approved products being used and at the correct dilution*
- *Continuation of the dispensing irrespective of who has the contract to clean for us.*

FLOOR WASHING ONLY IF ROUGH FLOOR AREAS EXIST – NEW (substitutes must have same features)

Rubbermaid #7576-88 WaveBrake 44qt. Down Press combo.

Rubbermaid 9C74 Dirty water bucket for WaveBrake combo.

Atlas Graham Ruff Stuff wide band wet mop for wet mopping rough flooring. Unique fleecy material, super absorbent, mildew resistant, lint free.

Rubbermaid
7576-88



Rubbermaid
9C74



Atlas Graham
RuffStuff
Wideband
Rough Floor
Wet Mop



WALL WASHING EQUIPMENT – Not more than 3 years old –good, clean condition

There are a number of systems available including the iMOP system.

The most functional wall washing equipment for small wall washing operations are small pad, pad holder and pole combination such as the Geerpres unit. The Microfiber process is working well on a wall wash system so you can also propose the system you prefer however final approval rests with us.



Geerpres
Wall washing
system

GROUT CLEANING TOOL –NEW-MANDATORY

9-1/2" Grout Scrub Brush-Blue complete with handle –by Atlas Graham

Brush - Grout - Scrub - 9 1/2" –

Blue Built for surface maintenance, features a swivel connector and very firm bristles that are trimmed to a point for maximum cleaning efficiency. The block is constructed with thickened co-polymer polypropylene that is shock, distortion and crack resistant. Polyester filaments have a high melt point, low water absorption factor, excellent tensile strength and good brushing characteristics. The tufts are secured with stainless steel staples.



WET FLOOR CLEANING SYSTEM – –NEW-MANDATORY

I-Mop or an approved equivalent.

Must have a solution control (a gravity feed is NOT acceptable) and the ability to be used for wall washing.

Blue 1-Mop Microfiber wet mop applicators – **NEW - MANDATORY.**



NEW TECHNOLOGY

Easy Grip Activator Slight downward motion on top handle activates patented spray mechanism dispensing 5 ml stream of cleaning solution directly to the floor.

Comfort Grip High density rubber grip provides operator with excellent control over mop head movement.

Heavy Gauge Steel Shaft Provides an extremely strong, light weight frame. Total weight 2 lbs. with reservoir empty. 4 pounds with reservoir full.

Integrated Reservoir 24 oz fluid reservoir covers 3228 square foot floor space without re-filling. Semi-translucent tank is calibrated for visually checking solution levels. Suitable for refilling from a 24 oz refill bottle or dilution control hose.



Pressure Grip Molded Reservoir Cap Easy snap off, push on reservoir cap remains fixed to the mop frame when open preventing loss of parts.

Adjustable Nozzle Operator controls solution flow, output volume and direction. Ball and socket joint rotates to set spray height. Positioned high above mop head for exceptional chemical coverage on floor.



16.5 Inch Aluminum Mop Head 16.5 x 3 inch solid aluminum mop head. Double lock connector design. Provides full rotation for traditional reverse figure 8 mop pattern.

The Integrity Microfiber Mop System offers a completely new delivery tool for all green cleaning programs.

The movement towards green cleaning is gaining significant momentum as major manufacturers respond to ever increasing market demands. The growing awareness of the harmful effects of traditional cleaning compounds is driving a process to change to cleaning products that are significantly less harmful to the facility, cleaning personnel and the environment.

A problem occurs when new green chemicals are used with standard mopping equipment. Wringer buckets and string mops were designed to support traditional cleaning methods, mostly “swamping” the floor with water and powerful chemical

surfactants to remove the soiling. Your return on investment in purchasing green chemicals is negated by the amount of product required to fill a 2 gallon wringer bucket and the amount of product wasted by dumping the residue water down the drain. The old technology does not support the new "software".

Integrity Mop Green Benefits

With the goal of "providing improved cleanliness with less effort and cost", the breakthrough features of the Integrity Mop have been designed to support and simplify daily maintenance operations and provide operators with a professional tool that magnifies the benefits of a green cleaning program.

Integrated Fluid Reservoir

Significant reduction volume of chemicals are required for standard floor cleaning tasks. Reduces water consumption as well as lowering the amount of water and chemicals introduced into sewage system. Completely enclosed system provides no off gassing of chemicals as found in open bucket systems. No chance for bucket tipping and flooding of the floor.

Fully Integrated Pump Dispenser System

Improved ergonomics reduces operator fatigue and muscle strain from handling heavy string mops and stressful wringer bucket procedures.

New Operator Controls

Adjustable nozzle and fully pressurized dispensing provides ability to clean of areas that are difficult to access with standard mop equipment. This includes both horizontal and vertical surfaces.

Multi-Function Microfiber Pads

Significant improvement in both soiling retention and water absorption. Provides improved cleanliness with less water remaining on the floor .Reduces slip and fall risks. Improves hygiene by designating separate cleaning pads for high contamination areas such as washrooms and laboratories.

Reduced Chemical Usage with Improved Results

Utilizing only 1/3 ounce cleaning solution (1:64) per reservoir, the Integrity Mop covers over 3000 square feet of floor space before refilling. Only untainted cleaning solution is applied to the floor. Soiled bucket water and unused chemicals are completely removed from the cleaning process.

DRY FLOOR CLEANING SYSTEM – I-Mop or an approved equivalent.



Telescoping Steel/Aluminum Pole

Adjustable Height: 35 to 58 inch

Solid Aluminum Mop Head 20 x 3.25 inch.

Connectors-Full Rotation Connectors-Reliable C-Ring Plus Over-Lock Cap Locking Mechanism.

Multi-Function Pads Rolled leading edge provides high performance dust functions as well as sweep functions.

GEN 1 or GEN 2 -INTEGRITY MICROFIBER DRY DUST PADS- **NEW MANDATORY**

GENERATION 1

70/30 Blend Polyester/Polyamide Nylon

High grade split microfiber manufactured in Korea.

High density tufted terry construction.. 6 ml foam insert. Full Velcro backing.

Length 20.5 inches. Width 5.5 inches. Dry Weight 3 oz.

Rounded corners with polypropylene piping. "No Touch" strap for removal without contacting pad Up to 500+ washing cycles under normal operating conditions.



GENERATION 2

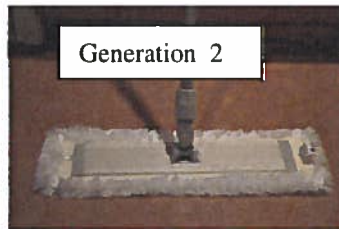
White

Blend: 80/20 polyester to polyamide nylon.

Description: High Pile microfiber with positive electrostatic charge.

Velcro: Nylon Style Velcro

Edges sewed under on all four sides.



Dry Pad Overview- Gen 2

The use of an electrostatic duster. This "fluffy" duster has a high pile consisting of material using a specially designed 80/20 microfiber material that generates a positive electrostatic charge attracting and holding the negatively charged dust particles. The result is more dust gets drawn and held by the pad's electrostatic charge and removed from the floor.

This results in higher dust removal and reduced repetition of tasks.

The Integrity electrostatic duster pads are designed with state of the art Nylon Velcro for reduced pilling and increased laundry life cycle. The edges *on all four sides* are sewn under the pad . This provides a rolled edge design capable of trapping dust on top of the pad that scatters during the sweeping process as well as trapping dust below the pad.

Electrostatic dusters remove more dust, maintain a high laundry life cycle and are lightweight and easy to transport.

[36 & 48 inch Conversion Kit](#) required for wide open spaces and wide hallways



MICROFIBER DUSTER – NEW - MANDATORY



The micro-duster tool enables you to clean the hard to reach areas either by a hand held handle or it can be put on an extension handle. The duster tool can be bent to allow for better cleaning high fans or a top of cabinets. The refill sleeves are made with ultra fine 100% microfibers. Will remove and hold more dirt and bacteria than old traditional dusters. Micro-duster refills are designed to withstand repeated washing and sewn for superior strength.

MICROFIBER SLEEVE REFILL- NEW -MANDATORY



The micro-duster tool enables you to clean the hard to reach areas either by a hand held handle or it can be put on an extension handle. The duster tool can be bent to allow for better cleaning high fans or a top of cabinets. The refill sleeves are made with ultra fine 100% microfibers. Will remove and hold more dirt and bacteria than old traditional dusters. Micro-duster refills are designed to withstand repeated washing and sewn for superior strength.

CLEANING CLOTHS – NEW- MANDATORY

Vileda NanoTech micro for use with germicidal application



Microfibre and active silver – a golden hygienic result.

Bacteria and germs are obvious threats in the daily cleaning of facilities. The bacteria growth and spread is a concern to us.

Remove and kill bacteria!

Based on an intense research and development process we are able to mandate a cloth that has one clear goal – to keep our operational environment as hygienic and healthy as possible.

The new NanoTech micro cloth does not only wipe away bacteria, it even kills them in direct contact as nano particles of silver have been embedded in the microfibre filaments.

Silver is the secret

NanoTech micro is a microfibre cloth, but that's not all. The secret lies in that nano particles of silver have been blended/embedded in the microfibre composition. And when silver ions get in direct touch with bacteria and germs, they are killed. All in all it effectively prevents bacterial growth, and the effect does not fade away when cloths are being washed.

Microfibre at its best

NanoTech micro has all the properties of the patented Freudenberg endless microfibre technology– high durability, one-step and streak-free wiping, easy gliding and superior cleaning results.

CLEANING CLOTHS- -NEW - MANDATORY

General Cleaning - Vileda QUICK STAR MICRO

Quick and easy microfiber cleaning – damp and dry. Quick and easy handling due to low friction. Non-woven structure, easy to rinse clean, hairs and dirt do not cling to the surface. Very low-linting fabric due to patented endless fiber technology. High chemical resistance. Washable over 500 times at 95°C / 203°F. Ideal cloth for pre-preparation of cloths in buckets.



Interior Glass Cleaning - Vileda WINDOW CLEANING CLOTH

The Vileda Window Cloth has the following benefits: Cleans windows with a streak and fluff free finish. Extra long-lasting, is equipped with a special coating with micro-pores that significantly improves the drying performance, can be washed in the washing machine.



PRESSURE WASHER –NEW – Must Have All The Required Attachments

The PSI you select must guarantee no surface damage.

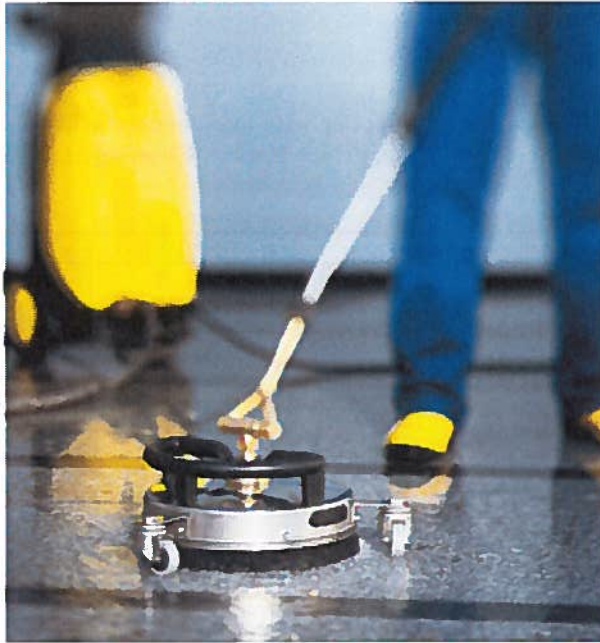
As the world's largest manufacturer of pressure washers, Kärcher also has a broad selection of accessory add-ons that will be needed to allow a pressure washer to clean even faster and better, including:

Surface cleaner: Attaches to a pressure washer and cleans flat surfaces many times faster than with a wand.

Dirt Blaster rotating nozzle for extra high-powered cleaning: Combines deep cleaning with large coverage area.

Specialty nozzles for convenience and versatility: Switch between multiple spray settings with a quick twist of the nozzle or even a flick of the wrist.

Wash brushes: Push-on and water-propelled rotating brushes attach to a high-pressure wand to add extra cleaning agitation to the pressure spray.



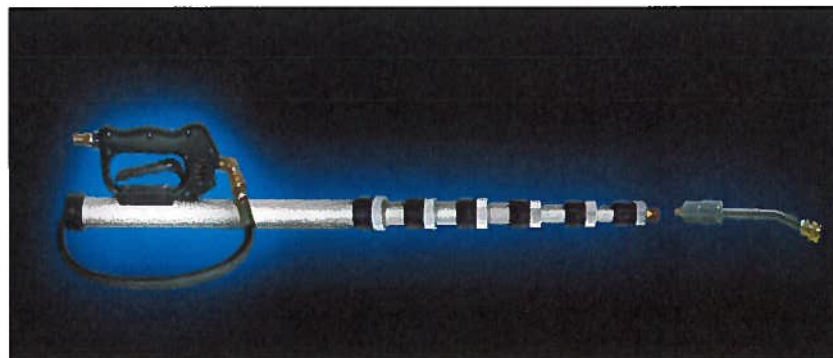
WINDOW WASHING EQUIPMENT INTERIOR – MANDATORY

Microfiber (Golden Glove), Sleeve holder, Window pail, razor scraper blade unit, window squeegee (all metal) replacement blades.



WINDOW WASHING EQUIPMENT EXTERIOR – EQUIVELANT TO UNGER OR THE FORMER POWER WAND

Flexible, long telescopic poles which can reach up to 65'. Hose lock connector, Internal Hose, Aluminum adapter. Multilink goose neck System.



BIDDERS EQUIPMENT

The Bidder agrees to provide all the listed mandatory equipment from a supplier with maintenance available to carry out all of the work as outlined in the Canadian Coast Guard, Seal Cove Base, Prince Rupert, Cleaning Standards. Include all sizes, tools and attachments.

#'S	EQUIPMENT	Specify number providing	SUPPLIER	COST
	Grout Cleaning Tool- Atlas Graham-Blue-complete with handle. New			
	I-Mop microfiber BLUE- use for wet pad application. New			
	I- Mop microfiber Gen 1 or Gen 2 Dry Dust pads-use for dry dusting application. New			
	Microfiber Duster tool complete with handle. Microfiber Duster Sleeve refill- New			
	Golden Glove-microfiber- New Window pail- New Window squeegee- New Razor blade scraper- New			
	Vielda Nano Tech Cleaning Cloths-use for germicidal applications. Specify Color. New			
	Vielda Quick Star Cleaning Cloths- use for germicidal and general cleaning applications specify color/application. New			
	Vielda Window Cleaning Cloths –use for interior glass cleaning. New			
	Microfiber cleaning cloths- for heavy duty cleaning- your choice			
	Atlas Graham Ruffstuff Wide band Rough Floor wet mop if needed			
	Kaivac Washroom Cleaning System			

BIDDERS EQUIVALENT EQUIPMENT

In addition to providing all of the mandatory/required equipment this contract acknowledges that in some cases alternative/equivalent equipment as listed may be proposed for this contract. The Bidder proposes the following equivalent equipment from a supplier with maintenance available. When the Bidder proposes 'equivalent' equipment the bidder guarantees that the proposed equipment is in fact equal to or better than the proposed equipment listed. Include all sizes, tools and attachments.

#S	EQUIPMENT	MODEL/YEAR/ tools and attachments	SUPPLIER	COST
	Cleaning Carts-in as new condition Complete with solution holding pails	Equivalent to:		
	Waste Handling Carts- in as new condition- complete with wrap around holder	Equivalent to:		
	Washer and Dryer			
	Back Pac Vacuum- in as new condition.	Equivalent to:		
	Canister Vacuum- in as new condition	Equivalent to:		
	Canister Vacuum – dial down below 50 db- in as new condition	Equivalent to:		

#'S	EQUIPMENT	MODEL/Year/ tools and attachments	SUPPLIER	COST
	Upright Pile Lifter- Not more than 4 years old or New condition Rental	Equivalent to:		
	Power sweeper – In as new condition	Equivalent to:		
	Automatic Floor Scrubber No more than 4 years old. Good clean condition	Equivalent to:		
	Wet Dry Vacuum No more than 4 years old	Equivalent to:		
	Low Speed Floor Machine No more than 6 years old	Equivalent to:		
	High Speed Burnisher No more than 4 years old	Equivalent to:		
	If needed: Rubbermaid 7576-88 Floor Pail			
	If needed: Rubbermaid 9C74 add pail			

#'S	EQUIPMENT	MODEL/Year/ tools and attachments	Local SUPPLIER	COST
	Wall Washing Equipment No more than 3 years old			
	Pressure Washer with all required (as listed) attachments. New	Equivalent to:		
	I-Mop handle/dispensing and pad holder unit for wet cleaning. New	Equivalent to:		
	I-Mop handle and pad holder for dry cleaning. New	Equivalent to:		
	Window washing Equipment Exterior	Equivalent to:		
	Ladders			
	Brooms Dustpans-interior Dustpans-exterior			
	Safety Signage			
	Toilet bowl caddy			



BIDDER'S PROPOSED RENTAL EQUIPMENT

In addition to providing all of the required equipment this contract acknowledges that the Bidder may require rental equipment to carry out the conditions of this contract. The Bidder proposes the following rental equipment. Include all sizes, tools and attachments.

#S	EQUIPMENT	MODEL/Year/ tools and attachments	Local SUPPLIER	COST





Fisheries and Oceans
Canada

CANADIAN COAST GUARD

SEAL COVE BASE,

PRINCE RUPERT, BC

Cleaning Firm's

Statement of Qualifications

For The Cleaning Requirements

At Seal Cove Base

CLEANING FIRM'S QUALIFICATION STATEMENT

Date _____

Number of licensed years of the Company in the cleaning business in the Prince Rupert and adjoining areas: _____.

Workers' Compensation Board Firm Number: _____

Assessment clearance letter number: _____

Number of Persons you Employ: _____ Full Time: _____ Part Time: _____

Will your providing the work create a conflict of interest either for or between you and/or Canadian Coast Guard, Seal Cove Base, Prince Rupert BC _____.

It is hereby acknowledged and understood that it is the contractor's responsibility to educate and train their staff and to only provide to the site those staff who are competent in the proper and effective use of products, procedures and equipment to meet and maintain Canadian Coast Guard, Seal Cove Base, Prince Rupert BC, current Cleaning Standards and contract requirements of which they will be completely familiar prior to start-up.

Describe in your own words your employee-training program.

Describe your companies benefit package for your staff

**Canadian Coast Guard, Seal Cove Base, Prince Rupert, BC
Cleaning Firm's Statement of Qualifications**

Describe in your own words your company's expertise in selecting and providing cleaning products to your customers sites?

Canadian Coast Guard, Seal Cove Base, Prince Rupert, BC
Cleaning Firm's Statement of Qualifications

In the event of an Award, list your Supervisor, authorized representative for the work.
Will your Supervisor be required to perform cleaning duties (Yes/No)? If yes you guarantee that adequate time will be permitted for complete supervisory duties to be performed.

Security clearance is a requirement therefore security clearance must either be already held or applied for before the bid submission:

Name _____ how long employed by you _____

Describe the technical background and experience; _____

What level of security clearance is presently held: _____ date issued _____

Or applied for _____ (date)

I am providing _____ records to substantiate salary and proof of full time employment.

Provide a resume and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.

**Canadian Coast Guard, Seal Cove Base, Prince Rupert, BC
Cleaning Firm's Statement of Qualifications**

In the event of an Award, list your Relief Working Supervisor, authorized representative for the work site. Will your Relief Supervisor be required to perform cleaning duties (Yes/No)? If yes you guarantee that adequate time will be permitted for complete supervisory duties to be performed.

Security clearance is a requirement therefore security clearance must either be already held or applied for before the bid submission:

Name _____ how long employed by you _____

Describe technical background and experience; _____

What level of security clearance is presently held: _____ date issued _____

I am providing _____ records to substantiate salary and proof of full time employment.

Provide a resume and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.

Canadian Coast Guard, Seal Cove Base, Prince Rupert, BC
Cleaning Firm's Statement of Qualifications

In the event of an Award, list 3 employees you would be proposing for the work site. Security clearance is a requirement therefore security clearance must be already held at the time of bid submission:

NAME _____

How long employed by you _____

What level of security clearance is presently held: _____ date issued _____

Position proposed _____

NAME _____

How long employed by you _____

What level of security clearance is presently held: _____ date issued _____

Position proposed _____

NAME _____

How long employed by you _____

What level of security clearance is presently held: _____ date issued _____

Position proposed _____

For each proposed cleaning person designate what position you would be planning for this person to fill (i.e.-weekend, weekday Monday-Friday).

Provide a resume for each person and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.

List all proposed resources you intend to employ at our site should you be awarded a contract. Include all applicable documents and certification applicable to this requirement.

Canadian Coast Guard, Seal Cove Base, Prince Rupert, BC
Cleaning Firm's Statement of Qualifications

References of three cleaning contracts that I currently hold or have held in the past 10 years which in my estimation as the owner of the bidding Company are representative of the cleaning expectations, size and capacity (minimum 3000 sq m commercial/industrial facilities) of Canadian Coast Guard, Seal Cove Base, Prince Rupert BC:

1. Client Contact Person: _____ Tel: _____

Building Name _____

Address: _____

Square Footage Area Cleaned: _____ Date of Service from _____ to _____

Extent of cleaning service provided: _____

2. Client Contact Person: _____ Tel: _____

Building Name _____

Address: _____

Square Footage Area Cleaned: _____ Date of Service from _____ to _____

Extent of cleaning service provided: _____

3. Client Contact Person: _____ Tel: _____

Building Name _____

Address: _____

Square Footage Area Cleaned: _____ Date of Service from _____ to _____

Extent of cleaning service provided: _____

I hereby certify that the information attached and contained herein is understood, true and correct.

Signature of Company Owner _____



Fisheries and Oceans
Canada

Prince Rupert, BC
Quotation Supplement

**CANADIAN COAST GUARD
SEAL COVE BASE,
PRINCE RUPERT, BC**

**Cleaning Contract
Quotation Supplement**

Quotation Supplement

To be completed and submitted with the Tender

The site supplied cleaning chemicals are listed in the 'Terms of Reference'. The site also supplies all dispensers and dispensed products as listed including paper, sanitary dispensed supplies as well as plastic liners.

The Bidder will supply those products and supplies not specifically as site supplied and all must meet the specifications/requirements as outlined in our current Cleaning Standards that form part of this contract.

For any chemicals proposed include the MSDS on each. This list provided is a partial list and by no means a complete one. The Bidder must list all the supplies and minor equipment that they will be bringing onto this site. All supplies, and equipment, unless otherwise agreed to by the Site Representative, shall be on site on the contract start date.

<u>PRODUCT /SUPPLY</u>	<u>BRAND NAME</u>	<u>SUPPLIER</u>
Plexiglas/Lexan Cleaner if required	_____	_____
Toilet Bowl Urinal Cleaner (No-hydrochloric sulphuric or hydrofluoric acid- only green certified)	_____	_____
Exterior window cleaning	_____	_____
Finish mop (looped – Marino Brand - silky)	_____	_____
Launderable looped wet mops for floor stripper application	_____	_____
Wall washing mops-Geerpres Wallmate Tie on head or?	_____	_____
Tamping cloths-White terry for carpet/upholstery spot removal	_____	_____
Disposable cloths for cleaning, e.g. vinyl with waterless hand cleaner	_____	_____
Acrylic swabs for toilet caddies	_____	_____
Vacuum Bags for Back Pack	_____	_____
Vacuum bags for canister vacs-name	_____	_____
Vacuum bags for canister vacs-name	_____	_____
Ashtray sand –not silica	_____	_____
Paper bags for sanitary refuse	_____	_____
Washroom Odor counteractant-pump spray	_____	_____
Tape remover- 'Goo Gone' or equivalent	_____	_____
Hand scrub brushes	_____	_____

Compliance:

Once submitted only those products and supplies listed will be permitted for use on this contract. Written approval for use of any other products or supplies for which the need may arise throughout this contract must be referred to and approved by the Site Representative.

EVALUATION CRITERIA

PROPOSALS:

The proposal must demonstrate that similar services to those described in the Statement of Work have been provided.

MANDATORY REQUIREMENTS:

Proposals will be evaluated in accordance with the mandatory evaluation criteria as detailed herein. Bidders' Proposals must clearly demonstrate that they meet all Mandatory Requirements for the proposal to be considered for further evaluation. Proposals not meeting the mandatory criteria will be excluded from further consideration.

The proponent may include the following table in their proposal, indicating that their proposal meets the mandatory criteria, and providing the proposal page number or section that contains information to verify that the criteria has been met.

No.	Mandatory Criteria	Meets Criteria (✓)	Proposal Page No.
M1	Bidder must provide a copy of your Companies current, local Municipal Business License covering Prince Rupert, BC.		
M2	Bidder must provide a copy of your Companies current Work Safe BC clearance letter.		
M3	Bidder must provide a copy of your Companies benefit package for your employees (designate if the benefits are not the same for Supervisors and staff)		
M4	Bidder must provide a letter from their Insurance provider stating Insurance is obtainable if they were to be awarded a contract from this RFP process.		
M5	Contractor must demonstrate at least 3 years' experience in the field of commercial janitorial service.		
M6	Bidder must provide proof / copy that all proposed resource personnel have the required "Reliability Status" clearance at "Reliability Status" effective on the date of bid closing. Complete E-1 form attached		
M7	Bidder must provide a copy of the complete CCG Base, Seal Cove, Prince Rupert, BC documents: <ul style="list-style-type: none"> - Cleaning Standards - Terms of Reference and Conditions Cleaning Equipment - Cleaning Firms Statement of Qualifications - Quotation Supplement 		

RATED REQUIREMENTS

<p>R1 (10 Points Available) Supervisor's years of experience in the janitorial field as a supervisor, please provide proof</p>	<p>R1 0 pts for less than 1 yr experience, 2 pts for 1 - 3 yrs experience, 5 pts for 3 - 5 yrs experience, 8 pts for 5 - 8 yrs experience, 10 pts for 8+ yrs experience</p>
<p>R2 (10 Points Available) Supervisor's years of experience in the janitorial field as a cleaner, please provide proof</p>	<p>R1 0 pts for less than 1 yr experience, 2 pts for 1 - 3 yrs experience, 5 pts for 3 - 5 yrs experience, 8 pts for 5 - 8 yrs experience, 10 pts for 8+ yrs experience</p>
<p>R3 (20 Points Available) Your Company's years of experience in the janitorial field, please provide proof</p>	<p>R3 0 pts for less than 3 yrs experience, 5 pts for 3 - 5 yrs experience, 10 pts for 5 - 8 yrs experience, 15 pts for 8 - 12 yrs experience, 20 pts for 12+ yrs experience</p>
<p>R4 (15 Points Available) Contractors resources years of experience in the janitorial field, please provide proof for 3 of the individual resources you are proposing</p>	<p>R4 (each employee will be rated separately) 0 pts for less than 1 - 3 yrs experience, 2 pts for 3 - 5 yrs experience, 3 pts for 5 - 8 yrs experience, 4 pts for 8 - 12 yrs experience, 5 pts for 12+ yrs experience</p>
<p>R4 (10 Points Available) Demonstrate your Company's uniform policy</p>	<p>R4 0 points for no uniform policy 5 points for partial uniform 10 points for full uniform</p>

Total points (R1, R2, R3, R4): 65 points maximum

Proposals MUST receive a rated requirements minimum score of 32 points over all in order to be considered technically responsive. Those not meeting the minimum score of 32 points will not be considered further.

Cost Evaluation (total maximum of 35 points) – please use Cost Proposal form provided

Of those proposals determined to be technically responsive, the lowest cost proposal will be awarded the maximum number of points assigned for cost (35 points). The points for cost for the remaining technically responsive proposals will be allocated on a pro-rated basis.

Example: (cost worth 40 points)

Bidder A \$30,000

Bidder B \$40,000

Bidder C \$60,000

Bidder A has the lowest price and is therefore awarded 40 points

Bidder B receives 30 points ($\$30,000/\$40,000 \times 40$)

Bidder C receives 20 points ($\$30,000/\$60,000 \times 40$)

BASIS OF SELECTION:

The compliant bidder with the highest combined rated criteria points and cost shall be recommended for contract award.

SECURITY REQUIREMENTS

RELIABILITY STATUS

1. The Contractor shall, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) issued by the Canadian and International Industrial Security Directorate (CIISD) of the Department of Public Works and Government Services Canada at the level of RELIABILITY STATUS.
2. Contractor personnel who require access to DESIGNATED information, assets or sensitive work sites shall EACH hold a valid RELIABILITY STATUS screening, granted or approved by CIISD.
3. The Contractor SHALL NOT remove any DESIGNATED information or assets from the identified work site (s), and the Contractor shall ensure that its personnel are made aware of and comply with this restriction.
4. The Contractor must complete the Personnel Identification Form (PIF), attached hereto as PERSONNEL IDENTIFICATION FORM (PIF) providing the company name and address and full names and dates of birth of all individuals who will be providing services under this contract.

To apply for the required level of security status (or if you are uncertain about having the status), you must contact the Industrial Security Program (ISP) at <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>

In order for the Department to confirm that your company and all individuals proposed to perform work under this contract meet the required Security Status, you must complete the **Personnel Identification Form** (Confirmation of Security Status) providing the name of your company and the full names of individuals and dates of birth of all individuals who will be providing the services.

PERSONNEL IDENTIFICATION FORM (PIF)
DEPARTMENT OF FISHERIES AND OCEANS CANADA

Contract / file number:	F5211-150237
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PROJECT TITLE: JANITORIAL SERVICES for Fisheries and Oceans Canada (DFO) at the Canadian Coast Guard (CCG) Base Seal Cove, 1 Seal Cove Way, Prince Rupert, BC

Company Name:	
Address:	
Telephone number:	
Fax number:	
PWGSC file or Certificate #:	

Professional Services (Add second page if more space needed, please print clearly)

Resource Person working on this project	Date of birth YYY/MM/DD	PWGSC file or certificate #	Security Level	Expiry Date:	Meet / Does not met	Comments
CONTRACT - START DATE:			END DATE:			

Supervisor's/Manager's signature: _____

Date: _____

(For Official Use)

Company Clearance	Required	Security Level	Meet / Does not Meet / Comments (Official Use Only)
Designated Organization Screening			
Facility Security Clearance			
Document Safeguarding Capability			

For Use at Fisheries and Oceans Canada Authorization of Contracting Security Authority

- I approve
 I do not approve based on:

Organization Security Authority: _____

Print name: _____ Signature: _____

Date: _____

FORMER PUBLIC SERVANT

FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION

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

Definitions

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

- A. an individual;
- B. an individual who has incorporated;
- C. a partnership made of former public servants; or
- D. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- A. name of former public servant;
- B. conditions of the lump sum payment incentive;
- C. date of termination of employment;
- D. amount of lump sum payment;
- E. rate of pay on which lump sum payment is based;
- F. period of lump sum payment including start date, end date and number of weeks;
- G. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

Signature

Date

