

**A1. Health Canada Bid Receiving Unit  
Federal Records Centre Building**

161 Goldenrod Driveway, Tunney's Pasture  
Loading dock of building #18,  
Ottawa, ON K1A 0K9 CANADA  
Business hours: 7h30 to 16h30

Attention: Brian Spero  
Telephone: (613) 948-8545  
Solicitation #1000178023

**Request for Proposals (RFP)**

for

Performance of the Work described in  
Appendix 1, Annex A, Statement of Work.

**A2. RFP AUTHORITY**

The Authority for this RFP is:

Brian Spero  
Procurement and Contracting Specialist  
Material and Asset Management Directorate  
Chief Financial Officer Branch  
Ottawa, Ontario K1A 0K9

Telephone:  
Fax: (613) 948-8545  
E-mail: Brian.spero@hc-sc.gc.ca

**THIS RFP CONTAINS A SECURITY  
REQUIREMENT.**

<b>A3. TITLE: JANITORIAL SERVICES - LABORATORY CENTRE FOR DISEASE CONTROL (LCDC) AND ENVIRONMENTAL HEALTH CENTRE (EHC)</b>	
<b>A4. SOLICITATION NUMBER</b> 1000178023	<b>A5. DATE</b> FEBRUARY 1, 2016
<b>A6. BID SOLICITATION DOCUMENTS</b> The RFP is divided into six (5) parts as follows:  <ol style="list-style-type: none"> <li>1. Section I – Bid Submission Requirements</li> <li>2. Section II – Evaluation Criteria</li> <li>3. Section III – Financial Bid</li> <li>4. Section IV – Certifications</li> <li>5. Section V – General Instructions</li> <li>6. Appendix 1 - Draft Contract, and its annexes Annex A - Statement of Work, the Specification and Floor Plans Annex C - Security Requirements and Security Requirements Checklist</li> </ol>	
<b>A7. BID DELIVERY:</b> Bids must be received by no later than 14:00 (2:00 P.M.) on March 15, 2016 (Eastern Standard Time) at the bid receiving address indicated in A1. Bids received after the closing date and time (referred to as the “Closing Date”) will be considered non-responsive, and will be returned to the Bidder unopened.  Bids sent by fax or email will not be accepted. All bids must be date and time stamped at the Bid Receiving Unit. Bidders should ensure that their name, address, the Closing Date, and the solicitation number is clearly marked on their envelopes or parcels.  Bids and all supporting information may be submitted in either English or French.	
<b>A8. BID CONTENT</b> Bids must be structured in the following manner: <ul style="list-style-type: none"> <li>• One (1) copy of a Covering Letter, signed by an authorized representative of the Bidder;</li> <li>• Four (4) copies of the Technical Bid;</li> <li>• Two (2) copies of Sections “IIP” – “Financial Bid” and Section “IV” (Certifications) including all the information required in a separate envelope marked “Financial Bid.” Failure to provide the Financial bid and Certifications in a separate sealed envelope will render a bid non responsive. No prices must be indicated in any other section of the Bid.</li> </ul> Failure to comply with these instructions will result in the entire bid being declared non-responsive.	
<b>A9. BID VALIDITY</b> Bids will remain valid for a period of ninety (90) calendar days following the Closing Date.	
<b>A10. ENQUIRIES</b> All enquiries must be submitted in writing to the designated RFP Authority identified in A2 by no later than seven (7) calendar days prior to the Closing Date in order to allow sufficient time to provide a response.	
<b>A11. APPLICABLE LAWS</b> In accordance with GI15, any resulting contract must be interpreted and governed, and the relations between the Parties determined, by the laws in force in the Province of Ontario, Canada.	

## SECTION “I” – BID SUBMISSION REQUIREMENTS

- 1.1 This section outlines the information Bidders are required to submit. To be declared responsive, a bid must:
- a. comply with all the requirements of the RFP;
  - b. meet all the mandatory technical evaluation criteria;
  - c. obtain the required minimum points for each point-rated criterion with a pass mark;
  - d. obtain the required minimum overall score for the technical evaluation criteria which are subject to a point rating.

Bids not meeting (a) or (b) or (c) or (d) will be declared non-responsive. An evaluation team comprised of representatives of Canada will evaluate the bids.

- 1.2 Bidders who submit a bid in response to this RFP agree to be bound by the instructions, clauses and conditions of the RFP and accept the terms and conditions of the resulting contract.
- 1.3 It is the Bidder’s responsibility to obtain clarification of the requirements contained in the RFP, if necessary and to prepare its bid in accordance with the instructions contained in the RFP. Enquiries must be submitted in writing to the Authority identified in A2 (RFP Authority) and in accordance with section A10 (Enquiries).
- 1.4 The RFP documents contain all the requirements relating to the bid solicitation. Any other information or documentation provided to or obtained by a Bidder from any other source are not relevant and not part of this RFP. Bidders should not assume that practices used under previous RFPs or contracts will continue, unless they are identified 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.
- 1.5 Canada requests that Bidders follow the format instructions described below in the preparation of their bid:
- a. use 8.5 x 11 inch (216 mm x 279 mm) paper for hardcopy submissions;
  - b. use a numbering system that corresponds to the RFP.

In order to promote environmental considerations, bidders are further encouraged to 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

- 1.6 Both Health Canada and the Public Health Agency of Canada have adopted electronic direct deposit as their preferred method for paying invoices. Suppliers are encouraged to register for electronic direct deposit and to provide their account information upon request.

### SECURITY REQUIREMENTS

- 2.1 See Annex “C” of this RFP.

**INTELLECTUAL PROPERTY**

3.1 Refer to Appendix 1, Draft Contract, for more information on intellectual property rights arising under the resulting contract.

**EVALUATION PROCEDURES**

4.1 The Technical Bid will first be evaluated against the mandatory technical criteria of the RFP. If the bid meets all the mandatory criteria, and the RFP contains point-rated criteria, the evaluation committee will then evaluate the point-rated technical criteria. If the mandatory technical criteria are not met, the point-rated technical criteria will not be evaluated and the bid will be given no further consideration.

4.2 Only technical bids that meet the mandatory technical criteria and the minimum score required in the point-rated technical criteria will be further evaluated on the basis of the Bidder’s Financial Bid.

4.3 In the case of technical bids which are found to be non-responsive, the Financial Bid will be returned unopened to the Bidder with a notice indicating that the Bid was non- responsive.

**SUPPLIER SELECTION METHOD**

4.4 Highest combined rating of technical merit and price

For each responsive bid, the technical merit score and the pricing score will be added to determine its total combined score. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. If two (2) or more responsive bids have the same combined total score, the responsive bid with the lowest evaluated price will be recommended for contract award.

To determine the overall score obtained by a bidder, the following weighting will be used to establish the technical and financial score:

Technical weighting: 60%  
Price weighting: 40%

Technical score =  $\frac{\text{Bidder's technical points} \times 60\%}{\text{maximum points}}$

Financial score =  $\frac{\text{Lowest priced bid} \times 40\%}{\text{Bidder's total evaluated price}}$

Total score = Technical score + Financial score

Note: Bids for which the total evaluated bid price is 150% greater than the lowest price of all bids received will automatically receive a score of “0 points” for the financial score.

The following is an example that illustrates how this calculation would be made. The dollar figures shown are for the purposes of this example only; bidders are not to infer their bid price based on the examples provided below.

	Bid 1	Bid 2	Bid 3	Bid 4
Total evaluated price of each responsive bid	\$100,000.00	\$120,000.00	\$140,000.00	\$220,000.00

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In the example above, bid 4 would receive “0 points” for its financial score as it exceeds the lowest priced bid by more than 150% ( $\$100,000 * 150\% = \$ 150,000$  ).

**SECTION “II” – EVALUATION CRITERIA**

The evaluation of the following criteria is based on a “rules of evidence” approach in that the evaluation committee can only conduct its evaluation based on the contents of the Bidder’s bid. The onus is on the Bidder to ensure that its bid is complete, clear, and provides sufficient detail for the evaluation committee to evaluate the bid. Simply repeating or copying a statement contained in the RFP is not sufficient.

In order to facilitate the evaluation of the bid, Canada also requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraphs and page numbers where the subject topic has already been addressed.

For the purpose of the technical criteria specified below, the experience of the Bidder includes the experience of the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

**4.5 MANDATORY CRITERIA**

The bid must meet the mandatory criteria set out below. The Bidder must provide the necessary documentation to support compliance. Bids which fail to meet the mandatory criteria will be declared non-responsive. Mandatory criteria are evaluated on a simple pass or fail basis. This will be evaluated as either “Yes” or a “No.”

<b>Attention Bidders:</b>			
Write beside each of the criterion the relevant page number(s) from your bid which addresses the requirement identified in the criteria.			
#	Mandatory Technical Criteria	Met (Yes/No)	Cross-Reference to bid (indicate page #)
<b>M1</b>	The Bidder, or their authorized representative(s) must attend a site visit scheduled on February 9th, 2016 at 09:00 A.M. (Eastern Standard Time), at the Laboratory Centre for Disease Control (LCDC), 100 Eglantine Driveway, Bldg. #6, Tunney's Pasture, Ottawa, Ontario K1A 0K9. At least (2) working days prior to the scheduled site visit, bidders are asked to notify in writing the Health Canada, Senior Procurement Officer (by email to: <a href="mailto:brian.spero@hc-sc.gc.ca">brian.spero@hc-sc.gc.ca</a> to confirm their attendance and to provide the name of their representative(s).		
<b>M2</b>	<p>The Bidder must demonstrate that their firm has five years of experience in *commercial/institutional janitorial cleaning in high cleanliness areas that is similar in scope and size (minimum 15,000 square metres) to the work described in the Statement of Work of this RFP.</p> <p>*Commercial/institutional janitorial cleaning in high cleanliness areas refers to special purpose buildings such as universities, research centres, laboratories, hospitals or pharmaceutical industry buildings that require specialized attention due to hazardous substances present, risk of contamination and daily cleaning around highly sensitive equipment.</p> <p>The bidder must provide the following:</p> <ol style="list-style-type: none"> <li>Name of client organization or company (to whom the services were provided);</li> <li>Project Authority name, title, telephone number, fax number and e-mail address if available;</li> <li>Description of project type and scope of services provided;</li> <li>Location of the project(s).</li> <li>Value of the project(s).</li> <li>Dates and duration of the project(s) (start and end dates of the work).</li> <li>Approximate size in square meters of the cleanable area.</li> </ol> <p>*Health Canada may contact the clients to verify the accuracy of the information submitted.</p>		
<b>M3</b>	<p>The Bidder must provide references for two (2) previous contracts rendered for a minimum of two (2) consecutive years in *commercial/institutional janitorial cleaning in high cleanliness areas that is similar in scope and size (minimum 15,000 square metres) to the work described in the Statement of Work of this RFP.</p> <p>*Commercial/institutional janitorial cleaning in high cleanliness areas refers to special purpose buildings such as universities, research</p>		

	<p>centres, laboratories, hospitals or pharmaceutical industry buildings that require specialized attention due to hazardous substances present, risk of contamination and daily cleaning around highly sensitive equipment completed within the last five (5) years (from the closing date of this RFP).</p> <p>The bidder must provide the following:</p> <ul style="list-style-type: none"> <li>a) Name of client organization or company (to whom the services were provided);</li> <li>b) Project Authority name, title, telephone number, fax number and e-mail address if available;</li> <li>c) Description of project type and scope of services provided;</li> <li>d) Location of the project(s).</li> <li>e) Value of the project(s).</li> <li>f) Dates and duration of the project(s) (start and end dates of the work).</li> <li>g) Approximate size in square meters of the cleanable area.</li> </ul> <p>*Health Canada may contact the clients to verify the accuracy of the information submitted.</p>		
<b>M4</b>	<p>The Bidder must demonstrate that the site supervisor their back-up, the cleaner (s) and their back-up each have a minimum of two (2) years of consecutive experience (within the past 5 years) providing a janitorial service that is similar in scope to the work described in the Statement of Work of this RFP.</p> <p>The Bidder must provide a résumé for each proposed individual and their back-up and include the following:</p> <ul style="list-style-type: none"> <li>a) Name of client organization or company (to whom the services were provided);</li> <li>b) Project Authority name, title, telephone number, fax number and e-mail address if available;</li> <li>c) Description of project type and scope of services provided;</li> <li>d) Location of the project.</li> <li>e) Value of the project.</li> <li>f) Dates and duration of the project (start and end dates of the work).</li> <li>g) Approximate size in square meters of the cleanable area.</li> </ul> <p>*Health Canada may contact the clients to verify the accuracy of the information submitted.</p>		

#### 4.6 POINT-RATED TECHNICAL CRITERIA

In addition to meeting the Mandatory Criteria, the Bidder should also address the Point-Rated Criteria identified below.

##### Minimum overall score

The overall minimum cumulative score is 70 points for the sum of technical criteria R1, R2 and R3. Bids that fail to meet the minimum score of 70 points will be declared non-responsive and no further consideration will be given to the bid.

##### Minimum pass mark per criterion

Bids that do not meet the minimum pass mark for each of the point-rated criteria subject to a pass mark rating will be declared non-responsive.

#	Point-Rated Technical Criteria	Max Points	Min. Points Required	Points Scored	Cross-Reference to bid (indicate page #)
R1	<p>The Bidder should demonstrate their firm has experience in commercial/institutional janitorial cleaning in high cleanliness areas * that is similar in scope and size (minimum 15,000 square metres) to the work described in the Statement of Work of this RFP. *See M2 for definition of high cleanliness areas.</p> <p><b>More than 5 to less than 6 years = 30 points</b>  <b>6 to less than 7 years = 35 points</b>  <b>7 to less than 8 years = 40 points</b>  <b>More than 8 years = 50 points</b></p> <p>The Bidder must provide the following:</p> <ol style="list-style-type: none"> <li>a) Name of client organization or company (to whom the services were provided);</li> <li>b) Project Authority name, title, telephone number, fax number and e-mail address if available;</li> <li>c) Brief description of project type and scope of services provided;</li> <li>d) Location of the project.</li> <li>e) Value of the project.</li> <li>f) Dates and duration of the project (start and end dates of the work).</li> <li>g) Approximate size in square meters of the cleanable area;</li> </ol> <p>*Health Canada may contact the client to verify the accuracy of the information submitted.</p>	50	30	/50	

R2	<p>The Bidder should provide client references for three (3) of their current customers or previous customers within the last five (5) years. Each reference should be from clients for whom the Bidder provided services for a minimum of two (2) years within the last five (5) years. The following information should be provided:</p> <ul style="list-style-type: none"> <li>a) Name of client organization or company (to whom the services were provided);</li> <li>b) Project Authority name, title, telephone number, fax number and e-mail address if available;</li> <li>c) Brief description of project type and scope of services provided;</li> <li>d) Location of the project.</li> <li>e) Value of the project.</li> <li>f) Dates and duration of the project (start and end dates of the work).</li> <li>g) Approximate size in square meters of the cleanable area;</li> </ul> <p>10 Points per each complete reference. A complete reference includes information under a,b,c,d,e.f. and g. referenced above.</p> <p>0 Points per reference if a reference is incomplete</p> <p>*Health Canada may contact the references To verify the accuracy of the information submitted.</p>	30	20	/30	
R3	<p>The Bidder should provide a description of their internal quality control manual and procedures for carrying out the required work and demonstrate they have the following:</p> <ul style="list-style-type: none"> <li>a) Policies and Procedures (5 points)</li> <li>b) Manual Updates (2 points)</li> <li>c) Training and Refresher (2 points)</li> <li>d) Supervision (3 points)</li> <li>e) Equipment Upkeep (2 points)</li> <li>f) Company Self Inspections (2 points)</li> <li>g) Health and Safety Strategy (4 points)</li> </ul>	20	12	/20	



	<p>*For all of the above score full points for descriptions for each and demonstration that they have it. Score 0 if the details are not fully described or demonstrated.</p>				
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**4.7 Conditions Precedent to Contract Award**

Bidders are recommended to provide as much of the following information as possible with their bid. All of the following information will be required prior to contract award unless specified otherwise.

<b>Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.</b>			
	Page #	Yes	No
<p>C.1 Bidders must provide a copy of a certificate from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the RFP, can be insured in accordance with the Commercial General Liability Insurance requirements for carrying out the work described in the Statement of Work of this RFP in the amount of \$2,000,000.00. *Copy of certificate required.</p>			
<p>C2. Bidders must provide proof e.g. letter/certificate and number demonstrating they are in good standing with WSIB (Workmen’s Compensation) and covered for the duration of the project.</p>			
<p>C3. The Bidder must provide a copy of the new Globalized Harmonized System Workplace Hazardous Materials Information System (WHMIS) certificate of training for all proposed resources for the proposed work within one work week from date of contract award.</p>			
<p>C4. The Bidder must provide a copy of their Health and Safety Plan.</p>			

## SECTION "III" – FINANCIAL BID

Financial Bids will only be evaluated after the evaluation of the Technical Bid is complete. If it becomes clear that the Financial Bid score would not alter the overall scoring of the bid, the Financial Bid will not be considered.

**All the information required in this section must be provided in Bidders' Financial Bid.**

### 5.1 Firm Lot Price

The Bidder must provide a firm all-inclusive lot price, inclusive of any costs, travel, equipment, rentals, subcontractors, overhead and profit, FOB destination, Canadian customs, duties and excise taxes included.

The total amount of Harmonized Sales Tax (HST) must be shown separately, if applicable.

5.2 Bidders must provide their Financial Bid in accordance with the Pricing Schedule provided below. All payments will be made in accordance with the Pricing Schedule and the proposed Basis of Payment of the Contract.

5.3 Exchange rate fluctuation protection is not offered.

5.4 The Financial Bid must contain a detailed breakdown of the **total estimated price**, by phase, or by major tasks. The Financial Bid should address each of the following, if applicable:

**i. Travel (Not Applicable)**

**ii. Other Expenses (Not Applicable)**

**iii. Goods and Services Tax / Harmonized Sales Tax**

5.5 Financial Bids not meeting the above requirements will be considered non-responsive and will not be given any further consideration.

### 5.6 Price Justification

The Bidder must provide, at Canada's request, one or more of the following price justifications:

- a current published price list indicating the percentage discount available to Canada; or
- a recent copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- 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
- price or rate certifications; or
- other supporting documentation as requested by Canada.

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**6.0 PRICING SCHEDULE****Janitorial Services**

The Bidder must provide firm, all inclusive monthly rate pricing as detailed below. Pricing includes all labour, overhead, supervision, tools, equipment, materials, administrative costs and profit in the rates provided. All prices are FOB destination, HST extra.

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the RFP will be consistent with this data.

<b>Contract Period</b>	<b>Per Month rate (CAD \$)</b>	<b>Number of Months</b>	<b>Total cost (CAD \$)</b>	
<b>1. Initial contract period</b> April 1, 2016 to March 31, 2017		12	\$	
<b>2. Option Period 1</b> April 1, 2017 to March 31, 2018		12	\$	
<b>3. Option Period 2</b> April 1, 2018 to March 31, 2019		12	\$	
Total evaluated price (sum of 1, 2, and 3)		36	\$	A
HST		36	\$	B
Total including HST = Total Evaluated Price			\$	C

**The total evaluated price will be the total of A + B = C**

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**SECTION “IV” CERTIFICATIONS**

**The following information must be submitted along with Section “III,” Financial Bid as well as the Technical Bid and a signed covering letter.**

**7.0 Legal name and Bidder’s information**

(print clearly)

Bidder’s Legal Name \_\_\_\_\_

Bidder’s Complete Address

\_\_\_\_\_

\_\_\_\_\_

Bidder’s Phone number (\_\_\_\_\_) \_\_\_\_\_

Bidder’s Authorized Representative \_\_\_\_\_

Bidder’s Authorized Representative Phone number (\_\_\_\_\_) \_\_\_\_\_

Bidder’s Authorized Representative e-mail \_\_\_\_\_

**8.0 CERTIFICATIONS**

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications 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 RFP Authority will have the right to ask for additional information to verify Bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the RFP Authority for additional information will also render the Bid non-responsive.

**9.0 Certification of Education, Experience and Qualifications**

The Bidder certifies that all statements made with respect to education and experience are true and that any person proposed by the Bidder to perform the Work or part of the Work is either an employee of the Bidder or under a written agreement to provide services to the Bidder.

Canada reserves the right to verify the above certification and to declare the bid non-responsive for any of the following reasons:

- an unverifiable or untrue statement; or

- 
- unavailability of any person proposed on whose statement of education and experience the Canada relied to evaluate the Bid and award the contract.

## 10.0 Certification of Availability and Status of Personnel

### **Availability of Personnel and Facility**

The Bidder certifies that, should it be authorized to provide services under any Contract resulting from this RFP, the persons and facility proposed in its bid will be available to commence performance of the Work within a reasonable time from Contract award and will remain available to perform the Work in relation to the fulfilment of this requirement.

### **Status of Personnel**

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 (or the employer of 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 RFP Authority.

During the evaluation of its bid, the Bidder must upon the request of the RFP Authority provide a copy of such written permission, in relation to any or all resources proposed. The Bidder agrees that failure to comply with such a request may lead to disqualification of the Bidder's bid from further consideration.

## 10.1 Former Public Servant Certification

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 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.

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

***Former Public Servant in Receipt of a Pension***

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes ( )

No ( )

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

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

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

***Work Force Adjustment Directive***

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes ( )

No ( )

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;

- 
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

## 10.2 Joint Venture/Partnership

A joint venture is not considered a "person" for registration purposes, whereas a partnership is. Therefore, a partnership can have a BN; a joint venture cannot. A joint venture is limited in scope; a partnership is generally an ongoing business relationship that exists between persons carrying on common business.

A joint venture is an arrangement where two or more persons (participants) work together in a limited and defined business undertaking. Ordinarily, all participants of the joint venture contribute assets, share risks, and have mutual liability.

The Bidder certified that its bid is submitted to Canada as a: (please choose one)

- Sole proprietorship
- A corporation
- Partnership
- A joint venture

\* In the case of a Joint Venture, the Bidder must provide the following details as part of its bid:

- 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.

## 10.3 Federal Contractor's Program for Employment Equity Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Human Resources and Skills Development Canada \(HRSDC\) - Labour's](#) website

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

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10.4 **Signature and certification**

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

Financial Bid  
*(in accordance with:  
the pricing schedule submitted by the Bidder)*

\_\_\_\_\_  
*(state amount in words)*

Applicable taxes  
*(in accordance with  
the taxes identified in the pricing schedule)*

\_\_\_\_\_  
*(state amount in words)*

*all amounts are in Canadian Dollars*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Print Name and Capacity*



## SECTION “V” - GENERAL INSTRUCTIONS

### **GI1 INTERPRETATION**

In this RFP:

- 1.1 Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both.
- 1.2 “Her Majesty”, the “Minister” or “Canada” means Her Majesty the Queen in right of Canada, as represented by the Minister of Health, acting through Health Canada (referred to herein as the “Minister”).

### **GI2 RESPONSIVENESS**

- 2.1 For a bid to be considered responsive, it must comply with all of the requirements of this RFP identified as mandatory. “Mandatory Requirements” are also expressed by using imperative verbs such as “shall”, “will” and “must”.

### **GI3 ENQUIRIES – BID SOLICITATION STAGE**

- 3.1 All enquiries or issues concerning this RFP must be submitted in writing to the RFP Authority identified in A2 as early as possible within the bid solicitation period. Enquiries and issues must be received within the timeframe described in A10 to allow sufficient time to provide a response. Enquiries received after that time may not be answered prior to the closing date.
- 3.2 To ensure consistency and quality of information provided to Bidders, the RFP Authority will give notice, in the same manner as this RFP, of any additional information in response to significant enquiries received without revealing the sources of the enquiries.
- 3.3 All enquiries and other communications with government officials throughout the solicitation period shall be directed ONLY to the RFP Authority named herein. Non-compliance with this condition during the bid solicitation period will (for that reason alone) result in bid disqualification.

### **GI4 BIDDER’S SUGGESTED IMPROVEMENTS DURING BID SOLICITATION PERIOD**

- 4.1 Should any Bidder consider that the specifications or Statement of Work contained in this RFP can be improved technically or technologically, the Bidder is invited to make suggestions, in writing, to the RFP Authority named herein. 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 provided they are received by the RFP Authority within the timeframe described in article A10 to allow sufficient time to provide a response. Canada reserves the right to accept or reject any or all suggestions.

### **GI5 BID PREPARATION COSTS**

- 5.1 The costs, including travel incurred by the Bidder in the preparation of its bid, of any resulting contract will be the sole responsibility of the Bidder and will not be reimbursed by Canada.

### **GI6 BID DELIVERY**

- 6.1 Bids or amendments thereto, will only be accepted by the RFP Authority if they are received at the address indicated in A1, on or before the closing date and time specified in A7.
- 6.2 Responsibility for bid delivery: the Bidder has the sole responsibility for the timely receipt of a bid by Canada and cannot transfer this responsibility to Canada. Canada will not assume responsibility for bids that are directed to an address other than the one stipulated in A1.
- 6.3. Late bids: Bids received after the closing date and Time specified in A7 will be deemed non-responsive and will not be considered for contract award.

### **GI7 RIGHTS OF CANADA**

Canada reserves the right:

- 7.1 during bid evaluation, to submit questions to or conduct interviews with Bidders, at Bidders’ cost, upon forty eight (48) hours’ notice, to seek clarification or to verify any or all information provided by the Bidder with respect to this RFP;
- 7.2 to reject all bids received in response to this RFP;

- 7.3 to accept any bid in whole or in part without prior negotiation;
- 7.4 to cancel and/or re-issue this RFP at any time;
- 7.5 to award one or more contracts, if applicable;
- 7.6 to not accept any deviations from the stated terms and conditions;
- 7.7 to incorporate all, or any portion of the Statement of Work, Request for Proposals and the successful bid in any resulting contract; and to not contract at all.

**GI8 INCAPACITY TO CONTRACT WITH GOVERNMENT**

- 8.1 By submitting a bid, the Bidder declares that the Bidder has not been convicted of an offence under the following provisions of the *Criminal Code*:
  - Section 121, Frauds upon the Government;
  - Section 124, Selling or Purchasing Office; or
  - Section 418, Selling Defective Stores to Her Majesty,Other than an offence for which a pardon has been granted.
- 8.2 Canada may reject a bid where the Bidder, including the Bidder's officers, agents and employees, has been convicted of an offence referred to in clause 8.1. Where Canada intends to reject a proposal pursuant to this provision, the RFP Authority will so inform the Bidder and provide the Bidder ten (10) calendar days within which to make representations, prior to making a final decision on the bid rejection.

**GI9 INCURRING OF COSTS**

- 9.1 No costs incurred before receipt of a signed contract or specified written authorization from the RFP Authority can be charged to any resulting contract. In addition, the Contractor is not to perform Work in excess of or outside the scope of any resulting contract based on verbal or written requests or instructions from any government personnel other than the Contracting Authority. The Bidder's attention is drawn to the fact that the Contracting Authority is the only authority which can commit Canada to the expenditure of the funds for this requirement.

**GI10 BIDDERS NOT TO PROMOTE THEIR INTEREST IN THE PROJECT**

- 10.1 Bidders must 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.

**GI11 PROPERTY OF CANADA**

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

**GI12 PRICE JUSTIFICATION**

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

- 12.1 a current published price list indicating the percentage discount available to Canada; or
- 12.2 copies of paid invoices for like quality and quantity of the goods, services or both sold to other customers; or
- 12.3 a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, profit, etc.; or
- 12.4 price or rate certification; or any other supporting documentation as requested by the RFP Authority.

**GI13 ANNOUNCEMENT OF SUCCESSFUL BIDDER**

- 13.1 If this RFP was advertised on the "Buyandsell.gc.ca" tendering service, the name of the successful Bidder will be announced on Buyandsell.gc.ca upon contract award and sign off.
- 13.2 If this RFP was not advertised on "Buyandsell.gc.ca," Canada will communicate to all Bidders the name and address of the successful Bidder as well as the total dollar value and award date for the contract only after contract sign-off.

#### **GI14 PS ONLINE - TRADING PARTNERS AGREEMENT**

- 14.1 If this RFP invite suppliers from the PS Online, the General Conditions, Supplemental General Conditions applicable to this requirement and Clauses of General application set-out in the Trading Partner Agreement shall form part of this RFP.

#### **GI15 APPLICABLE LAWS**

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

#### **GI16 CONTINGENCY FEE**

- 16.1 The Bidder declares that the Bidder has not, directly or indirectly, paid or agreed to pay, and will not, directly or indirectly pay, a Contingency Fee to any individual for the solicitation, negotiation or obtaining of the contract if the payment of the fee would require the individual to file a return under section 5 of the *Lobbying Act*, R.S.C., 1985, c. 44 (4th Supp.). In this section, "Contingency Fee" means any payment or other compensation that is contingent upon or is calculated upon the basis of a degree of success in soliciting or obtaining a government contract or negotiating the whole or part of its terms.

#### **GI17 CONFLICT OF INTEREST – UNFAIR ADVANTAGE**

- 17.1 In order to protect the integrity of the procurement process, Bidders are advised that Canada may reject a bid in the following circumstances:
- (a) if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation or in any situation of conflict of interest or appearance of conflict of interest; or
  - (b) if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to available to other Bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.
- 17.2 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.
- 17.3 Where Canada intends to reject a bid under this section, the RFP Authority 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 the Contracting Authority before the bid Closing Date.
- 17.4 By submitting a bid, 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.

#### **GI18 CONDUCT OF EVALUATION**

- 18.1 In conducting its evaluation of the bids, Canada may, but will have no obligation to, do the following:
- (a) seek clarification or verification from Bidders regarding any or all information provided by them with respect to the bid solicitation;
  - (b) contact any or all references supplied by Bidders to verify and validate any information submitted by them;
  - (c) request, before award of any contract, specific information with respect to Bidders' legal status;
  - (d) conduct a survey of Bidders' facilities and examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the bid solicitation;
  - (e) correct any error in the extended pricing of bids by using unit pricing and any error in quantities in bids to reflect the quantities stated in the bid solicitation; in the case of error in the extension of prices, the unit price will govern;
  - (f) verify any information provided by Bidders through independent research, use of any government resources or by contacting third parties; and
  - (g) interview, at the sole costs of Bidders, any Bidder and any or all of the resources proposed by Bidders to fulfill the requirement of the bid solicitation.
- 18.2 Bidders will have the number of days specified in the request by the RFP Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

## **GI19 BIDDER DEBRIEFINGS**

- 19.1 Should you require additional information or a debriefing regarding your bid, please contact the RFP authority identified in A2 to schedule a meeting either by phone or in person. Debriefings provide bidders an opportunity to understand where their bids may need to be improved in response to future solicitations. After the debriefing, and if needed, you will be provided with information on other dispute resolution options available to you such as the Office of the Procurement Ombudsman (OPO) or other appropriate recourses.

## **APPENDIX 1 - ANNEX “A”**

### **STATEMENT of WORK**

#### **1.0 Scope**

#### **1.1 Title**

EHC & LCDC Janitorial Services Contract

#### **1.2 Objectives of the Requirement**

The objective of this RFP is to seek proposals for services related to: Janitorial Services at the Environmental Health Centre (EHC) and at the Laboratory Centre for Disease Control (LCDC).

#### **1.3 Background**

The Environmental Health Centre is a three story rectangular structure with a basement and penthouse which was constructed in 1965. The building is located in the most easterly block of the Tunney's Pasture complex on Columbine Avenue. The building houses a mixture of laboratories and offices on all 3 floors including the basement. The basement is larger than the footprint of the upper stories and provides a podium on all four sides. It is attached to the Brook Claxton Building to the west and space of which approximately 1950 m2 is laboratory space. The EHC building has been deemed surplus to HC program requirements and its occupants will be moving into the Banting Building in fiscal year 2017-2018. This will reduce the department's laboratory space holdings and create significant efficiencies in operations and maintenance costs. There is currently a plan to decontaminate and demolish the EHC building. A negotiated transfer of the land may allow PWGSC to consolidate its land holdings on Tunney's Pasture, supporting its Tunney's Master Plan project.

The Laboratory Center for Disease Control is a 3 story structure located in the central of Tunney's Pasture at 100 Eglantine Driveway. It is a slab on grade building with the original part of the building blocks two three and four being built in 1965 with block one being added in 1996. The building is comprised of approximately 30% laboratory space that is all housed in Block one. The remaining space is used as office accommodations. The building is shared (both Lab and Office) by Health Canada and the Public Health Agency of Canada (PHAC). However the PHAC staff will be moving in phases to Winnipeg starting December 2013 and should be completed by January 2015. It is expected that Health Canada BGTD will occupy the space vacated by PHAC. In 12/13 the roofs over Blocks 1 and 3 were replaced and the office areas on all three floors were update and converted to the new Workplace 2.0.

#### **1.4 Tasks, Activities, Deliverables and Milestones**

Cleaning operations and activities are described in Annex A – Statement of Work.

#### **1.5 Tasks, Activities, Deliverables and Milestones**

To provide cleaning operations as described in Annex A, the Specification.

#### **1.6 Reporting Requirements**

All communications and submissions by the Contractor will be coordinated through the Project Authority.

#### **1.7 Project Management Control Procedures**

The individual identified in the Statement of Work as the Project Authority will schedule and coordinate site visits, answer any questions to their best knowledge or ability, provide a security escort when required.

## **1.8 Specifications and Standards**

Contractor is required to meet all applicable municipal, provincial and federal codes and industry standards for work required.

## **1.9 Location of Work, Work site and Delivery Point**

The work is to be conducted at Health Canada's Laboratory Centre for Disease Control (LCDC) and at the Environmental Health Centre (EHC)

All personnel assigned to this must be ready to work in close and frequent contact with the Project Authority and other Departmental personnel.

## **1.10 Language of Work**

All communications related to this work will be in the either English or French language.

## **1.11 Change Management Procedures**

Change in Scope of Work will require prior approval of the Project Authority. Prior to beginning any work as a result of change in scope will require the approval and amendment to the contract by the Contract Authority.

## **1.12 Project Authority**

The Project Authority is responsible for all matters concerning the technical content of the work required under this contract. Any changes to the scope of work are to be discussed with the Project Authority, but any resulting change can only be confirmed by the issuance of an official amendment to these Articles of Agreement issued by the Contracting Authority, as the case may be.

Project Authority to be inserted upon contract award.

## **1.13 Administrative Authority**

For any matters concerning the administration and invoicing related to this requirement contact:

Both Health Canada and the Public Health Agency of Canada have adopted direct electronic payments as their preferred method for paying invoices submitted from suppliers. Suppliers are encouraged to register for electronic direct payment and to provide their account information upon request.

Project Authority to be inserted upon contract award.

### **Invoicing:**

**Address invoice by email to:** [P2P.East.Invoices-Factures.Est@hc-sc.gc.ca](mailto:P2P.East.Invoices-Factures.Est@hc-sc.gc.ca)

Or by regular mail to:

Health Canada/Public Health Agency Canada  
Accounting Operations - East  
18th Floor, Rm 1855C, 200 Eglantine Driveway, Jeanne Mance Building,  
Tunney's Pasture, PL: 1918C  
Ottawa ON, K1A 0K9

**To help facilitate a more efficient and timely payment process, please ensure that your invoice includes all required information and you clearly identify the contract number on every invoice submitted for payment.**

#### **1.14 Contracting Authority**

The Contracting Authority is responsible for all matters related to the procurement and all contractual matters arising from any contracts issued.

Brian Spero  
Procurement Contracting Officer  
Procurement and Contracting Unit  
200 Eglantine Driveway, Tunney's Pasture  
Ottawa, Ontario K1A 0K9  
Telephone (613) 948-8545  
E-mail: brian.spero@hc-sc.gc.ca

#### **2.0 Requirements**

The work shall be performed in accordance with the terms and conditions contained herein and as described in The Statement of Work, Annex A and Specification in Annex A. The Contractor shall execute such work in a careful and workman like manner. Work shall be performed Monday to Friday between 07:00 and 17:00. Scheduled cleaning operations shall be performed after hours between 17:00 and 22:00 or on weekends between 07:00 and 18:00.

**2.1** The performance of the work required shall provide for the work described herein and shall be approved by and agreed to by the Project Authority.

#### **2.2 Health and Safety/Labour Codes**

The Contractor is to supply the Project Authority with a copy of their safety policy as required by the applicable Provincial Occupational Safety and Health Regulations. The Contractor must adhere to all safety rules, regulations and labour codes in force in all jurisdictions where the work is performed. The Contractor must provide a copy of their Health and Safety Plan in regards to the work described herein.

#### **2.3 Qualified Personnel**

The Contractor shall provide sufficient qualified personnel to accomplish promptly and satisfactorily all work included in this agreement. Prior to commencement, the Contractor shall provide the Project Authority a list of personnel assigned and shall give written notice of changes in this personnel.

The Contractor shall ensure that all work is performed under the competent supervision of a Supervisor who must be on-site with the team at all times having full authority to act for the Contractor. Such supervision shall be provided for all work done by the Contractor's employees. The supervisor must have a minimum of three years' experience in the performance of the work described herein.

## 2.4 Contractor Details

The Contractor shall furnish the Project Authority with a telephone number or cell phone number where service personnel may be contacted for the duration of the contract.

## 2.5 Insurance Requirements

The Contractor is responsible for ensuring that they manage and have relevant financial protection against the risks to which they are exposed, especially those over which they have control. Consequently, the general policy of the Government is not to indemnify contractors against such risks. Normally, therefore, a general condition of every contract is that contractors indemnify and save the Crown harmless from all manner of claims and damages. As commercial insurance is one option available to and frequently used by responsible contractor for this purpose, it should always be understood that, in the first instance, insurance is for the protection of Contractor in support of their potential liability to indemnify the Crown and others, and only ultimately for the protection of the Crown. The Contractor must provide a copy of certificate from an insurance broker or an insurance company licensed to operate in Canada stating that the Contractor, is insured in accordance with the Commercial General Liability Insurance requirements specified in R2910D (Insurance Terms) of the SACC Manual, and in the amount of \$2,000,000.00

The Commercial General Liability Insurance must include the following:

- a) Additional Insured: Health Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract.
- b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c) Products and Completed Operations: Coverage for bodily or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest or Imprisonment and Defamation of Character.
- e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g) Employees, visitors and if applicable volunteers must be included as Additional Insured.
- h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB). At any time during the term of the Contract, when requested by Health Canada, the Contractor shall provide such evidence of compliance by the Contractor, its subcontractors and any other person at any tier and any other person performing part of the Work who is required to comply with such legislation.
- i) Prior to the commencement of work, the Contractor shall provide evidence of compliance with



worker's compensation legislation applicable to the place of the work, including payments thereunder The Contractor must provide proof of a valid Certificate and number. Health Canada may call Worker's Compensation to verify the Contractor's status in this regard.

- j) The Contractor must hold a valid WHIMS Certification and must provide a copy of their certificate upon request to Health Canada. At any time during the term of the Contract, when requested by Health Canada, the Contractor shall provide such evidence of compliance by the Contractor, its subcontractors and any other person at any tier and any other person performing part of the work who is required to comply with such legislation.
- k) Broad from Property Damage including Completed Operations: Expands Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- l) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- m) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- n) Non-owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Health Canada a certified true copy of all applicable insurance policies. A copy of the certification must be provided to Health Canada upon request.

## **2.6 Cellular Phones and/or Pagers**

The Contractor's Foreman or Site Supervisor shall be equipped with a cellular phone and/or pager at all times. All expenses including installation, air time, activating fees, and the cost of the phones/pagers shall be the responsibility of the Contractor. The Contractor shall maintain an uninterrupted communication service.

## **2.7 Labour**

All work described in this Statement of Work shall be carried out in accordance with all applicable Federal, Provincial, Municipal codes, regulations by-laws and standards.

The supplier shall be responsible for any charges imposed by any such regulations and by-laws. The work must be carried out in accordance with the manufacturer's instructions for the system/equipment. The Contractor shall furnish all the necessary tools, equipment and Personal Protection Equipment (PPE) and labour to execute the work required herein.

## **2.8 Contractor's Obligations**

The Contractor will be responsible for the following;

- 2.8.1 Carrying out services in accordance with approved documents and directions given by the Project Authority.
- 2.8.2 Directing all correspondence to the Project Authority and not communicating with the tenant directly.
- 2.8.3 Advising the Project Authority of any changes that may affect the approvals previously given and detailing the extent of and reason for the changes and obtain written approvals before proceeding.
- 2.8.4 Ensuring all activities performed provide for the protection of Health Canada and Safety of the facility's occupants, not disturbing the facility's security systems and procedures and not disturbing the operations performed in and around the facility.
- 2.8.5 Their own transportation and parking costs during the entire project life cycle; specified project tasks outlined in the Statement of Work (SOW).
- 2.8.6 Managing attendance of sub-contractors (if applicable) to ensure work is completed as targeted.
- 2.8.7 Tracking and completing all contract deliverables/tasks.
- 2.8.8 Assuming responsibility of any accident or damage caused by its employees and/or equipment to Health Canada property or personnel as a result of the Contractor's activities.
- 2.8.9 Assuming responsibility for the security of its equipment and materials during and after working hours. Health Canada shall not be liable for any vandalism, theft or loss.
- 2.8.10 Notifying the Project Authority of any on-site activity and obtaining approval to gain access to the building 48 hours before entering on site.
- 2.8.11 Taking all necessary steps to protect the workers from harm in accordance with revised statutes of the current Labour Canada codes. The Contractor, its employees, all sub-contractors and all site visitors shall have the appropriate personal safety equipment and training prior to performing the work required.
- 2.8.12 The Contractor shall keep areas unobstructed and discard of all unwanted items keeping areas safe.

## **2.9 Health Canada Obligations**

Health Canada shall provide access to waste disposal bins.

## **3.0 Site Regulations**

The Contractor must comply with all rules, instructions and directives in force where the work is performed.

## **4.0 Applicable Documents**

- 4.1 Health Canada's Articles of Agreement;
- 4.2 Public Works and Government Services Canada, Standard Acquisition Clauses and Conditions (SACC) referenced below;
- 4.3 The Specification, Statement of Work and Floor Plans in Annex "A"

## 5.0 Applicable Websites

Insurance Terms

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/R>

Certificate of Insurance (form PWGSC-TPSGC 357)

# ANNEX "A"

## Janitorial Services

### **SPECIFICATION**

**HEALTH CANADA**

### **JANITORIAL SERVICES**

Laboratory Centre for Disease Control and  
Environmental Health Centre  
Tunney's Pasture,  
Ottawa ON

**Cleanable Area:**

LCDC: 10,033.48 m<sup>2</sup>

EHC: 6,058.65 m<sup>2</sup>

Total: 16,092.13 m<sup>2</sup>

## **SECTION 1: Special Conditions**

1. Definition of Terms & Quality Standards
2. Building Cleaning Operations
3. Staffing
4. Health & Safety
5. Building Security
6. Building Maintenance
7. Cleaning Products & Equipment
8. Uniforms
9. Space Assigned
10. Log
11. Excluded Rooms and Equipment
12. Life Safety System Building Profile Log Book
13. Light, Heat, Power and Water
14. Elevator Services
15. Additional Special Conditions

## SECTION 2: Operations & Frequencies

1. Exterior
2. Floor (all types)
3. Floor – Resilient, Terrazzo and Marble
4. Floors – Vitreous and Quarry Tile
5. Floors –Concrete
6. Carpeting and Rugs
7. Walk-away mats
8. Entrances, Exits, Lobbies, Main Floor Elevator Lobbies and Adjacent Corridors
9. Elevators
10. Stairs and Landings
11. Miscellaneous
12. Washrooms
13. Locker Rooms
14. Showers
15. Cafeterias
16. Kitchens, Kitchenettes, Lunchrooms and Rest Areas
17. Health Units
18. Furniture and Fixtures
19. Blinds and Drapes
20. Chalkboards and White Boards
21. Waste Receptacles
22. Interior Glass
23. Potable Water Fountains
24. Walls, Partitions, Baseboard and Ceilings

25. Door and Door Frames
26. Emergency Fire Equipment
27. Electronic Data Processing Areas
28. Contractor's Space
29. Light Fixtures
30. Freight Receiving
31. Garbage and Recycling Rooms
32. Papersave, Recycling Containers and Multi-use Installations
33. Additional Operations & Frequencies

## 1: Definition of Terms and Quality Standards

1. Any quality assurance inspection report, which does not meet the departmental requirements of the janitorial services specification, for any part of the building may result in the application of corrective measures.

## 2: Building Cleaning Operations

### General:

1. The services shall be inspected by the Project Authority periodically to decide whether or not it is acceptable. The contractor may be invited to attend these inspections by giving a short notice to its representative.
2. When days of the week specified in section 2 fall on a holiday, the contractor shall perform the operations the first working day thereafter.
3. **Conversion of Flooring**
  1. There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

### Routine Cleaning Operations:

1. Routine cleaning shall be performed between the hours of **07:00** and **22:00** Monday through Friday

### Scheduled Cleaning Operations:

Annex A to Section 2 establishes the schedule of work for the entire duration of the contract and shall be completed by the contractor in the months specified.

1. Scheduled cleaning operations shall be performed Monday through Friday between **17:00** hours and **22:00** hours.
2. Scheduled cleaning operations shall be performed Saturdays and Sunday between **07:00** hours and **17:00** hours.
3. Prior to commencing the scheduled work, the contractor shall submit the Project Authority a work schedule for approval. The contractor shall also notify the Project Authority immediately when the work is completed.

### Additional and Emergency Cleaning Services

1. The cost of additional cleaning and emergency cleaning operations shall be negotiated on a case by case basis.
2. Emergency (on call) cleaning means:  
The contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on site within 1 hour of notification.

## 3: Staffing

1. The contractor shall provide all the staff necessary to perform all services as specified in section 2 for these specifications.



2. The contractor shall designate a cleaner to report to the department representative, or telephone **613-214-7181** to receive complaints and any other instructions at 10:00 and 14:00 hours daily, during working days.
3. The non-working on-site supervisor shall be on site during working hours and shall be in full charge of the operations and the contractor in the performance of the services and shall be authorized to accept any notice, consent, order, direction, decision or other communication on behalf of the contractor that may be given under the contract. The supervisor shall liaise daily with the Project Authority and shall be capable of communicating in English or French.
4. If the non-working on-site supervisor is absent from the site during working hours, the contractor shall have one of its employees on site to represent him. This employee shall be authorized to attend inspections and receive inspection reports on behalf of the contractor, to ensure that unsatisfactory performance situations are corrected and to take immediate action regarding emergencies and other cleaning requirements.
5. The non-working on-site supervisor shall be equipped with a cellular phone and a pager. All expenses including installation, air time, activating fees and the phones/pagers themselves shall be at the expense of the contractor. An uninterrupted communication service is mandatory.
6. The contractor shall provide a job description for the non-working on-site supervisor and/or working on-site supervisor, if requested by the Project Authority.

#### **4: Health & Safety**

1. The contractor shall adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by national and provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures. In addition, adequate training of personnel assigned to perform operations such as re-lamping, use of chemicals etc. is also required.
2. The contractor shall ensure that all equipment used to perform the services is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The contractor shall be responsible to supply suitable replacement equipment within one working day.
3. The contractor shall perform the work in compliance with the Canada Labor Code – part II, or relevant provincial/territorial occupational health and safety acts and regulations, the national fire code; and applicable provincial/territorial acts and regulations and applicable municipal regulations. The most stringent shall apply.

#### **5: Building Security**

1. Only those employees whose names appear on the contractor's payroll and meet the conditions specified in this contract shall be allowed access to the work site. No other persons accompanying employees shall be allowed on site.
2. All cleaning staff employed by the contractor, regardless of hours of work, shall sign in and out and enter the times of arrival and departure in registers or on sheets to be provided at the security guards control desk or other designated area. In the event of a dispute and the absence of other evidence, the register shall be regarded as evidence of hours of work. Failure to sign "out" shall render the entry invalid.
3. All personnel employed in the performance of the services shall comply with security requirements for the facility. They shall be provided with an identification pass which shall be worn and visible at all times.

4. No audio/visual equipment or cameras are permitted on the work site.
5. The contractor's cleaning staff may be subject to questioning in relation to security matters.
6. All keys or key cards entrusted to the contractor for the fulfillment of its contract must be fully protected at all times and are not to be shared or utilized by another person under any circumstances.
7. All doors to rooms, private or general offices, etc. which shall be unlocked by the contractor's employees, shall be re-locked upon completion of the performance of their duties.

#### **6: Building Maintenance**

1. The contractor's staff shall report deficiencies other than janitorial observed during the performance of the services to the Project Authority and to the national service call centre at **1-800-463-1850**.

#### **7: Cleaning Products & Equipment**

1. The contractor shall supply all cleaning products and equipment required to carry out the services as mentioned in Section 2 and **shall use only products that are environmentally friendly, such as products with the environmental choice logo (Canadian) or the green seal logo (US)**.
2. All cleaning products shall be suitable for the surfaces intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original unopened container. The Project Authority may instruct the contractor to discontinue the use of any product judged not suitable and to substitute another mutually satisfactory product.
3. The contractor shall ensure that all cleaning products used in the workplace are classified and labeled according to the workplace hazardous materials information systems (WHMIS).
4. A binder with the copies of the material safety data sheets (MSDS) shall be kept on the premises and updated when new cleaning products are purchased. This binder shall be made available to the Project Authority upon request.

#### **8: Uniforms**

1. All cleaning personnel employed in this building shall be uniformed as follows:
  1. Industrial type matching shirt and trousers, coveralls or duster coat.
  2. Clean uniforms shall be worn at all times.
  3. Failure to provide the required uniforms may result in a reduction of the contractor's monthly payments. Employees not properly uniformed may be deemed unsuitable and excluded from the premises.

### **9: Space Assigned**

1. The Project Authority shall provide the contractor with the required space.
2. The contractor shall not list, publicize or use in any fashion, for business purposes, the address of a building leased or owned by Canada. A telephone with message taking capability shall be installed at the expense of the contractor but must be unlisted and shall not under any circumstances appear in telephone directories or be advertised as a business telephone.
3. Canada shall not be responsible for damages to the contractor's cleaning products and equipment nor to the contractor's employees' personal belongings.

### **10: Log Book**

1. A log book shall be maintained in the building by the Contractor to record all monthly and scheduled cleaning performed. The log book shall be on location **on site** and shall be made available for inspection by the Project Authority.

### **11: Excluded Rooms & Equipment**

1. Mechanical and electrical rooms, laboratory benches, including sinks, stationary or movable equipment, copiers, calculators, computer equipment, typewriters and shop equipment.

### **12: Life Safety System Building Profile Log Book**

1. In accordance with the national fire code of Canada and as part of this contract where applicable, the contractor is responsible to verify emergency lights, supply and replace burnt bulbs as required and tag and report any fixture that does not illuminate after replacement to the Project Authority. On a weekly basis, after verification, the contractor is responsible to sign the log book at the end of table 17 (exit lights). The contractor is not responsible to make any repairs to inoperative fixtures other than bulb replacement. The location of the log book shall be identified by the Project Authority after contract award.

### **13: Light, Heat, Power and Water**

1. Canada shall supply all light, heat, power and hot/cold water reasonably required for the performance of the work.

### **14: Elevator Services**

1. Where applicable, the contractor shall be permitted the use of elevators, escalators, conveyors and dumbwaiters and shall be responsible for their safe operation.

### **15: Additional Special Conditions**

**NOTE:** Clause 15 takes precedence over clauses 1 to 14, **(Section1)**. In addition to the services detailed in clauses 1 to 14, perform the following tasks:

1. **Reference to Clause 2 (Building Cleaning Operations)**

1. **Restricted Areas:** The following Laboratories/Offices shall be cleaned daily between 08:00 and 16:00 hours.

**Laboratory Centre for Disease Control:**

All unlocked laboratory rooms.

**Environmental Health Centre:**

Rooms: 303, 304, 306, 307, 309, 312, 316, 319, 315, 315A 4, B38

2. **Locked Areas:** LCDC cleaned upon client request between 08:00 and 16:00 hours.

Cold rooms (i.e. walk-in refrigerators), Storage and electrical rooms: 3208, 2148, 2146, 1234, 1154, 1152, 1150, 1114, 1112, 1108, 2448, 2449, 1148, 1379

3. **Boardrooms, Conference Rooms, Meeting Rooms at LCDC/EHC**

1. Patrol clean daily between 12:00 and 13:00 hours or when vacant.

2. **Reference to Clause 3 (Staffing)**

1. A **Working on-site supervisor** shall be in full charge of the operations.

3. **Reference to Clause 4 (Health & Safety)**

1. **For LCDC laboratory areas:**

1. Lab coat and latex or nitrile gloves.

Note: To minimize the risk of cross-contamination, cleaners are not to open doors with gloved hand.

2. **Radioactive/Chemical and Biological Hazards:**

1. Radioactive and/or chemical wastes are stored in white 20 litre containers with appropriate symbols identifying the waste within.
2. Biological waste is stored in labelled cardboard boxes with appropriate symbols identifying the waste within.
3. The disposal of radioactive, chemical and biological waste is a responsibility of the authorized user, **Health Canada**.

3. **Safety Guidelines – Laboratories**

1. Learn to recognize the hazard as posted. These include Radiation, biological and chemical warnings and hazards.
2. **DO NOT** touch items that are marked with these signs and symbols.
3. Use good personal hygiene. Wash hands after touching walls, or items in laboratories.
4. Smoking, eating or drinking in laboratories is forbidden.
5. If involved in a laboratory accident (cut or spill), report this immediately to your supervisor, doctor, and the Administrative Office. In LCDC, the on-site working supervisor needs to report the incident to the Laboratory Operations Manager, Laboratory Coordination Unit (LCU) to ensure any actions required by Health Canada are addressed immediately.
6. The use of scented products (e.g. perfumes, colognes, deodorants) is forbidden.

**4. Screening and Immunization of Contractor Employees**

1. The contractor shall insure that all Cleaning personnel performing the service shall follow the **Health Protection** protocol.
2. The standard protocol covers basic requirements for working in or entering laboratory areas. Specific areas may have additional risk; therefore this protocol may be amended during the term of the contract.
3. The contractor shall ensure that ALL cleaning personnel performing the service are immunized and tested.
4. The contractor shall present proof that the standard protocol has been undertaken for each employee performing the services in the building. This would be in the form of a record signed by the Regional Health Unit or an individual doctor.

**5. Standard Protocol**

1. All cleaners entering laboratory areas must be trained to WHMIS 2015.

**4. Reference to Clause 7 (Cleaning products & Equipment)**

1. The contractor shall ensure that all equipment used to perform the services is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, unsuitable or defective, taken out of service. The Contractor shall be responsible for supplying suitable replacement equipment.
2. Routine cleaning products and hand soaps for washrooms and kitchenettes shall be scent free.
3. In LCDC, the Laboratory Coordination Unit (LCU) will supply special soap for the hands-free wash basins in the laboratory space.

**5. Reference to Clause 11 (Excluded Areas/Work)**

1. EHC Laboratories: 324, 326, 326-A, 308, 310, 316-A.

**SECTION 2 – Operations & Frequencies**

<b>1: Exterior</b>
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**1. Daily**

1. Remove posters from exterior walls, doors and windows at ground levels.
2. Clean and polish outside metal slot receivers, aluminum fittings, metal work, entrance doors and push bars.
3. Clean glass and sashes on both sides in entrance and exit doors.
4. Sweep and keep clear of litter (cigarette butts, paper, leaves, etc.) all entrances, ramps for the handicapped, loading docks, podiums and stairs.
5. Empty and clean ash trays, sand urns and butt stops into a separate metal container.
6. Replace silica sand in sand urns as required.
7. Empty and damp-wipe interior and exterior of all waste receptacles, supply and insert new plastic bags of correct size.

**2. Weekly (Friday)**

1. Clean glass and sashes on both sides in entrance sidelights and transoms.

## 2: Floors (All Types)

### 1. General

1. Supply and visibly locate bilingual danger signs when performing wet floor cleaning operations.
2. Furniture and wastepaper receptacles **are not to be** placed on desks, tables or work benches during cleaning operations.

## 3: Floors: Resilient, Terrazzo and Marble

### 1. Daily

1. Sweep and damp mop all floors.

### 2. Weekly (Friday)

1. Spray buff all floors.

### 3. Scheduled Cleaning Operations

1. Wet scrub and refinish floor as per Annex A.
2. Strip and refinish floors as per Annex A.

## 4: Floors: Vitreous & Quarry Tile

### 1. General

1. Sweep and damp mop all floors daily.
2. Wash and buff all floors weekly (Wednesday).

### 2. Schedule Cleaning Operations

1. Wet scrub and refinish floors as per Annex A.
2. Strip and refinish floor as per Annex A.

## 5: Floors: Concrete

### 1. Work Areas

1. Daily
  1. Sweep and damp mop all floors.
2. Monthly (first week of each month)
  1. Wash all floors

### 2. Storage Areas

1. Monthly (on request)
  1. Sweep and wash floors.

### 3. Schedule Cleaning operations

1. Strip and seal unpainted floors as per Annex A.

## 6: Carpeting & Rugs

### 1. General

1. The contractor shall use **industrial vacuum cleaners** with the following measurements:

1. Maximum noise levels (low 51 dB and high 59 dB).
  2. Maximum 0.3 micron particulate filters (heap type).
  3. Minimum 90.2 inches of water lift.
  4. Power head.
  5. Accessories for floors and furniture.
2. The contractor shall use **industrial single speed polisher with a solution tank** with the following feature:
    1. Maximum speed of 175 rotations per minute.
  3. The contractor shall use **industrial high performance hot water extractors** with the following features:
    1. Minimum 110 psi-solution pump.
    2. Minimum of 137 inches of water lift.
    3. Minimum of 10 gallon solution tank.
    4. Minimum of 14.5 gallon recovery tank.
  4. Clip loose threads during vacuuming operation.
  5. Daily, remove spots, stains and gum from carpeting and rugs using methods and solution approved by carpet manufacturers. Report to the Project Authority all spots on carpeting and rugs that cannot be removed by normal means and any damage to the carpeting and rugs.

**2. Offices/Office Areas**

**Daily**

1. Pick up litter (paper, paper clips, elastics, etc.).

**Weekly**

1. Vacuum traffic lanes and desk wells every Tuesdays.
2. Vacuum all carpeting and rugs every Friday.
3. Remove T mats, vacuum carpet, clean and replace T mats.

**3. Conference Rooms, Boardrooms, Corridors and Elevator Lobbies**

1. Vacuum daily.

**4. Scheduled Cleaning Operations**

1. Clean all carpets and rugs using the dry foam and light hot water extraction method as per Annex A.
2. Clean carpets in high traffic areas using the **dry foam and light hot water extraction method** as per Annex A.

**7: Walk-Away Mats**

**1. General**

1. The contractor shall use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc., from the mats.
2. Mats shall be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Project Authority may shorten or extend the period.
3. Canada shall supply walk-away mats and the contractor shall install, maintain, remove, clean both sides of mats and store in a designated area when not in use.
4. Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.
5. The quantity, type, size and location will be determined by the Project Authority.

6. Prior to storing, each walk away mat shall be cleaned using the **dry foam and hot water extraction method** and shall be dried.

## 2. Daily

1. Vacuum mats at 09:00 hours and at 14:00 hours. During inclement weather vacuum mats more often if necessary.

## 3. Weekly

1. Clean all walk-away mats every Friday using the **dry foam and hot water extraction method** after 17:00 hours.

## 8: Entrances, Exits, Lobbies, Main Floor Elevator Lobbies & Adjacent Corridors

### 1. General

1. Keep free of litter.
2. Clean furniture as per clause 18.

### 2. Daily

1. Clean both sides of door glass.
2. Remove gum and other foreign residue.
3. Sweep, wash and spray buff floors. Provide additional damp mopping of floors during inclement weather.
4. Vacuum all floors.
5. Clean directory board, glass and frame.

### 3. Weekly (Friday)

1. Clean both sides of all glass windows and frames.

### 4. Monthly (third week of each month)

1. Remove foot grills and clean out recessed pan and drain.

### 5. Scheduled Cleaning Operations

1. Wet scrub and refinish floors, as per Annex A.
2. Strip and refinish floors as per Annex A.

## 9: Elevators

### 1. Daily

1. Clean interior and exterior of cabs, doors, door frames and walls including the surface of the control panels.
2. Scrape and vacuum door sill/track grooves in the cabs and landings.
3. Sweep and damp mop floors when elevator mats are not in use.
4. Vacuum floors.

### 2. Monthly (first week of each month)

1. Clean carpets using the **dry foam and light hot water extraction method**.



### 3. Scheduled cleaning operations

1. Wet scrub and refinish floors as per Annex A.
2. Strip and refinish floors as per Annex A.

<b>10: Stairs &amp; Landings</b>
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#### 1. Daily (from third floor to basement)

1. Sweep and damp mop stairs and landings.
2. Dust handrails, balusters, balustrades, baseboards, stringers and ledges.
3. Vacuum carpeted stairs and landings.

#### 2. Weekly (from third floor to basement)

1. Repeat 1.1 to 1.3.

#### 3. Weekly (second week of each month)

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

#### 4. Scheduled Cleaning Operations

1. Strip and refinish terrazzo, marble and resilient surfaces as per Annex A.
2. Strip and seal unpainted concrete surfaces as per Annex A.

<b>11: Miscellaneous</b>
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#### 1. General

1. The contractor shall use **industrial back pack vacuums with the following features:**
  1. Maximum noise level of 60 db.
  2. Maximum 0.3 micron particulate filters (heap type).
  3. Minimum 102 inches of water lift.
  4. Proper accessories.

#### 2. Daily

1. Damp-wipe public telephones.
2. Dust display cases and spot clean glass.

#### 3. Weekly (Monday)

1. Clean frame of notice boards, directory boards and glass.
2. Clean display case glass and remove tape and tape residue.

#### 4. Monthly (first week of each month)

1. Clean and polish all decorative metal surfaces.
2. Damp-wipe all window ledges, radiator and convector covers.

#### 5. Scheduled Cleaning Operations

1. Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 metres or higher **using an industrial back pack vacuum clean** as per Annex A.
2. Clean all air intake grills and air diffusers as per Annex A.  
**All air intake grills and air diffusers shall not be removed during cleaning operations.**

## 12: Washrooms

### 1. General

1. The contractor shall supply 2 ply toilet paper of good quality in all washrooms.
2. Patrol clean washrooms twice daily at **10:30** and **13:30** hours.

### 2. Daily

1. Sweep and damp mop floors.
2. Dust top of partitions.
3. Remove all trash from strainers in base of urinals.
4. Clean both sides of toilet seats, interior and exterior of bowls, urinals and wash basins.
5. Clean all water taps, dispensers, door plates and flush valves.
6. Clean flush tanks, shelves, high ledges, mirrors, window ledges and exposed piping.
7. Spot clean walls, partitions and doors.
8. Empty sani-cans, wash, disinfect, supply and insert new waxed bags of correct size.
9. Empty and damp-wipe interior and exterior of all waste receptacles, supply and insert new plastic bags of correct size.
10. Supply and replenish soap, toilet paper and paper towel dispensers.
11. Vacuum carpeted floors.

### 3. Weekly (Monday)

1. Descale toilet bowls and urinals.
2. Spray buff resilient, terrazzo and marble floors.

### 4. Monthly (last week of each month)

1. Pour a pail of clean water into floor drains.
2. Machine scrub vitreous, quarry tile and concrete floors and wash resilient, terrazzo and marble floors.
3. Wash and disinfect waste receptacles.
4. Wash both sides of partitions and doors.
5. Clean air grills.

### 5. Scheduled Cleaning Operations

1. Wet scrub and refinish resilient, terrazzo and marble floors as per Annex A.
2. Strip and refinish resilient, terrazzo and marble floors as per Annex A.
3. Strip and refinish vitreous and quarry tile floors as per Annex A.
4. Strip and seal concrete floors as per Annex A.
5. Wash ceilings as per Annex A.
6. Wash walls as per Annex A.

## 13: Locker Rooms

### 1. Daily

1. Empty waste receptacles.
2. Sweep and damp mop floors.
3. Spot clean walls, doors and door frames.

### 2. Weekly (Friday)

1. Wash floors.
2. Spray buff resilient, terrazzo and marble floors.
3. Dust exposed surfaces of lockers including tops. Remove marks and stains from fronts and sides.

### **3. Monthly (second week of each month)**

1. Machine scrub and rinse vitreous and quarry tile floors.
2. Wash metal base of windows and window ledges.

### **4. Scheduled Cleaning Operations**

1. Wash the exterior of lockers and interior of vacant lockers as per Annex A.
2. Wet scrub and refinish resilient, terrazzo and marble floors as per Annex A.
3. Strip and refinish resilient, terrazzo and marble floors as per Annex A.
4. Strip and refinish vitreous and quarry tile floors as per Annex A.

## **14: Showers**

### **1. Daily**

1. Remove all pieces of soap.
2. Wipe down walls.
3. Scrub floor and duck boards.
4. Polish taps and shower heads.

### **2. Weekly (Wednesday)**

1. Wash walls, shower curtains and shower doors to remove soap residue.
2. Scrub floors to remove soap residue.

### **3. Annually**

1. Replace shower curtains in all showers.

## **15: Cafeterias**

### **1. General**

1. This refers only to the dining area in front of the counter and does not include furniture and vending machines.
2. Patrol clean twice daily at 10:00 and 14:00 hours.

### **2. Daily**

1. Dust all surfaces.
2. Wash all furniture, tables, chairs, sinks, etc.
3. Sweep and spot clean carpeting.
5. Supply and replenish all soap and paper towel dispensers.
6. Empty, wash, disinfect waste receptacles and replace plastic bags.
7. Spot clean all walls, doors and exterior of cupboards.
8. Spot clean exterior of all appliances.

### **3. Weekly (Friday)**

1. Spray buff floors.

### **4. Scheduled Cleaning Operations**

1. Wet scrub and refinish floors as per Annex A
2. Strip and refinish floors as per Annex A
3. Wash walls as per Annex A

## 16: Kitchens, Kitchenettes, Lunchrooms and Rest Areas

### 1. General

1. Patrol clean twice daily at **10:00** and **14:00** hours.
2. Cleaning does not including vending machines.

### 2. Daily

1. Dust all surfaces.
2. Wash all furniture, tables, chairs, sinks, etc.
3. Sweep and damp mop floors.
4. Vacuum and spot clean carpeting.
5. Supply and replenish all soap and paper towel dispensers.
6. Empty, wash, disinfect waste receptacles and replace plastic bags.
7. Spot clean all walls, doors and exterior of cupboards.
8. Spot clean exterior of all appliances.

### 3. Weekly (Friday)

1. Spray buff floors.

### 4. Scheduled Cleaning Operations

1. Wet scrub and refinish floors as per Annex A.
2. Strip and refinish floors as per Annex A.
3. Wash walls as per Annex A.

## 17: Health Units

### 1. Daily

1. Dust all furniture
2. Empty and disinfect waste receptacles
3. Spot clean walls
4. Wash and disinfect toilet accessories including sinks, toilet bowls, mirrors, dispensers, etc.
5. Supply and replenish soap, toilet paper and paper towel dispensers.
6. Sweep and damp mop floors.
7. Vacuum and spot clean carpeting.

### 2. Monthly (third week of each month)

1. Dust blinds.
2. Vacuum drapes and privacy curtains.
3. Spray buff floors.

### 3. Scheduled cleaning operations

1. Wet scrub and refinish floors as per Annex A.
2. Wash walls, as per Annex A.
3. Strip and refinish floors as per Annex A.

## 18: Furniture & Fixtures

### 1. Preliminary Instructions

1. Papers, files, etc... left on furniture shall not be disturbed by the cleaning staff.

## **2. Daily**

1. Dust and spot clean boardroom and executive office furniture.
2. Damp-wipe counters and spot clean facings.

## **3. Weekly (Wednesday)**

1. Dust and remove stains from all surfaces.
2. Dust empty stacks, shelves, pictures and wall hangings (excluding paintings and art objects).
3. Clean and polish boardroom and executive furniture.
4. Clean bases of free standing screens/office partitions.
5. Clean interior of closets.
6. Wash boot trays/boot shelves.
7. Clean glass and wood partitions.

## **4. Monthly (third week of each month)**

1. Vacuum all upholstered furniture.
2. Remove spots, stains and gum from upholstered furniture.

## **5. Scheduled Cleaning Operations**

1. Clean all leather, vinyl, leatherette and upholstered furniture as per Annex A.
2. Vacuum upholstered free standing screen/office partitions as per Annex A.

### **19: Blinds & Drapes**

## **1. Scheduled Cleaning Operations**

1. Dust or vacuum blinds as per Annex A.
2. Vacuum drapes as per Annex A.
3. Damp-wipe blinds as per Annex A.

### **20: Chalkboards & White Boards**

## **1. General**

1. **Cleaning staff shall not clean boards containing information.**

## **2. Daily**

1. Dry clean chalkboards.
2. Clean Chalk troughs.
3. Vacuum erasers.
4. Dry clean white boards.

### **21: Waste Receptacles**

## **1. General**

1. Supply and install plastic bags of correct size when dirty or torn in waste receptacles.

## **2. Daily**

1. Empty and damp-wipe interior and exterior of waste receptacles.

## **3. Scheduled Cleaning Operations**

1. Wash and disinfect interior and exterior of waste receptacles as per Annex A.

## **22: Interior Glass**

### **1. Daily**

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

### **2. Monthly**

1. Clean mirrors and both sides of door glass.

### **3. Scheduled Cleaning Operations**

1. Clean both sides of partition glass as per Annex A.
2. Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors as per Appendix B.

## **23: Potable Water Fountains**

### **1. Daily**

1. Clean and disinfect.

## **24: Walls, Partitions, Baseboards & Ceilings**

### **1. Daily**

1. Spot clean walls and partitions.
2. Remove cobwebs from ceilings.

### **2. Weekly (Wednesday)**

1. Dust marble walls, columns and frames.
2. Spot clean fabric and carpeted walls, columns and partitions.
3. Dust baseboards, ledges and mouldings.

### **3. Scheduled Cleaning Operations**

1. Wash marble walls, columns, frames and baseboards as per Annex A.
2. Vacuum fabric and carpeted walls, columns and partitions as per Annex A.
3. Clean and polish wood paneled walls as per Annex A.

## **25: Doors & Door Frames**

### **1. Daily**

1. Spot clean doors and door frames.
2. Dust door grills.

### **2. Monthly (third week of each month)**

1. Clean push bars, kick plates and hand plates.
2. Damp-wipe
3. Wash door grills.

## 26: Emergency Fire Equipment

### 1. Monthly (second week of each month)

1. Clean interior and exterior of fire hose cabinets including glass and related equipment.
2. Clean and polish fire extinguishers.

## 27: Electronic Data Processing Areas

### 1. General

1. The contractor shall maintain antistatic floor tiles as per manufacturer's specs.

### 2. Daily

1. Vacuum and damp mop entire floor area.
2. Vacuum and damp mop ramps.
3. Empty waste receptacles.
4. Clean washrooms as per clause 14.

### 3. Weekly (Friday)

1. Wash and disinfect waste receptacles.
2. Clean doors and door frames.
3. Dust furniture and shelving.

### 4. Scheduled Cleaning Operations

1. List all elevated floor tiles to vacuum the subfloor and the support railings as per Annex A.
2. Clean interior and exterior of light fixtures including lenses as per Annex A.
3. Clean all air intake grills and air diffusers as per Annex A.

## 28: Contractor's Space

### 1. General

1. Maintain as per corresponding clauses in specification.
2. Keep all products and equipment and neatly stored.
3. Maintain floors and fixtures as per clause 14 (washrooms).

### 2. Monthly (last week of each month)

1. Wash walls and shelves.

## 29: Light Fixtures

### 1. General

1. **The following requirements apply to all areas of the interior of the buildings and are without height restrictions:**
  1. Supply and replace all burnt-out tubes of bulbs, with identical types.
  2. Supply and replace all flickering tubes.
  3. Clean tubes, bulbs, lenses and the interior and exterior of light fixtures, while replacing tubes and bulbs.

4. Supply all equipment necessary when replacing tubes and bulbs.
5. The contractor is not responsible for replacing and supplying tubes or bulbs in units which form an integral part of the furniture, office equipment, specialized electrical apparatus and elevator cabs.
6. The contractor shall supply and replace all acrylic lenses broken when replacing or cleaning bulbs and tubes.

### **30: Freight Receiving**

#### **1. Daily**

1. Maintain floors as per corresponding floor types in specification.

#### **2. Weekly**

1. Clean doors and door frames.

#### **3. Monthly (last week of each month)**

1. Dust walls and doors.

### **31: Garbage & Recycling Rooms**

#### **1. General**

1. Garbage stored in plastic bags or waste receptacles must be placed at pickup point prior to scheduled garbage collection.

#### **2. Daily**

1. Empty all garbage into bulk-lift units, garbage compactors, plastic bags or waste receptacles, depending on the system in use.
2. Sweep and damp mop floor after pickup.

#### **3. Weekly (after garage/recycling pickup)**

1. Wash and disinfect walls and floors.

### **32: Papersave, Recycling Containers & Multi-use Installations**

#### **1. General**

1. All paper and cardboard shall be collected and placed in recyclable containers in the designated area.
2. No recyclable materials shall be disposed of as garbage.
3. Outdated phone books shall be collected and placed in designated containers.

#### **2. Daily**

1. Remove garbage from recycling containers.
2. Collect recyclable paper/cardboard in high generation areas.

#### **3. Weekly (Wednesday)**

1. Collect paper from recycling containers at desks.
2. Clean interior and exterior of the recycling containers and multi-use recycling installations.

#### **4. Twice Weekly (Tuesday and Friday)**

1. Collect recyclable materials from recycling containers and multi-use recycling installations and store in designated area.



**5. Monthly (last week of each month)**

1. Wash and disinfect the interior and exterior of the multi-use recycling stations.

<b>33: Additional Operations &amp; Frequencies</b>
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**NOTE:** Clause 33 takes precedence over clauses 1 to 33 (**Section 2**). In addition to the services detailed in clauses 1 to 36, perform the following.

**1. Reference to Clause 1 (Exterior) LCDC and EHC**

**1. Daily**

1. Damp wipe Security Access phone, key pads and Handicap door openers.
2. Remove cobwebs from door entrances/exit lights fixtures, floor lights and camera lenses.

**2. Reference to Clause 3 (Floor – Resilient, Terrazzo and Marble) Laboratories (Cleaned Under Client Supervision) LCDC and EHC**

**1. Daily**

1. Vacuum ALL floors daily using a HEPA vacuum cleaner paying special attention to the corners, behind doors and under furniture. In addition, floors are to be damp mopped daily using a germicidal detergent.

**3. Reference to Clause 6 (Carpeting and Rugs)**

**1. Daily**

1. Spot cleaning products shall be unscented unless authorized by the department representative.
2. It is imperative that spots and stains be removed daily using proper products and equipment. In addition, the contractor shall provide the removal methodology to the Project Authority for approval.

**4. Reference to Clause 7 (Walk-away Mats)**

**1. Bi-weekly (Twice per week)**

1. Walk off mats shall be pre-sprayed with a salt remover deemed suitable by the department representative, prior to the bi-weekly (twice per week) cleaning.
2. Clean walk off mats on Wednesday and Friday as per Clause 8, after 17:00.

**2. Scheduled Cleaning**

1. Walk off mats shall be installed by the contractor using two sided tape if judged necessary by the Project Authority.
2. Walk off mats shall be removed and cleaned, both sides, by the contractor when doing scheduled work on floors; remove all tape residue on surfaces.

**5. Reference to Clause 15 (Cafeterias)**

**1. Daily**

1. The contractor shall be responsible for moving furniture while performing floor cleaning and scheduled operations.

**6. Reference to Clause 16 (Kitchens, Kitchenettes, Lunchrooms and Rest Areas)**

**1. Daily**

1. The contractor shall be responsible for moving furniture while performing floor cleaning and scheduled operations.

**7. Boardrooms, Conference Rooms, Meeting Rooms – LCDC/EHC**

**1. Daily**

- 1. Damp wipe furniture and A/V equipment daily.
- 2. Replace chairs accordingly around furniture.
- 3. Spot clean glass (doors and partitions) daily.

**8. Shredding Area**

**1. Daily**

- 1. Remove paper shredding from all floor surfaces.
- 2. Empty and/or replace bags when necessary.

**9. Laboratories (Cleaned Under Client Supervision) LCDC**

**1. Daily**

- 1. Clean touchless hand wash stations.

**SECTION 3 – Definition of Terms and Quality Standards**

The definition of terms and quality standards described in section 3 shall be strictly adhered to. All inspections made by the Project Authority shall be rated according to these quality standards.

<b>1. Definition of Term</b>
------------------------------

**1. Routine Cleaning**

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

**2. Patrol Cleaning**

All obvious trash and spillage shall be removed and dispensers replenished, so that the area presents a neat appearance.

**3. Scheduled Operations**

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

**4. Flight of Stairs**

Includes steps and raisers situated between two floor levels including landing(s).

**5. Products**

Products consist of items such as light bulbs and fluorescent tubes, toilet tissue, paper hand towels, hand soap, deodorant blocks, plastic bags and sani-bags, as required for the performance of the work.

**6. Trash**

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

**7. High Traffic Areas (includes)**

Entrance lobbies, elevator lobbies, corridors and traffic aisles in open office areas.

**8. Recycling Container and Multi-use Recycling Installations**

These containers and installations are used to collect recyclable materials such as metal, glass, plastics, Styrofoam, paper, cardboard, etc.

<b>2. Quality Standards</b>
-----------------------------

**1. Sweeping**

All floors shall be free of trash and soil.

**2. Hosing**

All floors shall be clean after scheduled hosing with no water accumulation in low areas.

**3. Dust Mopping**

All floors shall be free of dust film.

**4. Damp Mopping**

All floors shall be clean and free of surface stains, mop streaks and loose mop strands. Walls, baseboards and other surfaces shall be free of watermarks and splashing.

**5. Wash Floors**

All floors shall be free of dirt, stains, mop strands, splashing and cleaning solutions.

**6. Machine Scrub**

All floors shall be free of dirt, stains, mop strands and cleaning solutions.

**7. Spray Buffing**

All floors shall present an overall appearance of cleanliness, have a bright, resilient shine and be dust free.

**8. Buff Floors (restore)**

All floors shall present an overall appearance of cleanliness, have a shine and be dust free.

**9. Wet Scrub (recoat)**

All floors shall have an overall appearance of cleanliness; a deep clean look and a crisp even shine and shall be free of scrapes and marks.

**10. Strip and Refinish**

All floors shall present an overall appearance of cleanliness; a deep clean look and a crisp even shine and shall be free of scrapes and marks.

**11. Strip and Seal**

All floors shall present a clean appearance and shall be free of dirt, stains and marks.

**12. Vacuuming**

**1. Carpet**

All carpet surfaces present an overall appearance of cleanliness and shall be free of dust, dirt and soil.

**2. Walk-away Mats**

Walk-away mats shall be clean and free of dust, dirt and salt stains.

### **3. Upholstered Furniture**

Upholstered furniture shall be free of dust, dirt and other debris.

#### **13. Stain Removal**

All carpets, walk-away mats and upholstered furniture shall have no visible stains and no discoloration after stain removal operations.

#### **14. Hot Water Extraction**

All carpets, walk-away mats and upholstered furniture shall be clean and free of dust, dirt, sand, slush, salt and water.

#### **15. Floor Grills**

All foot grills and recess pans shall present a clean appearance and be free of dirt, soil and trash.

#### **16. Notice Board and Fire Hose Cabinets**

All notice boards and fire hose cabinets, including glass, shall be free of dust and stains.

#### **17. Glass**

All glass shall be clean on both sides and free of streaks and finger marks.

#### **18. Stairs and Landings**

All surfaces shall present an overall appearance of cleanliness and be free of dirt, dust, streaks and trash.

#### **19. Elevators**

All elevator cab surfaces shall be free of dust, marks and soil. Walls, ceilings, floors, handrails and doors shall be free of soil film, producing a freshly washed appearance.

#### **20. Escalators**

All surfaces shall be free of dust, debris, finger marks and stains.

#### **21. Dusting**

##### **1. Furniture, fixtures and equipment**

All surfaces shall be free of dust, streaks and finger marks.

##### **2. High Dusting**

All surfaces shall be free of dust accumulation.

##### **3. Blinds and Drapes**

Blinds and drapes shall be free of dust, cobwebs, water marks and loose soil.

#### **22. Metal Surfaces**

All metal surfaces shall be free from marks, stains and have a clean shine.

#### **23. Washrooms**

1. All washrooms shall have a clean scent and no odour. All surfaces shall be free of stains, water marks and shall be clean and bright.
2. All waste and sanitary receptacles shall be empty, clean and all dispensers replenished.

- 24. Waste Receptacles**  
All waste receptacles shall be empty and the exterior surface wiped clean.
- 25. Chalkboards and Whiteboards**  
All surfaces shall be wiped clean and chalk tray shall be clean and free of dust.
- 26. Sand Urns and Ashtrays**  
All trash shall be removed from urns and ashtrays and surfaces shall be clean with no visible stains or build-up.
- 27. Potable Drinking Fountains**  
All surfaces shall be free of spots, stains and streaks.
- 28. Air Grills and Air Diffusers**  
All air grills and air diffusers shall present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.
- 29. Light Fixtures**  
All light fixtures shall be free of dust, dirt, stains and streaks.
- 30. Garbage/Recycling Rooms**  
Garbage/recycling rooms shall be clean and free of odours.
- 31. Contractor Space**  
All surfaces shall be free of waste paper, garbage, dust, stains, and free of odours.

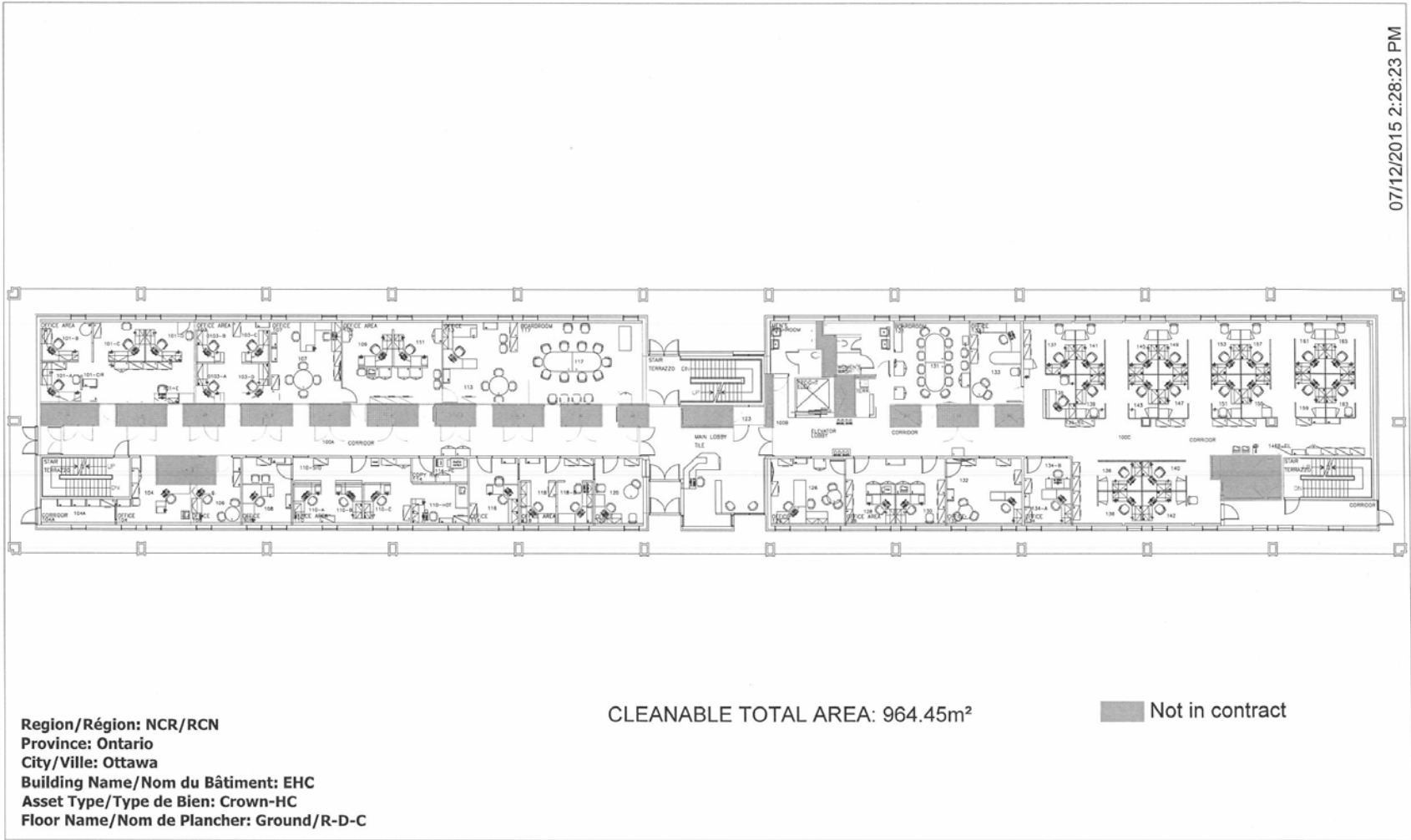
<b>SCHEDULED CLEANING OPERATIONS</b>												
<b>OPERATION</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>
Wet scrub and refinish floors		X						X			X	
Strip and refinish floors					X							
Wet scrub and refinish floors		X						X			X	
Strip and refinish floors					X							
Strip and seal unpainted concrete floors					X							
Clean all carpet and rugs using the dry foam and light hot water extraction method				X								
Clean carpets in high traffic areas using the dry foam and light hot water extraction method	X						X			X		
Wet scrub and refinish floors		X						X			X	
Strip and refinish floors					X							
Wet scrub and refinish floors								X				
Strip and refinish floors					X							
Strip and refinish terrazzo, marble and resilient surfaces				X						X		
Strip and seal unpainted concrete floors				X								
Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8m or higher	X			X			X			X		
Clean all air intake grills and air diffusers				X						X		
Wet scrub and refinish resilient, terrazzo and marble floors	X						X			X		
Strip and refinish resilient, terrazzo and marble floors				X								
Strip and refinish vitreous and quarry tile floors				X								
Strip and seal concrete floors				X								
Wash ceilings			X									
Wash all walls			X									

Wet scrub and refinish resilient, terrazzo and marble floors	X											
Strip and refinish resilient, terrazzo and marble floors				X								
Strip and refinish vitreous and quarry tile floors				X								
Wet scrub and refinish floors	X						X			X		
Strip and refinish floors				X								
Wash walls			X									
Wet scrub and refinish floors	X						X			X		
Strip and refinish floors				X								
Wash floors			X									
Wet scrub and refinish floors	X						X			X		
Wash walls			X						X			
Strip and refinish floors				X								
Clean leather, vinyl, leatherette and upholstered furniture		X										
Vacuum upholstered free standing screens						X						
Dust or vacuum blinds	X								X			
Vacuum drapes					X							
Damp wipe blinds					X							
Wash and disinfect interior and exterior of waste receptacles			X									
Clean both sides of partition glass		X							X			
Wash marble walls, columns, frames and baseboards	X					X						
Vacuum fabric and carpeted walls, columns and partitions	X					X						
Clean and polish wood panelled walls				X						X		
Lift all elevated floor tiles to vacuum the sub-floor and the support railings					X							
Clean interior and exterior of light fixtures including lenses				X						X		
Clean all air intake grills and diffusers					X						X	
Clean and polish both sides of bookcase glass doors,		X							X			

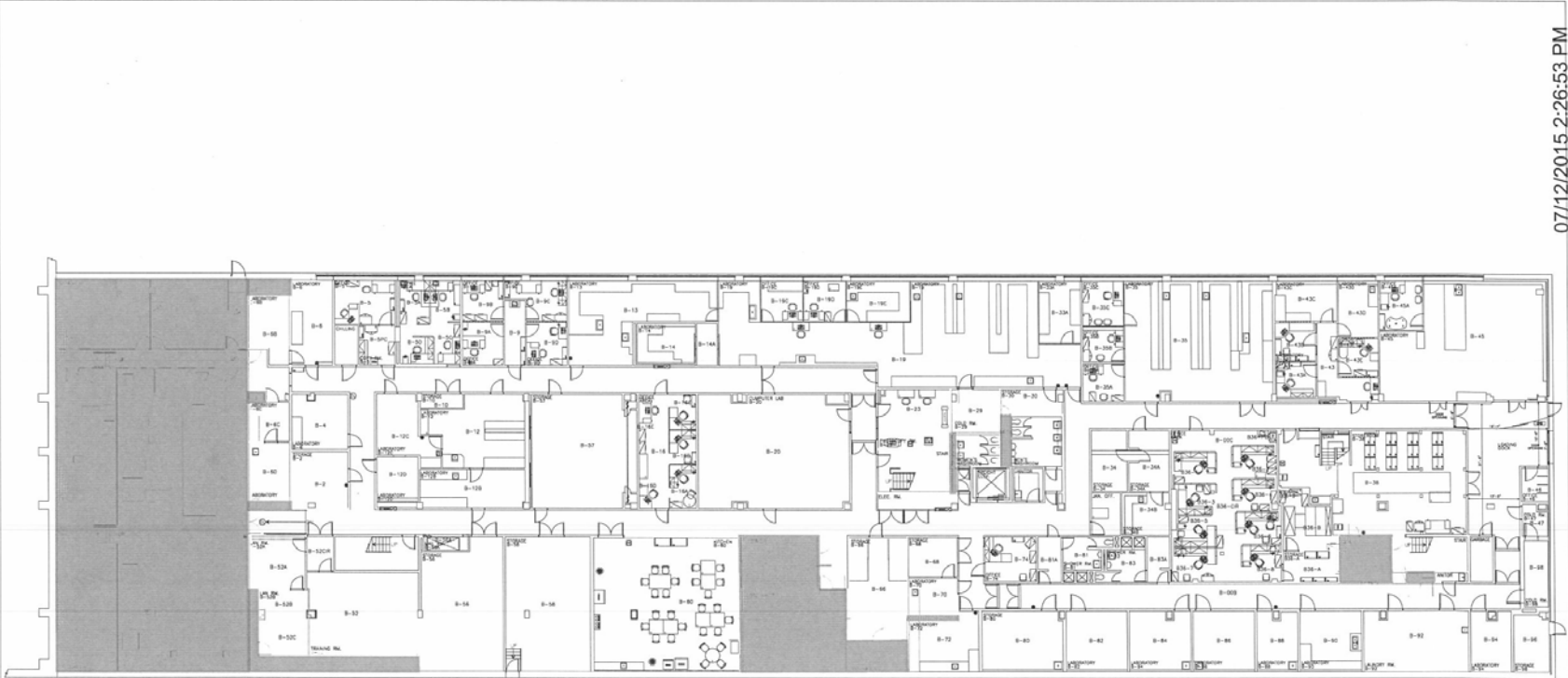
convex mirrors and draft deflectors

Health Canada / PHAC - CAFM | Santé Canada / ASPC - GIAO  
Floor Plans / Plan d'étages

07/12/2015 2:28:23 PM







Region/Région: NCR/RCN  
Province: Ontario  
City/Ville: Ottawa  
Building Name/Nom du Bâtiment: EHC  
Asset Type/Type de Bien: Crown-HC  
Floor Name/Nom de Plancher: Basement/Sous-Sol

CLEANABLE TOTAL AREA: 2,615.43m<sup>2</sup>

■ Not in contract

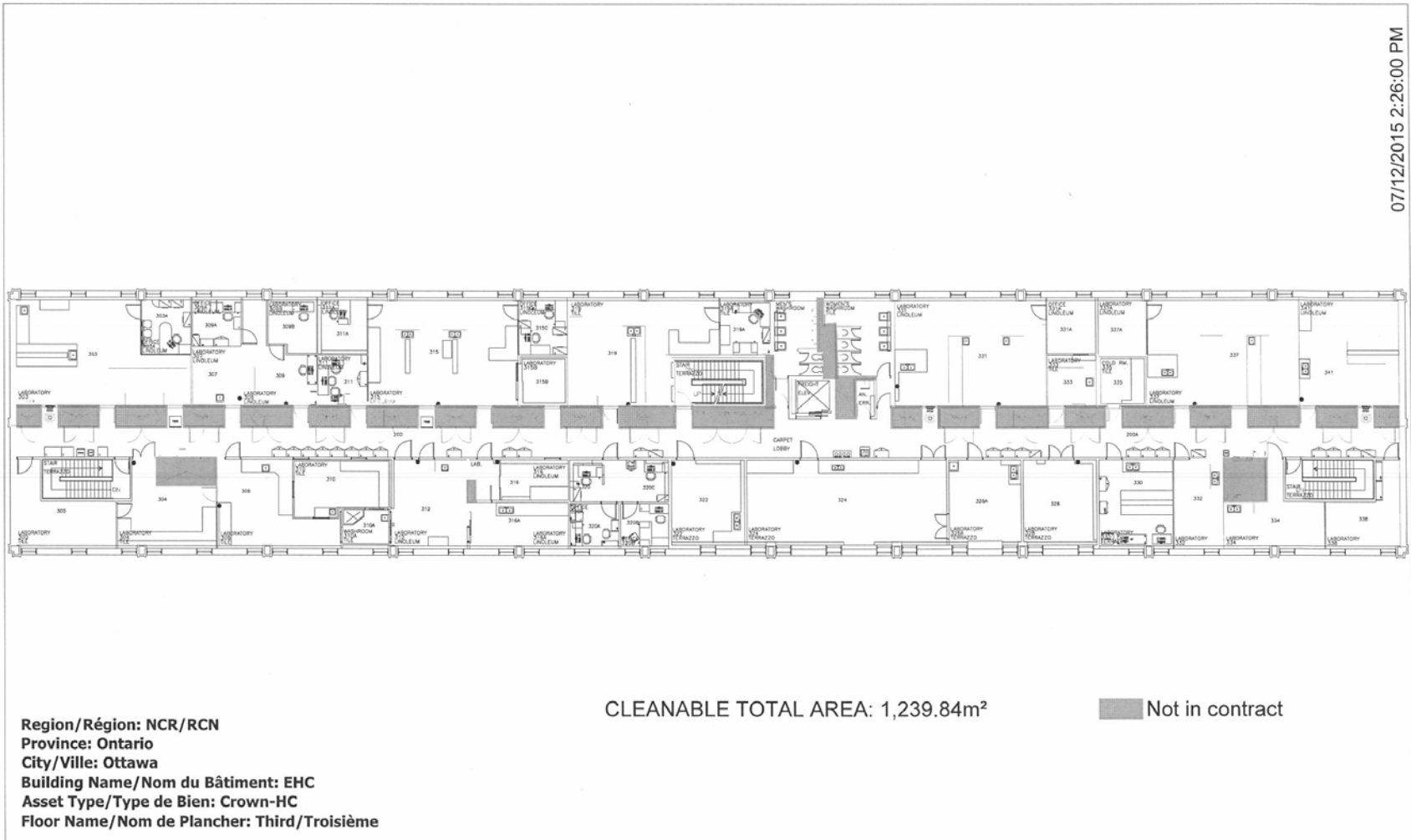
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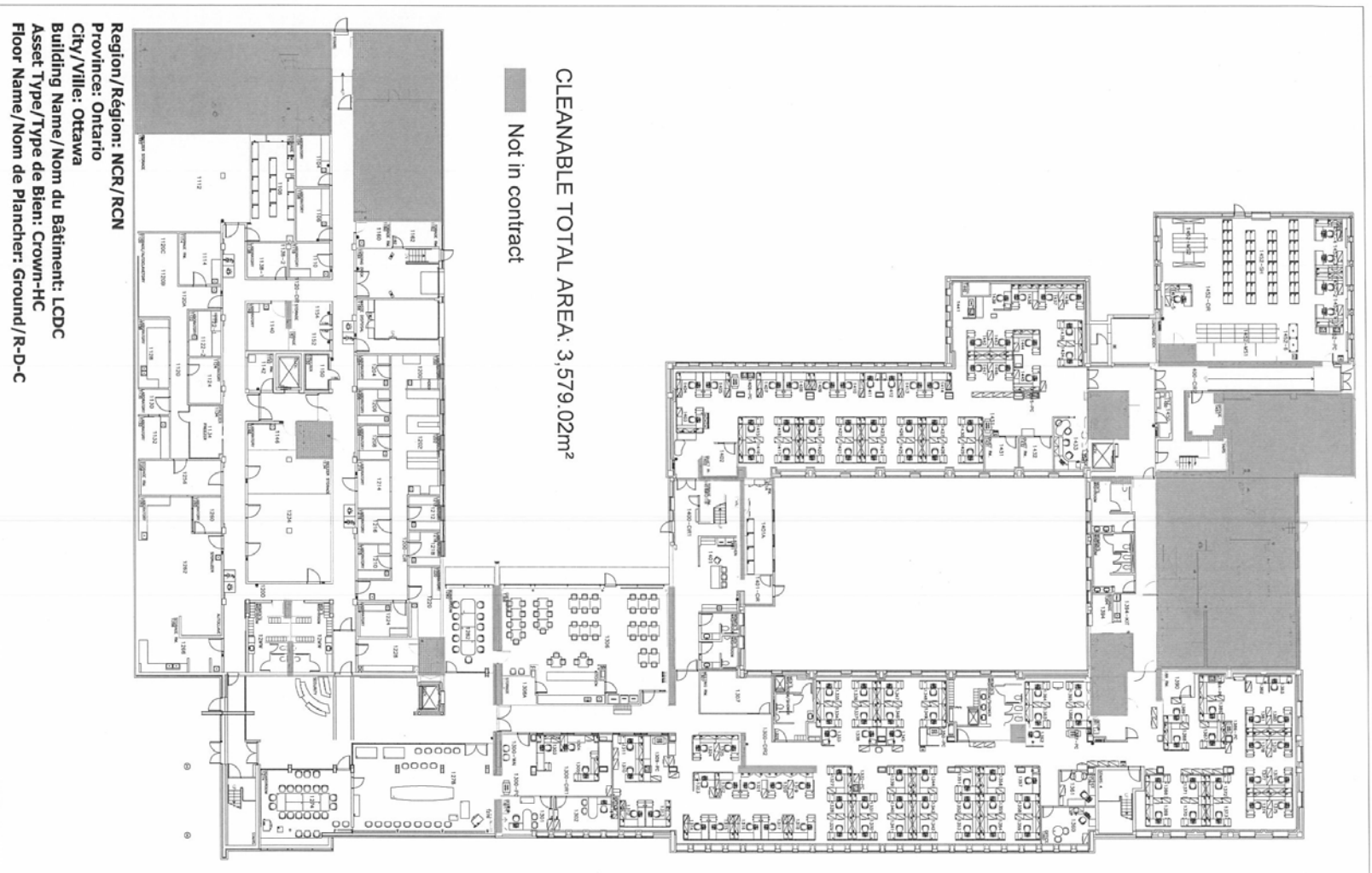
Region/Région: NCR/RCN  
Province: Ontario  
City/Ville: Ottawa  
Building Name/Nom du Bâtiment: EHC  
Asset Type/Type de Bien: Crown-HC  
Floor Name/Nom de Plancher: Second/Deuxième

PSPC / SPAC - Geomatics Services Géomatiques

07/12/2015 2:26:00 PM



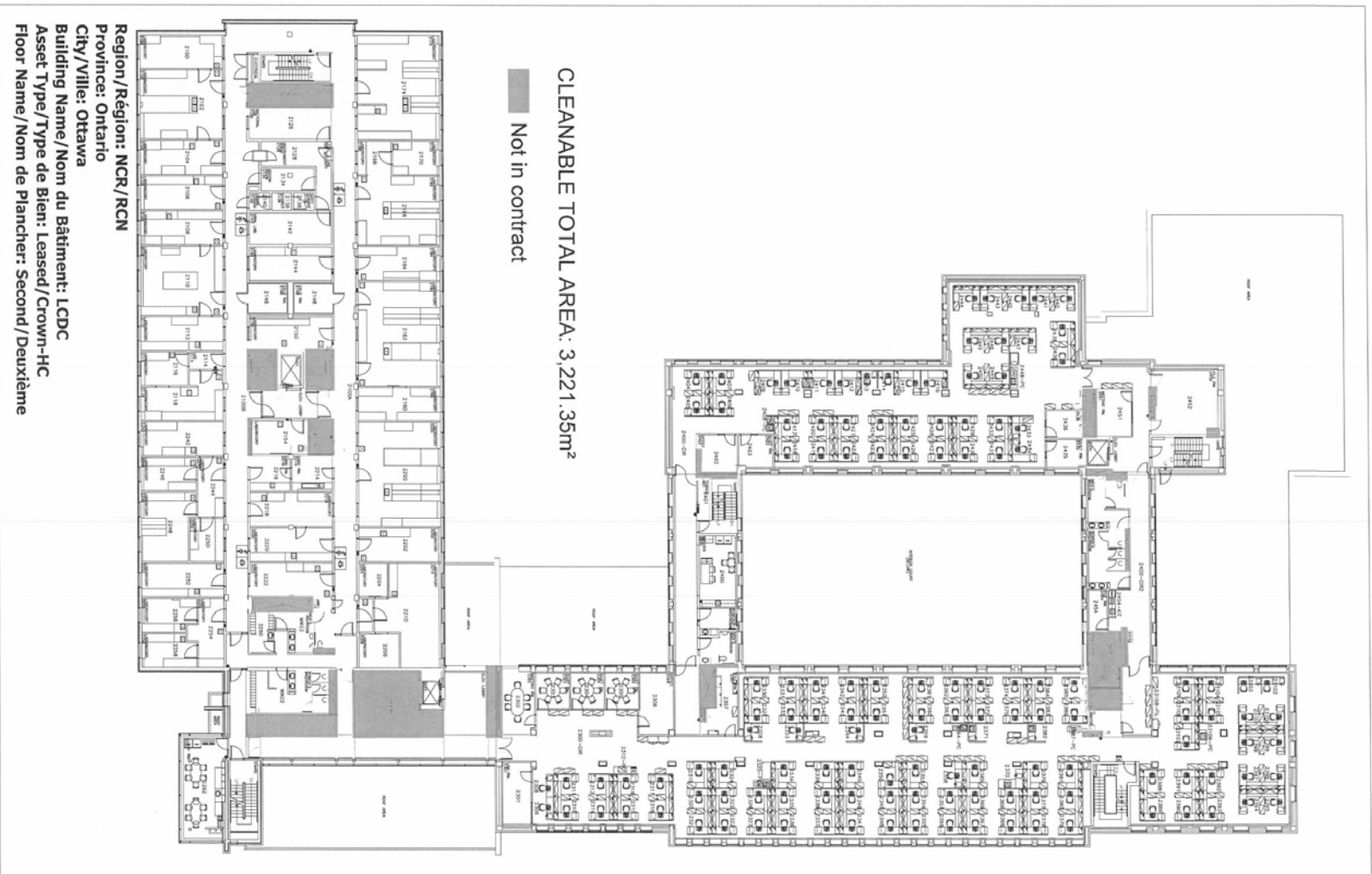
PSPC / SPAC - Geomatics Services Géomatiques



07/12/2015 2:24:07 PM

Region/Région: NCR/RCN  
Province: Ontario  
City/Ville: Ottawa  
Building Name/Nom du Bâtiment: LCDC  
Asset Type/Type de Bien: Crown-HC  
Floor Name/Nom de Plancher: Ground/R-D-C

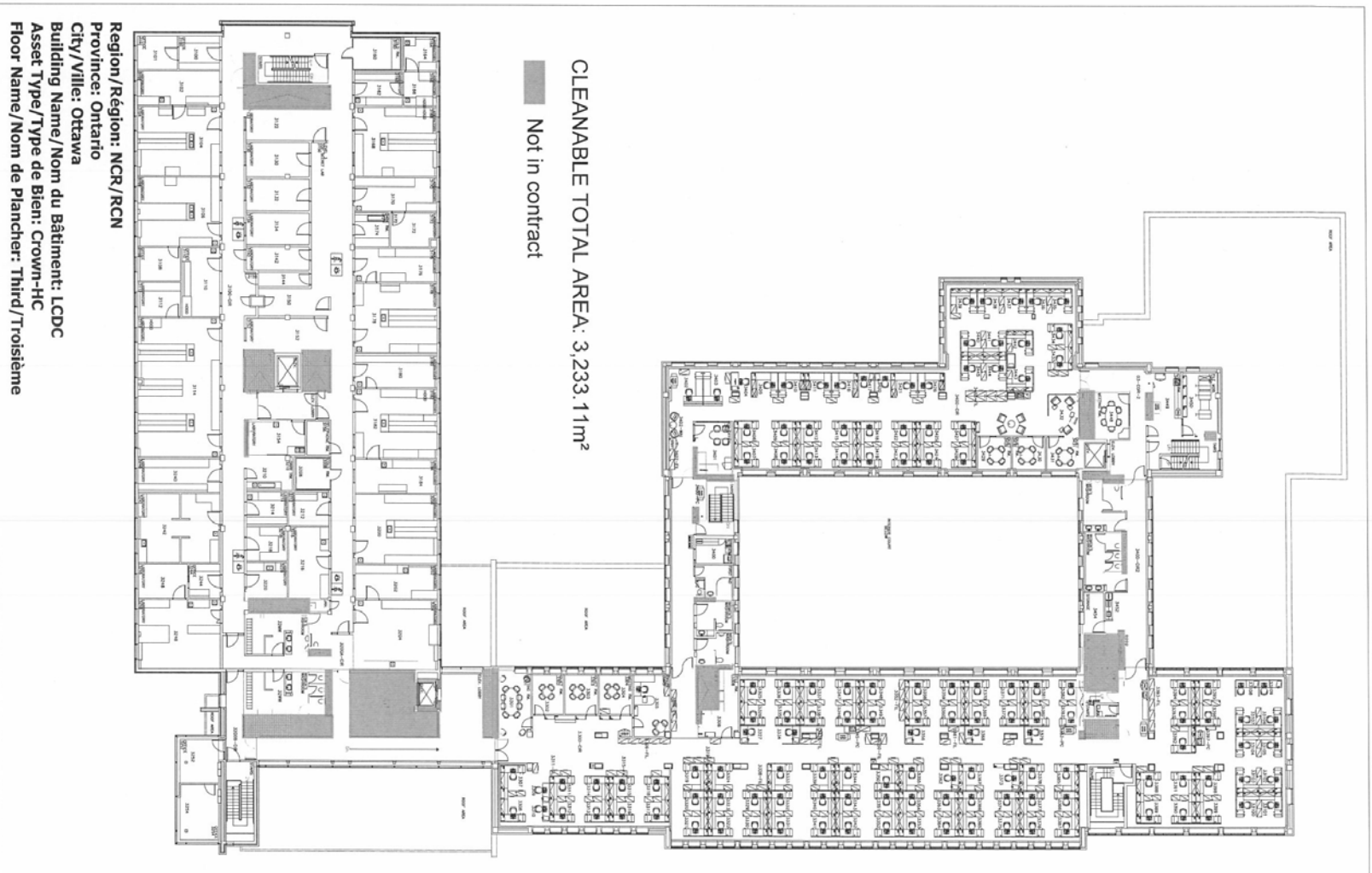
PSPC / SPAC - Geomatics Services Géomatiques



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**Region/Région: NCR/RCN**  
**Province: Ontario**  
**City/Ville: Ottawa**  
**Building Name/Nom du Bâtiment: LCDC**  
**Asset Type/Type de Bien: Leased/Crown-HC**  
**Floor Name/Nom de Plancher: Second/Deuxième**

PSFC / SPAC - Geomatics Services Géomatiques



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Region/Région: NCR/RCN  
Province: Ontario  
City/Ville: Ottawa  
Building Name/Nom du Bâtiment: LCDC  
Asset Type/Type de Bien: Crown-HC  
Floor Name/Nom de Plancher: Third/Troisième

PSPC / SPAC - Geomatics Services Géomatiques

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## ANNEX “C” SECURITY REQUIREMENTS AND SRCL

### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # RFP-1000178023**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex “C”;
  - (b) Industrial Security Manual (Latest Edition).



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

RFP\_1000178023

Security Classification / Classification de sécurité  
UNCLASSIFIED

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Health Canada	2. Branch or Directorate / Direction générale ou Direction CSB / RPSD
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Provide Janitorial services including all labour, material and equipment for Health Canada & Public Health Agency, located at the Laboratory Centre for Disease Control and Environmental Health Centre, Tunney's Pasture, Ottawa, ON per Specifications.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A <input type="checkbox"/>	NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A <input type="checkbox"/>
PROTÉGÉ A <input type="checkbox"/>	NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTÉGÉ A <input type="checkbox"/>
PROTECTED B <input type="checkbox"/>	NATO RESTRICTED <input type="checkbox"/>	PROTECTED B <input type="checkbox"/>
PROTÉGÉ B <input type="checkbox"/>	NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTÉGÉ B <input type="checkbox"/>
PROTECTED C <input type="checkbox"/>	NATO CONFIDENTIAL <input type="checkbox"/>	PROTECTED C <input type="checkbox"/>
PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIEL <input type="checkbox"/>	PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	CONFIDENTIAL <input type="checkbox"/>
CONFIDENTIEL <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada





Contract Number / Numéro du contrat
RFP 1000178023
Security Classification / Classification de sécurité UNCLASSIFIED

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :  No / Non  Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMBLEMES			

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  No / Non  Yes / Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  No / Non  Yes / Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui



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RFP_1000178023
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET	
							NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL			A	B	C				CONFIDENTIEL
Information / Assets / Renseignements / Biens / Production																	
IT Media / Support TI / IT Link / Lien électronique																	

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat RFP_1000178023
Security Classification / Classification de sécurité UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION				
13. Organization Project Authority / Chargé de projet de l'organisme				
Name (print) - Nom (en lettres moulées) Bouvier Belanger, Yves		Title - Titre Property & Facility Manager		Signature <i>[Signature]</i>
Telephone No. - N° de téléphone 613-614-7181	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel yves.bouvierbelanger@hc-sc.gc.ca	Date 2015-01-06	
14. Organization Security Authority / Responsable de la sécurité de l'organisme				
Name (print) - Nom (en lettres moulées) Blair, Curtis		Title - Titre Sr. Training & Awareness Officer		Signature <i>[Signature]</i>
Telephone No. - N° de téléphone 613-946-7762	Facsimile No. - N° de télécopieur 613-941-2388	E-mail address - Adresse courriel curtis.blair@hc-sc.gc.ca	Date 2016-01-06	
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?				
				<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement				
Name (print) - Nom (en lettres moulées) Spero, Brian		Title - Titre Senior Procurement Contracting Officer		Signature <i>[Signature]</i>
Telephone No. - N° de téléphone 613-946-8545	Facsimile No. - N° de télécopieur 613-941-2645	E-mail address - Adresse courriel brian.spero@hc-sc.gc.ca	Date Jan 6, 2016	
17. Contracting Security Authority / Autorité contractante en matière de sécurité				
Name (print) - Nom (en lettres moulées) Koranne Anville		Title - Titre Contract Security Officer		Signature <i>[Signature]</i>
Telephone No. - N° de téléphone 613-948-2561	Facsimile No. - N° de télécopieur 613-948-1712	E-mail address - Adresse courriel Koranne.Anville@cpsgc-pwgsc.gc.ca	Date Jan 8, 2016	

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