



**CANADA’S REPRESENTATIVE**  
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**Request for Proposals (RFP)**

for

Performance of the Work described  
in the Statement of Work of the draft  
contract.

<b>TITLE</b> Cleaning Services for Canadian Embassy in Beirut		
<b>SOLICITATION NUMBER</b> 16-109843	<b>PROJECT NUMBER</b> Not applicable	<b>DATE</b> December 23 <sup>rd</sup> 2015
<b>PROPOSAL DELIVERY</b> In order for the proposal to be valid, it must be received no later than 2:00 PM (14:00) Eastern Standard Time (UTC-05:00) on February 3 <sup>rd</sup> , 2016, referred as the “Closing Date”.		
Only electronic copies will be accepted and received at the following email address:		
realproperty-contracts@international.gc.ca		
Attention: Olivier Caron Solicitation #: 16-109843		
Bidders should ensure that their name, address, Closing Date, and solicitation number is clearly marked in the email subject/title.		

## **1. GENERAL INFORMATION**

### **1.1. Summary**

The Canadian Embassy in Beirut has a requirement for cleaning services for its office, for a two –year period with two one-year option periods.

### **1.2. Statement of Work**

The Work to be performed is detailed in the Statement of Work of the Draft Contract.

### **1.3. Definitions**

"Applicable Tax" means any tax applicable in the jurisdiction of the Work;

"Canada", "Crown", or "the Government" means the Queen in right of Canada as represented by the Minister of Foreign Affairs, Trade and Development and any other person duly authorized to act on behalf of that minister.

"Bid" means proposal, and the terms can be used interchangeably in this document.

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

### **1.4. Contract Documents**

The Draft Contract and the Statement of Work which the selected Bidder will be expected to execute is included with this Request for Proposal (RFP) at Annex A and B. Bidders are advised to review it in detail and identify any problematic clauses to Canada's Representative in accordance with the section 3.5, Communications, Enquiries and Suggested Improvements. Canada reserves the right not to make any amendment(s) to the Contract Documents before the Contract Award.

### **1.5. Priority of Documents**

In the event of discrepancies, inconsistencies or ambiguities of the wording of the following documents, the document that appears first will prevail.

1. Request for Proposal (RFP)
2. Draft Contract
3. Section I, Technical Proposal
4. Section II, Price Proposal

### **1.6. Applicable Law**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

## **1.7. Entire Requirement**

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

## **1.8. Validity of Proposal**

Proposals will remain open for acceptance for a period of not less than ninety (90) days from the closing date of the RFP, unless specified otherwise in RFP. Canada reserves the right to seek an extension of the proposal validity period from all responsive Bidders in writing, within a minimum of three (3) calendar days before the end of the proposal validity period. If the extension is accepted by all responsive Bidders, Canada will continue with the evaluation of the proposals. If the extension is not accepted by all responsive Bidders, Canada will, at its sole discretion, either continue with the evaluation of the proposals of those who have accepted the extension or cancel the solicitation.

## **1.9. Debriefings**

Bidders may request a debriefing on the results of the RFP process, within thirty (30) calendar days upon notification of the process results. The debriefing may be in writing, by telephone or in person.

## **1.10. No Promotion of Bidders Interest**

Bidders will not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this Project.

## **2. CAPACITY TO BID**

### **2.1. Legal Capacity**

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

### **2.2. Joint Venture**

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

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

2. If the information is not clearly provided in the proposal, the Bidder must provide the information on request from Canada's Representative.

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

### **2.3. Certifications**

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

2. Canada's Representative will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the proposal non-responsive.

#### **2.3.1. Incapacity to Contract with Government**

By submitting a proposal, the Bidder certifies that neither the Bidder nor any of the Bidder's affiliates has ever been convicted of an offence under any of the following provisions. Canada may reject a proposal where the Bidder, including the Bidder's officers, agents and employees, has been convicted of an offence under the following provisions of the Criminal Code:

- a. paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against Her Majesty*) or section 154.01 (*Fraud against Her Majesty*) of the [Financial Administration Act](#), or
- b. section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against Her Majesty or section 418 (*Selling defective stores to Her Majesty*) of the [Criminal Code](#) of Canada, or
- c. section 462.31 (*Laundering proceeds of crime*) or
- d. sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#) of Canada, or section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the [Competition Act](#), or
- e. section 239 (*False or deceptive statements*) of the [Income Tax Act](#), or

- f. section 327 (*False or deceptive statements*) of the [Excise Tax Act](#), or
- g. section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#), or
- h. section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#), or
- i. any provision under any law other than Canadian law having a similar effect to the above-listed provisions.

### **2.3.2. Former Public Servant**

1. Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, Bidders who are FPS must advise Canada's Representative and will be required to provide further information before contract award.

2. 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.

### **2.3.3. Status and Availability of Resources**

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

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

#### **2.3.4. Insurance Requirement**

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

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

### **3. BIDDING INSTRUCTIONS**

#### **3.1. Submission of Proposals**

1. Proposals must be submitted only to the Department of Foreign Affairs, Trade and Development by the date, time and to the address indicated on page 1 of the RFP. Canada will not be responsible for proposals delivered to a different location.

There is no limit to the size of the attachments; however bidders should make sure they keep their email size below 10 megabytes (MB). More than one email can be sent if necessary (if the same file is sent twice, the latest file received will be used for evaluation purposes and the previous one(s) will not be opened). Canada will take no responsibility if a proposal is not received on time because the email was refused by our server or quarantined for the following reasons:

- The size of all attachments exceeds 10 MB;
- The email was rejected or quarantined because it contains executable code (including macros);
- The email was rejected or quarantined because it contains files that are not accepted by our server, such as, but not limited to, .rar, encrypted .zip, encrypted .pdf, .exe., etc.

Links to an online storage service (such as Google Drive™, Dropbox™, etc.) or to another website, a File Transfer Protocol (FTP) service access, or any other mean of transferring files, will not be accepted. All documents submitted must be attached to the email.

Bidders can contact the contracting authority to confirm reception of their proposal.

The email's subject line should specify the solicitation number "16-109843".

The Technical Response and Financial Response must be in two separate files and named "Technical Proposal" and "Financial Proposal", or something similar.

2. By virtue of the Bidder submitting a proposal, which is received in writing and accepted by Canada, is considered by Canada to constitute a contract as it reflects those conditions proposed or agreed to in writing by the successful bidder.
3. Canada requires that each proposal, at closing date and time or upon request from Canada's Representative, be signed by the Bidder or by an authorized representative of the Bidder. If any

required signature(s) are not submitted as requested, the Departmental Representative will inform the Bidder of a time frame within which to provide the signature(s). Failure to comply with the request of the Departmental Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive.

If a proposal is submitted by a joint venture, it must be in accordance with section 2.2, Joint Venture.

4. It is the Bidder's responsibility to:

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

5. Canada will make available Notices of Proposed Procurement (NPP), RFPs and related documents for download through the Government Electronic Tendering Service (GETS) Website: [Buyandsell.gc.ca/tenders](http://Buyandsell.gc.ca/tenders). Canada is not responsible and will not assume any liabilities whatsoever for the information found on websites of third parties. In the event an NPP, RFP or related documentation would be amended, Canada will not be sending notifications. Canada will post all amendments using GETS. It is the sole responsibility of the Bidder to regularly consult GETS for the most up-to-date information. Canada will not be liable for any oversight on the Bidder's part nor for notification services offered by a third party.

6. Proposals received on or before the stipulated RFP closing date and time will become the property of Canada and will not be returned, including those of unsuccessful Bidders. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.

7. Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, technical manuals or brochures not submitted with the proposal, previous proposals or general knowledge from a previous contract with the Bidder.

8. A proposal cannot be assigned or transferred in whole or in part.

### **3.2. Language of Proposal**

Proposal documents and supporting information must be submitted in either English or French.

### **3.3. Late Proposal**

Canada will inform the Bidder if their proposal is delivered after the stipulated RFP closing date and time. If hard copies were requested, Canada will return unopened proposals upon request or destroyed.

### **3.4. Mandatory Site Visit**

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. The conference will be held at 43 Jal el Dib Highway, Beirut, Lebanon on January 6<sup>th</sup> 2016, and will begin *at a time to be confirmed later*.

Bidders are requested to confirm their attendance with Canada's Representative no later than five (5) working days before the conference and provide the names of the person(s) who will attend; no more than two (2) representatives per bidder will be permitted to visit the site. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit.

Bidders who do not attend or send a representative will not be given an alternative appointment and their proposal will be rejected as non-compliant. Any clarifications or changes to the RFP resulting from the conference will be included as an amendment to this RFP.

### **3.5. Communications, Enquiries, Suggested Improvements**

1. All enquiries and suggested improvements must be submitted in writing only to the following email address: [olivier.caron@international.gc.ca](mailto:olivier.caron@international.gc.ca) no later than 5 calendar days before the bid closing date. Enquiries and suggestions received after that time may not be answered.

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

3. Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing to Canada's Representative. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

### **3.6. Bid Costs**

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

### **3.7. Price Justification**

At Canada's discretion and request, Bidders must provide, on Canada's request, one or more of the following price justification:

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

## **4. RIGHTS OF CANADA**

### **4.1. Rights of Canada**

Canada reserves the right to:

- a. reject any or all proposals received in response to the RFP;
- b. reject any proposals with conditional requirements;
- c. enter into negotiations with compliant Bidders on any or all aspects of their proposals;
- d. accept any proposal in whole or in part without negotiations;
- e. cancel the RFP at any time;
- f. reissue the RFP;
- g. if no responsive proposals are received and the requirement is not substantially modified, reissue the RFP by inviting only the Bidders who bid to resubmit proposals within a period designated by Canada.

### **4.2. Rejection of Proposals**

1. Canada may reject a proposal where any of the following circumstances is present:

- a. the Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;

b. evidence, satisfactory to Canada, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the Bidder, any of its employees or any subcontractor included as part of the proposal;

c. evidence satisfactory to Canada that based on past conduct or behavior, the Bidder, a subcontractor or a person who is to perform the Work is unsuitable or has conducted himself/herself improperly;

d. with respect to current or prior transactions with the Government of Canada:

i. Canada has exercised its contractual remedies of suspension or termination for default with respect to a contract with the Bidder, any of its employees or any subcontractor included as part of the proposal;

ii. Canada determines that the Bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the Bidder performed the Work in accordance with contractual clauses and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.

2. Where Canada intends to reject a proposal pursuant to a provision of subsection 1. (d), Canada's Representative will so inform the Bidder and provide the Bidder ten (10) calendar days within which to make representations, before making a final decision on the bid rejection.

#### **4.3. Conflict of Interest - Unfair Advantage**

1. In order to protect the integrity of the procurement process, Bidders are advised that Canada may reject a proposal in the following circumstances:

a. if the Bidder, any of its subcontractors, any of their respective employees or former employees were involved in any manner in the preparation of the RFP or in any situation of conflict of interest or appearance of conflict of interest;

b. if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the RFP that was not available to other Bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.

2. The experience acquired by a Bidder who is providing or has provided the goods and services described in the RFP (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This Bidder remains however subject to the criteria established above.

3. Where Canada intends to reject a proposal under this section, Canada's Representative will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact Canada's Representative before bid closing. By submitting a proposal, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges

that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

## **5. PROPOSAL PREPARATION INSTRUCTIONS**

Canada request Bidders provide their proposal in a soft copy format. If both soft and hard copies are submitted, hard copies will be ignored.

Proposal submissions must be made in accordance with the "Proposal Delivery" section indicated in the cover page, page 1 of this document.

**Section I:** to be labeled "**Technical Proposal**";  
Proponents must submit their technical proposal in accordance with Section I. This section should not exceed 30 single-sided pages. Material exceeding the 30 page maximum will not be considered. Copies of required Certificates and Licences, and Title pages are not included in the 30 page limit.

**Section II:** to be labeled "**Financial Proposal**";  
Bidders must submit their Financial Proposal in accordance with Section II. Prices must appear in Section II only and must not be indicated in any other section of the proposal. Failure to comply will result in the proposal being declared non-compliant and rejected from further consideration. All the information required in the Financial Proposal must appear in a separate document and should be identified as the Financial Proposal. Financial Proposals will only be opened after the evaluation of the Technical Proposal is completed.

### **5.1. Exchange Rate Fluctuation**

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

## **6. EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **6.1. Conduct of Evaluation**

1. In conducting its evaluation of the proposals, Canada may, but will have no obligation to, do the following:
  - a. seek clarification or verification from Bidders regarding any or all information provided by them with respect to the RFP;
  - b. contact any or all references supplied by Bidders to verify and validate any information submitted by them;
  - c. request, before award of any contract, specific information with respect to Bidders' legal status;

- d. conduct a survey of Bidders' facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the RFP;
  - e. where unit pricing is used for evaluation purposes, correct any error in the extended pricing of proposals by using unit pricing and any error in quantities in proposals to reflect the quantities stated in the RFP; in the case of error in the extension of prices, the unit price will govern.
  - f. verify any information provided by Bidders through independent research, use of any government resources or by contacting third parties;
  - g. interview, at the sole costs of Bidders, any Bidder and/or any or all of the resources proposed by Bidders to fulfill the requirement of the RFP.
2. Bidders will have the number of days specified in the request by Canada's Representative to comply with any request related to any of the above items. Failure to comply with the request may result in the proposal being declared non-responsive.

**6.2. Evaluation and Selection**

- 1. A bid must comply with all mandatory and point-rated requirements of the bid solicitation to be declared responsive. The responsive bid with the highest score as per 3. below will be recommended for award of a contract.
- 2. An evaluation team composed of a majority of representatives of Canada will evaluate the proposals.
- 3. The technical proposal will comprise for 60% of the final evaluation score, and the financial proposal 40%. The financial proposal score will be based on the following formula:

$$Financial\ Proposal\ Score = 40 - \frac{(Bidder's\ Price - Lowest\ Price) \times 40}{Lowest\ Price}$$

Note: A negative score would equal zero. Proposals that have not met the mandatory criteria or failed to meet the minimum rated score, if any, would not be considered for the "Lowest Price".

## SECTION I

### TECHNICAL PROPOSAL

The Bidder must provide the necessary documentation to support compliance with this requirement.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute “demonstrated” for the purpose of the evaluation
- b. The Bidder/Firm must clearly demonstrate in the proposal how the experience was gained or knowledge was attained, supported by resumes and any necessary supporting documentation
- c. The Bidder/Firm must provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the bidder must indicate the duration of such experience, specifying the start and end dates (month and year at a minimum). In the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not normally be counted more than once
- d. It is recommended that the Bidder/Firm include a grid in their proposals, cross-referring statements of compliance with the supporting data and resume evidence contained in their proposals. Note: the compliance grid, by and of itself DOES NOT constitute demonstrated evidence. As stated in bullet “b” above, the resumes and supporting documentation will be accepted as evidence.

Bidders should provide the required references to be awarded a contract. Canada may declare a bid non-responsive if the required references are not submitted as requested. Bidders should provide the required references in the Technical Proposal of their bid.

Compliance with the references bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Departmental Representative will have the right to ask for additional information to verify bidders' compliance with the references before award of a contract. The bid will be declared non-responsive if any reference made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Departmental Representative for additional information will also render the bid non-responsive.

For Mandatory Technical Criteria and Point Rated Technical Criteria listed below which requires Project Summaries, the Bidder and its proposed resource(s) must demonstrate using project descriptions which include:

- Name and description of client organization
- Name, phone number, email address of client reference
- Scope, objective, size in dollars and resources, project timeframe (from-to dates month/year)
- Overview of quality assurance and quality control process performed by the firm
- Outcomes of the project
- Description of the Consultant roles and responsibilities in the project.

**Mandatory Technical Criteria (MT)**

#	Mandatory Technical Criterion	Met / Not Met	Reference to Proposal
<b>MT1</b>	The Bidder attended the site visit as per 3.4 Mandatory Site Visit.		
<b>MT2</b>	At the time of bid closing, the bidder must be the provider of the service and registered with appropriate authorities in Lebanon. The firm must have a permanent office in Lebanon to be eligible for this contract.		
<b>MT3</b>	The bidder must have experience providing cleaning services in a non-residential environment and provide three references from different clients for similar work done in the past 5 years.		

**2.0 Point Rated Technical Criteria**

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

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

**Table 1**

RT1	Firm's Experience and Capability	54 points
RT2	Equipment and Supplies	25 points
RT3	Management of the Work and Resources	170 points

**Table 2**

Overall maximum points available =	<b>284</b>
Overall minimum points required =	<b>199</b>
Bids must achieve an overall minimum percentage of 70%. Bids that do not meet this requirement will be declared non-responsive.	

**Rating Table when scoring is not specified**

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

## RT1 – Firm's Experience and Capability

Description	Weighting	Maximum Points
a)		
<p>a) The Bidder shall demonstrate its experience in the last 5 years by submitting the following information and assessed as per the information in the brackets when applicable (up to 3 contracts will be assessed; if more than 3 are submitted the first three in the proposal will be selected for evaluation): For each contract, the following information should be submitted:</p> <ul style="list-style-type: none"> <li>Name of client/organization</li> <li>Size of building (Larger than 2,740m<sup>2</sup> = 5 pts, 2,740 – 1,500m<sup>2</sup> = 4 pts; 1,500 to 1,000m<sup>2</sup> = 3 pts, 1,000 to 500m<sup>2</sup> = 1 pt, &lt;500m<sup>2</sup> = 0 pt),</li> <li>Location (Greater Beirut = 3 pts, Lebanon = 2 pts, Outside of Lebanon = 1 pt)</li> <li>Description of services provided (Similar work up to 5 points)</li> <li>Number of cleaners on contract</li> <li>Hours of Work (While office occupied = 2 pts; while office is not occupied = 1 pt)</li> <li>Duration of the contract (1 year or longer = 3 pts, 6-12 months = 2 pts, 1-6 months = 1 pt, month to month = 0 pt.</li> <li>References (Canada reserves the right to remove some or all points for a bad reference or readjust the score as per above)</li> </ul>		<p>A maximum of 18 points per contract, x 3</p> <p>Up to 54 points</p>
b) The Bidder shall demonstrate a capacity to provide additional cleaning services from time to time to meet the operational requirements of the Embassy of Canada in Beirut in number of employees.	<p>2 employees = 5 points 5 employees = 10 points Over 10 employees = 15 points</p>	15 points
c) The bidder shall demonstrate superior management and environmental management practices.	<p>ISO 9001 or ISO 14001 certification = 10 points ISO 9001 and ISO 14001 certification = 20 points</p>	20 points

## RT2 – Equipment and Supplies

Description	Bid Preparation Instructions	Maximum Points
The Bidder should demonstrate that it will supply all equipment, materials and consumables required to provide for the requirement outlined in Appendix A, Statement of Work	<p><b>Equipment List</b> a) A list of mechanical equipment available to carry out the services, including specifications (i.e. make and model number and/or performance capabilities, etc.), commercial type, quantity and that it is designed for the application it is to be used.</p> <p>Refer to Annex 1 to Appendix A – Equipment List.</p>	5 points
	<p><b>Materials and Supplies List</b> b) A list of the materials and/or products that will be used to carry out the services, including brand name and/or manufacturer, item description and indicate if they are certified environmentally friendly. Refer to Annex 2 to Appendix A – Materials &amp; Supplies.</p>	10 points

Equipment such as vacuum cleaners, pressure washing machines etc. with low level (permissible) noise not more than three (3) years old.	Brand new equipment = 10 points Equipment is less than 2 years old = 5 points Equipment is more than 2 years old = 0 points	10 points
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### RT3 – Management of the Work and Resources

Bidder preparation instructions	Weighing	Maximum Points
The Bidder shall demonstrate that the Company supervisor Cleaner has experience in providing cleaning and waste management services to client and for office facilities in similar environment.	24 months = 5 points 36 months = 10 points 48 +months = 15 points Fluency in languages (English or French) = 5 points	20 points
The Bidder shall demonstrate that the cleaners has obtained the following capabilities	a) Experience in providing cleaning and waste management services to office facilities for at least 24 months = 10 points b) Knowledge of at least one of the two official languages of Canada = 5 points	15 points
Exterior glass cleaning	a) Cleaner who is professionally trained for outside window cleaning with at least 24 months of experience = 5 points	5 points
The description should provide sufficient detail to allow for a clear understanding of how the Bidder expects to carry out the statement of work for any resulting contract. For each task identified in the statement of work, the bidder shall state briefly and clearly specific methods to be used, which resource(s) will do the work, what equipment will be used, and the firm's support (e.g. training provisions, off-site support, and managerial controls). Note that the evaluation process may determine that a bidder is not knowledgeable if tasks proposed are not justified by the bidder.	i) If work plan systematically addresses statement of work = 10 points ii) If work plan describes specific work methods and processes = 10 points iii) Explains the number of resources required to do the work as per the statement of work = 10 points iv) If work plan identifies what equipment will be used = 10 points v) If work plan clearly identifies how your company is supported by suppliers on an on-going basis = 10 points vi) If language is clear and concise = 10 points	60 points
	<b>b) Appropriateness of the proposed workplan</b> i) Existence of procedures for verifying arrival at post and dispatching replacements = 15 points ii) Mental and physical qualifications of proposed staff meet the requirements of the tasks = 15 points iii) If work plan may be implemented immediately without need for the supplier to	50 points

	change the physical installations already in place at the Embassy of Canada to minimize downtime between change of cleaning staff. = 20 points	
Performance Management	Existence of disciplinary actions including verbal, written reprimands, suspensions. To obtain 10 points, an explanation of how poor performance and behavioural issues are handled while ensuring the continuity of the service and allow for improvement must be submitted. A note will be attributed based on the proposed measures and if those measures are already in place.	10 points
	Describe the training methods used by the bidder, for this contract or company-wide, including health and safety.	Formal system =5 Formal (only health and safety) = 3 On-site Training = 1
	The bidder has a company-wide plan for health, medical and accidental death insurance for all of its employees.	5 or 0

## SECTION II - FINANCIAL PROPOSAL INSTRUCTIONS

### **Firm Price**

1. Bidders must quote an all-inclusive Firm Price in United States Dollars (USD) on the attached form Financial Proposal Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the performance of any additional Work described in the Bidder's Proposal (unless clearly described as an option), all travel, living costs and all overhead costs including disbursements.
2. All payments will be made according to the terms of payment set out in the Draft Contract.

### **Taxes**

1. The Financial Proposal is to include any input taxes payable by the Bidder, and is to also include output taxes. The Bidder may provide details concerning the applicability, amount and administration of the payment of taxes and duties payable in respect of the Work.
2. Canada will pay the Bidder's output taxes as required by local tax legislation but will not be responsible for the payment of the input taxes payable by the Bidder to any third party (including Subcontractors).

**SECTION II - FINANCIAL PROPOSAL FORM / BASIS OF PAYMENT**

Name of Bidder:

Address:

Contact Person:

Phone number: (     )     -                      Fax number: (     )     -

Email:

<b>Contract Period</b>	<b>Firm Price for the Work (monthly)</b>	<b>Rating (%)</b>
Original contract period (2016-2017*)	\$            /month	50%
Option #1 – One additional year (2018)	\$            /month	25%
Option #2 – One additional year (2019)	\$            /month	25%
Financial Score: ((A x 0.5) + (B x 0.25) + (C x 0.25))		100%

\* The exact dates will be confirmed at contract award.