



Request for Proposal (RFP): 01B46-15-0043

FOR THE PROVISION OF

JANITORIAL SERVICES

FOR

SHERBROOKE RESEARCH AND DEVELOPMENT

CENTRE

SHERBROOKE, QC

**Tenders must be received by: 2:00 PM, Eastern
Standard Time**

**on December 30, 2015 at the following
address:**

Agriculture and Agri-Food Canada

Corporate Management Branch
Assets Team – Eastern Service Centre
TENDER RECEIVING UNIT
2001 Robert-Bourassa Blvd, Suite 671-TEN
Montreal, QC
H3A 3N2

Note: Tenders received at a location other than this one will be rejected.



TABLE OF CONTENTS

- 1.0 Project Summary
- 2.0 Security Requirements
- 3.0 Interpretation

PART 1: BIDDER INSTRUCTIONS, INFORMATION AND CONDITIONS

- 1.0 Contractual Capacity
- 2.0 Acceptance of Terms and Conditions
- 3.0 Incurring Cost
- 4.0 Enquiries - Solicitation Stage
- 5.0 Rights of Canada
- 6.0 Substantiation of Professional Services Rates
- 7.0 Mandatory Clauses
- 8.0 Debriefing
- 9.0 Office of the Procurement Ombudsman
- 10.0 Mandatory Site Visit

PART 2: PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION PROCEDURES

- 1.0 Applicable Laws
- 2.0 Submission of Proposal
- 3.0 Proposal Preparation Instructions
- 4.0 Preparation of Technical Proposal (Section 1)
- 5.0 Preparation of Financial Proposal (Section 2)
- 6.0 Certification Requirements (Section 3)
- 7.0 Method of Selection – Mandatory Technical Criteria
- 8.0 Evaluation Procedures

PART 3: RESULTING CONTRACT TERMS AND CONDITIONS

- 1.0 General Conditions
- 2.0 Requirement
- 3.0 Security Requirements
- 4.0 Contract Period
- 5.0 Contracting Authority
- 6.0 Project Authority
- 7.0 Contractor Representative
- 8.0 Priority of Documents
- 9.0 Basis for Canada's Ownership of Intellectual Property
- 10.0 Replacement of Personnel
- 11.0 Access to Government Facilities/Equipment
- 12.0 Damage to or Loss of Crown Property
- 13.0 Basis of Payment
- 14.0 Method of Payment
- 15.0 Direct Deposit



- 16.0 Invoicing Instructions
- 17.0 Mandatory Certifications
- 18.0 Non-Permanent Resident
- 19.0 Insurance Requirements

LIST OF APPENDICES

- Appendix A - General Conditions
- Appendix B - Statement of Work
- Appendix C - Basis of Payment
- Appendix D - Certification Requirements
- Appendix E - Plans



GENERAL INFORMATION

1.0 PROJECT SUMMARY

The Sherbrooke Research and Development Centre ("the Centre"), located at 2000 College Street, Sherbrooke, Quebec, J1M 0C8, requires the services of a Contractor to provide housekeeping services for the Centre's buildings, as specified in the contract.

2.0 SECURITY REQUIREMENTS

Before Contract award, the Security requirements must be met. The bidder should submit evidence of security requirements with their bid submission. Refer to Part 2, Article 4.2 and Part 3, Article 3.0 for additional information.

Until the security screenings of the Contractor's personnel required by this Contract have been completed satisfactorily by Industrial Security Division (ISD), Contractor personnel **MAY NOT HAVE ACCESS** to sensitive (CLASSIFIED/DESIGNATED) information or assets, and **MAY NOT ENTER** sites where such information or assets are kept, without an escort provided by the department or agency for which the Work is being performed.

3.0 INTERPRETATION

- 3.1 In the Request for proposal "RFP",
"Canada", "Crown", "Her Majesty", "the Government" or "Agriculture and Agri-Food Canada" or "AAFC" means Her Majesty the Queen in right of Canada, as represented by the Minister of Agriculture and Agri-Food;
- 3.2 "Contract" or "Resulting Contract" means the written agreement between Agriculture and Agri-Food Canada and a contractor, comprising the General Conditions (set out in Appendix A of this RFP) and any supplemental general conditions specified in this RFP and every other document specified or referred to in any of them as forming part of the Contract, all as amended by agreement of the Parties from time to time;
- 3.3 "Contracting Authority or authorized representative" means the AAFC official, identified in Part 3, Article 5.0 of this RFP, responsible for the management of the Contract. Any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor is not to perform Work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from any government personnel other than the aforementioned AAFC official;
- 3.4 "Contractor", means the person or entity whose name appears on the signature page of the Contract and who is to supply goods or services to Canada under the Contract;
- 3.5 "Minister" means the Minister of Agriculture and Agri-Food or anyone authorized to act on his/her behalf;



- 3.6 “Project Authority or authorized representative” means the AAFC official, identified in Part 3, Article 6.0 of this RFP, responsible for all matters concerning a) the technical content of the Work under the Contract; b) any proposed changes to the scope of the Work, but any resulting change can only be confirmed by a Contract amendment issued by the Contracting Authority; c) inspection and acceptance of all Work performed as detailed in the Statement of Work, and; review and inspection of all invoices submitted;
- 3.7 “Proposal” means an offer, submitted in response to a request from a Contracting Authority, that constitutes a solution to the problem, requirement or objective in the request;
- 3.8. “Bidder” means a person or entity submitting a Proposal in response to this RFP;
- 3.9 “Work” means the whole of the activities, services, materials, equipment, software, matters and things required to be done, delivered or performed by the Contractor in accordance with the terms of this RFP.



PART 1: BIDDER INSTRUCTIONS, INFORMATION AND CONDITIONS

1.0 CONTRACTUAL CAPACITY

- 1.1 The Bidder must have the legal capacity to enter into legally binding contracts. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder shall provide a statement indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business and the country where the controlling interest/ownership of the organization is located as per Appendix D of this RFP.

2.0 ACCEPTANCE OF TERMS AND CONDITIONS

- 2.1 Agriculture and Agri-Food Canada will only consider Proposals which accept Agriculture and Agri-Food Canada's terms and conditions.
- 2.2 The General Conditions attached in Appendix A and those set out in Part 3 of this RFP shall form part of any Resulting Contract.

3.0 INCURRING COST

- 3.1 The cost to prepare the Proposal will not be reimbursed by Agriculture and Agri-Food Canada.
- 3.2 No cost incurred before receipt of a signed Contract or specified written authorization from the Contracting Authority can be charged to any Resulting Contract.

4.0 ENQUIRIES - SOLICITATION STAGE

- 4.1 All enquiries or issues concerning this solicitation must be submitted in writing to the Contracting Authority named at Part 3, section 5 of the RFP. It is the responsibility of the Bidder to obtain clarification of the requirements contained herein, if necessary prior to submitting a proposal.
- 4.2 Enquiries and issues must be received by the Contracting Authority **no later than two(2) business days prior to the solicitation closing date** specified herein to allow sufficient time to provide a response. Enquiries or issues received after that time may not be able to be answered prior to the solicitation closing date.
- 4.3 To ensure consistency and quality of information provided to Bidders, the Contracting Authority will provide, simultaneously to all Bidders any information with respect to **significant** enquiries received and the replies to such enquiries without revealing the sources of the enquiries.
- 4.4 All enquiries and other communications with government officials throughout the solicitation period are to be directed **ONLY** to the Contracting Authority named at Part 3, section 5 of the RFP. Noncompliance with this condition during the proposal solicitation period may (for that reason alone) result in disqualification of a Proposal.



- 4.5 Meetings will not be held with individual bidders prior to the closing date/time of this RFP, unless otherwise specified.
- 4.6 Bidders shall not place any conditions or make any assumptions that attempt to limit or otherwise modify the scope of Work pursuant to the Statement of Work (Appendix B)

4.7 Requests for proposal amendment(s)

Any modifications to this RFP will be made through an amendment which will be posted publicly via Buyandsell.gc.ca.

5.0 RIGHTS OF CANADA

- 5.1 Canada reserves the right to:
1. Accept any Proposal in whole or in part, without prior negotiation;
 2. Reject any or all Proposals received in response to this RFP;
 3. Cancel and/or re-issue this RFP at any time;
 4. Ask the Bidder to substantiate any claim made in the Proposal;
 5. Enter into negotiations with one or more Bidders on any or all aspects of their Proposals;
 6. Award one or more Contracts;
 7. Retain all Proposals submitted in response to this RFP.

6.0 SUBSTANTIATION OF PROFESSIONAL SERVICES RATES

- 6.1 In Canada's experience, bidders will from time to time propose prices at the time of bidding that they later refuse to honour, on the basis that these prices do not allow them to recover their own costs and/or make a profit. When evaluating the prices for professional services bid, Canada may, but will have no obligation to, require price support for any prices proposed. Examples of price support that Canada would consider satisfactory include:
1. documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm's length) for services similar to the services that would be provided under a resulting contract, and the fees charged are equal to or less than the price offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer's name and personal information on the invoice submitted to Canada);
 2. a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under a resulting contract where the amount payable under that contract by the Bidder to the resource is equal to or less than the price bid;
 3. a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a price that is equal to or less than the price bid; or
 4. details regarding the salary paid to and benefits provided to the individuals employed by the Bidder to provide services, where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.



Once Canada requests substantiation of the prices bid, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the prices it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the prices bid, while, at a minimum, recovering its own costs. Where Canada determines that the information provided by the Bidder does not demonstrate the Bidder's ability to recover its own costs in providing the prices bid, Canada may, at their sole discretion declare the bid non-compliant.

7.0 MANDATORY CLAUSES

- 7.1 Where the words “**must**”, “**shall**” or “**will**” appear in this RFP, the clause is to be considered as a mandatory requirement.

8.0 DEBRIEFING

- 8.1 After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority. The debriefing may be in writing, by telephone or in person at the discretion of the Contracting Authority.

9.0 OFFICE OF THE PROCUREMENT OMBUDSMAN

If you have issues or concerns regarding the solicitation, you have the option of raising them with the department or with the Office of the Procurement Ombudsman (OPO). The Office of the Procurement Ombudsman 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 for goods and under \$100,000 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 boa.opo@boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.

10.0 MANDATORY SITE VISIT

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for site visit to be held on **December 4, 2015 at 10:00AM (Sherbrooke local time) at 2000 College Street, Sherbrooke, Quebec, J1M 0C8.**

Bidders will be requested to sign an attendance form in order to confirm their presence. Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-compliant. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.



PART 2: PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION PROCEDURES

1.0 APPLICABLE LAWS

- 1.1 The Contract shall be interpreted and governed, and the relations between the parties, determined by the laws in force in the Province of Quebec.
- 1.2 In their bid submission, bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their proposal, by deleting the Canadian province specified in the previous paragraph and inserting the Canadian province or territory of their choice. If no change is made, the bidder acknowledges the applicable law specified is acceptable to the Bidder.

2.0 SUBMISSION OF PROPOSAL

- 2.1 Proposals must be submitted in hard copy as described in Article 3.0.
- Due to the nature of this RFP electronic transmission of proposal by such means as electronic mail or facsimile to the Department of Agriculture and Agri-Food is not considered to be practical and therefore will not be accepted.
- 2.2 The proposal **MUST** be delivered to and received by the Contracting Unit no later than the **date indicated on the cover page of this RFP**. The outside of the envelope containing the proposal should include the RFP number found on the cover page of the RFP.
- 2.4 The onus for submitting proposals on time at the specified location rests with the Bidder. It is the Bidder's responsibility to ensure correct delivery of their proposal to the Contracting Authority.
- 2.5 The Bidders are advised that, due to security measures for building visitors, arrangements should be made in advance with the Contracting Authority for any planned in-person delivery of a proposal. Failure to do so may result in late receipt of a proposal.
- 2.6 Proposals submitted in response to this RFP will not be returned.

3.0 PROPOSAL PREPARATION INSTRUCTIONS

- 3.1 The proposal **must** be structured in **THREE SEPARATE ENVELOPES** as indicated below:

Section 1	Technical Proposal (with no reference to price)	1 original hard copy
Section 2	Financial Proposal	1 original hard copy
Section 3	Certifications	1 original hard copy



- 3.2 The Bidder may **submit a proposal in either official language**.
- 3.3 Each copy of the proposal is to include the Bidder's legal entity name, the name of the Bidder's contact, address, telephone number, facsimile number, email address and the RFP Number.

4.0 PREPARATION OF TECHNICAL PROPOSAL (Section 1)

In the Technical Proposal, the Bidder should demonstrate its understanding of the requirements of the **Statement of Work Appendix "B"**, as well as demonstrate how the Bidder will meet the requirements of the **Evaluation Procedures and Criteria in the present Part 2**.

4.1 Mandatory Technical Criteria

If the company or its resources do not meet all the mandatory requirements, the proposal will be non-compliant and will be rejected.

Tenderers are requested to indicate where information is in the proposal (For example: Indicate the page number and the project number , etc.).

Mandatory #1 – WHMIS training

The Bidder must provide proof that the Bidder and all their personnel affected to this Contract have been trained in the proper handling of chemicals, proper cleaning procedures and the proper use and maintenance of any cleaning equipment in use in accordance with WHMIS procedures and regulations and manufacturer specifications.

4.2 Security Requirements

4.2.1 Security Profile Verification

The issuance of a contract is subject to a successful security screening by the Government of Canada security services.

Because of legal and ethics issues, the Bidder is not obligated to complete the "Personnel Screening Consent and Authorization Form" (tbs/sct 330-23e), available at <http://www.tbs-sct.gc.ca/tbsf-fsct/330-23-eng.asp> for each proposed employee at this point in time of the RFP process.

However, once the technical evaluation team will have evaluated the received proposals and will have identified the acceptable proposal, this requirement will become a mandatory requirement. Successful clearance by AAFC's Security Services is a mandatory condition before AAFC can award the contract.

Beyond the above mentioned issues, The Bidder have however the option to complete the form at their sole discretion at this point and provide the forms with their proposal.



Should a Bidder decide to complete the required information, *the initiative will only accelerate the transmission of the required documents by 2 or 3 weeks.* Whichever option the Bidder chooses, the decision has no bearing or influence on the technical team evaluation.

5.0 PREPARATION OF FINANCIAL PROPOSAL (Section 2)

In the Financial Proposal, the Bidder shall provide a firm all-inclusive price to provide the services requested in accordance with the Statement of Work **Appendix B**.

The bidder must complete the table provided in **Appendix C** which will form the financial proposal.

The price of the Proposal will be evaluated in CANADIAN DOLLARS, Applicable Taxes excluded, FOB destination for goods/services, Customs Duties and Excise Taxes included.

Prices shall not appear in any area of the proposal except in the Financial Proposal.

- 5.1 The Bidder may revise his/her tender by facsimile, or email, provided it is received before the RFP Closing Time.

However, any indication of price modification **shall not reveal the amount of the original or the revised total price**. Price modifications should only include the amount of the increase or decrease of the bid. Any indication of the old or the new total price will get the Proposal discarded automatically.

6.0 CERTIFICATION REQUIREMENTS (Section 3)

In order to be awarded a contract, the certifications attached in **Appendix "D"** will be required. The certifications should be submitted with the proposal. Canada may declare a bid non-responsive if the certifications are not submitted or completed as required. Where Canada intends to reject a proposal pursuant to this paragraph, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time frame period will render the proposal non-responsive.

Compliance with the certifications the Bidder provides to Canada is subject to verification by Canada. The Contracting Authority shall have the right to ask for additional information to verify that the Bidder is compliant with the applicable certifications before and after award of a contract. Any certification made by the Bidder that is determined to be untrue, whether made knowingly or unknowingly, or any failure to comply with the certifications or comply with the request of the Contracting Authority for additional information, will render the bid non-responsive.



7.0 METHOD OF SELECTION – MANDATORY TECHNICAL CRITERIA

- 7.1 A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated total price including year of option will be recommended for award of a contract.
- 7.2 In the event that two financial proposals would submit the same "the lowest price", the contract will be awarded to the tenderer who have demonstrated the most years of experience in the service requested.

8.0 EVALUATION PROCEDURES

- 8.1 Bids will be evaluated against all requirements of the bid solicitation including the technical and financial evaluation criteria.
- 8.2 An evaluation team composed of representatives of the Department of Agriculture and Agri-Food Canada will evaluate the Proposals on behalf of Canada.
- 8.3 The mandatory requirements of this RFP will be evaluated on a compliant/non-compliant basis. The Proposals must include the necessary documentation to demonstrate this compliance.
- 8.4 Failure of a Proposal to provide information in sufficient detail and depth to permit evaluation against the identified criteria may render a Proposal non-responsive.
- 8.5 The Bidders acknowledge and agree that Canada is not responsible to search for, and therefore evaluate, information that is not properly referenced or is not otherwise provided in accordance with the Proposal Preparation Instructions in Part 2, Article 3.0.
- 8.6 Bidders shall not place any conditions or make any assumptions that attempt to limit or otherwise modify the scope of Work pursuant to the Statement of Work (Appendix B).
- 8.7 The evaluation team reserves the right, but is not obligated, to perform any of the following tasks:
 - a) seek clarification or verification from bidders regarding any or all information provided by them with respect to the bid solicitation;
 - b) contact any or all references supplied by bidders to verify and validate any information submitted by them;
 - c) request, before award of any contract, specific information with respect to bidders' legal status;
 - d) verify any information provided by bidders through independent research, use of any government resources or by contacting third parties;
 - e) interview, at the sole costs of bidders, any bidder and/or any or all of the resources proposed by bidders to fulfill the requirement of the bid solicitation.



PART 3: RESULTING CONTRACT TERMS AND CONDITIONS

Upon a Contract being awarded, the following Terms and Conditions shall form part of the Resulting Contract:

1.0 GENERAL CONDITIONS

- 1.1 The General Conditions attached in **Appendix A** shall form part of any Resulting Contract.

2.0 REQUIREMENT

- 2.1 The contractor will provide the services identified in **Appendix B**, Statement of Work.
- 2.2 The Contractor shall maintain, for the duration of the Contract, a designated single point of contact, hereafter referred to as a Contractor Representative, dedicated to managing the Contract.

3.0 SECURITY REQUIREMENT

1. The Contractor/Offeror must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), granted or approved by AAFC .
2. The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by AAFC .
3. The Contractor/Offeror **MUST NOT** remove any **PROTECTED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of AAFC .

4.0 CONTRACT PERIOD

- 4.1 The Contract shall be from **March 1, 2016 to February 28, 2017**.
- 4.2 The Contractor grants to Canada the irrevocable option to extend the duration of the Contract by up to one(1) additional 3 years periods under the same terms and conditions.
- 4.2.1 Canada may exercise this option at any time by sending a notice to the Contractor prior to the Contract expiry date.
- 4.2.2 The Contractor agrees that, during the extended period of the Contract resulting from Canada's exercise of its option, the cost will be in accordance with the provisions in Appendix C of the Contract.



- 4.2.3 The option may only be exercised by the Contracting Authority and will be evidenced for administration purposes only, through a written Contract amendment.

5.0 CONTRACTING AUTHORITY

- 5.1 The Contracting Authority is:

Samuel Archambault
Contracting agent
Agriculture and Agri-Food Canada
2001 Robert-Bourassa, Room 671-TEN,
Montréal, Qc H3A 3N2
Tel.: 514-315-6139
Fax: 514-283-3143
E-mail: Samuel.archambault@agr.gc.ca

- 5.2 The Contracting Authority (or authorized representative) is responsible for the management of the Contract. Any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor is not to perform Work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from any government personnel other than the aforementioned officer.

6.0 PROJECT AUTHORITY

- 6.1 The Project Authority for the Contract is:

The contact information for the Project Authority will be provided at time of contract award.

- 6.2 The Project Authority, or authorized representative, is responsible for:

1. All matters concerning the technical content of the Work under the Contract;
2. Defining any proposed changes to the scope of the Work, but any resulting change can only be confirmed by a Contract amendment issued by the Contracting Authority;
3. Inspection and acceptance of all Work performed as detailed in the Statement of Work and;
4. Review and approve all invoices submitted.

7.0 CONTRACTOR REPRESENTATIVE

- 7.1 The Contractor Representative for the Contract is:

The contact information for the Contractor Representative will be provided at time of contract award.



- 7.2 The duties and responsibilities of the Contractor Representative shall include the following:
1. Responsible for the overall management of the Contract;
 2. Ensure that the Contract is administered in accordance with the terms and conditions of the Contract;
 3. Act as a single point of contact to resolve any contractual disputes that may arise. The Contract Representative must have direct access to the level of management within the Contractor's organization vested with the decision-making authority for contractual matters;
 4. Shall be established as the only recognized individual from the Contractor's organization to speak on behalf of the Contractor for purposes of Contract management;
 5. Monitor all resources that are providing services/deliverables in accordance with the Contract;
 6. Liaise with the Project Authority on all matters concerning technical aspects of the Work and performance of its resources; and
 7. Manage the transition of any potential resource(s) turnover during the period of the Work.

8.0 PRIORITY OF DOCUMENTS

- 8.1 The documents specified below form part of and are incorporated into the Contract. If there is a discrepancy between the wordings of any documents which appear on the list, the wording of the document which first appears on the list shall prevail over the wording of any document which subsequently appears on the list:
1. The article of agreement;
 2. The Statement of Work, Appendix B hereof;
 3. The General Conditions, Appendix A hereof;
 4. Basis of Payment, Appendix C hereof;
 5. Certification Requirements, Appendix D;
 6. Maintenance Program, Appendix E;
 7. Plans, Appendix F;
 8. Request for Proposal number 01B46-15-0043;
 9. Contractor's Proposal dated *(to be inserted at contract award)*.

9.0 BASIS FOR CANADA'S OWNERSHIP OF INTELLECTUAL PROPERTY

In this section of the RFP,

- 9.1 "Material" means anything that is created or developed by the Contractor as part of the Work under the Contract, and in which copyright subsists, but does not include computer programs and related software documentation.
- 9.2 Agriculture and Agri-Food Canada has determined that any intellectual property arising from the performance of the Work under the Contract will vest in Canada, on the following grounds:



Pursuant to 6.5 of the Treasury Board Policy on Title to Intellectual Property Arising under Crown Procurement Contracts, Canada has opted to own the intellectual property rights in any Material subject to copyright that is created or developed as part of the Work, with the exception of computer software or any documentation pertaining to such software.

10.0 REPLACEMENT OF PERSONNEL

- 10.1. The Contractor will provide the services of the personnel named in the Contractor's Proposal to perform the Work, unless the Contractor is unable to do so for reasons which are beyond its control.
- 10.2. Should the Contractor at any time be unable to provide their services, the Contractor will contact the Project Authority immediately. In such case, the Contractor is responsible to provide replacement Contractor or personnel who shall be of similar skills and experience.
- 10.3. The Contractor shall propose replacement personnel for the Project Authority's review within 5 working days (resume and references). The Contractor shall submit, in writing, to the Project Authority the reasons for the removal of personnel from the Work; the name of the proposed replacement person(s); and the qualifications and experience of the proposed replacement person(s). The Project Authority reserves the right to interview any personnel proposed to be assigned to the Work.
- 10.4. Personnel assigned pursuant to the requirements will be capable of performing the Work at a reasonable level of competence. Should any assigned personnel be deemed unsuitable by the Project Authority the Contractor shall provide an immediate replacement of suitable ability that is acceptable to the Project Authority.
- 10.5. The Contractor shall supply competent back-up personnel so that in the event of unforeseen sickness, accident, or any cause which renders a specific individual unavailable, such individuals can be replaced within five (5) working days by a person of like abilities and qualifications.
- 10.6. The resources assigned for the Contract will be measured regularly for quality of services rendered. The measurement will be based on the quality and timeliness of the deliverables specified in the Statement of Work. In the event that quality and deliverables are not produced as and when requested, in any given month, the Crown has the right to request that the Contractor replace the assigned resources immediately, in accordance with Contract clauses included in or referenced in the RFP.
- 10.7. In no event shall the Contractor allow performance of the Work by unauthorized and/or unqualified personnel, whether initially named resources or replacement personnel. In addition, acceptance of any replacements by the Project Authority shall not relieve the Contractor from responsibility for failure to meet the requirements of the Contract.



11.0 ACCESS TO GOVERNMENT FACILITIES/EQUIPMENT

11.1 Access to the following Canada facilities, equipment, documentation and personnel may be required during the Contract period in order to perform the Work:

- (a) AAFC's premises;
- (b) Documentation;
- (c) Personnel for consultation;
- (d) Office space, telephones, desk space, manuals and terminals.

11.2 Subject to the approval of the Project Authority, arrangements will be made for the Contractor to access the required facilities, equipment, documentation and personnel..

11.3 There will be, however, no day-to-day supervision of the Contractor's activities or control of hours of work by the Project Authority.

12.0 DAMAGE TO OR LOSS OF CROWN PROPERTY

12.1 The Contractor shall reimburse Canada any cost or expenses due to the damage to or loss of Crown-owned property resulting from the Contract or the carrying out thereof, or shall, upon reasonable notice, promptly repair such damage or substitute such loss to Canada's satisfaction.

13.0 BASIS OF PAYMENT

13.1 For the services provided, Agriculture and Agri-Food Canada will pay the Contractor in accordance with the Basis of Payment below, and the attached Appendix C (Basis of Payment) for Work performed pursuant to the Contract.

13.2 Limitation of Expenditure:

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (insert the amount of the limitation of expenditure). Customs duties are included and the Applicable Taxes are extra.

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

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



- (c) As soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

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

13.3 Provisional Sum – Limitation of expenditures

13.3.1 For additional workload not described in Appendix B - Statement of Work.

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of work established in accordance with the basis of payment in Appendix C. The fixed amount is valid for a period of one year and is renewable annually up to a **limitation of expenditure of \$ 1,000.00**. Customs duties are included and applicable taxes are extra. The use of provisional amount must be approved by the project manager.

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

This amount is only an estimate and is in no way a guarantee that can be paid under any resulting contract concluded due to the acceptance of this offer.

14.0 METHOD OF PAYMENT

14.1 Payment will be made **no more the once per month**, following the submission of all invoicing documentation as specified in Article 16.0, in accordance with the terms herein this contract and acceptance by the Departmental Representative.

15.0 DIRECT DEPOSIT

The Contractor agrees to receive payment through direct deposit to a financial institution.

Government of Canada considers privacy and security of utmost importance in the issuance of payments. Any information you provide to the Government of Canada in support of Direct Deposit is protected under the Government of Canada Privacy Act and Access to Information Act (R.S.C., 1985, c. A-1).

Additional information is available at:
www.tpsgc-pwgsc.gc.ca/recgen/txt/depot-deposit-eng.html



16.0 INVOICING INSTRUCTIONS

- 16.1 Payment will only be made pursuant to the general conditions specified in the Appendix A and upon submission of a satisfactory invoice duly supported by specified release documents and other documents called for under the Contract.
- 16.2 One (1) original of the invoice together with attachments, shall be forwarded to the Project Authority at the address noted in Article 6.0 hereof.

17.0 MANDATORY CERTIFICATIONS

- 17.1 Compliance with the certifications the Contractor has provided Canada is a condition of the Contract and subject to verification by Canada during the entire period of the Contract. In the event that the Contractor does not comply with any certification or that it is determined that any certification made by the Contractor is untrue, whether made knowingly or unknowingly, the Minister shall have the right, pursuant to the default provisions of the Contract, to terminate the Contract for default.

18.0 NON-PERMANENT RESIDENT *(the non-applicable clause will be deleted at contract award)*

18.1 (CANADIAN CONTRACTOR)

The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

18.2 (FOREIGN CONTRACTOR)

The Contractor must comply with Canadian immigration legislation applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Canadian Embassy, Consulate or High Commission in the Contractor's country to obtain instructions, information on Citizenship and Immigration Canada's requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract in Canada. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

19.0 INSURANCE REQUIREMENTS

- 19.1 The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.



APPENDIX A

GENERAL CONDITIONS

GC1. INTERPRETATION

- 1.1 In the contract,
- 1.1 "Applicable Taxes" means the Goods and Services Tax (GST), the Harmonized Sales Tax (HST), and any provincial tax, by law, payable by Canada such as, the Quebec Sales Tax (QST) as of April 1, 2013;
- 1.2 "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada; "Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada;
- 1.3 "Minister" means the Minister of Agriculture and Agri-Food Canada or anyone authorized;
- 1.4 "Party" means Canada, the Contractor, or any other signatory to the contract and "Parties" means all of them;
- 1.5 "Work" unless otherwise expressed in the Contract, means everything that is necessary to be done, furnished or delivered by the Contractor to perform the Contractor's obligations under the Contract.

GC2. Powers of Canada

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

GC3. General Conditions

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.

GC4. Conduct of the Work

- 4.1 The Contractor represents and warrants that:
- (a) It is competent to perform the Work;
- (b) It has the necessary qualifications, including knowledge, skill and experience, to perform the Work, together with the ability to use those qualifications effectively for that purpose; and
- (c) It has the necessary personnel and resources to perform the Work.
- 4.2 Except for government property specifically provided for in the Contract, the Contractor shall supply everything necessary for the performance of the Work, including all the resources, facilities, labor and supervision, management, services, equipment, materials, drawings, technical data, technical assistance, engineering services, inspection and quality assurance procedures, and planning necessary to perform the Work.

4.3 The Contractor shall:

- (a) Carry out the Work in a diligent and efficient manner;
- (b) Apply as a minimum, such quality assurance tests, inspections and controls consistent with those in general usage in the trade and that are reasonably calculated to ensure the degree of quality required by the Contract; and
- (c) Ensure that the Work:
 - (1) is of proper quality, material and workmanship;
 - (2) Is in full conformity with the Statement of Work; and
 - (3) Meets all other requirements of the Contract.

4.4 Notwithstanding acceptance of the Work or any part thereof, the Contractor warrants that the Work shall be of such quality as to clearly demonstrate that the Contractor has performed the Work in accordance with the undertaking in subsection 4.3.

GC5. Inspection and Acceptance

- 5.1 The Work will be subject to inspection by Canada. Should any part of the Work whether it be a report, document, good or service not be in accordance with the Contract or not be done to the satisfaction of the Canada, as submitted, Canada will have the right to reject it or require its correction at the sole expense of the Contractor before making payment.
- 5.2 The Contractor will be in default of the Contract if the Work is rejected by Canada or if he fails to correct the Work within a reasonable delay.

GC6. Amendments and Waivers

- 6.1 No design change, modification to the Work, or amendment to the Contract shall be binding unless it is incorporated into the Contract by written amendment or design change memorandum executed by the authorized representatives of Canada and of the Contractor.
- 6.2 While the Contractor may discuss any proposed changes or modifications to the scope of the Work with the representatives of Canada, Canada shall not be liable for the cost of any such change or modification until it has been incorporated into the Contract in accordance with subsection 6.1.
- 6.3 No waiver shall be valid, binding or affect the rights of the Parties unless it is made in writing by, in the case of a waiver by Canada, the Contracting Authority and, in the case of a waiver by the Contractor, the authorized representative of the Contractor.
- 6.4 The waiver by a Party of a breach of any term or condition of the Contract shall not prevent the enforcement of that term or condition by that Party in the case of a subsequent breach, and shall not be deemed or construed to be a waiver of any subsequent breach.

GC7. Time of the Essence

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

GC8. Excusable delay

- 8.1 Any delay by the Contractor in performing the Contractor's obligations under the Contract which occurs without any fault or neglect on the part of the Contractor its subcontractors, agents or employees or is caused by an event beyond the control of the Contractor, and which could not have been avoided by the Contractor without incurring unreasonable cost through the use of work-around plans including alternative sources or other means, constitutes an excusable delay.

- 8.2 The Contractor shall give notice to the Minister immediately after the occurrence of the event that causes the excusable delay. The notice shall state the cause and circumstances of the delay and indicate the portion of the Work affected by the delay. When requested to do so by the Minister, the Contractor shall deliver a description, in a form satisfactory to the Minister, of work-around plans including alternative sources and any other means that the Contractor will utilize to overcome the delay and Endeavour to prevent any further delay. Upon approval in writing by the Minister of the work-around plans, the Contractor shall implement the work around plans and use all reasonable means to recover any time lost as a result of the excusable delay.
- 8.3 Unless the Contractor complies with the notice requirements set forth in the Contract, any delay that might have constituted an excusable delay shall be deemed not to be an excusable delay.
- 8.4 If an excusable delay has continued for thirty (30) days or more, Canada 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.
- 8.5 Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any cost incurred by the contractor or any subcontractors or agents as a result of an excusable delay.
- 8.6 If the Contract is terminated under this section, Canada may require the Contractor to deliver to Canada, in the manner and to the extent directed by Canada, any completed parts of the Work not delivered and accepted before the termination and anything that the Contractor has acquired or produced specifically to perform the Contract. Canada will pay the Contractor:
- (a) The value, of all completed parts of the Work delivered to and accepted by Canada, based on the Contract price, including the proportionate part of the Contractor's profit or fee included in the Contract price; and
 - (b) The cost to the Contractor that Canada considers reasonable in respect of anything else delivered to and accepted by Canada.
- 8.7 The total amount paid by Canada under the Contract to the date of termination and any amounts payable under this subsection must not exceed the Contract price.

GC9. Termination of convenience

- 9.1 Notwithstanding anything in the Contract, the Minister may, by giving notice to the Contractor, terminate or suspend the Contract immediately with respect to all or any part or parts of the Work not completed.
- 9.2 All Work completed by the Contractor to the satisfaction of Canada before the giving of such notice shall be paid for by Canada in accordance with the provisions of the Contract and, for all Work not completed before the giving of such notice, Canada shall pay the Contractor's costs as determined under the provisions of the Contract in an amount representing a fair and reasonable fee in respect of such Work.
- 9.3 In addition to the amount which the Contractor shall be paid under section GC9.2, the Contractor shall be reimbursed for the Contractor's cost of and incidental to the cancellation of obligations incurred by the Contractor pursuant to such notice and obligations incurred by or to which the Contractor is subject with respect to the Work.
- 9.4 The Contractor shall have no claim for damages, compensation, loss of profit, allowance or otherwise by reason of or directly or indirectly arising out of any action taken or notice given by Canada under the provisions of section GC9 except as expressly provided therein.
- 9.5 Upon termination of the Contract under section GC9.1, Canada may require the Contractor to deliver and transfer title to Canada, in the manner and to the extent directed by Canada, any finished Work which has not been delivered prior to such termination and any material, goods or Work-in-progress which the Contractor specifically acquired or produced for the fulfillment of the Contract.

GC10. Termination due to Default of Contractor

- 10.1 Canada may by notice to the Contractor, terminate the whole or any part of the Contract:
- a) If the Contractor fails to perform any of the Contractor's obligations under the Contract or in Canada's view, so fails to make progress so as to endanger performance of the Contract in accordance with its terms;
 - b) To the extent permitted under law, if the Contractor becomes bankrupt or insolvent, or a receiving order is made against the Contractor, or an assignment is made for the benefit of creditors, or if an order is made or resolution passed for the winding up of the Contractor, or if the Contractor takes the benefit of a statute relating to bankrupt or insolvent debtors; or
 - c) If the Contractor makes a false declaration under GC 37 or GC 38 or fails to comply with the terms set out in GC 16.3 or GC 39.
- 10.2 Upon termination of the Contract under section GC10, the Contractor shall deliver to Canada any finished Work which has not been delivered and accepted prior to such termination, together with materials and Work-in-progress relating specifically to the Contract and all materials, texts and other documents supplied to the Contractor in relation to the Contract.
- 10.3 Subject to the deduction of any claim which Canada may have against the Contractor arising under the Contract or out of termination, payment will be made by Canada to the Contractor for the value of all finished Work delivered and accepted by Canada, such value to be determined in accordance with the rate(s) specified in the Contract, or, where no rate is specified, on a proportional basis.
- 10.4 If the contract is terminated pursuant to GC 10.1(c), in addition to any other remedies that may be available against the Contractor, the Contractor will immediately return any advance payments.

GC11. Suspension of Work

- 11.1 The Minister 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.

GC12. Extension of Contract

- 12.1 Where the Minister determines that additional work of the same nature as the Work described in this Contract is required, the Contractor shall do such work and where required the term of the Contract shall be extended accordingly and confirmed in writing between the parties.
- 12.2 Payment for the work described in subsection 1 shall be calculated and paid on the same basis as in section GC12 and where required prorated.
- 12.3 Where the Minister has determined that the Contractor shall be paid expenses related to the Work described in section GC12.1, the type of expenses and amounts shall be confirmed in writing between the parties.

TERMS OF PAYMENT

GC13. Method of Payment

- 13.1 Payment in the case of progress payments:
- a) Payment by Canada to the Contractor for the Work shall be made within thirty (30) days following the date on which a claim for progress payment is received according to the terms of the Contract; and
 - b) If the Minister has any objection to the form of the claim for payment or the substantiating documentation, shall, within fifteen (15) days of its receipt, notify the Contractor in writing of the nature of the objection.

13.2 Payment in the case of payment on completion:

- a) Payment by Canada to the Contractor for the Work shall be made within thirty (30) days following the date on which the Work is completed or on which a claim for payment and substantiating documentation are received according to the terms of the Contract, whichever date is the later;
- b) If the Minister has any objection to the form of the claim for payment or the substantiating documentation, shall, within fifteen (15) days of its receipt, notify the Contractor in writing of the nature of the objection.

GC14. Basis of Payment

- 14.1 A claim in the form of an itemized account certified by the Contractor with respect to the accuracy of its contents shall be submitted to the Minister.
- 14.2 Travel and other expenses, where allowed by the Contract, shall be paid in accordance with Treasury Board Guidelines and Directives, certified by the Contractor as to the accuracy of such claim.

GC15. Interest on Overdue Accounts

15.1 For the purposes of this clause:

- (a) "Average Rate" means the simple arithmetic mean of the bank rates in effect at 4:00 p.m. Eastern Standard Time each day during the calendar month which immediately precedes the calendar month in which payment is made;
- (b) "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;
- (c) "Date of payment" means the date of the negotiable instrument drawn by the Receiver General for Canada and given for payment of an amount due and payable;
- (d) an amount is "due and payable" when it is due and payable by Canada to the Contractor in accordance with the terms of the Contract; and
- (e) An amount becomes "overdue" when it is unpaid on the first day following the day upon which it is due and payable.

15.2 Canada shall be liable to pay to the Contractor simple interest at the Average Bank of Canada discount rate from the previous month plus 3 percent per annum on any amount that is overdue from the date such amount becomes overdue until the day prior to the date of payment, inclusive. The Contractor is not required to provide notice to Canada for interest to be payable.

15.3 Canada shall not be liable to pay interest in accordance with this clause if Canada is not responsible for the delay in paying the Contractor.

15.4 Canada shall not be liable to pay interest on overdue advance payments.

GC16. Records to be kept by Contractor

16.1 The Contractor must keep proper accounts and records of the cost of performing the Work and of all expenditures or commitments made by the Contractor in connection with the Work, including all invoices, receipts and vouchers. The Contractor must retain records, including bills of lading and other evidence of transportation or delivery, for all deliveries made under the Contract.

16.2 If the Contract includes payment for time spent by the Contractor, its employees, representatives, agents or subcontractors performing the Work, the Contractor must keep a record of the actual time spent each day by each individual performing any part of the Work.

- 16.3 Unless Canada has consented in writing to its disposal, the Contractor must retain all the information described in this section for six (6) years after it receives the final payment under the Contract, or until the settlement of all outstanding claims and disputes, whichever is later. During this time, the Contractor must make this information available for audit, inspection and examination by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all reasonably required facilities for any audit and inspection and must furnish all the information as the representatives of Canada may from time to time require to perform a complete audit of the Contract.
- 16.4 The amount claimed under the Contract, calculated in accordance with the Basis of Payment provision in the Articles of Agreement, is subject to government audit both before and after payment is made. If an audit is performed after payment, the Contractor agrees to repay any overpayment immediately on demand by Canada. Canada may hold back, deduct and set off any credits owing and unpaid under this section from any money that Canada owes to the Contractor at any time (including under other Contracts). If Canada does not choose to exercise this right at any given time, Canada does not lose this right.

GC17. Invoice Submission

- 17.1 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.
- 17.2 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, Client Reference Number (CRN), Procurement Business Number (PBN), and financial code(s);
 - (b) details of expenditures (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
 - (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.
- 17.3 Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
- 17.4 By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

GC18. Right of Set off

Without restricting any right of set off given by law, the Minister 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.

GC19. Assignment

- 19.1 The Contract shall not be assigned in whole or in part by the Contractor without the prior written consent of Canada and an assignment made without that consent is void and of no effect.
- 19.2 An assignment of the Contract does not relieve the Contractor from any obligation under the Contract or impose any liability upon Canada.

GC20. Subcontracting

- 20.1 The Contractor must obtain the consent in writing of the Minister before subcontracting.
- 20.2 Subcontracting does not relieve the Contractor from any of its obligations under the Contract or impose any liability upon Canada to a subcontractor.
- 20.3 In any subcontract, the Contractor will bind the subcontractor by the same conditions by which the contractor is bound under the Contract.

GC21. Indemnification

- 21.1 The Contractor shall indemnify and save harmless Canada from and against all claims, losses, damages, costs, expenses, actions and other proceedings, made, sustained, brought, prosecuted, threatened to be brought or prosecuted, in any manner based upon, occasioned by or attributable to any injury to or death of a person or damage to or loss of property arising from any willful or negligent act, omission or delay on the part of the Contractor, the Contractor's servants, subcontractors or agents in performing the Work or as a result of the Work.
- 21.2 The Contractor's liability to indemnify or reimburse Canada under the Contract shall not affect or prejudice Canada from exercising any other rights under law.

GC22. Confidentiality

The Contractor shall treat as confidential, during as well as after performance of the Work, any information to which the Contractor becomes privy as a result of acting under the Contract. The Contractor shall use its best efforts to ensure that its servants, employees, agents, subcontractors or assigned observe the same standards of confidentiality.

GC23. Indemnification - Copyright

The Contractor shall indemnify Canada from and against all costs, charges, expenses, claims, actions, suits and proceedings for the infringement or alleged infringement of any copyright resulting from the performance of the Contractor's obligations under the Contract, and in respect of the use of or disposal by Canada of anything furnished pursuant to the Contract.

GC24. Indemnification - Inventions, etc.

The Contractor shall indemnify Canada from and against all costs, charges, expenses, claims, actions, suits and proceedings for the use of the invention claimed in a patent, or infringement or alleged infringement of any patent or any registered industrial design resulting from the performance of the Contractor's obligations under the Contract, and in respect of the use of or disposal by Canada of anything furnished pursuant to the Contract.

GC25. Ownership of Copyright

- 25.1 Anything that is created or developed by the Contractor as part of the Work under the Contract in which copyright subsists belongs to Canada. The Contractor must incorporate the copyright symbol and either of the following notices, as appropriate:
- © HER MAJESTY THE QUEEN IN RIGHT OF CANADA (year)
- or
- © SA MAJESTÉ LA REINE DU CHEF DU CANADA (année).
- 25.2 At the request of the Minister, the Contractor must provide to Canada, at the completion of the Work or at such other time as the Minister may require a written permanent waiver of Moral Rights, in a form acceptable to the Minister, from every author that contributed to the Work. If the Contractor is an author, the Contractor permanently waives the Contractor's Moral Rights.

GC26. Taxes

26.1 Municipal Taxes

Municipal Taxes do not apply.

26.2 Federal government departments and agencies are required to pay Applicable Taxes.

26.3 Applicable Taxes will be paid by Canada as provided in the Invoice Submission section. It is the sole responsibility of the Contractor to charge Applicable Taxes at the correct rate in accordance with applicable legislation. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

26.4 The Contractor is not entitled to use Canada's exemptions from any tax, such as provincial sales taxes, unless otherwise specified by law. The Contractor must pay applicable provincial sales tax, ancillary taxes, and any commodity tax, on taxable goods or services used or consumed in the performance of the Contract (in accordance with applicable legislation), including for material incorporated into real property.

26.5 In those cases where Applicable Taxes, customs duties, and excise taxes are included in the Contract Price, the Contract Price will be adjusted to reflect any increase, or decrease, of Applicable Taxes, customs duties, and excise taxes that will have occurred between bid submission and contract award. However, there will be no adjustment for any change to increase the Contract Price 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.

26.6 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.

GC27. International Sanctions

27.1 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.

Details on existing sanctions can be found at: <http://www.international.gc.ca/sanctions/index.aspx?lang=eng>.

27.2 The Contractor must not supply to the Government of Canada any goods or services which are subject to economic sanctions.

27.3 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 convenience in accordance with section GC9.

GC28. T1204 Government Service Contract Payment

28.1 Pursuant to regulations made pursuant to paragraph 221 (1)(d) of the *Income Tax Act*, payments made by departments and agencies to Contractors under applicable services Contracts (including Contracts involving a mix of goods and services) must be reported on a T1204 Government Service Contract Payment. To enable client departments and agencies to comply with this requirement, Contractors are required to provide information as to their legal name and status, business number, and/or Social Insurance Number or other supplier information as applicable, along with a certification as to the completeness and accuracy of the information.

GC29. Successors and Assigns

The Contract shall enure to the benefit of and be binding upon the parties hereto and their lawful heirs, executors, administrators, successors and assigns as the case may be.

GC30. 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, any applicable federal values and ethics code or any applicable federal policy on conflict of interest and post-employment shall not derive any direct benefit resulting from the Contract unless the provision or receipt of such benefit is in compliance with such legislation and codes.

GC31. No Bribe

The Contractor declares that no bribe, gift, benefit, or other inducement has been or will be paid, given, promised or offered directly or indirectly to any official or employee of Canada or to a member of the family of such a person, with a view to influencing the entering into the Contract or the administration of the Contract.

GC32. Errors

Notwithstanding any other provision contained in this Contract, no amount shall be paid to the Contractor based on the cost of Work incurred to remedy errors or omissions for which the Contractor or his servants, agents or subcontractors are responsible, and such errors or omissions shall be remedied at the Contractor's cost, or, at the option of Canada, the Contract may be terminated and in that event the Contractor shall receive payment only as determined under section GC10.

GC33. Performance

The failure of Canada to require performance by the Contractor of any provision of this Contract shall not affect the right of Canada thereafter to enforce such provision, nor shall the waiver by Canada of any breach of any term of the Contract be taken or held to be a waiver of any further breach of the same or any other term or condition.

GC34. Gender

Whenever the singular or masculine is used throughout this Contract, it shall be construed as including the plural, feminine, or both whenever the context and/or the parties hereto so require.

GC35. Survival

All the Parties' obligations of confidentiality, representations and warranties set out in the Contract as well as any other the provisions, which by the nature of the rights or obligations might reasonably be expected to survive, will survive the expiry or termination of the Contract.

GC36. Severability

If any provision of the Contract is declared by a court of competent jurisdiction to be invalid, illegal or unenforceable, that provision will be removed from the Contract without affecting any other provision of the Contract.

GC37. 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).

GC38. Criminal Offense

The Contractor declares that the contractor has not been convicted of an offence, other than an offence for which a pardon has been granted, under section 121, 124 or 418 of the Criminal Code.

GC39. Public Disclosure

- 39.1 The Contractor consents, in the case of a contract that has a value in excess of \$10,000, to the public disclosure of basic information - other than information described in any of paragraphs 20(1)(a) to (d) of the *Access to Information Act* - relating to the contract.
- 39.2 The contractor consents, in the case of a contract with a former public servant in receipt of a Public Servant Superannuation (PSSA) pension, that the contractor'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 described in 39.1.

GC40. Notice

Any notice under the Contract must be in writing and may be delivered by hand, courier, mail, facsimile or other electronic method that provides a paper record of the text of the notice. It must be sent to the Party for whom it is intended at the address stated in the Contract. Any notice will be effective on the day it is received at that address. Any notice to Canada must be delivered to the Minister.

GC41. Accuracy

The Contractor represents and warrants that the information submitted with its bid is accurate and complete. The Contractor acknowledges that the Minister has relied upon such information in entering into this Contract. This information may be verified in such manner as the Minister may reasonably require.

GC42. Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to subsection 22.1 (1) of the *Department of Public Works and Government Services Act* will, on request of a party, provide a proposal for an alternative dispute resolution process to resolve any dispute arising between the parties respecting the interpretation or application of a term or condition of this contract. The parties may consent to participate in the proposed alternative dispute resolution process and to bear the cost of such process. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at boa.opo@boa.opo.gc.ca.

GC43. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the contractor respecting administration of this contract if the requirements of Subsection 22.2 (1) of the *Department of Public Works and Government Services Act* and Section 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at boa.opo@boa.opo.gc.ca.

GC44. Entire Agreement

The Contract constitutes the entire agreement between the Parties relative to the subject procurement 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 relative to the subject procurement binding on the Parties other than those contained in the Contract.

STATEMENT OF WORK – **APPENDIX B**

TABLE OF CONTENTS

Context**Part A – General requirements**

- Areas to be maintained
- Areas excluded from cleaning work
- Schedule
- Responsibilities of the Contractor
- Quality control
- Use of AAFC public utility services
- Communication

Part B – Products and equipment

- Equipment supplied by AAFC
- Equipment supplied by the Contractor

Part C – Cleaning tasks

- General
- Floors
- Building interior
- Building exterior
- Recycling
- Replacement of lights
- “As and when requested” cleaning
- Special services

Part D – Guidelines on quality standards**Part E – Glossary**

STATEMENT OF WORK – **APPENDIX B****Context**

The Research and Development Centre of Sherbrooke ("the Centre") requires the services of a Contractor to provide housekeeping services for the Centre's buildings, as specified in the contract.

STATEMENT OF WORK – **APPENDIX B****PART A – GENERAL REQUIREMENTS****1.0 AREAS TO BE MAINTAINED**

The Contractor shall provide the required housekeeping services, in accordance with the requirements and instructions set out in the contract.

Summary

Building	Description	Area (ft2)	Area (m2)
1	Total	36049	3348,95
7	Total	2472	229,65
10	Total	2310	214,60
74	Total	1430	132,85
76	Total	3604,5	334,86
33	Total	2924	271,64
15	Total	4392	408,20
69	Total	353,5	32,84
12	Total	1695	157,47
46	Total	2794	259,56
45	Total	573	53,23

1.1 Changes to spaces to be cleaned

From time to time, Canada may notify the Contractor in writing of any changes to the amount of space to be cleaned. When space is added or removed, the **cost per square metre set out in Appendix B** must be used to calculate the new contract amount.

2.0 AREAS EXCLUDED FROM CLEANING OPERATIONS

Maintenance of the grounds, parking areas, and roads is not included by this contract. The areas not included in Part A – 1.0 – Areas to be maintained, are also excluded from this contract

2.1 Items excluded from cleaning

- laboratory equipment



STATEMENT OF WORK – APPENDIX B

3.0 SCHEDULE

Unless otherwise specified for certain areas or buildings, cleaning work must be performed during a day shift and an evening shift, five days a week, as follows:

Monday to Friday

Evening shift: from 16:00 to 01:00

Work may be performed on weekends, as needed and upon approval of the Project Authority. No work shall take place on the public holidays listed here:

<http://www.cra-arc.gc.ca/tx/hldys/menu-eng.html>

When a public holiday falls on a weekend, it is moved to the next business day.

The Contractor shall provide a sample annual cleaning schedule, as described in the Statement of Work, within one month of the start date of the contract.

Upon signing the contract, the Contractor shall submit a complete, detailed schedule of the work to be performed on a daily basis, clearly identifying each work area, so that the Project Authority knows when the work will be performed and is able to check its accuracy, e.g. 1st-floor offices, polishing, day 5. If more than one of the Contractor's employees is to perform the work, the Contractor shall submit a copy of each employee's cleaning schedule.

In addition, the Contractor shall keep each work schedule up to date and submit these updates to the Project Authority.

The Contractor's employees shall take special care to not bother the Centre employees on the premises in any way.

Only the Project Authority and the Integrated Services Manager will be authorized to give instructions to the Contractor.

4.0 RESPONSIBILITIES OF THE CONTRACTOR

4.1 Contractor's staff

The Contractor must assign qualified employees to fulfill the contract. The Project Authority may ask the Contractor to replace any of its employees who do not meet the contract requirements owing to incompetence, unacceptable behaviour or safety risks.

All staff working under this contract must have received Workplace Hazardous Materials Information System (WHMIS) training. Training should be updated and adapted to the needs of this contract.

The Supervisor and employees must be able to communicate in French both orally and in writing.



STATEMENT OF WORK – APPENDIX B

Supervisor

The Supervisor onsite must have the authority to execute the instructions provided by the Project Authority, whether or not this involves changes to the description of the tasks to be performed.

Supervises the cleaning staff.

Acts as a liaison between the Contractor and AAFC.

Prepares the work schedules.

Inspects the work of the cleaning staff.

Meets with the Project Authority upon request to discuss problems or work to be done according to the Statement of Work.

Cleaner

Performs the cleaning tasks.

Reports to the Supervisor.

4.2 Keys

At the start of the contract, the Centre shall provide the Contractor with an inventory of the keys and access cards required for delivery of the services. From the moment the Contractor provides written acknowledgement of receipt of the inventory, the Contractor is responsible for keeping the inventory up to date and ensuring that the keys are used strictly for the purposes of executing the contract.

AAFC may ask to check the inventory at any time.

4.3 Environmental protection

Within the work area, the Contractor is responsible for adhering to federal and provincial legislation and all the regulations and policies applied by AAFC regarding the quality of the workplace and the protection of the environment, specifically with respect to the protection of the soil and ground water, the water, the sewers and storm drains, and the air quality. The Contractor must immediately notify AAFC of any incident it causes or observes that might have an impact on the environment.

4.4 Lost and found objects

The Contractor's employees must immediately turn in any objects they find to the Project Authority.

4.5 Absenteeism

If designated employees cannot work for any reason, the Contractor must replace them immediately and at its own expense.

All replacement employees must have the experience and skills required for the position in question as well as the required clearance. The Contractor shall provide the replacement with all the information on the position as well as the necessary training.



STATEMENT OF WORK – APPENDIX B

4.5 Absolute obligation

The absolute obligation to supply staff consists of providing a team of competent employees able to perform the ongoing services required by this Statement of Work. The Contractor is responsible for selecting team members, instructing them, training them, assigning them their duties and monitoring their performance.

The Contractor is also responsible for supplying, maintaining and replacing the equipment needed to perform the work, as required.

The Contractor must also supply the equipment and products needed to carry out the cleaning profiles.

5.0 QUALITY CONTROL

The Centre reserves the right to inspect the work at its discretion.

Complaints by building occupants regarding any tasks, in part or in whole, will be forwarded to the Contractor for immediate action.

The AAFC representative will meet with the Contractor representative to discuss the complaints received. The AAFC representative will inform the Contractor of changes that must be made to its work methods and will identify any shortcomings that need to be addressed.

When it is possible for the Contractor to take corrective action, the Project Authority will tell the Contractor what corrective measures it can take to address the shortcomings.

When it is not possible for the Contractor to take corrective action or perform work that has not been completed on time, AAFC reserves the right to have a third party perform the uncompleted work. The value of this work will be evaluated by the AAFC representative and deducted from the Contractor's monthly payment. In such a situation, the AAFC representative will send a written notice to the Contractor indicating its failure to meet its obligations and the amounts that will be deducted from the monthly payment.

6.0 USE OF AAFC PUBLIC UTILITY SERVICES

- In spaces equipped with light switches, lights are to be turned on when entering the space and turned off immediately upon exiting.
- When bulbs are burned out, the cleaner must replace the defective bulbs.
- In the event of a power failure (fuse, etc.) while a cleaning task is being performed, the Project Authority or Security Services must be notified immediately.
- The Contractor is responsible for the condition and maintenance of the equipment (extension cords, vacuums, polishers, etc.). The Project Authority has the right to inspect all equipment and to prohibit the use of equipment he or she deems unsafe.
- No cleaning staff is authorized to touch the thermostats.



STATEMENT OF WORK – APPENDIX B

- The electrical and mechanical rooms are off-limits to the Contractor and its employees.
- If water is spilt while a cleaning task is being performed, it is to be cleaned up immediately, including in the janitor's closet and designated space. No equipment stored in these spaces should be leaking or dripping.

6.1 Workspace available to the Contractor

AAFC will provide the Contractor with janitorial premises for the duration of the contract.

The Contractor is not allowed to use these spaces for personal purposes, such as an office address or as a mailing address. These spaces must be respected and kept clean. The Contractor will be liable for any damages to these spaces during the term of the contract.

AAFC is not responsible for damage or loss of the Contractor's material, supplies, equipment or personal effects.

7.0 COMMUNICATION

The Contractor must establish effective communication to ensure a productive working relationship between all the people involved in the contract. The Supervisor must provide a telephone number where he or she can be reached at all times.



STATEMENT OF WORK – APPENDIX B

PART B – PRODUCTS AND EQUIPMENT

1.0 EQUIPMENT SUPPLIED BY AAFC

If the Contractor needs electricity or water for maintenance services or to keep the premises clean, it can use the facilities available on site as is and must ensure that it has everything required to do so. All water and electrical services that require additional installation are at the Contractor's expense. This ensures that the water supply and electricity needed to complete the work does not affect the existing facilities.

1.1 AAFC will supply the following:

- Bags for recycling.

1.2 Supply conditions

AAFC will maintain a detailed inventory of the articles in section 1.1 of Part B supplied to the Contractor in order to provide cleaning services. If AAFC deems it necessary, it may at any time implement an inventory management system.

2.0 EQUIPMENT PROVIDED BY THE CONTRACTOR

The Contractor shall provide all the tools, equipment and products needed to accomplish the required tasks, excluding equipment provided by AAFC as described in section 1.1 of Part B.

AAFC shall not supply the equipment, material or products to be provided by the Contractor.

The Contractor shall provide and maintain all the equipment, products and materials referred to in the Statement of Work and must comply with health and safety codes.

The Contractor shall provide products that are compatible with the flooring and the architectural finishes of the building. When required, it will provide the product specified by the manufacturer of the architectural finish, even if the product is not normally used by the Contractor.

The Contractor shall plan for and choose the types of floor polishing machines and autoscrubbers that are appropriate for restricted areas (such as offices and laboratories) and large surfaces (such as corridors). For larger areas, AAFC requires the use of an autoscrubber.

All products must be clearly identified. In addition, hazardous substances shall be identified in accordance with WHMIS standards. The products must have a low level of toxicity, i.e. the products must not be considered toxic, according to WHMIS standards, if swallowed or if they come into contact with skin.

The Contractor shall use green and/or biotechnology-based cleaning products that are environmentally friendly and do not affect wastewater treatment performance. To accomplish this, the products used must be recognized by an environmental certification



STATEMENT OF WORK – APPENDIX B

program such as EcoLogo (environmental program of choice in Canada), Green Seal (United States) or Ecolabel (European Union). Manufacturers' instructions should be followed regarding product quantity and use. The Contractor must use low-odour / low-fragrance products.

The Contractor must provide employees with instructions and training on how to handle and use the products.

The Contractor shall store equipment and products according to the manufacturer's guidelines.

The Centre may, at any time, take samples of the materials used and test them to ensure that they are up to standard.



STATEMENT OF WORK – **APPENDIX B****PART C – CLEANING TASKS****1.0 GENERAL**

The maintenance staff must inform the Project Authority or Security Services of any maintenance problems or mechanical failures in a building observed during the cleaning work.

2.0 FLOORS**2.1 Uncarpeted** (tile, cushioned vinyl, ceramic, linoleum, battleship linoleum, marmoleum, terrazzo, slate, rubber, wood, painted and epoxy concrete)**Daily**

- Sweep all uncarpeted floors, except for concrete floors.
- Clean all uncarpeted floors, except for stairwells and photocopier rooms.
- Spot-clean laboratories, offices, workstations and stairwells.

Weekly

- Mop laboratories, offices, workstations, stairwells and photocopying rooms.
- Sweep and mop concrete floors.
- Remove foot grills, clean recessed pan and replace foot grills.
- Lift entrance mat and clean the floor underneath.

Annual

- Buff, polish, strip and wax all uncarpeted floors.

The Contractor must clean each type of floor according to the manufacturer's recommendations. The cost of repairing any damage resulting from improper cleaning will be deducted from the Contractor's monthly payment.

Floor buffing, polishing, stripping and waxing can be done separately and should be planned in advance and approved by the Project Authority or his or her delegate. **Burnishing the floors is forbidden.**

2.2 Carpeted**Daily**

- Spot-clean carpets.
- Cut any loose threads.
- Clean spills and stains (identify permanent stains).

Weekly

- Vacuum all carpets.



STATEMENT OF WORK – **APPENDIX B****Annual**

- Steam-clean all carpets.

The steam-cleaning of carpets must be planned in advance and approved by the Project Authority or his or her delegate.

2.3 Entrance mats**Daily**

- Vacuum all entrance mats (November 1 to April 30).
- Cut any loose threads.
- Clean spills and stains (identify permanent stains).

Weekly

- Vacuum all entrance mats (May 1 to October 31).

All entrance mats should be steam-cleaned in January, May and October. The exact dates must be planned and approved by the Project Authority.

3.0 BUILDING INTERIOR**3.1 Entrances, exits, lobbies and reception/security areas****Daily**

- Remove any litter.
- Empty garbage bins and replace the bin liners, when needed.
- Clean glass doors and their frames, on both sides.
- Clean benches, countertops and counter sides with a damp cloth.
- Spot-clean display cases, directory board glass, sidelights and walls.
- Clean doors and sash windows.

Weekly

- Dust.
- Dust newspaper display stands.
- Polish all metals.
- Clean display cases and directory boards.

Monthly

- Clean wall vents.
- Clean sidelights and their frames.
- Dust high surfaces.

3.2 Hallways and corridors**Daily**

- Remove any litter.
- Empty garbage bins and replace bin liners.
- Check blue recycling containers or stations; empty and replace the bags.



STATEMENT OF WORK – **APPENDIX B**

- Spot-clean doors, sash windows, walls, display cases, directory board glass and sidelights.
- Clean and disinfect the drinking fountains.

Weekly

- Dust.
- Clean partition walls on both sides.
- Dust fire extinguishers and first-aid kits installed on the walls.
- Polish all metals.

Monthly

- Clean inside fire cabinets and dust fire extinguishers.
- Clean fire cabinet windows on both sides.
- Dust high surfaces.

3.3 Elevators**Daily**

- Remove any litter.
- Clean the interior and exterior of the metal panels.
- Spot-clean doors, frames, walls and control panels.

Weekly

- Scrape and vacuum the elevator door sills and those of the landings.
- Polish metal with the appropriate product.
- Clean automatic door sensors using an approved glass cleaner.

Monthly

- Clean walls, doors and door frames.

3.4 Stairwells**Daily**

- Remove any litter.
- Clean glass doors and sash windows.
- Spot-clean walls, doors and sidelights.

Weekly

- Dust.
- Remove cobwebs in the corners near the ceiling.
- Clean stairs.
- Polish all metal surfaces.

Monthly

- Clean sidelights on both sides of the doors.
- Clean all baseboard heaters.
- Dust high surfaces.



STATEMENT OF WORK – **APPENDIX B****3.5 Function rooms****Daily**

- Empty garbage and blue recycling bins and replace bags.
- Clean counter and kitchen sink.
- Dust.
- Clean table tops.
- Polish all metals.
- Put chairs back correctly.
- Spot clean the outside of the refrigerator and kitchen cabinets, the walls and the doors.

Weekly

- Dust high surfaces.
- Dust coat rack.
- Clean garbage and blue recycling bins and replace the bags when required.

3.6 Offices, workstations and meeting and conference rooms**Daily**

- Remove any litter.
- Empty garbage bins and replace liners.
- Wipe chair armrests and put chairs back correctly.
- Spot-clean tables, desks, workstations, doors, sash windows, bookcase glass and glass desks.
- Clean tables and chairs.

Weekly

- Remove any marks/fingerprints on the outside of the filing cabinets.
- Empty blue recycling bins and replace bags as required.
- Clean the outside of the workstation filing cabinets.
- Dust.
- Dust empty shelves.

Monthly

- Dust high surfaces.
- Clean table legs and blue recycling bins with a damp cloth.
- Clean chair legs, doors, sash windows and garbage bins.

3.7 Cafeteria**Daily**

- Remove any litter.
- Empty trash cans and blue recycling bins, replace bags when required.
- Clean tables and chairs.
- Spot-clean doors, sash windows, walls up to 1.5 metres high and microwave ovens.
- Put chairs back correctly.



STATEMENT OF WORK – **APPENDIX B****Weekly**

- Clean the inside/outside of garbage bins, recycling bins and doors.
- Clean sash windows on each side and microwave ovens.

3.8 Kitchens and dining rooms**Daily**

- Remove any litter.
- Empty garbage bins and replace liners, when needed.
- Check blue recycling bins, empty bags and replace when required.
- Clean tables, chairs, counters, sinks and vending machines.
- Spot-clean garbage bins, blue recycling bins, doors, sash windows, refrigerators, microwave ovens, stoves, chairs, exterior of cupboards and walls up to 1.5 metres high.
- Put chairs back correctly.
- Fill soap and paper towel dispensers.

Weekly

- Empty blue recycling bins and replace bags as required.
- Dust.
- Clean garbage cans and glass partitions.

Monthly

- Dust high surfaces.
- Clean wall heaters.

3.9 Washrooms, locker rooms and shower stalls, entrance rooms, laundry rooms, cloakrooms and infirmary**Daily**

- Remove any litter.
- Unclog sinks, urinals and drains using a plunger (immediately); advise the Project Authority or his or her delegate if it is not possible to unclog with a plunger.
- Re-fill hand soap, toilet paper and paper towels.
- Leave an extra toilet roll and paper towel roll on each dispenser.
- Empty garbage bins and replace liners when needed.
- Clean and disinfect toilet bowls (including the base and exterior of the bowl), urinals, exterior/interior of sinks, taps, shower faucets and counters.
- Remove litter from urinal strainers and replace when required.
- Clean all mirrors.
- Polish all metals (lights, dispensers, receptacles).
- Clean and polish the hand and foot plates on all doors.
- Remove litter from empty lockers.
- Clean locker exteriors and benches with a damp cloth.
- Remove litter from showers and clean drains.
- Clean and disinfect shower walls with a soap-free detergent.
- Remove the rubber mat in the showers, wash the floor and put the mats back.
- Spot-clean doors, walls, partitions and sash windows.



STATEMENT OF WORK – **APPENDIX B****Weekly**

- Dust.
- Descale toilet bowls and urinals.
- Clean partitions and doors.
- Pour a clean bucket of water down the drains.

Monthly

- Clean and disinfect receptacle interiors.
- Dust high surfaces.
- Dust visible pipes.

3.10 Laboratories**Daily**

- Remove any litter.
- Empty garbage bins and replace liners when needed.
- Spot-clean sash windows and glass doors.

Weekly

- Empty blue recycling bins and replace bags as required.

Monthly

- Wash and disinfect garbage bins and replace liners.
- Clean sash windows and glass doors on both sides.

3.11 Freight elevator lobbies**Daily**

- Remove any litter.
- Remove trash.
- Spot-clean walls.

Weekly

- Remove recycling.
- Do a thorough dusting.

3.12 Miscellaneous**Monthly**

- Dust artificial plants, remove litter and wash the outside of the pots.

Biannual

- Vacuum mobile vertical filing cabinet tracks in the buildings.

Annual

- *Clean air vents, diffusers, and intake and exhaust grills.
- *Wipe ceiling fans with a damp cloth.
- Vacuum upholstered sofas, chairs and lounge chairs.
- Vacuum workstation partitions.
- Clean leather, vinyl and wood chairs using an approved product.



STATEMENT OF WORK – **APPENDIX B**

- Dust Venetian and vertical blinds.
- *Clean employees' lockers.
- *Clean window interiors

*** These tasks must be organized in advance with the Project Authority or his or her delegate.**

4.0 BUILDING EXTERIOR**Daily**

- Remove any litter.
- Sweep.
- Remove foreign materials from grills.
- Empty and wipe the outsides of "Butt Stop" boxes.
- Clean the glass doors and metal frames, on both sides.
- Thoroughly clean doors, including windows and door handles.
- Spot-clean sidelights.
- Remove litter from intake grills.

Weekly

- Remove cobwebs from canopies, roof, lights fixtures and handicap ramps.
- Dust the vent openings of intake and exhaust grills.
- Clean walls parallel to entrance and exit doors.

Monthly

- Clean underside of canopies, roof, loading ramps, doors and platforms of the buildings.
- Clean each side of sidelights and metal door frames up to four (4) metres high.
- Sweep the handicap ramps and clean the glass ramp.

The above requirements shall apply to outside entrances, exits, passageways, verandas, steps, concrete platforms as well as to the loading docks, up to a distance of two (2) metres from the walls, except for "Butt Stops, boxes" which are included as long as they are located within 12 metres.

5.0 RECYCLING**5.1 Paper and cardboard**

All paper and cardboard, unless marked otherwise, must be recycled and should not be thrown in the garbage by the Contractor. Cardboard containers should be flattened and placed in designated recycling bins.

All paper and cardboard must be collected in green containers provided by AAFC. Full green containers must be stored outside Building 1, near the loading docks. Empty containers must be immediately taken back to their original location.



STATEMENT OF WORK – APPENDIX B

The Contractor will be responsible for keeping the collection areas clean and tidy.

5.2 Plastic, glass and metal

All plastic, glass and metal, unless marked otherwise, must be recycled and should not be thrown in the garbage by the Contractor. Plastic, glass and metal collected for recycling shall be stored by AAFC.

Clear plastic bags must be used in all bins, containers or blue recycling centres used to recycle plastic, glass and metal. These recycling containers must be spot-cleaned daily.

5.3 Fluorescent (neon) light tubes

Fluorescent light tubes and compact fluorescent light (CFL) bulbs are considered toxic waste and must be recycled separately. All burnt-out fluorescent light tubes and CFLs should be placed in designated containers.

6.0 REPLACEMENT OF LIGHTS

The Contractor shall provide the necessary equipment for changing burnt-out light bulbs, fluorescent light tubes and CFL bulbs. **All bulbs, fluorescent (neon) light tubes, halogen bulbs and CFL bulbs will be provided by AAFC.**

The Contractor must check and replace burnt-out lights. Burnt-out lights must be replaced the next day when reported by AAFC, the following Monday if reported on a Friday or the following business day if the next day is a public holiday. When it is considered urgent by AAFC, the Contractor will proceed immediately. When changing a burnt-out light, the Contractor must clean the light cover or fixture lens. The Contractor is not liable for repairs to the lights, other than to the cover or lens. The Contractor will not change the following lights:

- Elevator lights
- Emergency lights and emergency exit lights
- Exterior lights
- Personal lamps
- Office furniture lights
- Display case lights
- Lights inside growth cabinets
- Lights inside scientific equipment
- Lights in areas excluded from the contract
- Explosion-proof lights

7.0 “AS AND WHEN REQUESTED” CLEANING

Additional, emergency and one-time cleaning may be required in addition to the routine cleaning, scheduled cleaning and service calls.



STATEMENT OF WORK – APPENDIX B

If the work cannot be performed by the employees during their normal working hours and additional resources are needed, the Contractor may charge AAFC for additional services if detailed justification is provided to the Project Authority and he or she authorizes it in advance.

8.0 SPECIAL SERVICES

8.1 Laboratories:

Cleaning staff must pay special attention when conducting cleaning services in laboratories.

The following items must not be touched under any circumstances: sinks, counters, benches, workstations, desks, tables, waste containers with biohazard labels, refrigerators, tools, incubators, and closets.

In addition, the Contractor and its employees must:

- Learn to recognize radiation warnings and biohazards as specified by WHMIS.
- NOT touch any items displaying those signs and symbols.
- NOT touch any red and orange garbage bags, as they contain toxic waste.
- Practise good personal hygiene. Wash their hands after touching walls or items in laboratories.
- NOT eat or drink in laboratories.

Safety principles:

If someone finds something broken or spilled in a laboratory, the person must leave the lab immediately and notify the person in charge of the laboratory and/or security. The Technical Authority must also be notified as soon as possible.

In the event of an accident involving an employee of the Contractor in a laboratory, the employee must leave the lab immediately and notify the person in charge of the laboratory and/or security. The Technical Authority must also be notified as soon as possible.

If an employee of the Contractor detects an odour of gas or any other suspicious smell, the employee must leave the lab immediately and notify the person in charge of the laboratory and/or security. The Technical Authority must also be notified as soon as possible.

8.1.1 Biosafety mode areas

Laboratory B-10 of the main building (1) is in Biosafety mode. A lab coat must be worn and cleaning equipment (brooms, mops, etc.) must remain in the laboratory.

Building 7 (Swine Centre) and Building 45C are in biosafety mode. Special procedures are in place to access the sites. In addition, cleaning equipment must remain within those areas.



STATEMENT OF WORK – APPENDIX B

PART D – GUIDELINES ON QUALITY STANDARDS

After a cleaning, there will be no litter, dust, dirt, foreign bodies or cobwebs, including in the corners, behind or under the radiators, under the furniture or behind the doors.

After a cleaning, there will be no more spots, marks, streaks, water stains, splatters or cleaning product residue on any horizontal or vertical surface.

All furniture and equipment moved during the cleaning process are to be put back in their place.

Marks or scratches made by a machine on a vertical or horizontal surface are not tolerated. The Contractor is liable for damages, and repairs should be done to the satisfaction of AAFC.

Floors: sweeping

- ✓ There must be no more dust, litter or other material in the corners, behind or under the portable heaters, under the furniture or behind the doors.
- ✓ There must be no layers of dust or dirt in places where the dust pan was used.

Floors: damp mopping or washing

- ✓ All areas must be clean and free of surface stains, streaks and loose mop strands.
- ✓ The water, cleaning product and mop head must be reasonably clean when the floor is washed with a damp mop. Change the water and cleaning product often to avoid a muddy appearance or a ripple effect on the floor (which is not acceptable).
- ✓ Care must be taken not to let water or cleaning product seep under furniture or cabinets.

Floors: polishing

- ✓ All floor surfaces must look glossy and clean.
- ✓ No scratches or spots shall remain on the surface of floors.
- ✓ After the floor is swept, no visible dust or dirt shall remain.
- ✓ There must be no marks or splashes left by the equipment on vertical surfaces.

Floors: scrubbing or stripping

- ✓ Floors must have a clean, smooth look.
- ✓ After scouring, no accumulation of wax or protective coatings shall remain on the floor.
- ✓ No visible stains or dirt shall remain after the scheduled polishing.
- ✓ The corners, baseboards and wall edges must be properly washed so that no residue remains on these surfaces before applying wax or sealant.
- ✓ All furniture (except furniture attached to the floor) must be moved in order to clean the entire surface of the floor. Computer cables are glued to desks or other vertical surfaces with tape, so as not to interfere when possible.
- ✓ No traces of water, splatters or marks shall be left on vertical surfaces by the equipment.
- ✓ Burnishing floors is not allowed in the buildings under this contract.



STATEMENT OF WORK – **APPENDIX B**

Floors: sealant or protective coating/polish

- ✓ There must be no streaks, mop marks, missed spots or other evidence of incorrect application of cleaning products.
- ✓ Floors must look clean, shiny and smooth, including in the corners and under furniture.
- ✓ There must be no trace of sealant or wax on vertical surfaces.

Carpeting: vacuuming

- ✓ There must be no dust, dirt or other debris, including under the carpet runners.
- ✓ Carpets runners must be clean.
- ✓ Any stray strands must have been cut.

Carpeting: stain removal

- ✓ Spills must be cleaned as soon as possible after being noticed or reported.
- ✓ Carpets must not be discoloured due to misuse of cleaning products.
- ✓ A stain removal product must be used, if necessary.

Carpeting: steam cleaning or shampooing

- ✓ The carpeting must smell good and look clean.
- ✓ No water stains or cleaning pad marks shall remain on the carpets.
- ✓ Stains that are impossible to remove by conventional means, damage to carpeted areas or peeling carpet should be reported to the Property and Facility Officer.
- ✓ Use Scotchgard, if necessary.
- ✓ There must be no water stains, splatters or marks left by the machines.

Entrance mats, doormat grids and rubber mats

- ✓ The Contractor must maintain the entrance mats in the best way possible by following the guidelines below:
- ✓ Keep the mats dry and free of salt or sand.
- ✓ Prevent the dirt and water from accumulating on the floor underneath the mats.
- ✓ Put the entrance mats, rubber mats and doormat grids back in their place.

Baseboards, walls, doors and partitions

- ✓ No fingerprints, condensation, spots, splatters, dust, cobwebs or litter shall remain on surfaces.
- ✓ There must be no fingerprints or marks on metal accessories, leaving a clean and bright surface; a suitable cleaning product should be used to avoid damaging surfaces. The Contractor is liable for damages, and repairs should be done to the satisfaction of AAFC.

Drinking fountains

- ✓ No spots, marks, traces of water or residue shall be visible on porcelain surfaces, metal or enamel.
- ✓ All drinking fountains must be disinfected with an appropriate cleaning product.
- ✓ The spigot must be sparkling clean.



STATEMENT OF WORK – **APPENDIX B**

Glass (glass doors, partitions, window frames, mirrors and sidelights)

- ✓ There must be no streaks, fingerprints or other unwanted marks on glass surfaces.
- ✓ All frames must be cleaned and polished, if applicable.
- ✓ There must be no water marks or splatters beside the glass.
- ✓ The surfaces must be shiny and clean.

Metal embellishments (metal accessories)

- ✓ All surfaces must be clean and well-polished with an appropriate cleaning product.
- ✓ There must be no streaks, fingerprints or other unwanted marks on the metal surfaces.
- ✓ There must be no water marks or splatters beside the metal parts.
- ✓ Polished surfaces must be smooth and shiny.

Containers (garbage bins and boxes)

- ✓ The containers must be clean and odourless.
- ✓ Plastic bags must be clean, intact and the right size.
- ✓ There must be no spots, dirt or dust on the outer surfaces of the garbage bins.
- ✓ The washroom garbage bins must be disinfected and the exterior polished, when applicable.
- ✓ The garbage bins must always be put back in their place after they are emptied.
- ✓ Bin liners must be replaced and not just emptied.

Dispensers (paper and hand soap)

- ✓ The paper products must be the right size and properly inserted.
- ✓ The dispensers must be closed and locked properly, if necessary.
- ✓ There must be no streaks, fingerprints, other marks or stains on the surface of the dispensers.
- ✓ There must be no water marks or splatters on surfaces near the dispensers.
- ✓ Dispensers must be disinfected and their outer surfaces polished, if necessary.
- ✓ Hand soap dispensers must be cleaned and at least half full at all times.

Countertops and backsplashes

- ✓ No splashes, streaks, water marks, dirt, soap residue or debris shall be visible on surfaces and facings.

Sinks, washbasins, toilets, urinals and showers

- ✓ These items must be disinfected and odorless.
- ✓ No traces of soap residue, grime or dirt shall remain on the surface of the items or on the surrounding surfaces.
- ✓ There must be no sign of mold, streaks, spots, water marks, cleaning product residue, litter or sand on the exterior and interior surfaces of these items.
- ✓ There must be no trash or dirt in the drains.
- ✓ No discoloration (yellow marks) shall be visible on the porcelain finishes.

Note: The washrooms and kitchens are an extremely important part of the cleaning service. For this reason, AAFC will be particularly demanding regarding their level of cleanliness.



STATEMENT OF WORK – **APPENDIX B**

Ventilation openings, air diffusers, and intake and exhaust grills

- ✓ The elements of the air circulation system and the metal surfaces surrounding them must be clean and unobstructed.
- ✓ Any obstacles that would interfere with the air flow must immediately be reported to the Project Authority.
- ✓ All surfaces around these elements must be clean.

Furniture

- ✓ These numerous items are considered part of the vertical and horizontal surfaces and are therefore maintained as such.
- ✓ Furniture must always be put back in its place.
- ✓ Glass surfaces of desks and tables must be clean, and free of fingerprints, stains or other unwanted marks.
- ✓ There must be no dust on the seats.
- ✓ All photo frames, plaques and so on are to be dusted.
- ✓ Light fixtures:
 - There must be no bugs or dust on the light fixtures. No dirt shall remain on the furniture or floor beneath the light fixtures.
 - When washed, there must be no streaks or water marks on the furniture or the floors.
 - The diffusers must be put safely back in their place.

Spaces reserved for the Contractor and maintenance areas

- ✓ All the floors must be clean.
- ✓ There must be no dust or stains on the accessories and walls.
- ✓ Buckets and carts must be emptied and odourless when they are not being used.
- ✓ No old papers, garbage or empty containers shall be left lying around the maintenance areas.



STATEMENT OF WORK – **APPENDIX B****PART E – GLOSSARY**

“All types of flooring” includes vinyl composition tile (VCT), cushion tile, ceramic tile, “battleship” linoleum, linoleum, marmoleum, terrazzo, slate, rubber, hardwood, painted concrete, epoxy concrete and commercial carpeting.

- Polish: Remove scuff marks and restore sheen to the floor using a high-speed polisher with a suitable buffer and maintenance product. There must be neither dust nor dirt left on the floor after polishing. The floor must have a uniform glossy appearance. Take care not to hit or splash anything.
- Shampoo carpeting: Use a polisher equipped with a cleaning product and a suitable buffer after thoroughly vacuuming to remove dust, dirt and stains. Then apply an anti-static product. The carpet runners must be clean and there must be no dirt or dust on the carpet or around and under the carpet runners. Put the furniture back in its place. Mats must look clean, feel clean and smell good.
- Clean/Cleaning: Remove dirt, litter, spills, stains, fingerprints and other foreign matter on horizontal and vertical surfaces with the appropriate accessories, tools and equipment. Synonyms: mop, sweep, wash.
- Cleaners (heavy work): Empty outdoor ashtrays, clean building exteriors, maintain floors and carpets, replace bulbs, empty all recycling bins and large trash cans, carry garbage bags to outdoor garbage bins, remove boxes containing glass, dust high surfaces; cleaning expected after special projects.
- Cleaners (light work): Pick up litter, empty waste containers and recycling bins, clean drinking fountains, restock washrooms items, clean or wash accessories, shine mirrors, polish metal elements, wash windows, remove stains and do the cleaning rounds.
- Cleaning grills and diffusers: Remove dust and dirt using a vacuum cleaner equipped with a rigid extension and a brush or wipe with a damp sponge, then dry with a clean cloth.
- Window cleaning: Remove dirt, fingerprints and streaks that affect appearance or transparency with a suitable cleaning product. Do not use any abrasive cleaners. Synonym: clean or wash windows, window frames, sidelights and mirrors.
- Litter: Paperclips, pieces of paper, mop strings, pins, staples, gum and other items discarded on floors, carpets, furniture and other horizontal surfaces. Synonym: waste.
- Drinking fountains: Porcelain, metal or enamel surfaces must be clean and stain-free and disinfected every day. There must be no spots, marks or streaks around the fountain. Salt deposits and oxidation stains should be



STATEMENT OF WORK – **APPENDIX B**

eliminated from the spigot using a mild detergent, so that there is no smell after cleaning.

- **Dust/Dusting:** Remove dust, dirt, debris and other foreign matter using a dust suppressant product or electrostatic mop.
- **Material/Equipment:** Refers to the tools necessary for the performance of work.
- **Dusting high surfaces:** Remove dust on horizontal and vertical surfaces that are more than 1.5 metres high with a damp cloth or antistatic duster. It may be necessary to climb to achieve this, but never to a height exceeding four (4) metres.
- **Laboratories:** All research facilities are considered part of the laboratories and must be cleaned as laboratories.
- **Regular dusting:** Remove dust on horizontal and vertical surfaces that are less than 1.5 metres high with a damp cloth or antistatic duster.
- **Accessories / Maintenance products:** Items required to replace the missing products in washrooms, light bulbs, plastic garbage and recycling bags as well as supplies needed to clean up the building. Synonym: paper towels, hand soap, etc.
- **Neutralize:** Use water and vinegar to wash floors thoroughly, rinsing with cold water to remove stripping agent residue and the old finish before applying the sealant.
- **Cleaning rounds:** Pick up litter, wipe spills, clean glass doors or frames, clean washrooms, clean mirrors and restock the empty dispensers. This work is added to that of procurement. Synonym: organize, check.
- **Metal polishing:** Remove smudges, marks and stains on metallic surfaces using a suitable cleaning product, according to the manufacturer's instructions, and ensure that there is no greasy residue. Restore the metal's shiny appearance and leave no fingerprints or streaks.
- **Cleaning expected after a special project:** Extra cleaning requested by the Property and Facility Officer.
- **Replacement of light bulbs:** Replace fluorescent light tubes, compact fluorescent light bulbs and other burnt-out light bulbs, dust covers and lenses. Then, replace them as they were, as needed.
- **Standard cleaning:** Cleaning work covered by the contract on a monthly, weekly, biweekly or daily basis, as outlined in this Statement of Work.



STATEMENT OF WORK – **APPENDIX B**

- Scheduled cleaning: Cleaning work to be done on a quarterly or annual basis and including the requested cleaning in advance or according to the schedule.
- Scouring: Remove the top layer of wax using a low-speed polisher equipped with an abrasive buff and suitable soap solution after
 - moving the furniture;
 - scrubbing the floors and corners;
 - washing the baseboards; and
 - neutralizing and rinsing the floors.
 - If necessary, once the floor is completely dry, apply two coats of wax or sealant.
 - When the wax is dry, put the furniture back in its place.
 - No dirt or stains should be visible after this work is completed.
- Water and other cleaning products must not seep under the furniture, cabinets and appliances bolted to the floor. Care must be taken not to hit or splash the furniture. The floors must be shiny and clean. The chairs, wastebaskets, and so on, must not be placed on desks or tables while cleaning but rather set aside and then put back in their place.
- Protective coating / water-based sealant: Solvent applied to a clean and cleared floor. Apply two coats; the second layer is applied in the direction opposite to the first after having verified that it is completely dry. Apply two coats of wax on top.
- Stain remover for carpeting: Determine the type of stain and remove it with the appropriate stain remover according to the instructions on the commercially-purchased product. No discoloration shall appear on the carpet fibers.
- Steam cleaning: Use a water jet spray with suitable detergent to remove dust, dirt and carpet stains. Then, apply an anti-static product. Carpets runners must be clean and there must be no dust or dirt around or beneath them. All furniture and equipment moved during the cleaning operation must be returned to its original location when the carpet is dry. Mats must look clean, feel clean and smell good.
- Stain removal: Remove fingerprints, smudges and stains or other foreign bodies from horizontal and vertical surfaces using a cloth dampened with glass cleaner or solvent, whichever is most appropriate.
- Stairwells: Vertical structure which includes stairs, risers, railings, ramps, landings, baseboards, walls, doors and glass partitions.
- Strip: Remove coats of finish on floors using a low-speed polisher with abrasive buffers and the appropriate cleaning solution and after
 - moving the furniture;



STATEMENT OF WORK – **APPENDIX B**

- scouring the floor, corners and baseboards (if necessary);
- neutralizing and rinsing the floor;
- washing the baseboards;
- rinsing the floor again;
- when the floor is dry, applying two water-based sealant layers;
- if necessary, when the sealant is dry, applying two coats of wax; and
- when the wax is dry, putting the furniture back in its place.

When the work is completed, no trace of sealant or wax shall remain. There must be no water marks, splashes or machine marks on the walls, baseboards or other surfaces. No streaks, mop strings, marks, missed spots or any other signs of negligence in the cleaning shall be visible. The floor must look clean and shiny, including in corners and under furniture bolted to the floor. The chairs, wastebaskets, and so on, must not be placed on desks or tables while cleaning but set aside and then put back in their place.

- **Supplies/Accessories:** Items necessary for cleaning buildings. Synonyms: solvents, cleaning products, mops, cloths, brooms and other cleaning products.
- **Sweep:** Remove dust, dirt and debris from the floor, the stairs and landings with a dust suppressant, if necessary, and a broom of the right size.
- **Vacuum:** Remove litter, dust and dirt on the floors and other surfaces with a vacuum cleaner equipped with appropriate accessories to clean hard-to-reach places.
- **Wash:** Apply a solvent at full strength or diluted with water using a cloth or sponge. Scrub and rinse without leaving residue on the surfaces. No abrasive cleaner is to be used.
- **Wash floors, stairs, landings, etc.:** Apply a neutral detergent at full strength or diluted with water using a mop, a cloth, or any other accessory to remove and rinse surfaces, being careful not to leave any soap residue or streaks.





APPENDIX "C"

BASIS OF PAYMENT

1.0 General

Payment shall be in accordance with **article 14.0 of Part 3, Method of Payment and 15.0 of Part 3, Direct Deposit.**

All deliverables FOB destination, Canadian custom duties and excise tax (if applicable). If applicable, Applicable Taxes for the labour will be shown separately.

2.0 Pricing Basis

2.1 Initial contract period: From March 1, 2016 to February 28, 2017.

- 2.1.1 For work under the contract described in Appendix B – Statement of Work, excluding Articles 7.0 – “As and when requested” cleaning of Part C, the Contractor shall be paid in accordance with the following for work performed under the Contract.

Building	A Cleanable Area (m ²)	B Monthly hours of work required	C Firm Mensual Cost	D Yearly Cost (GST excluded) (C x 12)
1	3348,95 m ²	hrs	\$	\$
7	229,65 m ²	hrs	\$	\$
10	214,60 m ²	hrs	\$	\$
74	132,85 m ²	hrs	\$	\$
76	334,86 m ²	hrs	\$	\$
33	271,64 m ²	hrs	\$	\$
15	408,20 m ²	hrs	\$	\$
69	32,84 m ²	hrs	\$	\$
12	157,47 m ²	hrs	\$	\$
46	259,56 m ²	hrs	\$	\$
45	53,23 m ²	hrs	\$	\$
TOTAL	5,443.85 m²	hrs	\$	\$

- 2.1.2 For additional workload described in Appendix B – Statement of Work, Articles 7.0 – “As and when requested” cleaning of Part C.

Category A Heavy Duty	Category B Light Duty	Category C Work at heights	Supervisor
\$/hr	\$/hr	\$/hr	\$/hr

2.1.3 Contract Adjustment - Cost per square meter

$$\frac{\$ \text{ (Bid price, as per total Of column D, Art. 2.1.1)}}{5,443.85 \text{ m}^2 \text{ (Total area to maintain)}} = \$ \div 12 = \$ \text{ (Cost per square meter per month- GST excluded) } / \text{m}^2$$

**2.2 Option year (3 years) : From March 1, 2017 to February 29, 2020.**

2.2.1 For work under the contract described in Appendix B – Statement of Work, excluding Articles 7.0 – “As and when requested” cleaning of Part C, the Contractor shall be paid in accordance with the following for work performed under the Contract

Building	A Cleanable Area (m ²)	B Monthly hours of work required	C Firm Mensual Cost	D Yearly Cost (GST excluded) (C x 12)
1	3348,95 m ²	hrs	\$	\$
7	229,65 m ²	hrs	\$	\$
10	214,60 m ²	hrs	\$	\$
74	132,85 m ²	hrs	\$	\$
76	334,86 m ²	hrs	\$	\$
33	271,64 m ²	hrs	\$	\$
15	408,20 m ²	hrs	\$	\$
69	32,84 m ²	hrs	\$	\$
12	157,47 m ²	hrs	\$	\$
46	259,56 m ²	hrs	\$	\$
45	53,23 m ²	hrs	\$	\$
TOTAL	5,443.85 m²	hrs	\$	\$

2.2.2 For additional workload described in Appendix B – Statement of Work, Articles 7.0 – “As and when requested” cleaning of Part C.

Category A Heavy Duty	Category B Light Duty	Category C Work at heights	Supervisor
\$/hr	\$/hr	\$/hr	\$/hr

2.2.3 Contract Adjustment - Cost per square meter

$$\frac{\$ \text{ (Bid price, as per total Of column D, Art. 2.2.1)}}{5,443.85 \text{ m}^2 \text{ (Total area to maintain)}} = \frac{\$}{12} = \$ \text{ (Cost per square meter per month- GST excluded) / m}^2$$

*** Definitions**

- “Class A work”: heavy maintenance work such as washing walls, windows, ceilings, light fixtures, chalk-boards, sweeping floors with a dust mop one metre or more in width; stripping, washing or treating floors, removing spots on floors with a wet mop that is more than 340.2 g and a bucket that is more than 12 litres, cleaning carpets, removing waste and the contents of recycling bins larger than 11.34 kg and dusting areas not accessible from floor level;
- “Class B work”: any light maintenance work in areas accessible from floor level exclusively, such as dusting, cleaning offices, tables, chairs and other furniture, cleaning ashtrays and wastepaper baskets of 11.34 kg or less, washing light fixtures and cleaning marks on walls and floors with a wet mop that is 340.2 g or less and a bucket that is 12 litres or less,



sweeping floors with a broom, a dust mop or a vacuum cleaner, washing glass partitions and doing light maintenance of washrooms;

- “Class C work”: the washing of windows and interior and exterior surfaces of buildings requiring the employee to work above ground on a scaffold, bosun's chair or to be held by safety belts inside or outside windows;

Name

Signature

Date



APPENDIX D

CERTIFICATION REQUIREMENTS

The following certification requirements apply to this Request for Proposal (RFP) document. Bidders should include, with their proposal, a signed copy of this certification below.

A) LEGAL ENTITY AND CORPORATE NAME

Please certify that the Bidder is a legal entity that can be bound by the contract and sued in court and indicate **i)** whether the Bidder is a corporation, partnership or sole proprietorship, **ii)** the laws under which the Bidder was registered or formed, **iii)** together with the registered or corporate name. Also identify **iv)** the country where the controlling interest/ownership (name if applicable) of the Bidder is located.

- i) _____
- ii) _____
- iii) _____
- iv) _____

Any resulting Contract may be executed under the following:

Corporate full legal name: _____
Place of business (complete address): _____
Contact person: _____
Phone: _____
Email: _____
GST number: _____

B) EDUCATION/EXPERIENCE CERTIFICATION

We certify that all statements made with regard to the education and the experience of individuals proposed for completing the subject Work are accurate and factual, and we are aware that the Minister reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared **non-responsive** or in other action which the Minister may consider appropriate.

C) PRICE/RATE CERTIFICATION

"We hereby certify that the price quoted have been computed in accordance with generally accepted accounting principles applicable to all like services rendered and sold by us, that such prices are not in excess of the lowest prices charged anyone else, including our most favoured customer for like quality and quantity so the services, does not include an element of profit on the sale in excess of that normally obtained by us on the sale of services of like quality and quantity, and does not include any provision for discounts or commissions to selling agents".



D) VALIDITY OF PROPOSAL

It is requested that proposals submitted in response to this Request for Proposal be:

- valid in all aspects, including price, for not less than one hundred and twenty (120) days from the closing date of this RFP; and,
- signed by an authorized representative of the Bidder in the space provided on the RFP; and,
- provide the name and telephone number of a representative who may be contacted for clarification or other matters relating to the Bidder's proposal.

E) AVAILABILITY AND STATUS OF PERSONNEL

The Bidder certifies that, should it be authorized to provide services under any contract resulting from this RFP, the employees proposed in its proposal will be available to commence performance of the work within a reasonable time from contract award, or within the time specified herein.

If the Bidder has proposed any person in fulfilment of this requirement who is not an employee of the Bidder, the Bidder hereby certifies that it has written permission from such person to propose the services of such person in relation to the work to be performed in fulfilment of this requirement and to submit such person's résumé to the Contracting Authority.

During the proposal evaluation, the Bidder MUST upon the request of the Contracting Authority provide a copy of such written permission, in relation to any or all non-employees proposed. The Bidder agrees that failure to comply with such a request may lead to disqualification of the Bidder's proposal from further consideration.

F) FORMER PUBLIC SERVANT – STATUS AND DISLCOSURE

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

Definitions

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or



- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

"pension" means, 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 report.

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? Yes () No ()

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.



G) JOINT VENTURES

1.0 In the event of a proposal submitted by a contractual joint venture, the proposal shall be signed by either all members of the joint venture or a statement shall be provided to the effect that the signatory represents all parties of the joint venture. The following will be completed if applicable:

1. The Bidder represents that the bidding entity is/is not (delete as applicable) a joint venture in accordance with the definition in paragraph 3.
2. A Bidder that is a joint venture represents the following additional information:

(a) Type of joint venture (mark applicable choice):

- ☐ Incorporated joint venture
- ☐ Limited partnership joint venture
- ☐ Partnership joint venture
- ☐ Contractual joint venture
- ☐ Other

(b) Composition (names and addresses of all members of the joint venture)

3. Definition of joint venture

A joint venture is an association of two or more parties who combine their money, property, knowledge, skills, time or other resources in a joint business enterprise agreeing to share the profits and the losses and each having some degree of control over the enterprise. Joint ventures may be carried on in a variety of legal forms divided into three categories:

- (a) The incorporated joint venture;
- (b) The partnership venture;
- (c) The contractual joint venture where the parties combine their resources in the furtherance of a single business enterprise without actual partnership or corporate designation.

4. The joint venture team arrangement is to be distinguished from other types of Contractor arrangements, such as:

- (a) Prime Contractor, in which, for example, the purchasing agency contracts directly with a Contractor (prime) who acts as the system assembler and integrator, with major components, assemblies and subsystems normally subcontracted;
- (b) Associated Contractor, in which for example, the purchasing agency contracts directly with each of the major component suppliers and performs the integration tasks or awards a separate contract for this purpose.

5. If the Contract is awarded to an unincorporated joint venture, all members of the joint venture shall be jointly and severally responsible for the performance of the Contract.



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

Name

Signature

Date

APPENDIX E

MAINTENANCE PROGRAM

Sherbrooke Research and Development Centre

FREQUENCY	#	FREQUENCY PER DAY	D	THRICE A YEAR
	A	FIVE DAYS A WEEK	E	TWICE A YEAR
	B	ONCE A WEEK	F	ONCE A YEAR
	C	ONCE A MONTH	G	WHEN REQUESTED

BUILDINGS: 1,7,10,74,76,33,15,69,12,46 and 45

Hours for Cleaning Operations: Monday to Friday, 16:00 to 01:00

		#	A	B	C	D	E	F	G
Floors - Uncarpeted (tiles, cushion tile, ceramic tile, battleship, linoleum, marmoleum, terrazzo, slate, rubber, hardwood, painted and epoxy concrete)	- Sweep all uncarpeted floors, except for the concrete floors		A						
	- Clean all uncarpeted floors except for the stairwells and photocopier rooms		A						
	- Spot-clean laboratories, offices, workstations and stairwells.		A						
	- Mop laboratories, offices, workstations, stairwells, photocopying rooms			B					
	- Sweep and mop concrete floors.			B					
	- Remove foot grills, clean recessed pan and replace foot grills.			B					
	- Lift entrance mats and clean the floor underneath.			B					
	- Brush, strip, wax and and polish all uncarpeted floors.							F	
Floors - Carpeted	- Spot-cleaning.		A						
	- Cut any loose threads.		A						
	- Clean spills and stains (identify permanent stains).		A						
	- Vacuum all carpets.			B					

	- Steam-clean all carpets.								F	
Entrance Mats	- Vacuum all entrance mats (November 1st to April 30th).		A							
	- Cut any loose threads.		A							
	- Clean spills and stains (identify permanent stains).		A							
	- Vacuum all entrance mats (May 1st to October 31st).			B						
	- All entrance mats should be steam-cleaned in January, May and October. The exact dates must be planned and approved by the Project Authority.					D				
Entrances, Exits, Lobbies and Receptions/Security	- Remove any litter.		A							
	- Empty garbage bins and replace the bin liners, when needed.		A							
	- Clean glass doors and their frames, on both sides.		A							
	- Clean benches, countertops and counter sides with a damp cloth.		A							
	- Spot-clean display cases, directory board glass, sidelights and walls.		A							
	- Clean doors and sash windows.		A							
	- Dust.			B						
	- Dust newspaper display stands.			B						
	- Polish all metals			B						
	- Clean display cases and directory boards			B						
	- Clean wall vents.				C					
	- Clean sidelights and their frames.				C					
	- Dust high surfaces.				C					
Hallways and Corridors	- Remove any litter.		A							
	- Empty garbage bins and replace bin liners.		A							
	- Check blue recycling containers or stations; empty and replace the bags.		A							
	- Spot-clean doors, sash windows, walls, display cases, directory board glass and sidelights.		A							
	- Clean and disinfect the drinking fountains.		A							
	- Dust.			B						

	- Clean partition walls on both sides			B					
	- Dust fire extinguishers and first-aid kits installed on the walls.			B					
	- Polish all metals			B					
	- Clean inside fire cabinets and dust fire extinguishers.				C				
	- Clean fire cabinet windows on both sides.				C				
	- Dust high surfaces.				C				
Elevators	- Remove any litter		A						
	- Clean the interior and exterior of the metal panels.		A						
	- Spot-clean doors, frames, walls and control panels		A						
	- Scrape and vacuum the elevator door sills and those of the landings.			B					
	- Polish metal with the appropriate product.			B					
	- Clean automatic door sensors using an approved glass cleaner.			B					
	- Clean walls, doors and door frames.				C				
Stairwells	- Remove any litter.		A						
	- Clean glass doors and sash windows.		A						
	- Spot-clean walls, doors and sidelights.		A						
	- Dust.			B					
	- Remove cobwebs in the corners near the ceiling.			B					
	- Clean stairs.			B					
	- Polish all metal surfaces			B					
	- Clean sidelights on both sides of the doors.				C				
	- Clean all baseboard heaters.				C				
	- Dust high surfaces.				C				
Function rooms	- Empty garbage and blue recycling bins and replace bags.		A						
	- Clean counter and kitchen sink.		A						

	- Dust.		A						
	- Clean table tops.		A						
	- Polish all metals.		A						
	- Put chairs back correctly.		A						
	- Spot-clean the outside of the refrigerator and kitchen cabinets, the walls and the doors.		A						
	- Dust high surfaces.			B					
	- Dust coat rack			B					
	- Clean garbage and blue recycling bins and replace the bags when required.			B					
Offices, Workstations, Meeting Rooms and Conference Rooms	- Remove any litter.		A						
	- Empty garbage bins and replace liners.		A						
	- Wipe chair armrests and put chairs back correctly.		A						
	- Spot-clean tables, desks, workstations, sashes, doors, bookcase glass, glass desk		A						
	- Clean tables and chairs.		A						
	- Remove any marks/fingerprints on the outside of the filing cabinets.			B					
	- Empty blue recycling bins and replace bags as required.			B					
	- Clean the outside of the workstation filing cabinets.			B					
	- Dust.			B					
	- Dust empty shelves			B					
	- Dust high surfaces.				C				
	- Clean table legs and blue recycling bins with a damp cloth.				C				
	- Clean chair legs, doors, sash windows and garbage bins.				C				
Cafeteria	- Remove any litter.		A						
	- Empty trash cans and blue recycling bins, replace bags when required.		A						
	- Clean tables and chairs.		A						

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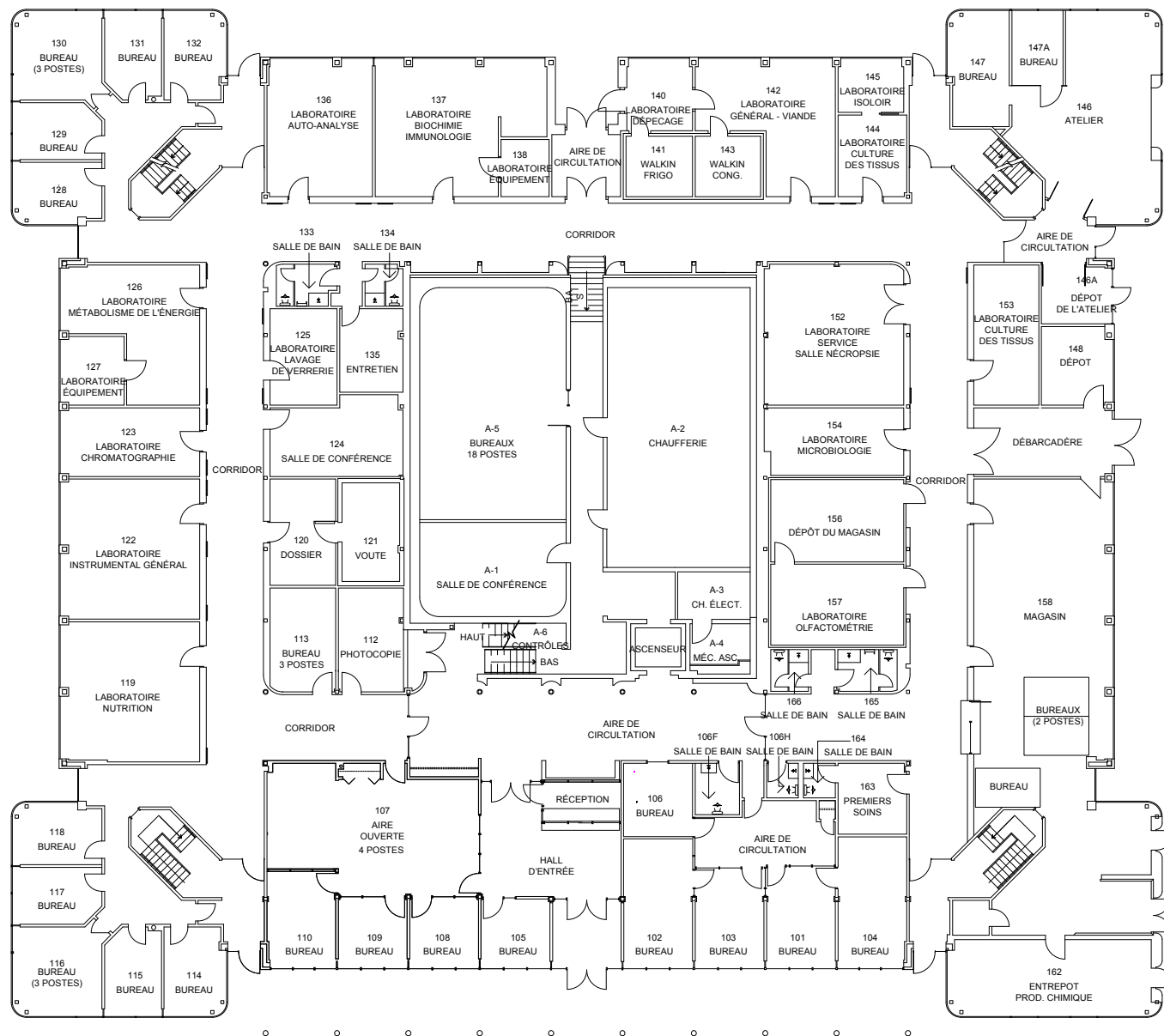
	taps, shower faucets and counters.								
	- Remove litter from urinal strainers and replace when required.		A						
	- Clean all mirrors.		A						
	- Polish all metals (lights, dispensers, receptacles).		A						
	- Clean and polish the hand and foot plates on all doors.		A						
	- Remove litter from empty lockers.		A						
	- Clean locker exteriors and benches with a damp cloth.		A						
	- Remove litter from showers and clean drains.		A						
	- Clean and disinfect shower walls with a soap-free detergent.		A						
	- Remove the rubber mats in the showers, wash the floor and put the mats back.		A						
	- Spot-clean doors, walls, partitions and sash windows.		A						
	- Dust.			B					
	- Descale toilet bowls and urinals			B					
	- Clean partitions and doors.			B					
	- Pour a clean bucket of water down the drains.			B					
	- Clean and disinfect receptacle interiors.				C				
	- Dust high surfaces.				C				
	- Dust visible pipes.				C				
Laboratories	- Remove any litter.		A						
	- Empty garbage bins and replace liners when needed.		A						
	- Spot-clean sash and glass doors		A						
	- Empty blue recycling bins and replace bags when required			B					
	- Wash and disinfect garbage bins and replace liners.				C				
	- Clean sash windows and glass doors on both sides.				C				
Freight Elevator	- Remove any litter		A						

Lobbies	- Remove trash.		A						
	- Spot-clean walls		A						
	- Remove recycling			B					
	- Do a thorough dusting.			B					
Interior of Buildings - Miscellaneous	- Dust artificial plants, remove litter and wash the outside of the pots.				C				
	- Vacuum mobile vertical filing cabinet tracks in the buildings.						E		
	*Clean air vents, diffusers, intake and exhaust grills							F	
	*Wipe ceiling fans with a damp cloth.							F	
	- Vacuum upholstered sofas, chairs and lounge chairs							F	
	- Vacuum workstation partitions							F	
	- Clean leather, vinyl and wood chairs using an approved product.							F	
	- Dust Venetian or vertical blinds							F	
	<i>(*To be scheduled with the Project Authority or his or her delegate)</i>								
Exterior of Buildings (These specifications pertain to outside entrances, exits, passageways, porches, steps, concrete platforms, and loading docks of buildings up to 2 metres from walls except for the “Butt Stop” boxes, which are included as long as they are located within 12 metres)	- Remove any litter.		A						
	- Sweep		A						
	- Remove foreign materials from grills.		A						
	- Empty and wipe the outsides of “Butt Stop” boxes.		A						
	- Clean the glass doors and metal frames on both sides		A						
	- Thoroughly clean doors, including windows and door handles.		A						
	- Spot-clean sidelights.		A						
	- Remove litter from intake grills.		A						
	- Remove cobwebs from canopies, roof, lights fixtures and handicap ramps.			B					
	- Dust the vent openings of intake and exhaust grills.			B					
	- Clean walls parallel to entrance and exit doors.			B					

	- Clean underside of canopies, roof, loading ramps, doors and platforms of the buildings.				C				
	- Clean each side of sidelights and metal door frames up to four (4) metres high.				C				
	- Sweep the handicap ramps and clean the glass ramp.				C				

APPENDIX F

PLANS



BÂTIMENT 1 – PAVILLON PRINCIPAL
REZ-DE-CHAUSSÉE ET ÉTAGE A

RÉALISÉ TREMBLAY, FRÉDÉRIC
CRÉATION 2014-09-08

FORMAT

N° CODE

N° DESSIN

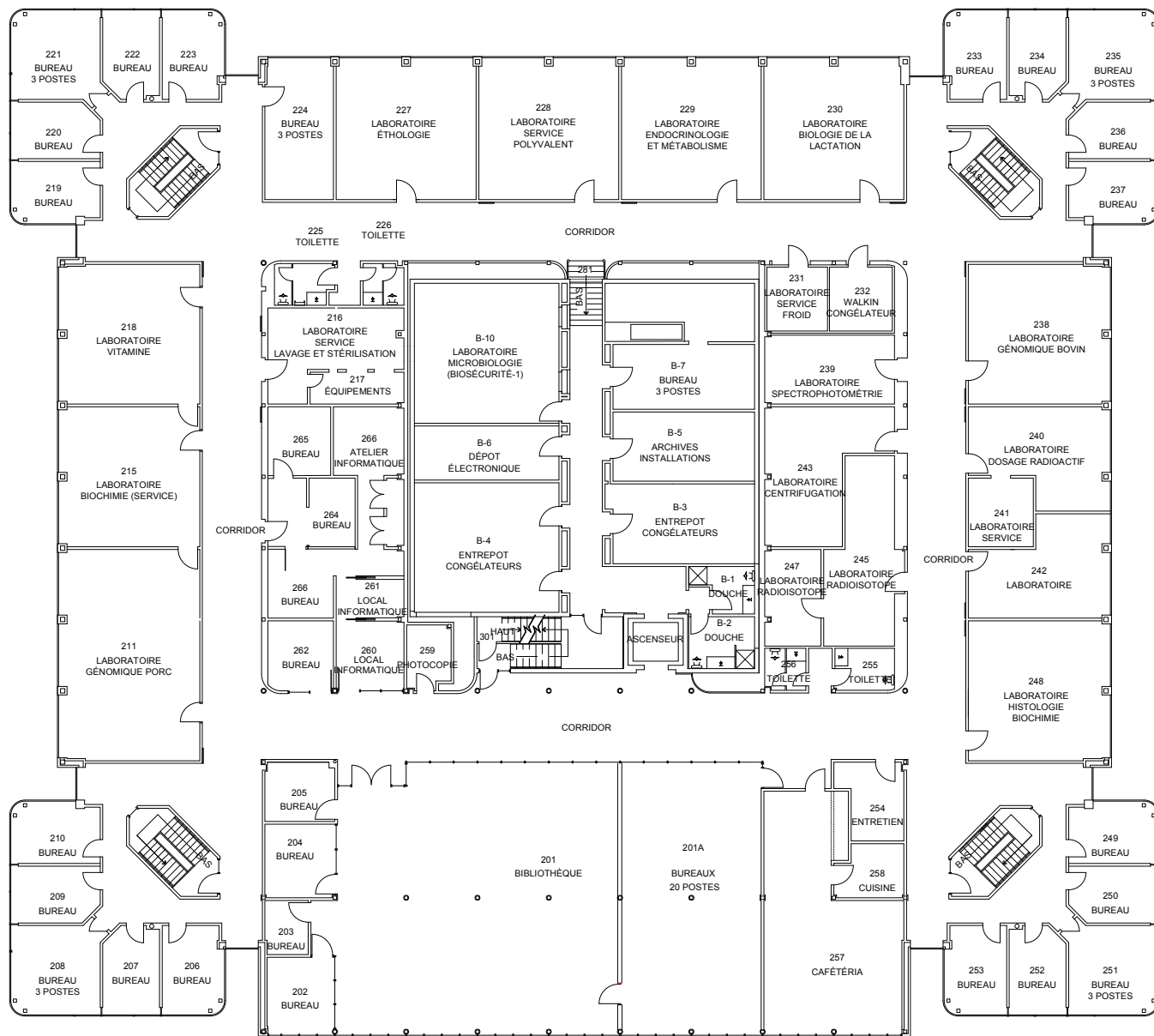
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ÉCHELLE

10:1

FEUILLE

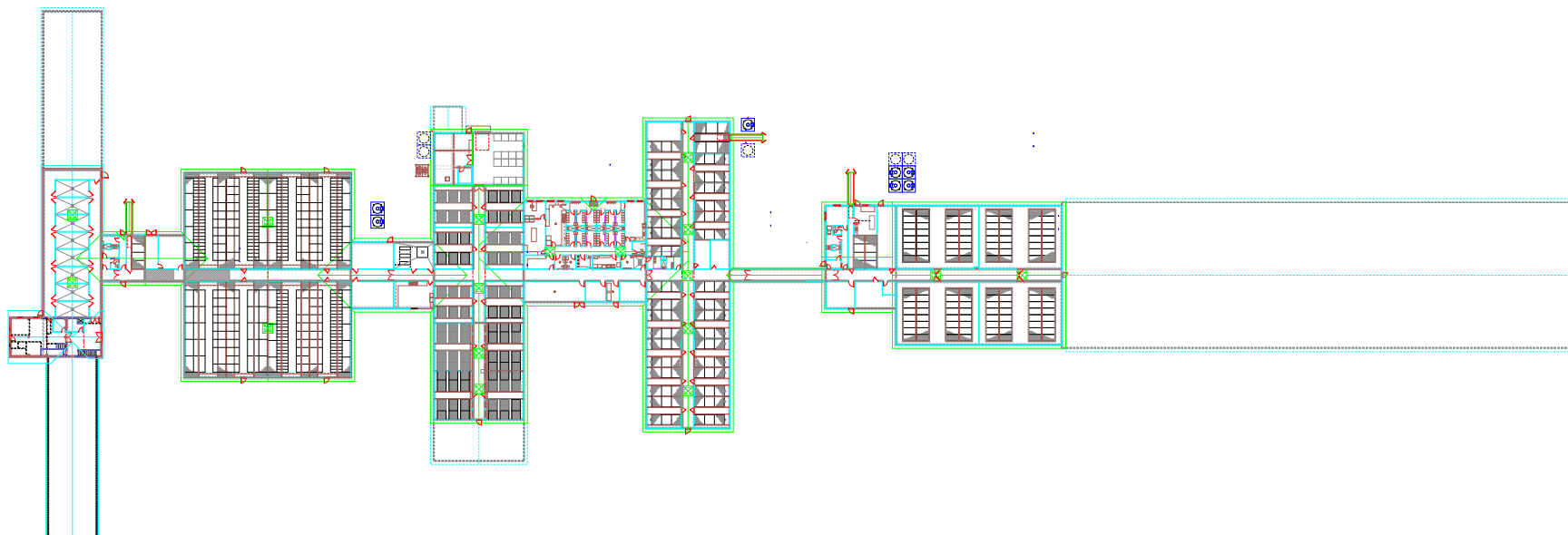
1 / 17



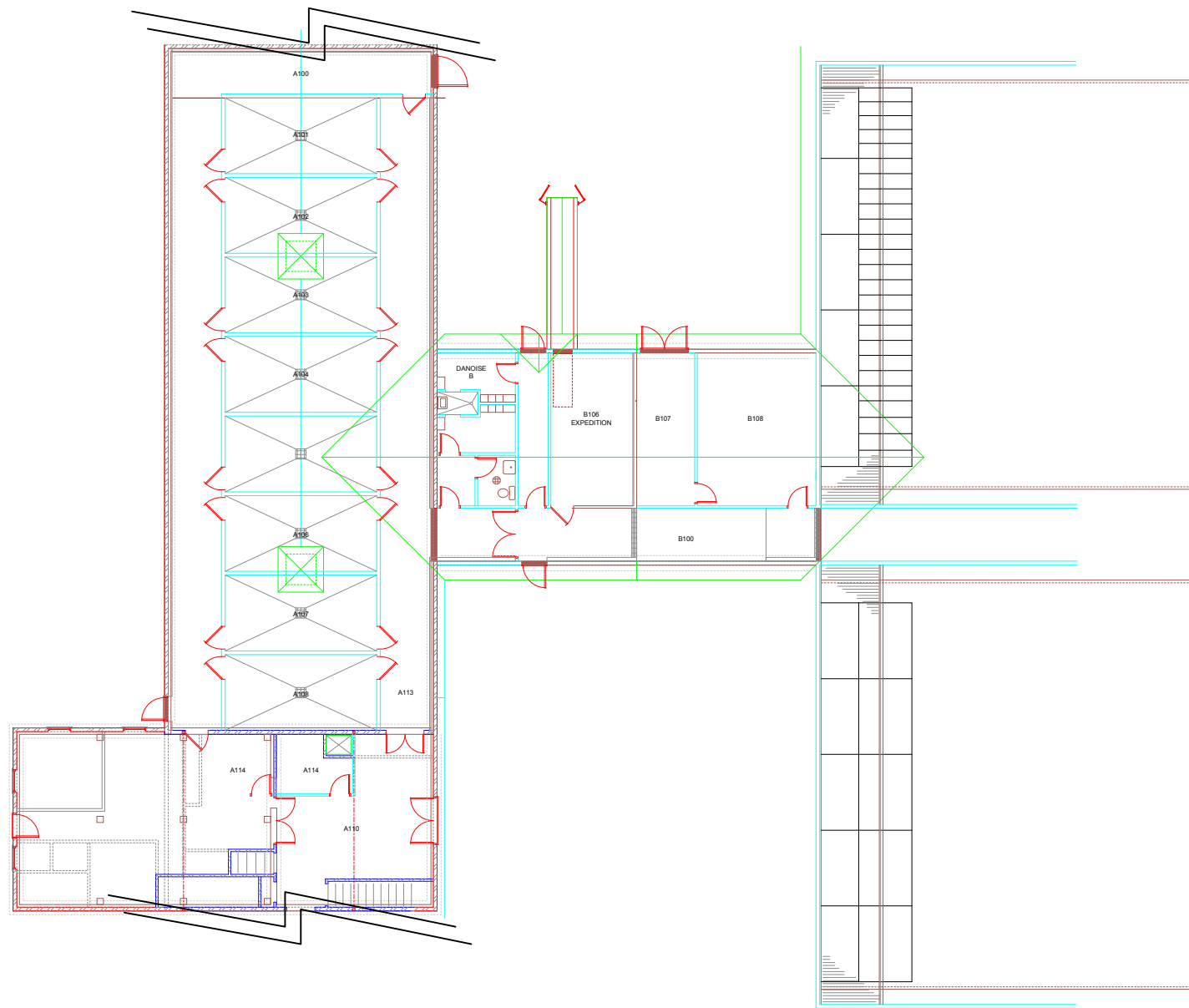
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ÉTAGE 1 ET ÉTAGE B

RÉALISÉ TREMBLAY, FRÉDÉRIC
CRÉATION 2014-09-08

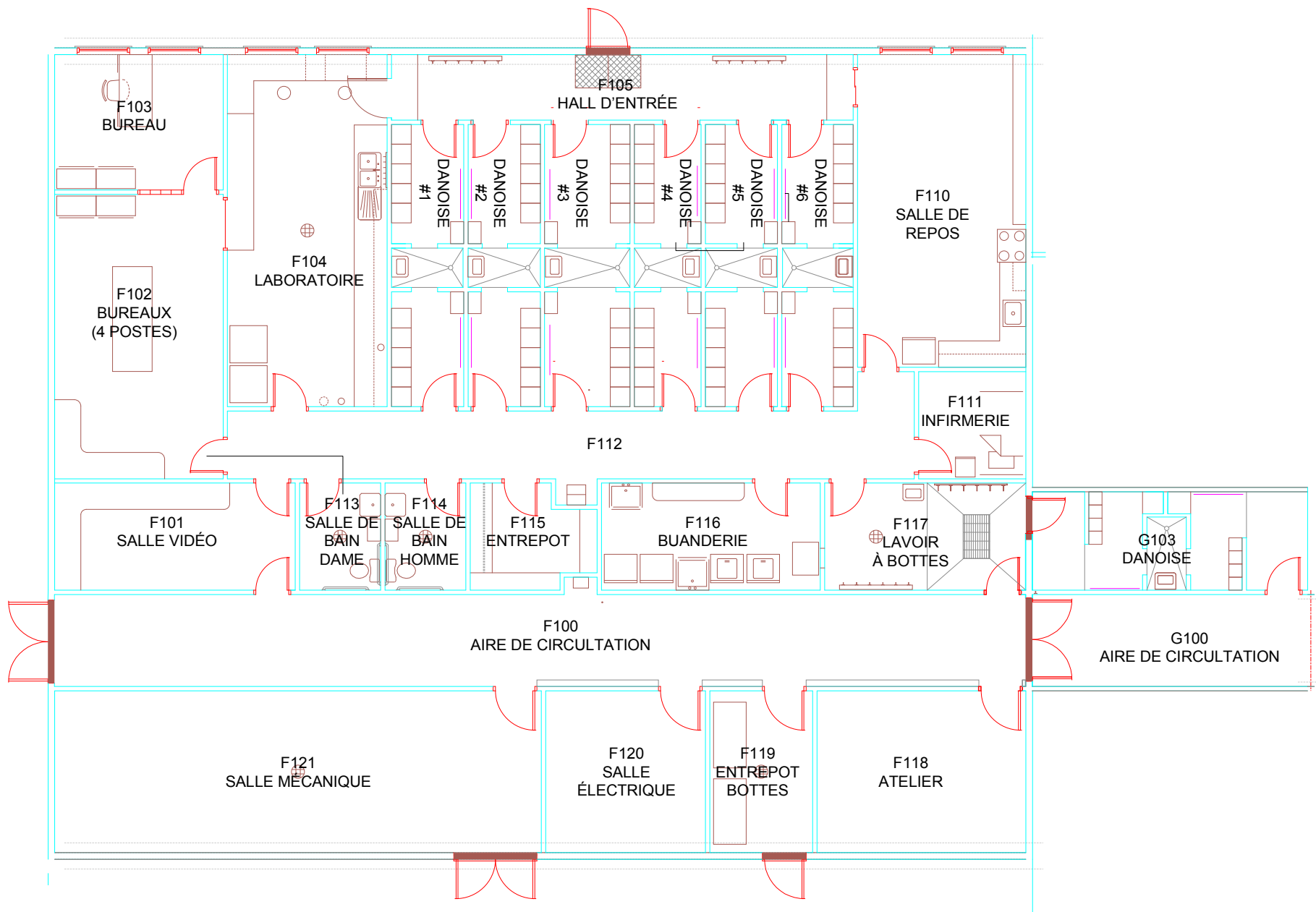
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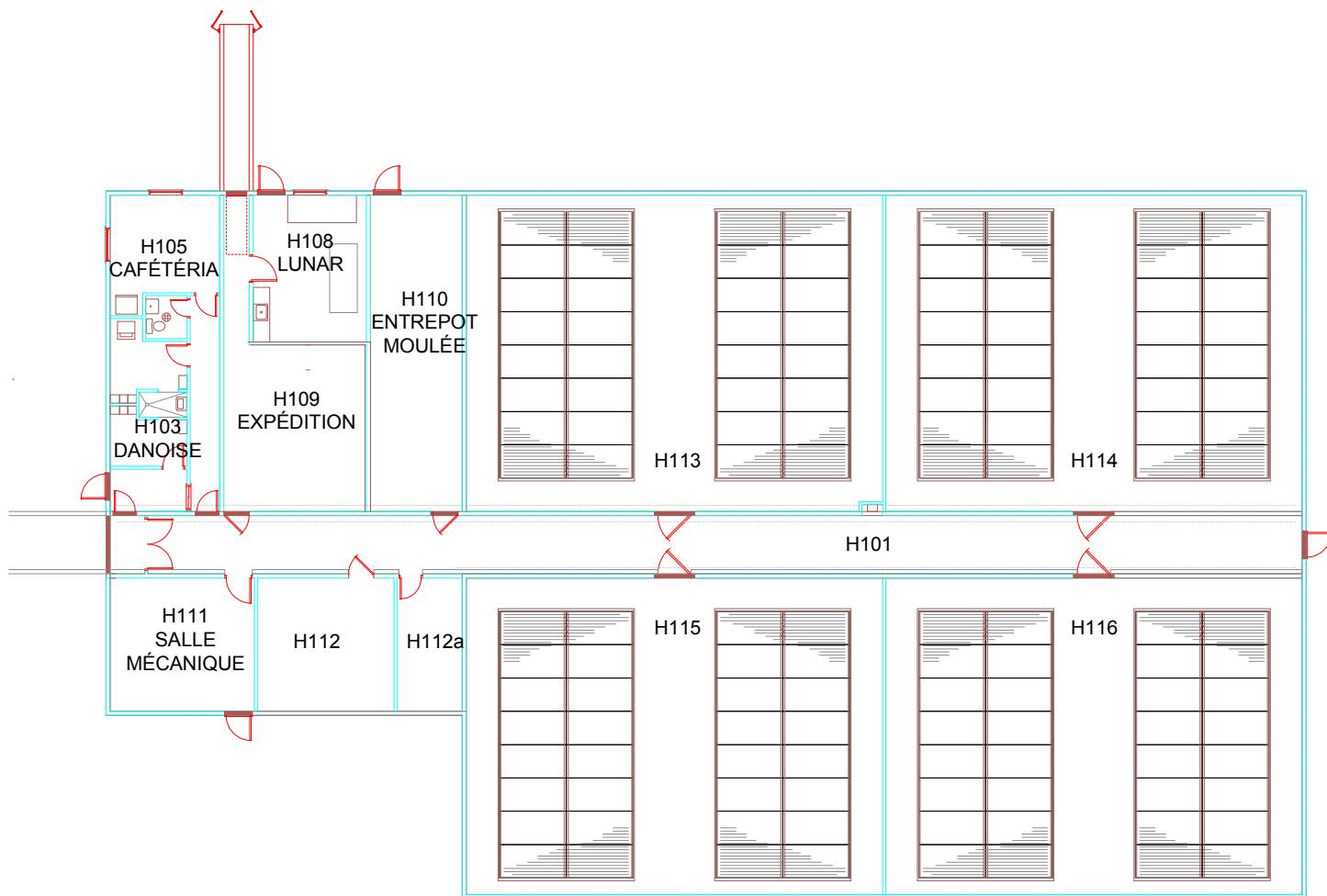
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CRÉATION	2014-08-19	ÉCHELLE	1:50		FEUILLE	3 / 17



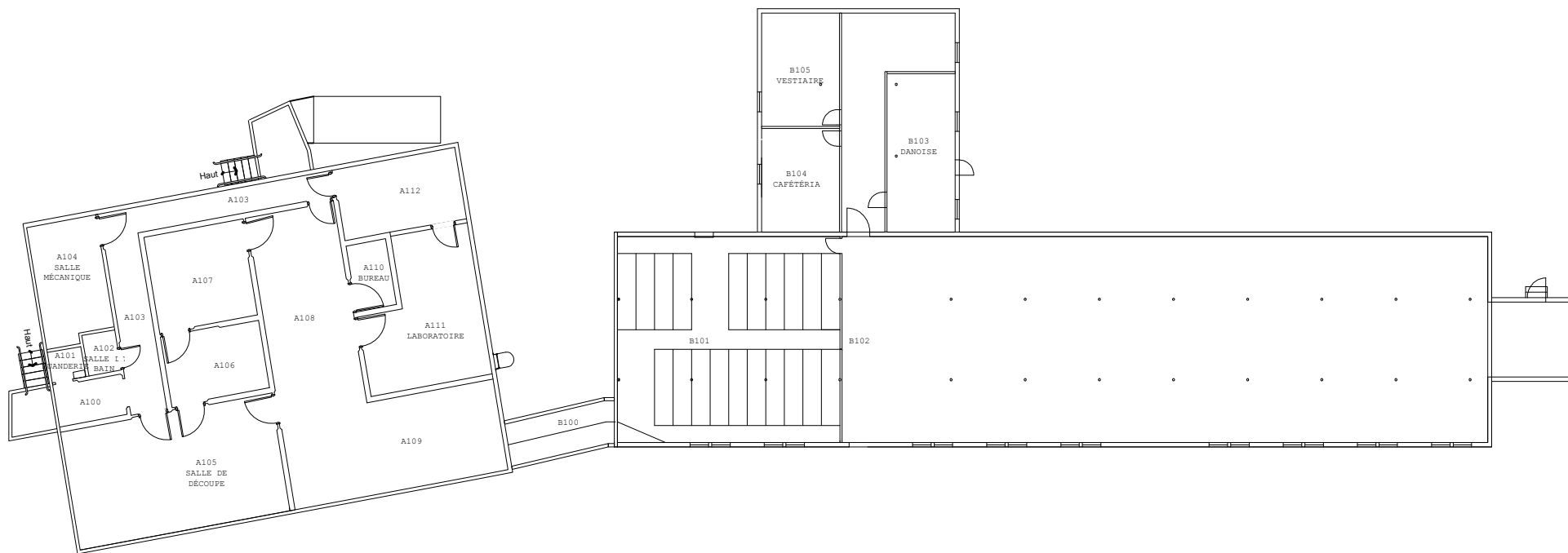
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CREATION	2014-10-17	ÉCHELLE	1:10	FEUILLE	4 / 17	



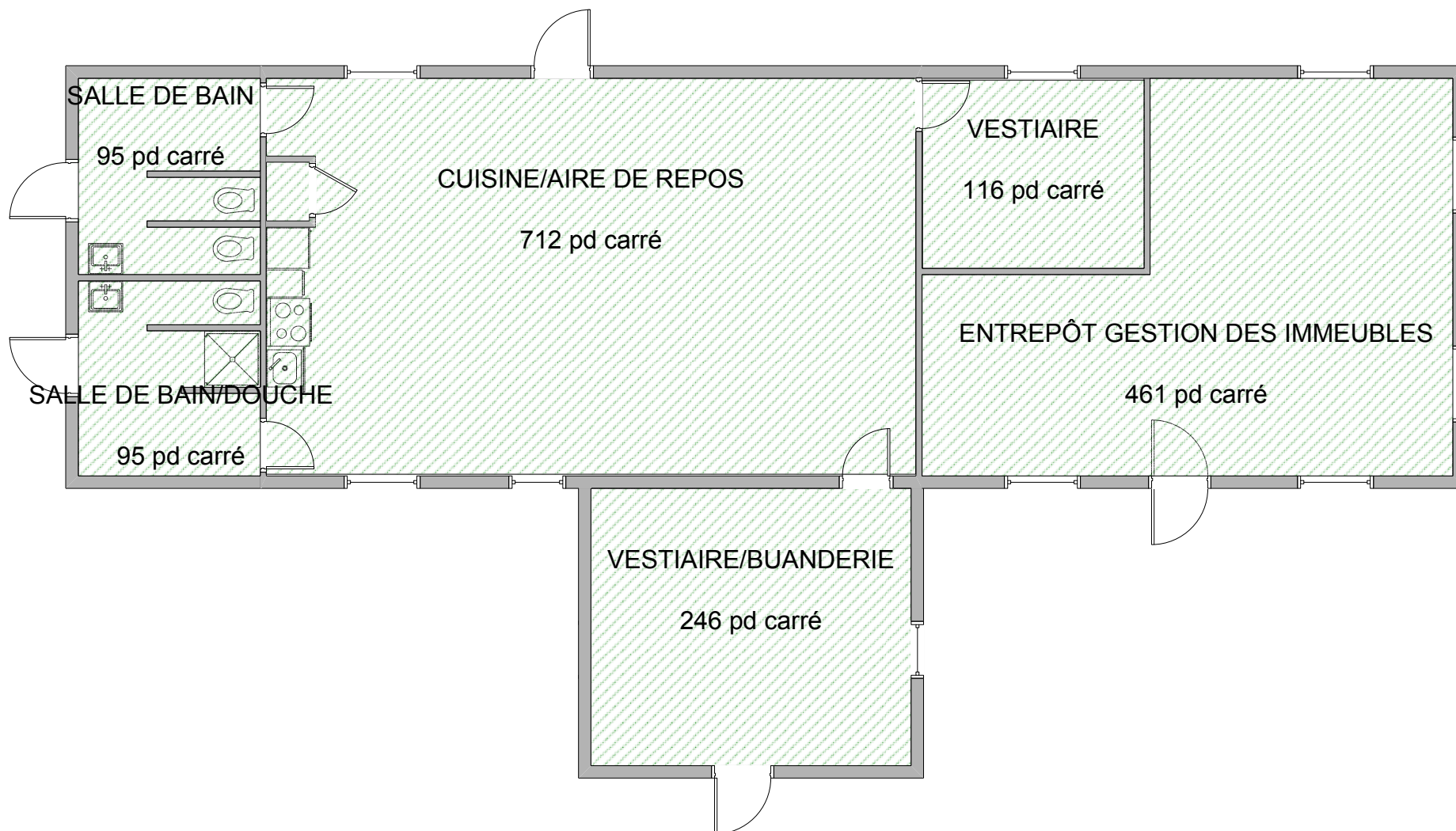
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CRÉATION	2014-10-17	ÉCHELLE	1:5		FEUILLE	5 / 17



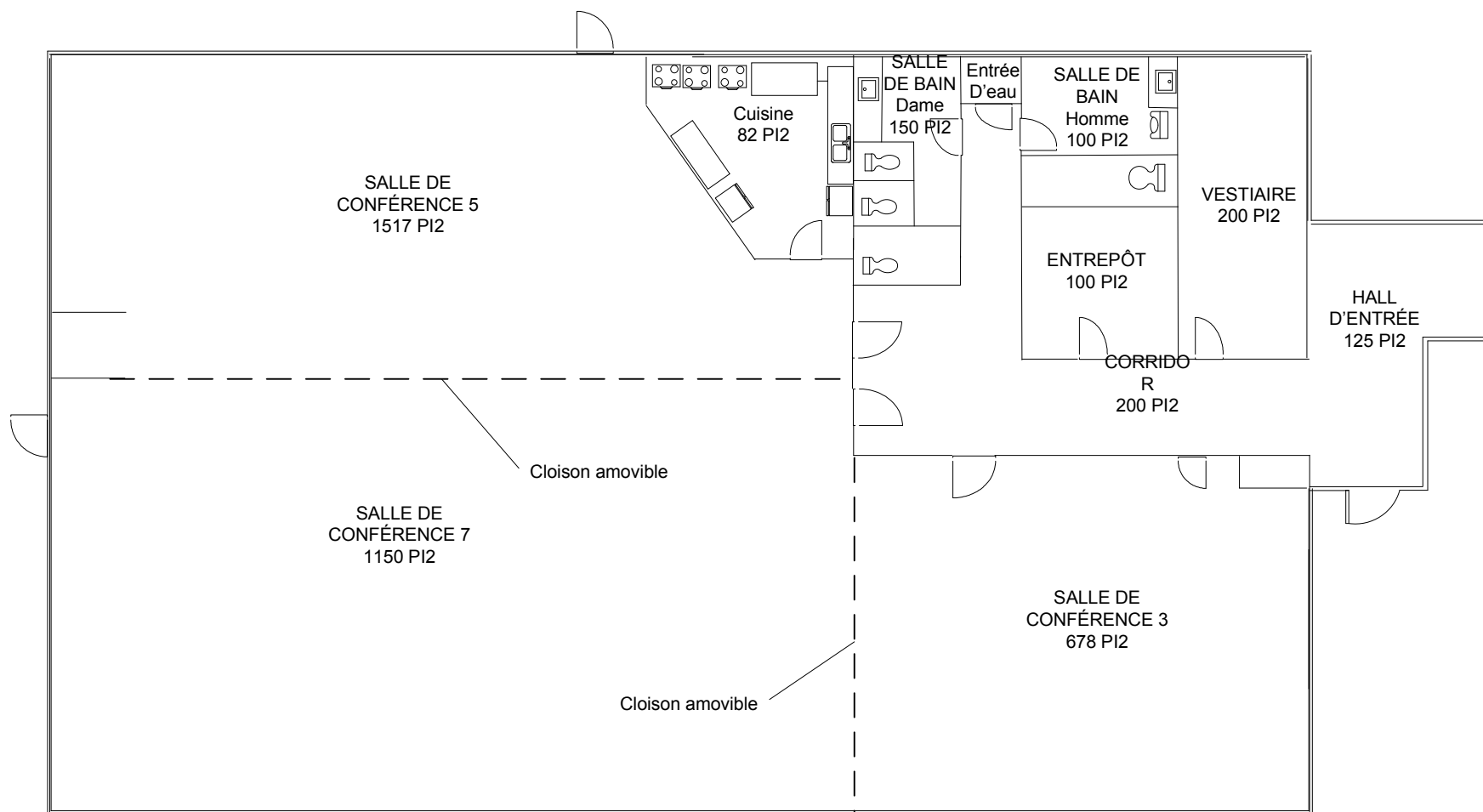
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RÉALISÉ	Tremblay, Frédéric					
CRÉATION	2014-10-17	ÉCHELLE	1:10		FEUILLE	6 / 17



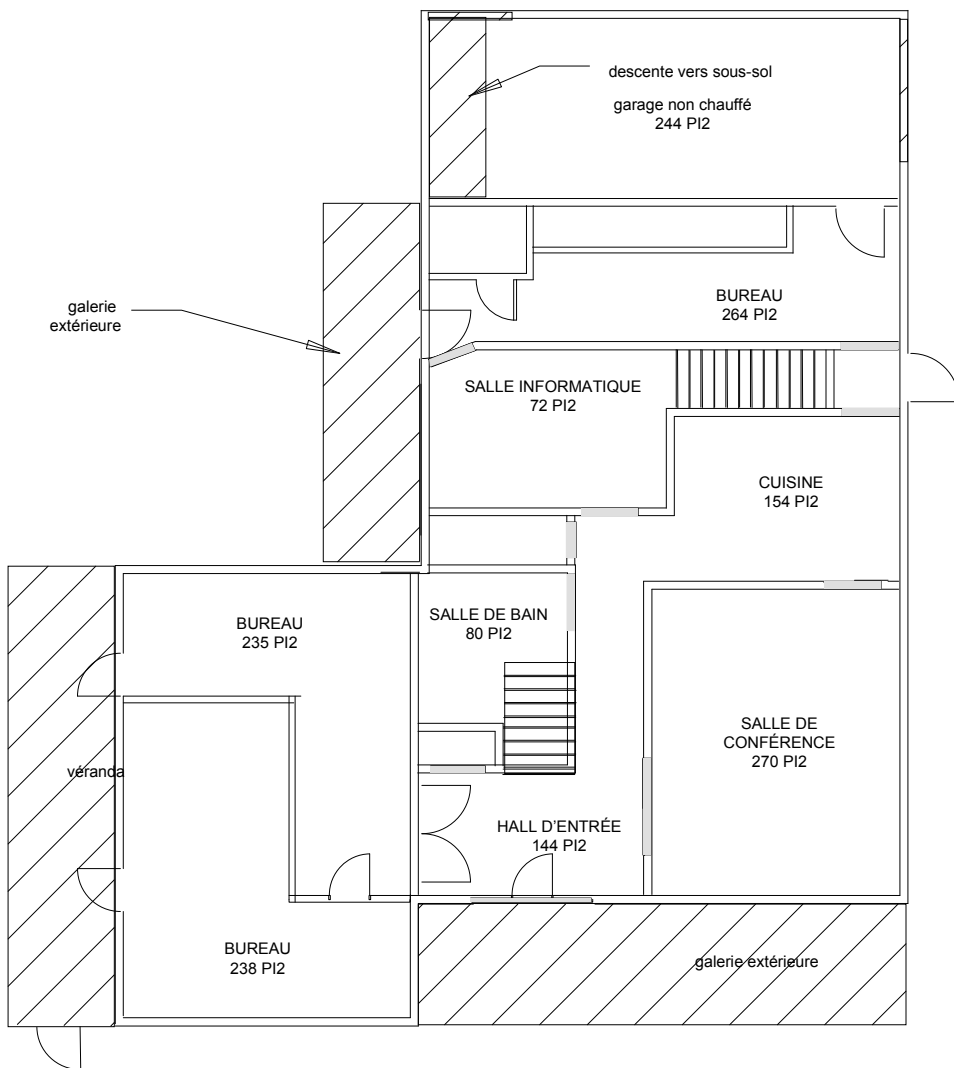
BATIMENT 10 & 10A BLOC DES VIANDES		FORMAT	N° CODE	N° DESSIN		RÉV
RÉALISÉ	Tremblay, Frédéric					
CRÉATION	2014-08-19	ÉCHELLE	1:250		FEUILLE	7 / 17



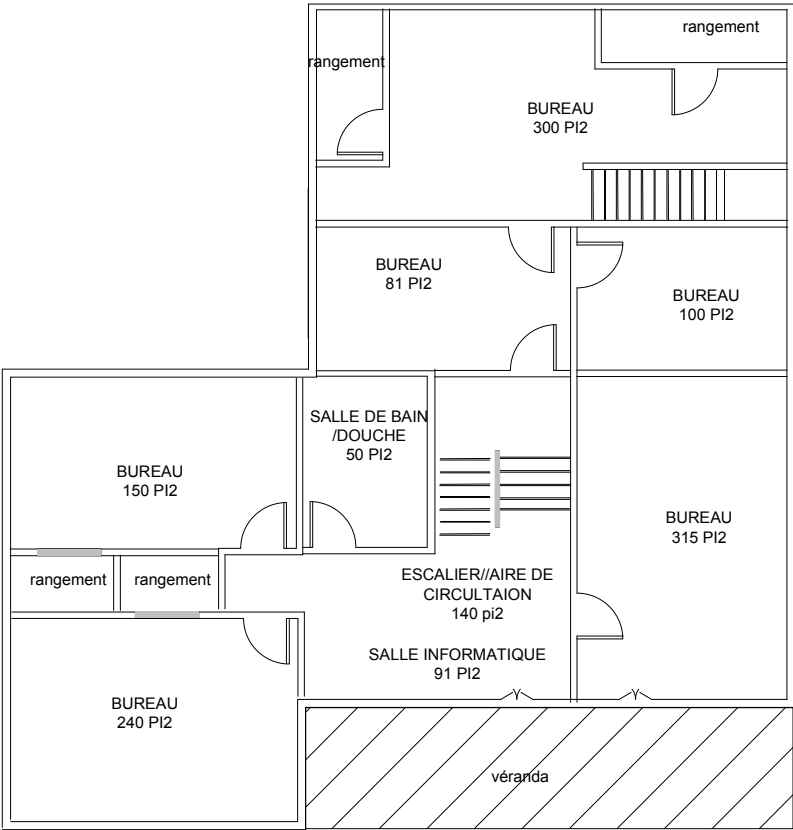
BATIMENT 12 BÂTIMENT DES EMPLOYÉS		FORMAT	N° CODE	N° DESSIN		RÉV
RÉALISÉ		Tremblay, Frédéric				
CRÉATION	2015-06-15	ÉCHELLE		1:96	FEUILLE	8 / 17



BATIMENT 15 PAVILLON SÉVIGNY		FORMAT	N° CODE	N° DESSIN		RÉV
RÉALISÉ	Tremblay, Frédéric					
CRÉATION	2014-10-17	ÉCHELLE	1:6,667		FEUILLE	9 / 17

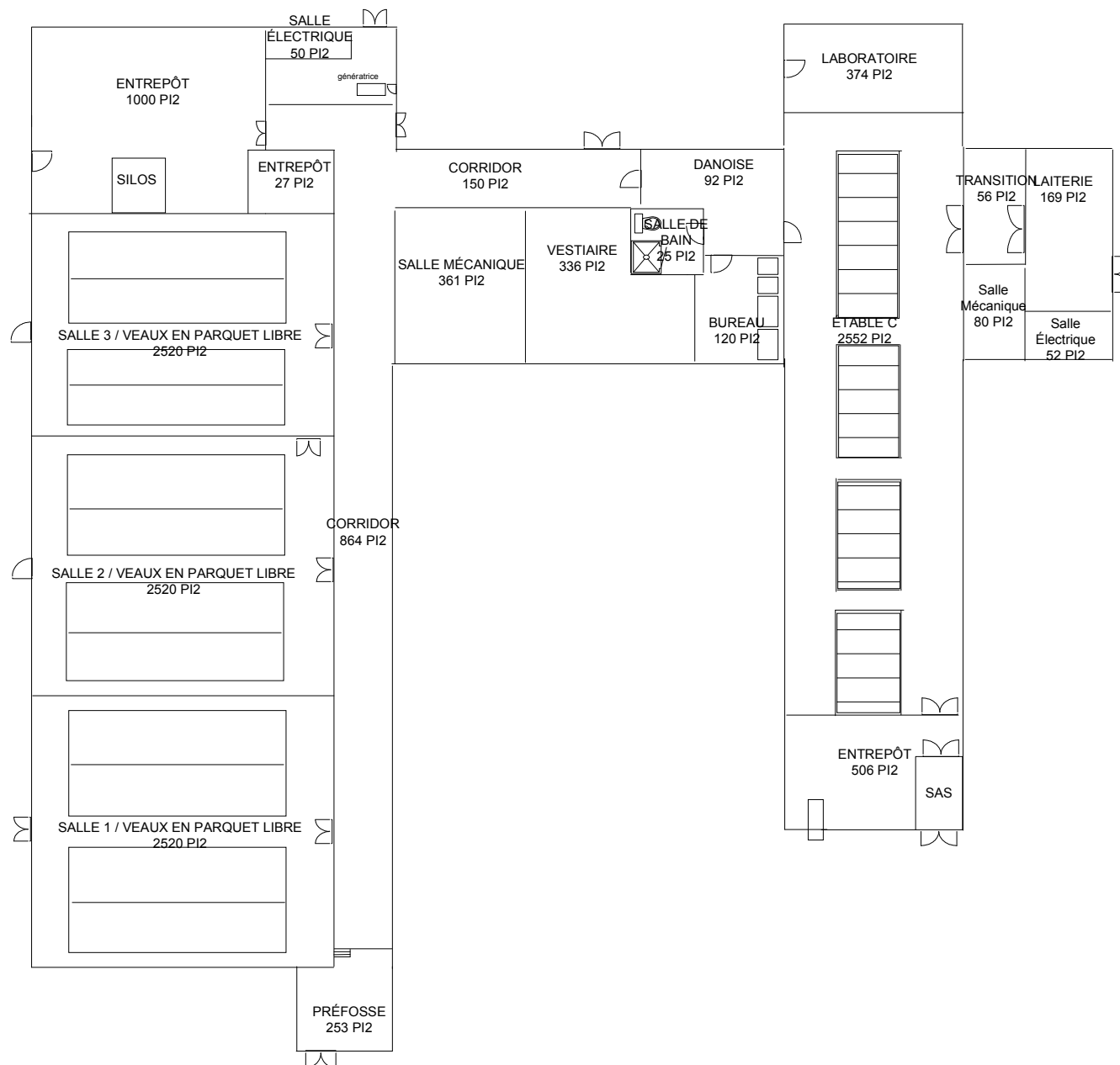


Rez-de-chaussée

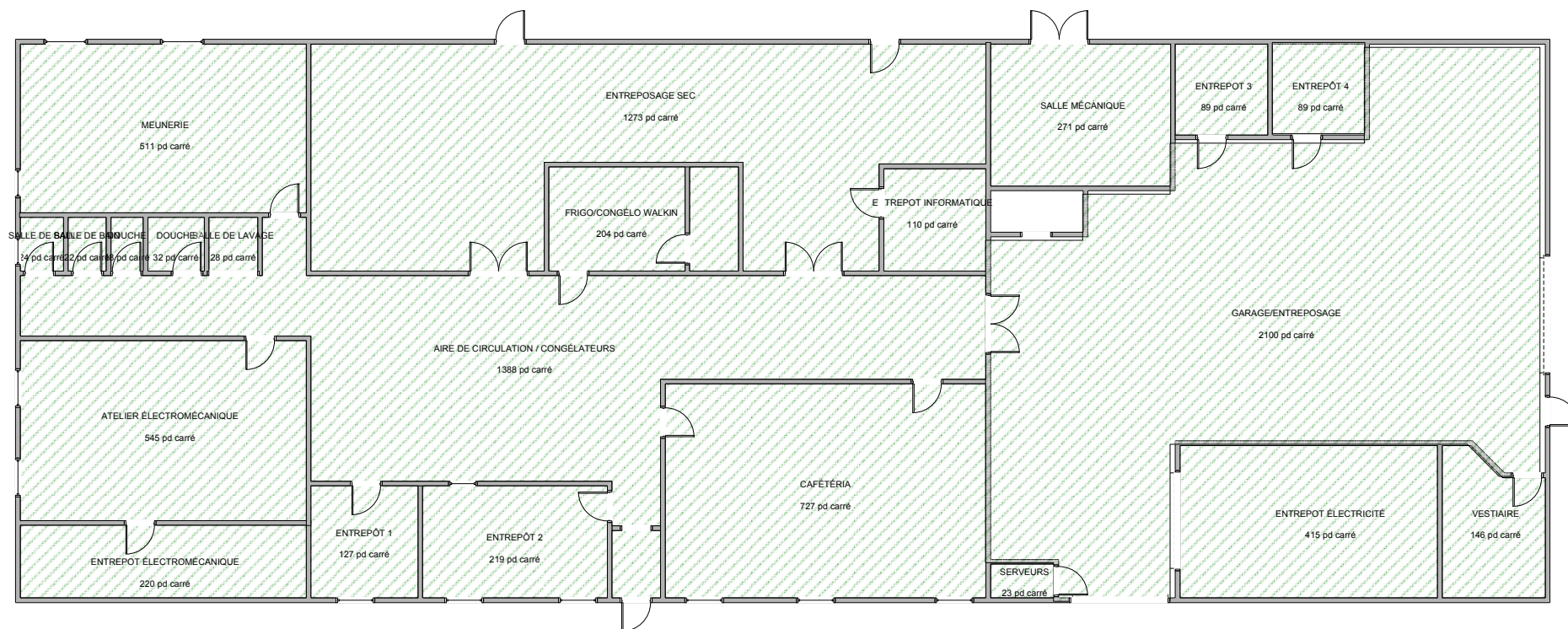


Étage

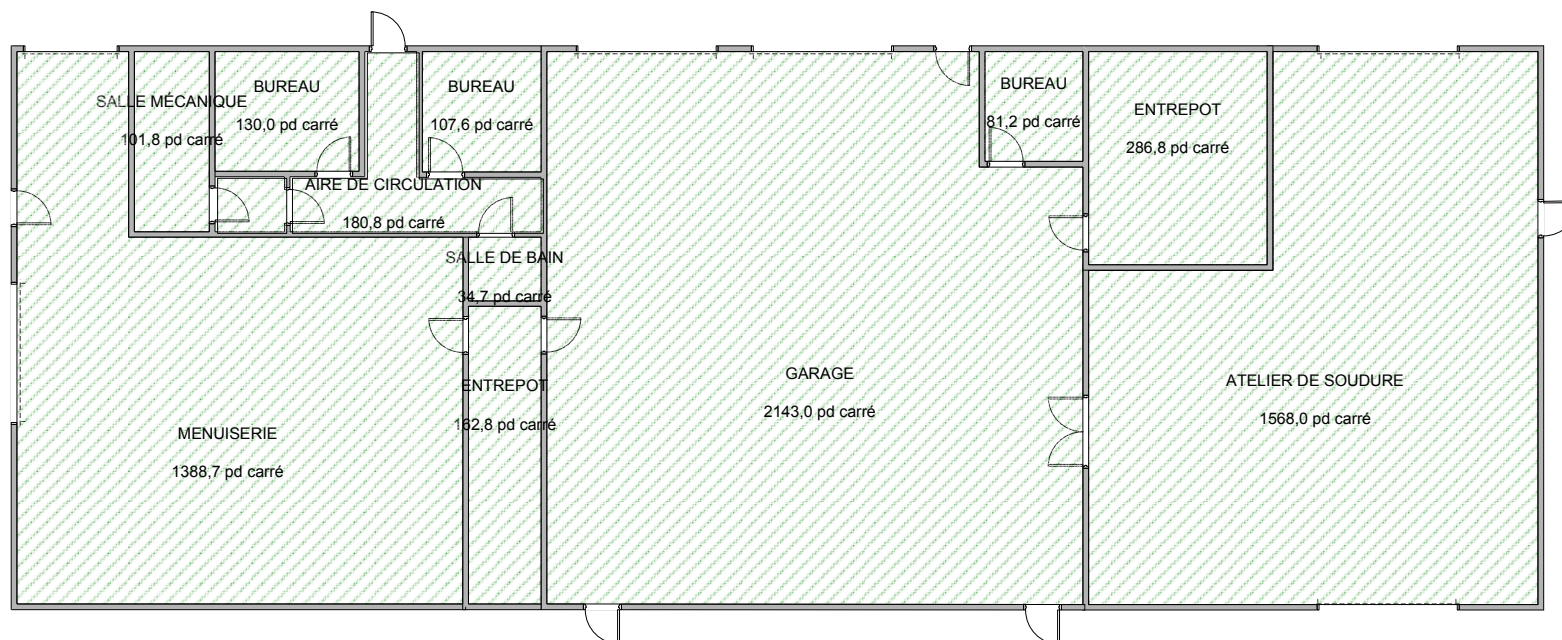
BÂTIMENT 33		FORMAT		N° CODE		N° DESSIN		RÉV
MAISON DU DIRECTEUR								
REZ-DE-CHAUSSÉE ET ÉTAGE								
RÉALISÉ	TREMBLAY, FRÉDÉRIC							
CRÉATION	2014-10-17	ÉCHELLE	1:5			FEUILLE	10 / 17	



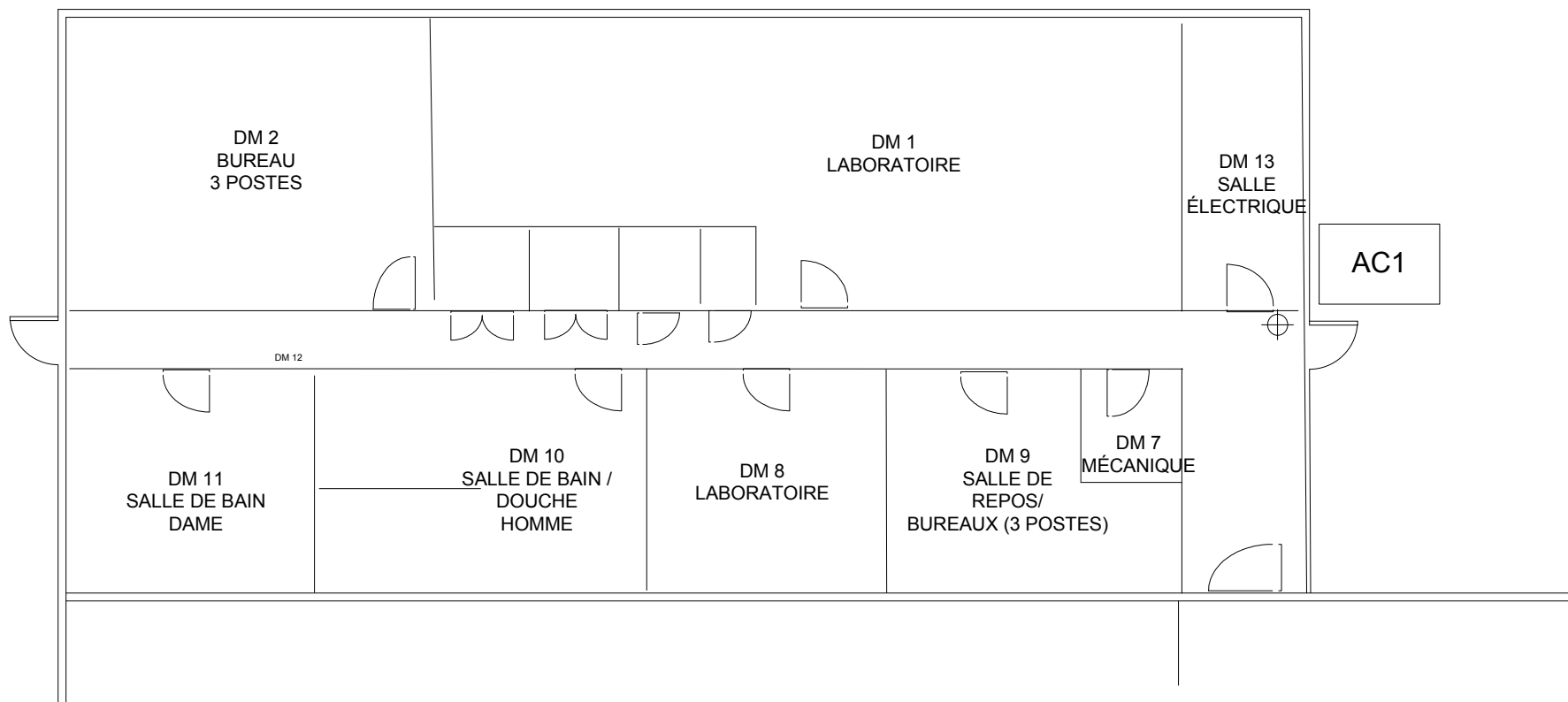
BATIMENT 45 B & C ÉTABLES À VEAUX ET BIOSÉCURITÉ		FORMAT	N° CODE	N° DESSIN		RÉV
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CRÉATION	2014-09-08	ÉCHELLE	1:25		FEUILLE	11 / 17



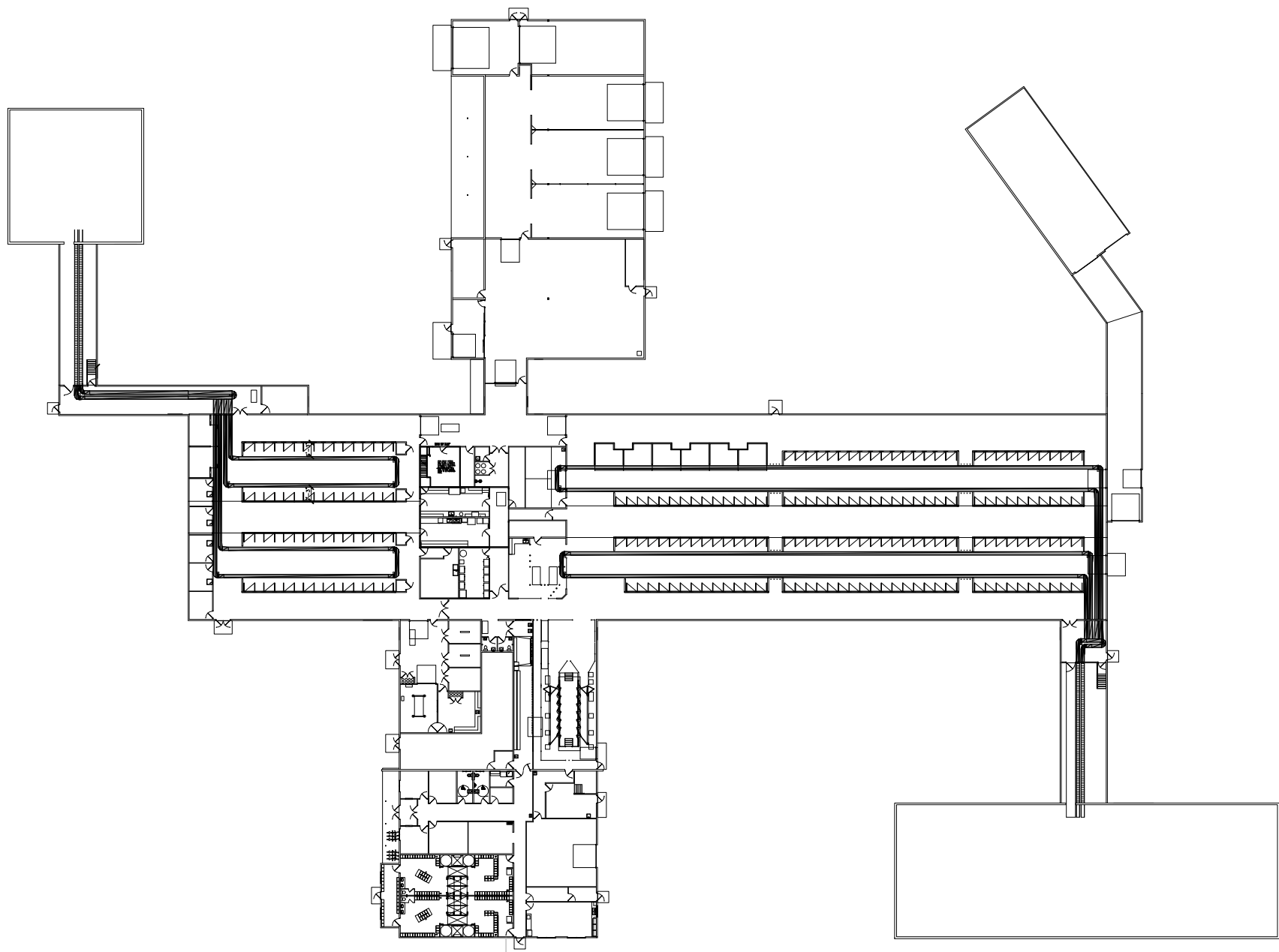
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RÉALISÉ	TREMBLAY, FRÉDÉRIC				
CRÉATION	2014-10-17	ÉCHELLE	1:200	FEUILLE	12 / 17



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RÉALISÉ	TREMBLAY, FRÉDÉRIC				
CRÉATION	2014-10-17	ÉCHELLE	1:200	FEUILLE	13 / 17



BATIMENT 74 SCIENCES DE L'ENVIRONNEMENT		FORMAT	N° CODE	N° DESSIN		RÉV
RÉALISÉ	Tremblay, Frédéric					
CRÉATION	2014-10-17	ÉCHELLE	1:16,6667	FEUILLE	14 / 17	



BATIMENT 76
COMPLEXE LAITIER
VUE GÉNÉRALE

RÉALISÉ Tremblay, Frédéric

CRÉATION 2014-10-17

FORMAT N° CODE

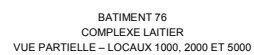
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FEUILLE

15 / 17

RÉV



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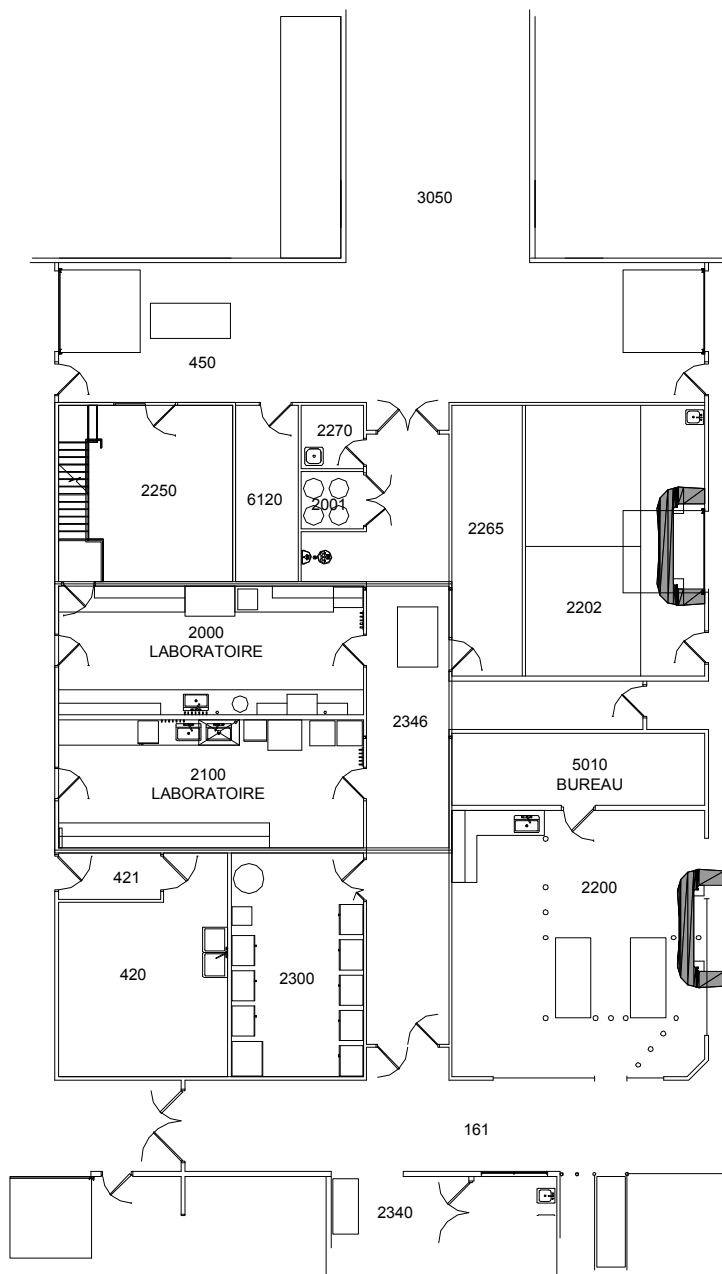
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	FEUILLE
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16 / 17

RÉV



BATIMENT 76 COMPLEXE LAITIER VUE PARTIELLE - LABORATOIRES		FORMAT	N° CODE	N° DESSIN		RÉV
RÉALISÉ	Tremblay, Frédéric					
CRÉATION	2014-10-17	ÉCHELLE	1:4		FEUILLE	17 / 17