

Request for Proposal (RFP)
Department of Foreign Affairs, Trade and Development Canada (DFATD)

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

Affaires étrangères, Commerce et
Développement Canada
Ambassade du Canada à Port-au-Prince
route de Delmas entre Delmas 71-75,
Port-au-Prince, HT

Attention: Maria Leuzzi / Représentant du
ministère

REQUEST FOR PROPOSAL (RFP)

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

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

DEMANDE DE PROPOSITION (DP)

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

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

Comments – Commentaires

TITLE – SUJET

Commercial Cleaning Services at the Embassy of Canada in
Port-au-Prince, Haiti

SOLICITATION NO. – NO. DE L'INVITATION

PRNCE-2016-16-105340-TS

DATE

11 FEBRUARY
2016

SOLICITATION CLOSES / L'INVITATION PREND FIN

March 22, 2016 at 2:00 PM (EST)

ADDRESS ENQUIRIES TO – ADRESSER TOUTES QUESTIONS À:

MARIA LEUZZI

TELEPHONE:

310-3311

EMAIL - COURRIEL:

MARIA.LEUZZI@INTERNATIONAL.GC.CA

**DESTINATION OF GOODS/SERVICES-DESTINATION DES
BIENS/SERVICES**

Embassy of Canada in Haïti
44 Rue Romain
Port-au-Prince, Haïti

**VENDOR/FIRM NAME AND ADDRESS – RAISON SOCIALE ET
ADRESSE DU FOURNISSEUR/DE L'ENTREPRENEUR**

Telephone No. – No. de telephone:

Facsimile No. – No de télécopieur:

NAME AND TITLE OF PERSON AUTHORIZED

TO SIGN ON BEHALF OF THE VENDOR/FIRM

NOM ET TITRE DE LA PERSONNE AUTORISÉE

À SIGNER AU NOM DU FOURNISSEUR/DE

L'ENTREPRENEUR

**Corporate
Seal**

Signature

Date

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PART I – INTRODUCTION

1. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

Foreign Affairs, Trade and Development Canada is seeking to establish one (1) contract for the provision of commercial cleaning services at the Embassy of Canada in Port-au-Prince, Haiti. The scope of work includes a range of cleaning services including cleaning, maintenance, supply of sanitary equipment and supplies, the removal and selective sorting and treatment of waste, and the periodical precise cleaning of exterior windows and net curtaining at four distinct locations; the Chancellery, the recreation centre, the mobile housing units and staff quarters of the Canadian based staff. The contract will be for a period of two (2) years with three (3) additional option periods of one year each. The contract award date is tentatively set for June 1st, 2016.

2. SECURITY REQUIREMENTS

Before award of contract the security requirements detailed in Part 4, section 3 must be met.

3. MANDATORY SITE VISIT

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for a site visit to be held on February 24th, 2016 at 10:00 AM at the Embassy of Canada, Delmas road 71-75, Port-au-Prince. Bidders must communicate with the Departmental Representative at maria.leuzzi@international.gc.ca no later than two (2) days before the scheduled visit to confirm attendance and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit. Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-compliant. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

4. INSURANCE REQUIREMENTS

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Haiti stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 4, Section 15.

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

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PART II – CONDITIONS, INSTRUCTIONS AND INFORMATION

1. TERMINOLOGY

For your proposal to be considered responsive, you must comply with all the requirements of this Request for Proposal (RFP) identified as mandatory. **Mandatory criteria are also expressed by using imperative verbs such as “shall”, “must” and “will” irrespective of where they appear in the RFP.**

2. ENQUIRIES - SOLICITATION STAGE

2.1 All enquiries or issues concerning this procurement must be submitted in writing to the Departmental Authority named on the first page of the solicitation as early as possible within the bidding period. Enquiries and issues must be received by the Departmental Authority no later than five (5) calendar days prior to the bid closing date specified herein to allow sufficient time to provide a response. Enquiries received after that time may not be able to be answered prior to the bid closing date.

2.2 To ensure consistency and quality of information provided to bidders, the Contracting Authority will provide, simultaneously to all companies to which this solicitation has been sent, any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.

2.3 All enquiries and other communications with government officials throughout the solicitation period shall be directed **ONLY** to the Departmental Authority and/or the Contracting Authority named below. Non-compliance with this condition during the solicitation period may (for that reason alone) result in disqualification of your bid.

2.4 Contracting Authority:

Tracy Sabatin
Procurement Officer - AAO
Foreign Affairs, Trade and Development Canada
125 Sussex Drive, Ottawa, Ontario, Canada
E-mail: tracy.sabatin@international.gc.ca

3. BIDDER IMPROVEMENT TO THE REQUIREMENT DURING BID PERIOD

Should the Bidder consider that the specifications or Statement of Work contained in this Request for Proposal (RFP) can be improved technically or technologically, the Bidder is invited to make suggestions, in writing, to the Contracting 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 favor a particular Bidder will be given consideration provided they are received by the Contracting Authority no later than eight (8) calendar days prior to bid closing date specified herein. Canada reserves the right to accept or reject any or all suggestions.

4. PROPOSAL (BID) PREPARATION COST

The costs, including travel incurred by the Bidder in the preparation of its proposal and/or the negotiation (if applicable) of any resulting contract **will not** be reimbursed by DFATD.

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5. PROPOSAL (BID) DELIVERY

- 5.1** Proposals (bids) are to be sent **ONLY** to the address stipulated on page 1 (Top left).
- 5.2** Bidders should ensure that the RFP Number (PRNCE-16-105340-TS) is clearly marked on their envelopes or parcels.
- 5.3** Proposals (bids) and/or amendments thereto, will only be accepted by DFATD if they are received at the address indicated on page 1, on or before the closing date and time specified herein.
- 5.4** **Responsibility for proposal (bid) delivery:** The Bidder has sole responsibility for the timely receipt of a proposal (bid) by DFATD and cannot transfer this responsibility to the Government of Canada. DFATD will not assume responsibility for proposals (bids) that are directed to a location other than the one stipulated on page 1.
- 5.5** **Delayed Proposals (bids):** A proposal (bid) received after the closing date and time, but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by DFATD, after the proposal (bid) has been received at the location stipulated on page 1.

6. PROPOSAL (BID) CLOSING DATE AND TIME:

In order for the proposal (bid) to be given consideration, the Bidder's proposal (bid) must be received at the address and by the date and time stipulated on page 1 of this RFP.

7. VALIDITY OF PROPOSAL (BID)

Any proposal (bid) must remain open for acceptance for a period of not less than ninety (90) days after the closing date of the RFP.

8. RIGHTS OF CANADA

Canada reserves the right:

- a) during the evaluation, to submit questions or conduct interviews with Bidders, at Bidder cost, upon forty eight (48) hours' notice, to seek clarification or verify any or all information provided by the bidder with respect to this RFP;
- b) to reject any or all proposals received in response to this RFP;
- c) to enter into negotiations with one or more bidders on any or all aspects of its proposal;
- d) to accept any proposal in whole or in part without prior negotiation;
- e) to cancel and/or re-issue this RFP at any time;
- f) to award one or more contracts, if applicable;
- g) to retain all proposals submitted in response to this RFP;
- h) not to accept any deviations from the stated terms and conditions;
- i) to incorporate all, or any portion of the Statement of Work, Request for Proposal and the successful proposal in any resulting contract; and
- j) not to contract at all.

9. INCAPACITY TO CONTRACT WITH GOVERNMENT

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- 9.1** Canada may reject a bid where the Contractor, including the Contractor's officers, agents and employees, has been convicted of an offence under the following provisions of the Criminal Code:
- a. Section 121, Frauds upon the Government;
 - b. Section 124, Selling or Purchasing Office;
 - c. Section 418, Selling Defective Stores to her majesty;
- 9.2** Subsection 750 (3) of the Criminal Code prohibits anyone who has been so convicted from holding public office, contracting with the government or benefiting from a government contract.
- 10. INCURRING OF COST**
No costs incurred before receipt of a signed contract or specified written authorization from the Contracting Officer 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 aforementioned officer. Your attention is drawn to the fact that the Contracting Officer is the only authority which can commit the Government to the expenditure of the funds for this requirement.
- 11. LEGAL CAPACITY**
The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to bidders submitting a bid as a joint venture.
- 12. QUALIFYING JOINT VENTURE BIDS**
A joint venture, regardless of how it has chosen to structure itself, can only be qualified as an eligible bidder if it is a financially viable legal entity. In joint ventures proposals, only one of the parties must function as the prime Contractor and assume full responsibility for the execution of the contract. As such, bidders must identify in their bid who the prime Contractor will be.
- 13. DEFINITION OF BIDDER**
"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subContractors.
- 14. CONFLICT OF INTEREST - UNFAIR ADVANTAGE**
- 14.1** 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;
 - b) If the Bidder, any of its subContractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available

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to other bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.

- 14.2** The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (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.
- 14.3** Where Canada intends to reject a bid under this section, the Contracting 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 bid closing. 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.
- 15. PRICE JUSTIFICATION**
- In the event that the Bidder's bid is the sole responsive bid received, the Bidder must provide, on Canada's request, one or more of the following price justification:
- (a) a current published price list indicating the percentage discount available to Canada; or
 - (b) a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
 - (c) a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
 - (d) price or rate certifications; or
 - (e) any other supporting documentation as requested by Canada.

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PART III - PRESENTATION OF PROPOSALS

- 1. SUBMISSIONS OF PROPOSALS (BIDS)**
PROPOSALS (BIDS) SUBMITTED BY FACSIMILE, E-MAIL OR OTHER ELECTRONIC MEANS WILL NOT BE ACCEPTED.
 - 1.1 Electronic transmission of your proposal (bids) by such means as facsimile or email is not considered to be practical and therefore will not be accepted.
 - 1.2 When responding, the proposal (bids) **MUST** be delivered to the location and by the time and date stipulated herein.
 - 1.3 Proposals (bids) submitted in response to this RFP will not be returned with the exception of bids received after the specified date and time stipulated herein which shall be returned unopened to the Bidder and given no further consideration.
- 2. FORMAT AND CONTENT OF PROPOSALS (BIDS)**
 - 2.1 Proposals (bids) should be organized in an identical fashion to, and reference the same paragraph numbers as this RFP. Additional subsections may be used as appropriate.
 - 2.2 DFATD requires that each bid, at closing date and time or upon request from the Contracting Authority, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with Part 2, Section 12.
 - 2.3 The proposal (bid) should be structured in separately bound sections as follows:

Part A: Technical Proposal, three (3) hardcopies.
Part B: Financial Proposal, one (1) hardcopy.
Part C: Certifications, one (1) hardcopy

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
 - 2.4 Your proposal (bid) should be concise and should address, but not necessarily be limited to the points that are subjected to the mandatory requirements and evaluation criteria identified herein, against which the proposal will be evaluated. *It is strongly recommended that bidders ensure each of the requirements is addressed in sufficient depth to ensure a fair and complete evaluation of the proposal.*
 - 2.5 Only those proposals which fulfill all Mandatory requirements identified in this RFP will be further evaluated based upon the scoring system listed in Appendix "B".
 - 2.6 Bidders are advised that only listing experience **without providing** any supporting information data such as: references, credentials, number of projects completed and in progress, the period of the work performed in number of months and years in past and

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present employment, where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of this evaluation.

- 2.7** Proposals must be submitted in either of Canada’s official languages (English or French). Any translations fees required to meet this criterion are the responsibility of the bidder.

3. CERTIFICATIONS

The certifications listed in Appendix “C” – Certifications Precedent to Contract Award, should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

4. FINANCIAL PROPOSAL

- 4.1** Prices must appear in the financial proposal ONLY. Failure to comply will result in your proposal being declared non-compliant and rejected from further consideration.

- 4.2** Bidders must submit their financial bid in accordance with Appendix “D” – Pricing Schedule.

- 4.3** The price of the bid will be evaluated in US dollars (USD).

5. BASIS OF SELECTION – MINIMUM POINT RATING

To be declared responsive, a bid must:

- a) Comply with all the requirements of the bid solicitation;
- b) Meet all mandatory technical evaluation criteria; and,
- c) Obtain the required minimum of 70 percent overall of the points for the technical evaluation criteria which are subject to point rating.

Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of contract.

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PART IV - GENERAL PROVISIONS OF RESULTING CONTRACT

The Government of Canada is committed to publicly disclose all contracts entered into it for amounts over \$10,000, with only very limited exceptions such as national security. These requirements cover the procurement contracts for goods and services. It will be a term of any resulting contract pursuant to this RFP that information contained in it in relation to the following data elements - vendor name, reference number, contract date, description of work, contract period or delivery date, contract value - will be gathered, and posted on the departmental Intranet site http://www.international.gc.ca/about-a_propos/proactive_disclosure-divulgation_proactive.aspx?menu_id=49&menu=L

Information that would normally be withheld under the Access to Information Act and Privacy Act will not appear on that website. This "public disclosure" is intended to ensure that contract information is collected and presented consistently across government and in a manner that promotes transparency and facilitates public access.

In the event of inconsistencies between the wording of Parts 1 to 4 of the Request for Proposal and the appendices attached thereto, the wording of Parts 1 to 4 of the Request for Proposal shall prevail.

The following terms and conditions will apply to and form part of any resulting contract:

1. GENERAL CONDITIONS

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

They are available at the following website address:

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

2. STATEMENT OF WORK

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

3. SECURITY REQUIREMENTS

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

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restricted zones of the Mission or to access classified information/assets must consult with Security Operations and Personal Safety Division (CSR) and Corporate Security Division (CSC).

This document does NOT contain **CLASSIFIED** information; however all or part of the Work involves possible access to **CLASSIFIED and/or PROTECTED** information/materiel.

The Contractor shall NOT remove, without the express written approval of the Project/Technical Authority, any **CLASSIFIED and/or PROTECTED** information from the work site, and shall ensure that the Contractor's personnel are made aware of and comply with this restriction.

We CAN NOT call on subContractors **who** will need to consult **CLASSIFIED and/or PROTECTED** information or enter restricted workplaces, without the prior written permission of the technical or the person responsible for project and Security Operations and Personal Safety Division (CSR).

The Contractor is required, and its staff and all its sub-Contractors, that any financial or other information concerning the facilities, activities of the Embassy of Canada he may know or to be made available as part of the execution of this contract, be treated as confidential.

The Contractor shall take all necessary measures to respect and enforce this confidentiality clause during and after completion of this contract. In case of violation of this clause, the Contractor shall be liable to criminal prosecution in force and their consequences.

4. TERM OF CONTRACT

4.1 Period of Contract

The contract period is from 01 June 2016 to 31 May 2018 inclusively.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional periods of one (1) year each under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

4.3 Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the

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Contract by a period of three (3) months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

5. AUTHORITIES

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Tracy Sabatin
Procurement Officer
125 Sussex Drive, Ottawa, Ontario K1A 0G2
Telephone: 343-203-1328
E-mail address: tracy.sabatin@international.gc.ca

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

5.2 Project Authority

The Project Authority for the Contract is:

Alexandra Dorcéan
Property and Material goods manager
Embassy of Canada in Haiti
Route de Delmas
Between Delmas 71 et 75
Port-au-Prince, Haïti
Email: Alexandra.Dorcean@international.gc.ca
Telephone : +(509) 3702 9961

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

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

Name:

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Title:
Telephone:
E-mail:

6. PAYMENT

6.1 Basis of Payment

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Appendix D.

6.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed _____ [to be filled in by DFATD at contract award] in US dollar (USD). Customs duties are included and Value Added Tax is extra.

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

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

whichever comes first.

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

6.3 Value Added Tax (VAT)

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

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

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6.4 Inspection and Acceptance

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

6.5 Method of Payment – Monthly Payments

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

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

6.6 Invoicing Instructions

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

6.6.2 The Contractor shall submit to the designated recipients, who must certify that the services were rendered.

- a. the total amount paid, according to the basis of payment (note: the tax amount must be shown separately as well as the registration number and one of the taxes);
- b. the date;
- c. the name and address of the consignee;
- d. the description of the service rendered;
- e. Contract number.

6.6.3 The Contractor must submit, upon request of the Project Authority, necessary proof and certify compliance to all statutory obligations/labor law or any other applicable law(s) in Paris, which is entirely their duty failing which necessary deductions will be set-off against any amount owing to the Contractor.

6.7 Work Hours Verification

The Embassy of Canada reserves the right to verify that the number of hours billed concur with the number of hours actually worked. If any deviation therefrom is noted, the invoice may be accordingly adjusted at the Embassy's sole discretion.

7. INTELLECTUAL PROPERTY INFRINGEMENT

The Statement of Work developed by consultants for the exclusive use of DFATD is considered to be a creative work protected by the Intellectual Property Code and,

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accordingly, any reproduction thereof is formally prohibited without the express prior authorisation by the consultants and their right-holders.

The consultants, instructed by DFATD and which are the sole holders of the rights, shall be consulted by receipted registered letter prior to any use other than in connection with the present Contract.

Any use, not explicitly authorised in writing by the consultants, instructed by DFATD, (reproduction, retrocession or any form of representation, in whole or part) shall be considered to be an infringement of intellectual property rights and unfair competition, exposing the offender to prosecution, and to civil and criminal sanctions as provided by law.

These obligations shall subsist after the end of the contract under the entire responsibility of the Contractor.

8. SACC MANUAL CLAUSES

The following SACC Manual clauses are hereby included by reference within the contract. They are available at the following website address:

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

Reference #	Date	Title
B1000T	2007-11-30	Condition of Material
C0710C	2007-11-30	Time and Contract Price Verification

9. PERSONNEL

9.1 DFATD reserves the right to conduct periodic background checks on personnel employed or subcontracted by the Contractor. The Contractor shall, at least ten (10) days before the first day on which any person is required to enter the site for the purpose of carrying out the work, provide to the Project Authority a document setting out the name, residential address, date, and place of birth of all employees intending to do work at the Embassy of Canada in Paris. The Contractor shall be responsible to arrange police verification for all workers prior to their starting work at the Embassy. This condition shall apply equally to any employees of the Contractor who are engaged for work at the Embassy after the start of the contract. The Mission reserves the right to deny access to any individual on the basis of security reasons.

9.2 DFATD reserves the right, in its sole discretion, to decide that personnel employed or subcontracted by the Contractor are unsuitable. In such circumstances, the Contractor shall ensure that personnel are removed from property and replaced with personnel suitable to DFATD.

10. APPLICABLE LAWS

This contract shall be governed by and construed in accordance with the laws in force in Haiti; provided, however, that the Contractor shall be bound to comply with all local laws,

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statutes, regulations pertaining to or otherwise affecting his/her performance at the work site.

11. GOVERNMENT SITE REGULATIONS

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

12. CERTIFICATIONS

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

13. ANTI-TERROR CLAUSE

The Contractor shall not use the funds for the purpose of any payment to persons or entities, or for the supply of goods, if such payment or supply to the Contractor's knowledge or belief, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations or is made, directly or indirectly, to finance, support, facilitate or benefit a terrorist or a terrorist group listed under the Canadian *Criminal Code*, the *United Nations Al-Qaida and Taliban Regulations* or the *Regulations Implementing the United Nations Resolutions on the Suppression of Terrorism*.

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

14. PRIORITY OF DOCUMENTS

If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the Articles of Agreement;
- b) 2035 General Conditions - Higher Complexity - Services (2014-06-26);
- c) Appendix "A", Statement of Work;
- d) Appendix "B", Basis of Payment.

15. COMMERCIAL GENERAL LIABILITY INSURANCE

15.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$1,500,000 USD per accident or occurrence and in the annual aggregate.

15.2 The Commercial General Liability policy must include the following:

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- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Foreign Affairs, Trade and Development Canada.
- b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g) Employees and, if applicable, Volunteers must be included as Additional Insured.
- h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program). In the context of Haiti, to subscribe to the "Office d'assurance travail et maternité (OFATMA)" would allow to meet this condition.
- i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subContractor.
- m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

16. ADVERTISING

The Contractor may not make any reference to the Embassy of Canada in its business references, unless the Contractor expressly requests that it be able to do so. If consent is granted, this authorisation shall be limited and for only a specific period; when making its request, the Contractor will also indicate the nature of the advertising materials and the geographic distribution of the reference.

A free copy of the advertising materials may be requested from the Contractor; if the Embassy of Canada notes any irregularity as compared to the authorisation that it granted, proceedings may be instigated against the Contractor. The Contractor shall be responsible for any information circulated.

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17. FOREIGN NATIONALS

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

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APPENDIX "A"
STATEMENT OF WORK

This scope of work will be used to select a commercial cleaning services provider for the Canadian Embassy in Port-au-Prince, in Haiti, based on the description stated in the paragraphs below. Most activities will be undertaken at the Embassy of Canada's Chancery located on Delmas Road, between Delmas 73 and 75, Port-au-Prince, Haiti. Occasionally, on call cleaning will have to be performed in the staff quarters of Canadian based staff, including at the Official Residence of Canada.

1. Conformity with Norms

The material used will have to be in conformity with electrical safety norms (electrification and heating) in place in Haiti. It will provide absolute work safety and reliability, taking into account the planned use. It will have to be at all levels of performance in conformity with the regulatory provisions stipulated in the Labor Code.

Every components of the material will be accompanied by its complete technical documentation in French, in particular, the prescriptions and installation recommendations, operation and use instructions.

2. Work Schedule

The activities are to be executed at exact and regular hours except for particular cases as specified.

The Embassy of Canada reserves the right to supervise the work in order to ensure that the activities are well done and at the appropriate time.

The Contractor will consult Article 2 at Attachment A1 and will take into account the time slots available during which he will be able intervene.

The Embassy of Canada reserves the right, if necessary, to request that the work begins earlier or later than the time indicated. The Contractor cannot expect any indemnity if the change required is not more than one hour. Beyond this time, the entrepreneur will be able to ask a change of price in providing with his request supporting documents (particular provision stipulated in the collective convention of cleaning businesses, night work....) with the approval of the Embassy of Canada.

3. Work during Canadian holidays

Weekly services (and/or superior) expected and planned which begin on a Canadian holiday will necessarily have to be provided. Therefore, the Contractor will have to take all the possible dispositions to perform the work the day before or the next day without disturbing the organization of any other event occurring at the same time.

4. General dispositions

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The cleaning of the facilities will be undertaken with much care in order to maintain and ensure that, after the cleaning activities are completed, that the furniture remains at their original places. In the case of the meeting rooms and the like, the chairs and armchairs will have to be correctly placed around the tables at the end of the cleaning activity. As the cleaning activity progresses, all light furniture and equipped with wheels will be moved, however, it is normally forbidden to place furniture on tables, chairs or desks. It is expressly understood that any and all desktop not correctly organized by its user will not be well cleaned. In this case, no remarks may be made to the Contractor' (if reasonably noted). The Contractor's employees will be informed not to move and/or organize the documents left on the desk.

5. SUSTAINABLE DEVELOPMENT

The Contractor commits to adopt an approach towards «Sustainable Development». This approach must be coherent and for the long term. The Contractor will, particularly, demonstrate his coherence in terms of Social Environmental Responsibility (SER), duration of the approach, charter, notation, staff training, and carbon footprint...

6. Tasks/Technical specifications

The Contractor retained will ensure the cleaning services at the Embassy of Canada in Port-au-Prince, including the labor, the supervision, the material, the tools, the equipment, the security material, the maintenance products, the edible products and other elements related to the services as described in this document and is exempt only of articles specifically indicated. The cleaning staff will have to wear an appropriate uniform.

The supplier will have to provide the labor, the material, the supervision, the tools, the equipment, the safety material and other elements related to the services.

6.1 Daily tasks

The Contractor should note that should it be needed, it remains within the authority of the Embassy project manager to add cleaning tasks to these non-exhaustive lists.

Chancery

Clean all the rooms, offices, conference rooms, bathrooms, open areas, kitchen, storage rooms and other facilities on the Embassy's premises.

1. Vacuum all the hallways, offices, rooms, conference rooms and open carpeted spaces, rugs and doormats;
2. Advise, in writing, the project manager of any damage noted on the floors, grounds, and the carpeted spaces or if the carpet tiles are raised;
3. Remove the marks and stains on the carpet with the appropriate cleaning products and equipment. Advise the project manager of any marks or stains which cannot be removed;
4. Sweep all floors inside and outside the Chancery which are not carpeted floors and clean them with a mop and disinfectant;
5. Sweep and clean all stair ways, dust and clean the handrails;

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6. Clean the inside and outside of the glass doors, glass wall partitions and windows;
7. Clean and tidy up the reception area, clean the access doors, and the windows with an appropriate cleaning cloth and a glass cleaning product;
8. Wipe stains and remove all finger prints, dirty marks and smears on the doors, the windows and walls (inside and outside) and around all lighting features;
9. Remove chewing gum globs and other material on the walls, the ground/flooring, the walls, the furniture and fixed items;
10. Dust the desks, furniture, file cabinets, bookshelves, small tables, work areas, , telephones, keyboards, computer screens and other items without causing any damage to articles left on desks and work areas and ensuring that objects and documents remain in their place;
11. Dust and wipe the desks horizontal surfaces, office furniture, counters, windows moldings and sills;
12. Wipe and polish the tables in all the conference rooms with a cloth and wood cleaning products;
13. Remove all spider webs;
14. Empty all waste bins, several times a day if and when needed, and place the waste in the waste storage room;
15. Empty all the recycling bins once a day and place the waste in the outside recycling bins;
16. Clean the offices waste and recycling bins, the outdoor waste and recycling bins with a cloth and a disinfectant, as needed;
17. Water and dust the plants placed in all the mission's area;
18. Dust the skirting boards in the hallways;
19. Fill the hand sanitizer dispensers;
20. Dust and clean the glass partitions and walls to remove stains and dirt;
21. Clean, wipe and polish the hand rails, doors and frames in stainless steel with the appropriate non-abrasive cleaning product;
22. Dust the aluminum window frames with a clean damp cloth.

Elevator

1. Keep the elevator's interior clean and advise the project manager of any burnt-out bulbs;
2. Wipe traces and stains on the walls, the hand rails and doors with a non-abrasive cleaning product;
3. Clean the carpet and floors with a heavy duty vacuum cleaner.

Washrooms and showers

1. Remove the waste on the floors and counter tops;
2. Clean the sanitary installations (toilet bowls, bathroom sinks, urinals, bathrooms and shower stalls) with water and a detergent and a disinfectant;
3. Clean all washroom sinks and the faucets with detergents and polish;
4. Wipe the stainless steel surfaces with a cleanser/non-abrasive polish;
5. Fill the toilet paper dispensers, soap and hand paper towels dispensers; change the towels and bath mats, etc., as needed;

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6. Remove the stains on the doors, mirrors and glass panes with an appropriate cloth and a glass cleanser;
7. Empty all waste bins and replace the disposable plastic liner;
8. Empty, wash and disinfect the sanitary boxes and install a new sanitary bag;
9. Immediately unclog the toilets, urinals and sinks and drains with a plunger. If this operation fails, advise the project manager who will take the necessary action;.
10. All the washrooms /toilets must be cleaned at least twice (2) a day or more, if necessary.

Kitchens and conference rooms

1. Clean the kitchen tables and chairs with detergents and cotton cloths;
2. Sweep and clean the floor twice (2) a day or more if necessary; clean all surface areas (counter tops, cupboards, tables, chairs); clean the electrical appliances (refrigerators, coffee makers, oven, microwave ovens, others); wash, wipe and store the dishes, utensils and others, located in all the areas of the mission;
3. Advise the project manager,, in writing, when it is necessary to purchase coffee, sugar or other items needed for the meetings;
4. Assist in setting up the conference rooms for meetings, conferences, and help install the elements related to the reception;
5. Prepare, on demand, for the meetings, visits and other events taking place at the Embassy, the beverages and collations, and ensure that the hygienic and sanitary rules are respected when handling beverages and food, and place these items in the conference rooms, offices and other rooms (beverages and collations are paid by the Embassy).
6. Collect dishes from the conference rooms, the kitchens, the sinks, etc., wash and put the dishes away; Clean the conference rooms, tables and chairs in the conference rooms and kitchens after all meetings, breakfasts, lunches, dinners and cocktails organized by the Embassy;
7. Wash using the washing machine, dry, fold and put away all items used for the reception; do the same for the linens and towels, as needed.

Garage

1. Sweep, clean and mop the entire garage, technical rooms and workshops, and ensure the cleaning activity under the supervision of the project manager

Reception area

1. Clean the outdoor reception area, empty the waste bin sand ashtrays.

Front and back security huts

1. Sweep all floors and clean with a mop and a disinfectant;
2. Clean the inside and outside of the glass doors, glass walls and windows;
3. Wipe stains and remove all finger prints, dirty marks and smears on the doors, the windows and walls (inside and outside) and around all lighting features;

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4. Dust the work spaces, bookshelves, telephones, keyboards, computer screens and other items and ensuring that items and documents remain in their place;
5. Dust and wipe the desks horizontal surfaces, office furniture, counters, windows mouldings and sills;
6. Empty all waste bins, several times a day if and as needed, and place the waste to be thrown away in the waste storage room;
7. Empty all the recycling bins once a day and place the waste in the recycling bins outside;
8. Fill the hand sanitizer dispensers;

Back security hut washrooms

1. Remove the waste on the floors and counter tops;
2. Clean the sanitary installations (toilet bowls, bathroom sinks, urinals, bathrooms and shower stalls) with water and a disinfectant;
3. Clean all bathroom sinks, toilets and the faucets with detergents and polish;
4. Wipe the steel surfaces with a cleanser/non-abrasive polish;
5. Fill the toilet paper dispensers, soap and hand paper towels dispensers; change the towels and bath mats, etc., as needed;
6. Remove stains on the doors, mirrors and glass panes with an appropriate cloth and a glass cleanser;
7. Empty all waste bins and replace the disposable plastic liner;
8. Empty, wash and disinfect the sanitary boxes and install a new sanitary bag;
9. Immediately unclog the toilets, urinals and wash basins and drains with a plunger. If this operation fails, advise the project manager who will take the necessary action.
10. All the washrooms /toilets must be cleaned at least twice (2) a day or more, if necessary.

Exterior of the Embassy (on Delmas Road)

1. Remove the waste and litter and sweep the ground in front of the Embassy (main entrance and entrance to immigration office);
2. Sweep and clean entrance to immigration offices (including the guard hut at the front, the entrance and exit area);
3. Clean all areas including the fences, benches, turnstiles, doors and stairs handrails;
4. Remove the graffiti, posters and stickers on external surfaces, gates, trees and security posts at street level, as needed.

Other tasks to undertake, as needed, at the request of the manager of goods and material

1. Clean and wash various equipment (ventilators/fans, water coolers, furniture, chairs and others); as needed at the request of and under the supervision of the project manager
2. Wash, dry, iron and fold tablecloths, table linens, diner towels, towels, bed linens and others with the equipment provided;
3. With project manager, establish a schedule of tasks to be performed.

Recreational area**Outdoor**

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1. Clean the tables, chairs, counter tops and refrigerators, pool low tables with appropriate cleaning products and cotton cloths;
2. Dust the deckchairs and the umbrellas near the pool;
3. Empty all waste bins, several times a day as needed, and place the waste in the waste storage room
4. Empty all the recycling bins once a day and place the waste in the outdoor recycling bins
5. Replace the water coolers' bottles as needed.

Washrooms

1. Clean the sanitary installations (toilet bowls, bathroom sinks, urinals, bathrooms and shower stalls) with water, a detergent and a disinfectant;
2. Clean all washrooms sinks and toilets as well as the faucets with detergents and polish;
3. Clean the metallic lockers with a cloth, a detergent and a disinfectant;
4. Fill the toilet paper, soap and hand paper towels dispensers; change the towels and bath mats, etc., as needed;
5. Remove stains on the doors, mirrors and glass panes with an appropriate cloth and a glass cleanser;
6. Sweep and clean the floor with water, a detergent and a disinfectant;
7. Empty all waste bins, several times a day if and when needed and place the waste in the waste storage room.

Indoor Area (kitchen and stockroom)

1. Clean the tables and chairs with appropriate cleaning products and cotton cloths;
2. Clean, in the kitchen, the counter tops, sink, cupboards (inside and outside), refrigerators (inside and outside), glasses, dishes, utensils, ovens, microwave ovens (inside and outside), the dishwasher (inside and outside);
3. Sweep and clean the floor with water, a detergent and a disinfectant;
4. Empty all waste bins, several times a day if and when necessary, and place the waste to be thrown away in the waste storage room.
5. Clean and tidy up the kitchen after lunch
6. Replace the water colours' bottles as needed.

Mobile Housing Units

Laundry room

1. Dust the washing machines and dryers, the closets and all material goods;
2. Wipe with a damp cloth the interior of the washing machines and dryers to remove dust and fabric fibres;
3. Sweep and wash the floor with warm soapy water (use of detergent and disinfectant is not allowed);
4. Empty all waste bins several times a day if and when necessary, and place the waste to be thrown away in the waste storage room.
5. Close the two doors; front and back, at the end of the day (do not lock the doors).

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Waste and recycling bins area

1. Empty all waste bins, several times a day if and when necessary, and place the waste to be thrown away in the waste storage room.
2. Empty the recycling bins several times a day, as needed, and store the recyclable materials in the special bins;
3. Sweep and clean the floor with appropriate cleaning products and a brush, if needed.

Kitchens

1. Clean the kitchen tables and chairs with detergents and cotton cloth
2. Clean the counter tops, sink, cupboards, refrigerators, ovens, microwave ovens, dishwasher and others, wash, dry and store the glasses, the dishes and utensils and others;
3. Sweep and clean the floor with water and non-abrasive maintenance products and dry well;
4. Empty all waste bins, several times a day if and when necessary, and place the waste to be thrown away in the waste storage room.
4. Empty all the recycling bins once a day and place the recyclable material in the appropriate bins located outside the waste storage room;
5. Replace the water coolers' bottles as needed.
6. Empty the dehumidifier water recuperation cup once a day;
7. Aerate the room by keeping the door open during at least one hour daily.

Fitness Centre

1. Dust and clean the sport equipment without moving them with cotton cloths and warm water (use of detergent and disinfectant is not allowed);
2. Clean the countertops, sink, cupboards (inside and out), refrigerators (inside and out);
3. Sweep and clean the floor with water and non-abrasive maintenance products and dry thoroughly;
4. Replace the water coolers' bottles as needed.
5. Ventilate the room by keeping the door open during at least one hour daily.

Washrooms

1. Clean the sanitary installations (toilet bowls, bathroom sinks, urinals, bathrooms and shower stalls) with water and a disinfectant;
2. Clean all washroom sinks and toilets as well as the faucets with detergents and polish;;
3. Fill the toilet paper, soap and hand paper towels dispensers; change the towels and bath mats, etc., if necessary;
4. Remove stains on the doors, mirrors and glass panes with an appropriate cloth and a glass cleanser;
5. Sweep and clean the floor with water and non-abrasive maintenance products, dry well ;
6. Empty all waste bins, several times a day if and when necessary, and place the waste to be thrown away in the waste storage room.

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7. Empty all the recycling bins several times a day as needed and place the recyclable material in the appropriate bins located outside the waste storage room;
8. Aerate the room by keeping the door open during at least one hour daily.

Outdoor

1. Clean the tables and chairs using appropriate maintenance products and cotton cloths;
2. Clean the BBQ inside with soapy water and cotton cloths (use of detergent and disinfectant is not allowed) and the grills with the appropriate equipment provided by the Embassy;
3. Empty all waste bins, several times a day if and when necessary and place the waste to be thrown away in the waste storage room;
4. Empty the recycling bins several times a day as needed and place the recyclable material in the appropriate bins located outside the waste storage room;
5. Empty and clean the ashtrays.

Mobile Housing Units (half, single and double units) — as needed and at the request of the project manager.

1. Clean the tables, countertops, sinks, cupboards, refrigerators, glasses, dishes, utensils, ovens, microwave ovens and other electrical appliances in the kitchen;
2. Clean the countertops, sinks, mirrors, showers, toilets and other items in the bathroom;
3. Remove the stains on the doors, the mirrors and the glass panes with an appropriate cloth and glass cleaning liquid;
4. Dust, wipe and polish all vertical and horizontal of all furniture, partitions, fixed accessories and electronic material/equipment, ornamental metallic items, nominative plates, paintings and others;
5. Change the bed linens and towels
6. Dust all wall partitions and skirting boards;
7. Vacuum the upholstered furniture and remove the stains, if necessary;
8. Sweep and clean the floor with water and non-abrasive maintenance products; dry thoroughly;
9. Empty all waste bins and place in the waste storage room;
10. Replace the water cooler bottle, if needed;
11. Dust the portable fire extinguishers and the dehumidifiers;
12. Clean the dehumidifiers' water recuperation cup;
13. Ventilate by keeping the door opened at least for one hour each day ONLY IF THE UNIT IS NOT OCCUPIED;
14. At the end of the cleaning activities, ensure that the air-conditioning units are kept at 24 degrees Celsius, turn off the lights and lock the door;
15. Advise, on the same day, the project manager of any problems identified during the day's cleaning activities;
16. Return, at the end of the day, the units' keys to the project manager

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6.2 Tasks to be undertaken on a weekly basis

Chancery

1. The carpets, the area rugs, the plastic mats on the carpets must be cleaned with a vacuum equipped with a filter at least twice during the regular work week;
2. Vacuum the sofas, armchairs, cushions, office chairs, chairs in the conference rooms and any other upholstered furniture;
3. Clean the telephones, the keypads and the computers with a disinfectant and a cloth;
4. Clean with a disinfectant and a cloth the digital keypads next to some doors;
5. Dust the furniture vertical surfaces;
6. Wipe with a damp cloth the external surface of the waste bin in the offices and hallways;
7. Dust the blinds.

Elevator

Scrape and clean with a vacuum, the elevator door steps and sliding rails in the cabin at each level.

Garage

Sweep and clean the floors of the mechanic rooms, workshops and other rooms with water, a detergent and a disinfectant under the supervision of the technical staff.

Recreational Centre

Sweep and clean the floors of the various outside rooms with water, a detergent and a disinfectant under the supervision of the technical staff.

Mobile Housing Units area

Laundry room

1. Clean with soapy water, rinse and dry the front and back access doors' interior and exterior surfaces;
2. Dust all wall partitions.

Kitchens

1. Empty the refrigerator and clean the interior and exterior, throw expired products if needed and replace still consumable products in the refrigerators.
2. Empty the cupboards and clean the interior and exterior, throw expired products, if needed, and replace the still consumable products in the cupboard;
3. Clean the interior and exterior of the oven, microwave oven and of other electronic appliances;
4. Clean the interior and exterior of waste bins with water, a detergent and a disinfectant.

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Fitness Center

Clean the interior and exterior of all cupboards, drawers and refrigerator's with water, a detergent and a disinfectant; dry thoroughly.

Mobile housing units (half, single and double units)—All the units must be cleaned at least once a week

1. Clean the tables, countertops, sinks, cupboards, refrigerators, glasses, dishes, utensils, ovens, microwave ovens and other electrical appliances in the kitchen;
2. Clean the countertops, sinks, mirrors, showers, toilets and other items in the bathroom;
3. Wipe stains and remove all finger prints, the dirty marks and smears on the doors, the windows and walls (inside and outside) and around all lighting features
4. Dust, wipe and polish all vertical and horizontal surfaces of all furniture, partitions, fixed accessories and electronic material/equipment, ornamental metallic items, nominative plates, paintings and others;
5. Change the bed linens and towels;
6. Dust all the wall partitions and the skirting boards;
7. Vacuum the upholstered furniture and remove stains, if there are any;
8. Sweep and clean the floor with water and non-abrasive maintenance products and dry thoroughly;
9. Empty all waste containers and store in the waste storage room;
10. Replace the water cooler bottle, as needed;
11. Dust the portable fire extinguishers and the dehumidifiers;
12. Clean the dehumidifiers' water recuperation cup;
13. Ventilate the room by keeping the door open at least one hour a day ONLY WHEN THE UNIT IS NOT OCCUPIED;
14. At the end of the cleaning activity, ensure That the air-conditioning units are at 24 degree Celsius, turn off the lights and lock the door;
15. Inform, on the same day, the project manager of the project of any problem identified during the cleaning;
16. Return the units keys to the project manager at the end of every day.

6.3 Tasks to be undertaken on a monthly basis**Chancery**

1. Clean the rug plastic covers in the offices with water, detergent and a disinfectant;
2. Clean all the Chancery window frames and panes inside and outside;
3. Dust the doors tops;
4. Dust and clean with a vacuum cleaner the grills of the air intake and diffuser;
5. Dust the portable fire extinguishers and the inside of the fire alarm closets;
6. Clean all water coolers according to the manufacturer's instructions;
7. Sweep and clean the floor, the walls and doors (external and internal sides) of the waste storage room with a pressure pump, water, detergent and a disinfectant;
8. Clean the interior of the indoor recycling bins with water, a detergent and a disinfectant;

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9. Clean, inside and outside of all waste bins and outdoor recycling bins with water, a detergent and a disinfectant;

Kitchens

Wash the interior of the kitchens closets with water, a detergent and a disinfectant

Embassy's Exterior (on the Delmas Road)

Clean the protection pillars on the sidewalk with a water hose, a detergent and a disinfectant.

Recreational Centre

Clean the water coolers according to the manufacturer's instructions.

Indoor Space (kitchen and storage room)

1. Clean the water coolers inside and out according to the manufacturer's instructions;
2. Clean the interior and exterior of the refrigerator/freezer in the storage room;
3. Dust and clean all the shelves in the storage room;
4. Sweep and clean the storage room floors with water, a detergent and a disinfectant.

Mobile Housing Units area**Waste and recycling bins area**

Clean the inside and outside of all waste and recycling bins with water, a detergent and a disinfectant.

Kitchens

1. Clean the water coolers according to the manufacturer's instructions;
2. Stop the dehumidifier, empty manually, wash with soapy water, rinse and replace the water collecting bin. Restart the dehumidifier.
3. Clean the inside and outside of waste containers and recycling bins with water, a detergent and a disinfectant.

Fitness Centre

1. Clean the water cooler according to the manufacturer's instructions;
2. Stop the dehumidifier, empty manually, wash with soapy water, rinse and replace the water collecting bin. Restart the dehumidifier.

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All the mobile housing units

1. Stop the dehumidifiers, empty manually, wash with soapy water, rinse and replace the water collecting bin. Restart the dehumidifiers.
2. Remove the ceiling air vent in the bathroom, wash with warm water and soap, dry and reinstall;
3. Dust and clean with a vacuum cleaner the grills of the air intake and diffuser

6.4 Tasks to undertake on a quarterly basis**Chancery**

Defrost and clean the refrigerators in the kitchens and offices following and respecting the manufacturer's instructions and maintain an annual cleaning calendar with the project manager.

Offices

1. Vacuum the padded wall partitions;
2. Wash the interior and exterior of all the waste bins and containers with water, a detergent and a disinfectant.

Garage

1. Dust and wipe the edges, the tops of the pipes and partitions including the top of all lights and hanging pipes and along the walls;
2. Wash, under the technical staff's supervision, the concrete floors of the garage with a pressure washer, a detergent and drain off the water.

Recreational Centre

Wash the adoquin floor with a pressure washer and an appropriate cleaning product and drain off the water.

Mobile Housing Units area**Laundry room**

1. Clean the ceiling lights (inside and outside of the plastic cover and the frame);
2. Dust, wash with soapy water, rinse and dry all the wall partitions.

Kitchens

1. Defrost and clean the refrigerators in the kitchens and offices following and respecting the manufacturer's instructions and maintain an annual cleaning calendar with the project manager;
2. Clean the ceiling lights (inside and outside of the plastic cover and the frame);

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3. Dust, wash with soapy water, rinse and dry all wall partitions.

Fitness Centre

1. Defrost and clean the refrigerators according to the manufacturer's instructions and maintain a calendar of annual cleaning with the project manager;
2. Clean the ceiling lights (inside and outside of the plastic cover and frame);
3. Dust, wash with soapy water, rinse and dry all the wall partitions.

Washrooms

1. Clean the ceiling lights (inside and outside of the plastic cover and frame);
2. Dust, wash with soapy water, rinse and dry all the wall partitions.

Mobile Housing Units (half, single and double units)

1. Defrost and clean the refrigerators according to the manufacturer's instructions and maintain a cleaning calendar with the project manager;
2. Clean the ceiling lights (inside and outside of the plastic cover and frame);
3. Dust, wash with soapy water, rinse and dry all the wall partitions.

6.5 Tasks to be undertaken on a semi-annual basis

Chancery

Rugs shampooing

1. Prepare the carpeted areas for the shampoo (move the furniture, the plastic protective covers and any other object on the floor, vacuum, clean the stains and others);
2. Shampoo all the Chancery carpet with commercial carpet cleaner and the recommended cleaning products by the manufacturer, based on an annual cleaning calendar established with the project manager.

Elevator

Shampoo the cabin carpet based on an annual calendar established with the project manager.

Recreational Centre

1. Wash the stone walls around the pool with a pressure washer and with an appropriate cleaning product and approved by the project manager drain the water.
2. Clean the walls, the columns and external ceilings with soapy water.

Mobile housing units Area

Wash the adoquin floor with a pressure washer and an appropriate cleaning product and drain off the water.

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6.6 Tasks to be undertaken on a yearly basis

Chancery

Dust all ceiling tiles with a damp cloth.

Exterior of the Embassy

Clean, remove the stains and polish the Embassy of Canada plate above the immigration office entrance and the Inukshuk commemorative plate and the wooden monument.

6.7 Other specifications

1. Inform the project manager at the Embassy of any issue or failure of the infrastructures once noted by one of the Contractor's employees;
2. Inform the project manager at the Embassy of the presence of any insects, varmint and any other infestation;
3. Immediately unclog the toilets, urinals, sinks and drains. In case of failure, advise the Embassy staff in charge of Properties for the appropriate action;
4. Wipe any spilled liquid as soon as possible or if the Contractor's employees notice it and place a warning sign on the spot;
5. Place warning signs (bilingual : English/French) in a very noticeable spot during when the floors are being cleaned;
6. Never put chairs, waste bins and other items on the desks, tables or any other piece of furniture during cleaning activities;
7. Put back items on desk at their exact place after cleaning the desktops. The cleaning staff must never move or touch the papers, files and materials left on the furniture. If a desk must be cleaned, all articles on the desk will be removed before the cleaning by an Embassy staff member.
8. Avoid that any cleaning and chemical products infiltrate under the furniture legs, file cabinets or partitions bottoms;
9. Do not dilute or modify the cleaning products unless specified in the manufacturers' instructions;
10. Do not move any anti vermin and pest traps or products which may have been placed in different areas in the Embassy;
11. Collect and separate all recyclable materials in the recycling bins, and place in recycling bins outside;
12. Unfold and compress cardboard boxes before placing them in the outdoor recycling bins;
13. Never let water stagnate after a cleaning activity. Empty water containers, remove any water on the ground with rubber scrapper and drain off in closest drains;
14. The Contractor must not indicate, use in any advertising document or use in any way the Embassy's name or address.

7. « On call » cleaning

1. The « on call » cleaning service must be made through a written request from the project manager, established of quote using the "on call" quote form (See the annex for a sample

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of the “on call form”. The Contractor will receive sufficient advance notice prior to the date of the “on call” cleaning service so that he may prepare a cost estimate and reserve the necessary staff. The quote will be based on the scheduled rate agreed in conformity with this contract terms.

2. The « on call » cleaning may be needed in areas of the building where events are not regularly held or else, at Canadian based staff quarters. These areas are the following: the Chancery the recreational centre and other outdoor areas. It is possible that it may be necessary to have an “on call” cleaning in other sections of the Embassy when the project manager makes this request. The “on call” cleaning must include the “support” installations used during these events, particularly the toilets, the elevator as well as the hallways used by guests to reach the event.
3. It is necessary to ensure that, after each event, that the rooms /areas used are ready for the next day’s operations or functions.
4. If the scope of the activities is more than the estimate provided earlier, a written explanation will be provided by the Contractor’s supervisor this document will be accompanied by a revised estimate form. The project manager will examine the additional costs from an event to the next; and, if these additional costs are deemed reasonable on the basis of the organizational needs, the invoice will be presented so that it may be paid in full. These supplementary changes will not be caused due to the Contractor’s negligence and will be exclusively authorized in case of unscheduled cleaning.
5. In addition to the respect of the procedure relative to floor cleaning etc., such as described in this contract, the cleaning staff « on call » must put back the tables, chairs and other items which have been used during the events in the specific storage areas in order to facilitate the cleaning activities.
6. In the context of on call cleaning at the staff quarter of a Canadian based staff about to arrive at post, the following cleaning tasks should be delivered following the same standards established within the statement of work of this document:
 - Cleaning the floors of the staff quarter. Carpets will require cleaning with an industrial quality device and be cleaned with high temperature steam jet to disinfect the cleaned surfaced;
 - Cleaning of all furniture and accessories (e.g.: wall lamps, standing lamps or chandeliers of the staff quarter). Upholstered furniture should be cleaned with be cleaned with high temperature steam jet to disinfect the cleaned surfaced;
 - Cleaning and polishing (if adequate) of all non-painted wall surface (trim, woodwork, paneling, etc.) as well as the cleaning of marks/stains on painted surfaces;
 - Interior and exterior cleaning of all cabinets, dressers, desks, wardrobes, , drawers, and other furniture or area used for the storage of personal belongings of Canadian employees;
 - Cleaning the interior/exterior of all household electrical and appliances;

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- Cleaning of all washbasins, sinks, faucets, bathroom, showers accessories, bath / shower housing;
- Clean all glass surfaces and mirrors;
- Cleaning outdoor/ garden furniture.

8. WORK DESCRIPTION

The Contractor is responsible of preparing a contract for each of his employees stipulating the norms and guidelines required by the Embassy. The employees will have to be swift, above reproach, honest, courteous, discreet and polite. The employees must be capable of receiving requests and instructions and provide explanations in French to the Embassy's employees.

Work areas

1. The Embassy of Canada in Port-au-Prince, Haiti, is located on the Delmas Road, between Delmas 73 and 75. The Embassy compound includes a Chancery which has two floors, a recreational centre, Mobile Housing Units area (ULM) and grounds.
2. This contract concerns the provision of commercial cleaning services in the Chancery, including the offices, conference rooms, open areas, hallways, kitchens and washrooms, the representational areas, the reception area, the outdoor reception area, the garage, the storage rooms, the security guards huts, the recreational installations, the ULM area, the Embassy's façade to name only these. The Contractor must maintain and clean all the areas, which includes the waste and recycling collections.

Requirements related to the staff and work hours

1. The cleaning staff provided by the Contractor works during the Embassy's normal working hours (from 7h00 to 15h30, from Monday to Thursday and from 7h00 to 12h30 on Friday). The staff must be able to work in an autonomous manner. The supervisors or their replacements will ensure that staff members answer promptly to service calls during the Embassy's working hours.
2. The Contractor's staff must be composed of employees trained and qualified in maintenance and cleaning. It is essential that all the required staff be present on the site on the first day of work as stipulated in the contract. The employees must be trained and experimented in maintenance work and will demonstrate the capacity of working under minimum supervision. All the staff will work under the Contractor's constant supervision. All the staff members will have to good tempered and behave professionally at all times.
3. The cleaning staff must be able to communicate in French and in Creole.

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Work contract monitoring

1. The cleaning staff provided by the Contractor works during the Embassy's normal working hours (from 7h00 to 15h30, from Monday to Thursday and from 7h00 to 12h30 on Friday). The staff must be able to work in an autonomous manner. The supervisors or their replacements will ensure that staff members answer promptly to service calls during the Embassy's working hours
2. The Contractor will be responsible for the performance management of the cleaning staff affected to the mission. The performance issues will be brought to the supervisor's attention by the project manager's designated intermediary, and these issues must be rapidly solved by the Contractor, if not he may have to replace the concerned employee. The Contractor must designate a supervisor who will assist to the monthly meetings and manage issues as needed.
3. The Contractor must ensure adequate supervision at all times when tasks are undertaken as stipulated in this contract. The supervisor or his replacement will have all the necessary authority to act in the name of the Contractor as such designated in writing, he will be aware of all issues related to the contract and the daily respect of the said contract.
4. The supervisor or the replacement supervisor must be available at all times during the normal working hours. The Contractor must provide the Embassy with the supervisors and supervisor replacement's telephone numbers and electronic addresses so they may be reached at all times.

Uniforms and dress code

1. All of the Contractor's staff members; including the general manager on site and his assistant, must at all times wear a clean and appropriate uniform when present at the Embassy. Access to the building may be refused to any of the Contractor's staff member who is not wearing his uniform. A uniform must include a pair of pants and a shirt or a matching or coordinated blouse. A monogram or the name of the Contractor may be applied on the uniform; however, in this case, all the staff members must have the same. A jumpsuit or an apron may be worn when executing tasks which require additional protection.
2. The Contractor is responsible of providing the staff uniforms and to replace them annually in sufficient quantity so that the staff may be changed regularly.
3. The uniforms must always be clean and their appearance must be acceptable to the contract's administrator. The Contractor's staff has the obligation to wear clean clothes in order to comply with an Embassy's protocol.
4. The Contractor's staff may not wear a hat, a baseball cap, a sweatshirt, or any piece of clothing displaying social comments, slogans, logos or publicity texts or designs; and the staff members are not allowed to wear dark tinted glasses on the premises.

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The ornaments such as pins and labels must be limited to one (1) and may not be of a political nature.

Material and equipment

1. The Contractor must provide a complete written list of the material, tools, equipment, safety material, maintenance/cleaning products, usual consumable foods and all other items related to the services to be provided, give the name of the manufacturers and products which will be used to execute the tasks stipulated in the contract so that the project manager may give his approbation;
2. The Contractor must provide the work in progress warning signs (bilingual : English/French);
3. All the material, tools, equipment, safety material, maintenance products, consumer products and other items related to the services, must be pre-approved by the project manager at the Embassy.
4. The type of approved products may not change without a written permission from the project manager;
5. The Contractor must have a file of the specifications cards for all the chemical products and cleaning products approved for use in the delivery of the present contract;
6. The equipment must be kept in good working order at all times, and repairs must immediately made to all item which may be a health and safety risk or be a fire hazard. It is important to stop using any faulty equipment once a problem has been noticed;
7. No equipment can be used with more than one electrical extension cord of (15) metres long to which is connected the original electrical cord from the manufacturer. No piece of equipment where the original electric cord has been modified can be used with an electrical extension cord ;
8. The vacuum cleaners must be equipped with dust filters and produce as little noise as possible when running at maximum capacity. The equipment' level of decibels must be approved by the project manager;
9. The pressure powered cleaning machines, rug shampooers, the water hoses and other materials using water must not leak and must be maintained so that they may be safely used at all times;
10. The ladders and step stools must be safe and regularly checked by the Contractor;
11. The Contractor must provide adequate safety material for the performance of all work, such as : masks, goggles, gloves, ear plugs, helmets safety harnesses, ropes

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and any other material to ensure his employees' safety;

12. A locked storage room will be provided to the Contractor for the storage of the consumer products, the equipment, the tools and the safety material, which are considered as necessary to execute the activities stipulated in the contract. This facility will be maintained respecting the same norms as for the other areas used to similar ends by the Embassy. The material and cleaning products must be stored in conformity with the manufacturer's specifications and the stored material (the brooms, the mops, the buckets/pails and other cleaning tools) must be kept clean in such away as not cause any disagreeable odors. The storage of chemical and dangerous products must be pre-approved by the project manager
13. The equipment brought on the Embassy's premises in the context of the present contract must not be removed from the site without advising the project manager, The equipment removed for repairs must be replaced by a similar equipment to be used during the repair period.
14. The equipment, tools and any other material used by the Contractor must be secure and safe. The project manager has the right to remove from the Embassy's premises, any equipment, tool or any other material used by the Contractor which may deemed dangerous or potentially dangerous; these will have to be replaced by the Contractor with items which the project manager has identified as secure;
15. The Contractor is responsible of the renewal and delivery of consumer products and others to the storage facility provided by the Embassy.

Support provided by the Embassy

1. The Embassy makes available to the Contractor a locked storage room for the storage of the consumer products, the equipment, the tools and the safety material, which are considered as necessary to execute the activities stipulated in the contract. This facility will be maintained respecting the same norms as for the other areas used to similar ends by the Embassy.
2. The Embassy provides the items listed below. The entrepreneur must provide the remainder equipment and items.
 - Washing machine and dryer, irons for the linens;
 - Cleaning material for the BBQs grills.

Activity log and documentation

1. The supervisor or his replacement must reply in writing to the service requests by filling order forms issued by the project manager. See, the annex, to have an example of work order forms.

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2. The cleaning activities must be planned in collaboration with and upon approval of the project manager
3. An activity log must be kept by the supervisor; there will be a file on all activity undertaken other than the daily cleaning tasks. The activity log must be made available to the project manager for overview, if needed;
4. The Contractor must prepare and maintain the following lists and schedules :
 - Cleaning of the water coolers Chancery, recreational centre (ULMs and others);
 - Defrosting of the refrigerators Chancery, recreational centre , ULMs and others);
 - Other
5. The invoices, reports, work schedules and other documents must be sent by electronic mail to the project manager at the Embassy. The correspondence must be made by electronic mail unless otherwise required. The Contractor will have access to his own computer system in order to send documents and all other correspondence by e-mail. The Contractor cannot install his computer and telephone material on the storage facility or in any other area of the Embassy.

Inspection

1. The Contractor must visit the Embassy of Canada once a month and upon request;
2. The Contractor must notify the project manager once a planned cleaning task is finished (such as the cleaning of the Mobile Housing Units of the inside and outside window panes, of the refrigerators, the shampooing of rugs and others); he will also advise of any finished "on call" cleaning so that the project manager may proceed to the inspection and insure that the cleaning has been made in conformity with the terms of the contract.

Security

1. A clean police record, a « character reference » and a reliability check are required for all employees, including the temporary employees during the annual or medical leaves. All employees will be subject to the verification of their reliability check which will be made by the Security manager. Any temporary employee will have to comply with the same security regulations and obtain a reliability check. The Contractor is responsible to provide to the project manager all the completed forms, documents, photographs and other necessary data to obtain a reliability check for each one of his employees fifteen (15) open days at the latest before the date on which the employee must begin work.
2. Only the staff who has obtained a reliability check will be able to work on the Embassy's premises;
3. In addition, the Contractor's staff is responsible of its security identification card provided by the Embassy and must immediately advise the Contractor's supervisor,

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who will inform the project manager, of the loss or theft of his security identification card;

4. The names of the staff members the Contractor wishes to submit to the Embassy must be given to the project manager to be noted in the documentation related to the reliability checks, at the latest fifteen (15) open days before the date of the start of work at the Embassy;
5. The security identification card on which appears the picture of the staff of the Contractor will be worn at all times by all members of the Contractor's staff when present on the Embassy's premises. The card must be worn above the belt and be visible at all times. The issuance, the management and return of the security identification card are managed by the Embassy's Security in coordination with the project manager and the Contractor's supervisor;
6. Only the staff members, whose name are registered in the Contractor's salary records, including the part time staff will have access to the premises. Individuals accompanying the Contractor's staff or invited by him will not be able to access the premises.
7. The Contractor's staff may, for security reasons, be questioned or searched by designated members of the Embassy's security staff;
8. The Contractor's staff cannot bring to the Embassy personal items such as: a radio, a CD player, a tape recorder, a camera, a video camera etc. The Contractor's staff cannot also have these items with him while he is on duty;
2. The Contractor's staff can only enter and exit the premises through the main entrance located on Delmas Road.
3. The supervisor must return the keys used for the cleaning activities at the end of every day to the project manager himself. The requests for keys which are only used at certain times must be made to the project manager and returned to him at the end of the activity. In any case, the Contractor's employees cannot keep the keys after the work day;
4. The Contractor's staff must, at all times, be accompanied by the designated Embassy staff when he is in a "secure room" in the building;
5. The Contractor's staff must respect the activities' confidentiality and the Embassy's information and cannot, in any case, make them public. The project manager has the right to replace the staff member who does not respect these regulations;

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Safety policy

1. The Contractor must comply with all the safety measures in place relative to the staff and fire hazards recommended by the national codes and/or required by the competent authorities concerning the use of equipment, materials, tools, cleaning products, work habits and procedures;
2. Goggles, ear plugs, masks, protective clothing, safety harnesses and any other safety equipment are under the responsibility of the Contractor when these items must be used for specific tasks, in conformity with the industry's safety norms which must be respected when the tasks stipulated in the contract are being undertaken;
3. The Contractor will ensure that all the equipment and other material used to execute the work are clean and in good working order. The project manager has the right to remove any equipment deemed dangerous, unsuitable or defective. The Contractor will have to replace the equipment by an adequate and good operating order equipment within 24 hours ;
4. The project manager has also the right to ask the replacement of the Contractor's staff who does not respect the safety regulations when using the equipment as well as the relative personal safety rules;
5. A locked storage room will be provided to the Contractor for the storing of the consumer products, the equipment, the tools and the safety material, which are considered as necessary to execute the activities stipulated in the contract. This facility will be maintained respecting the same norms as for the other areas used to similar ends by the Embassy. The material and cleaning products must be stored in conformity with the manufacturer's specifications and the stored material (the brooms, the mops, the buckets/pails and other cleaning tools) must be kept clean in such away as not cause any disagreeable odors. The storage of chemical and dangerous products must be pre-approved by the project manager
6. The Contractor is responsible of the renewal and delivery of the stock of consumable products and other items in the storage room provided by the Embassy. The entrepreneur or the supervisor will inform the project manager of the delivery of the materials and other items at least twenty-four (24) hours before and will authorize the delivery;
7. The Contractor's staff will be authorized to use the kitchen located in the recreation center only during the lunch hour. The staff is not authorized to use for personal use the other installations located on the Embassy's premises, nor the washing machines and dryers.
8. The Contractor's staff is not authorized to be on the premises other than when accomplishing his work or during dinner or coffee breaks as approved by the agreement. The Embassy's regulations do not authorize the use of these

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installations by individuals who are not employed by the Embassy except when upon invitation only.

Official languages

The Ministry of Foreign Affairs, International Trade and Development (MAECD) is subject to the Law on Canada's official languages which requires that it offers services to the public in Canada's two official languages, French and English. The MAECD is aware that, in certain regions abroad, entrepreneurs may not be able to respect this requirement; however, the MAECD has to explore all the means which will allow it to offer the said services in both official languages. However, since security guards are often the mission's first point of contact with the public, the MAECD will favor (see Requirements Security Guard G) the companies which are capable to provide services in French and in English. The contract or the agreement will include a provision establishing the linguistic requirements which the third party will have to comply with."

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ATTACHMENT "A.1"
CLEANING EQUIPMENT

Table of products -- Cleaning Equipment preauthorized by the Embassy of Canada

Should the Contractor wish to use products/equipment not listed on the list below, these products/equipment should first be approved by the Embassy representative.

Description	Use	Size	Quantity used per month	Quantity used per year
Products				
<i>Chlorine powder</i>	To clean heavily soiled areas	Unit		
<i>Liquid chlorine</i>	To add in toilet bowls	Gallon		
<i>All-purpose disinfectant</i>	To add in toilets and in water to mop	Gallon		
<i>Dishwashing soap</i>	To wash dishes	Gallon		
<i>Laundry detergent</i>	To wash the laundry	Gallon		
<i>Liquid hand soap</i>	To use in soap dispensers in the washrooms to wash hands	Gallon		
<i>Toilet bowls cleansers</i>	To remove lime in the toilet bowls	Gallon		
<i>Furniture cleaning spray</i>	To clean the furniture	Unit		
<i>Furniture cleaning spray</i>	To remove harsh stains on the floor and other places	Unit		
<i>Window panes/glass cleanser</i>	To clean the windows	Gallon		
<i>Air purifier spray</i>	To add in toilets	Unit		
<i>Vacuum cleaner</i>	To remove the dust in the rugs			
<i>Rug shampooer</i>	To deep clean the carpets	Unit		

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Broom	To sweep and collect dust	Unit		
Dust pan	To collect the dust			
Broom and brush	To scrub rough surfaces	Unit		
Toilet bowl brush	To clean toilet bowls	Unit		
Telescopic extension— 30 "	To handle equipment at a distance	Unit		
Latex gloves/large	To protect hands during cleaning activities	Unit		
Latex gloves/medium	To protect hands during cleaning activities	Unit		
Cotton Mop	To mop	Unit		
Bucket with wringer for mops	To remove water from the mops	Unit		
All use cloths	To wipe	Unit		
Sponges	To clean ceramic surfaces and dishes	Box		
Scrubbing brushes	To clean ceramic surfaces	Box		
Sponges / all use	To clean and wipe different areas	Box		
Toilet paper	To add in the restrooms toilet paper dispensers	Case		
Garbage bags/30 to 40 gallons capacity	For the garbage bins	Case		
Paper towels	To add in the kitchens	Case		
Hand towels	To add in the restrooms' dispense and dry hands	Case		
Cone-shaped paper	To add in the water	Case		

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<i>goblets</i>	coolers' dispensers			
<i>Uniform (shirts/teeshirts with company's logo)</i>	Work uniforms	Unit		
<i>Floor scraper</i>	To remove excess water on the floors	Unit		
<i>Window panes scraper</i>	To clean all glass panes	Unit		

Commercial Cleaning materials, supplies and products used (e.g. disinfectant for fountains, leather cleaner, general cleaner for floors, waxes, sealants, garbage bags, carpet cleaner, toilet paper, hand towels, hand soap, dishwashing liquid, bleach, light bulbs etc.) must be biodegradable, phosphate-free, odourless (or have a non-objectionable odour), contain low volatile organic compounds (VOC) and be proven environmentally friendly, wherever possible. Environmentally friendly is defined as products meeting the Environmental Choice Program (i.e. Eco-Logo) or the Green Seal Program or other recognized certifications.

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APPENDIX "B"
TECHNICAL EVALUATION CRITERIA

1.0 MANDATORY TECHNICAL CRITERIA

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

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

Mandatory Technical Criteria (MT)		
#	Mandatory Technical Criterion	Bidder's Details/ Justification
MT1	<p>MT1.1 Overview of the Bidder</p> <p>The Bidder must provide an overview of its company that meets the following minimum requirements:</p> <ul style="list-style-type: none"> (a) A permanent office in the Port-au-Prince region. (b) An insurance policy for an unlimited amount and a civil responsibility insurance policy for a minimum of one million American dollars for each incident or accident and must be unlimited in the context of this contract. <p>The Contractor must, at all times, keep such insurance policies valid with the insurance companies or brokers who have a good reputation and the policies must ensure and guarantee the Contractor against any responsibility towards :</p> <ul style="list-style-type: none"> • Her Majesty and her employees 1,000,000.00 American dollars; • the Contractor's employees 1,000,000.00 American dollars; • any other individual 1,000,000.00 American dollars; • any property 1,000,000.00 American dollars. 	
	<p>MT1.2 Experience of the Bidder</p> <p>The Bidder must possess five (5) years of experience within the last ten (10) years from the bid closing date in providing commercial cleaning services of similar size and scope to the requirement identified in Appendix A, Statement of Work.</p> <p>A project of similar size and scope must meet the following four criteria:</p> <ul style="list-style-type: none"> (a) A minimum duration of twelve (12) consecutive months; 	

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	<p>(b) A space that is a minimum of 6,000 square meters; (c) A space of similar use or type (i.e. office space); (d) Management of resources assigned to perform various cleaning tasks; and,</p> <p>For each project, the bidder must provide the name of the organization, the complete address of the facility where the services were provided, the services provided the date of the start/end of the services, the value of the services and the name and information of the contact person (reference) to whom these services were provided.</p>	
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2.0 POINT RATED TECHNICAL CRITERIA

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

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

Table 1

#	Point Rated Technical Criteria (RT)	Minimum Number of Points Required	Maximum Number of Points
RT1	Organization and Management	28	40
RT2	Uniforms, Materials and Equipment	21	30
RT3	Health and Safety	14	20
RT4	Quality Control Program	21	30
RT5	Transition Plan	7	10

Table 2

Overall Maximum Points Available =	130
Overall Minimum Points Required =	91

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Bids must achieve an overall minimum percentage of 70%. Bids that do not meet this requirement will be declared non-responsive.

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RT1 – Organization and Management

#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT1	The Bidder should describe its organization, pace of work (work rates), management, recruitment, scheduling, training and capacity to fulfill the requirements in Appendix A, Statement of Work.	The Bidder should describe its approach to include at minimum the following:	
		<p>Team Organization and Description (the following three criteria must be presented to gain points)</p> <p>(a) Description of the commercial cleaning team including its organization, pace of work (work rates), management, proposed number of resources, and their roles and relevant experience (e.g. contract manager, superintendent, supervisor, day/evening)</p> <p>(b) Description of the staff work program and supervisor as well as the distribution of staff for the implementation of the proposed methodology.</p> <p>(c) Cleaners` supervisors must demonstrate in their resumes that they or they have three years of experience in the provision of cleaning and supervision services.</p>	Up to 15 points
		<p>Performance Management and Recruitment</p> <p>d) Strategy for managing personnel performance (e.g. absenteeism, performance issues, arrival/departure time) including disciplinary policy (e.g. verbal/written reprimands, suspension, etc.) and ensuring timely replacement of personnel as appropriate and the adequacy of its staffing.</p> <p>Demonstrate the consistency of its operating accounts by providing a balance sheet in line with the rules of the profession.</p>	Up to 15 points
		<p>Scheduling and Training</p> <p>c) Strategy for scheduling the work of resources (e.g. supervisor, cleaning personnel) and their training in methods and procedures.</p>	Up to 5 points

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		Resource Capacity e) Capacity to provide additional (on-call) personnel for as and when requested services including periodicals and events.	Up to 5 points
Maximum Points =			40

Cotation :

Dépasse largement l'exigence 36-40	Dépasse l'exigence 27-35	Satisfaisant 19-26	Ne répond pas à l'exigence 0-18
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RT2 – Uniforms, Materials and Equipment

#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT2	The Bidder should demonstrate that it will supply all uniforms, equipment, materials and consumables required to provide for the requirement outlined in Appendix A, Statement of Work	The Bidder should describe its approach to include at minimum the following:	
		<p>Uniforms</p> <p>a) A list of the items of uniform that clearly indicate employees of the Bidder and/or sub-Contractors, presenting a professional image that does honour at all times to Canada. Photographs may be provided instead of descriptions.</p>	Up to 10 points
		<p>Equipment</p> <p>b) A list of mechanical equipment available to carry out the services, including specifications (i.e. make and model number and/or performance capabilities, etc.), commercial type, quantity and that it is designed for the application it is to be used and the adequacy of its equipment.</p>	Up to 20 points
		<p>Materials and Supplies</p> <p>c) A list of the materials and/or products that will be used to carry out the services, including brand name and/or manufacturer, item description and indicate if they are certified environmentally friendly to demonstrate commitment to sustainable development.</p>	Up to 20 points
Maximum Points =			30

Cotation :

Dépasse largement l'exigence 28-30	Dépasse l'exigence 21-27	Satisfaisant 11-20	Ne répond pas à l'exigence 0-10
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RT3 – Health and Safety			
#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT3	The Bidder should describe its Health and Safety Program including training of personnel that demonstrates adherence to all health and safety regulations and measures.	The Bidder should describe its approach to include at minimum the following:	
		a) Detailed description of the Health and Safety Program including training and monitoring of staff performance necessary to maintain a healthy and safe working environment.	Up to 10 points
		b) Details on adherence to all health and safety measures pertaining to accident prevention and fire hazards recommended by National codes and/or prescribed by relevant authorities.	Up to 10 points
Maximum Points =			20

Cotation :

Dépasse largement l'exigence 19-20	Dépasse l'exigence 13-18	Satisfaisant 8-12	Ne répond pas à l'exigence 0-7
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RT4 – Quality Control Program

#	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting
RT4	The Bidder has acquired experience in the implementation and management of a Quality Control Program.	The Bidder should describe its approach to include at minimum the following:	
		a) Describing the purpose and scope of the Quality Control Program including quality standards and guidelines for cleaning staff and inspection and reporting procedures.	Up to 15 points
		b) The process the Bidder uses to identify and act upon non-conformance and to implement corrective action.	Up to 15 points
Maximum Points =			30

Cotation :

Dépasse largement l'exigence 28-30	Dépasse l'exigence 21-27	Satisfaisant 11-20	Ne répond pas à l'exigence 0-10
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CT5 – Plan de travail

#	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting
RT5	The Bidder must submit a detailed Work Plan describing the steps to follow to ensure that the requirements in Annex A are fulfilled two weeks after the start of the contract.	The Bidder should describe its approach to include at minimum the following:	
		a) A description of the proposed work plan outlining the steps to meet the requirements of Annex A, including a communication strategy with key contacts / stakeholders.	/10
Nombre maximal de points =			/10

Cotation :

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Dépasse largement l'exigence 10	Dépasse l'exigence 6-9	Satisfaisant 5	Ne répond pas à l'exigence 0-4
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APPENDIX "C"

CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

1. CERTIFICATION OF UNDERSTANDING

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

2. CERTIFICATION OF EDUCATION, EXPERIENCE AND LEGAL RIGHT TO WORK IN FRANCE

We certify that all statements made with regard to the experience and legal right to work in Haiti of individuals proposed for completing the subject work are accurate and factual, and we are aware that the Project Authority reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive.

Should verification by the Project Authority disclose untrue statements, the Project Authority shall have the right to treat any Contract resulting from this Bid as being in default and to terminate it accordingly.

3. CERTIFICATION OF AVAILABILITY AND STATUS OF PERSONNEL

Certification from the Bidder that all proposed employees will be available to commence the work at the period specified herein, and will remain available to perform the work in relation to the fulfillment of this requirement.

If the Bidder/Contractor has proposed any person in fulfillment of this requirement who is not an employee of the Bidder/Contractor, the Bidder/Contractor 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 fulfillment of this requirement and to submit such person's résumé to the Contracting Authority.

If the Bidder/Contractor has proposed any person in fulfillment of this requirement who is or who is not an employee of the Bidder/ Contractor, the Bidder/Contractor hereby certifies that such a person is under no restrictive covenant in relation to a constraint of trade that would prevent the person from fulfilling his or her services in relation to the work.

During the bid evaluation, the Bidder/Contractor MUST upon the request of the Contracting Authority provide a copy of such written permission, in relation to any or all non-employees

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proposed. The Bidder/Contractor agrees that failure to comply with such a request may lead to disqualification of the Bidder's/Contractor's proposal from further consideration.

4. SUBCONTRACTING

4.1 LIST OF PROPOSED SUBCONTRACTORS

If the bid includes the use of subContractors, the Bidder agrees, upon request from the Contracting Authority, to provide a list of all subContractors including a description of the things to be purchased, a description of the work to be performed and the location of the performance of that work.

4.2 PERMISSION TO SUBCONTRACT

Pursuant to the general conditions applicable to the Contract, the Contractor must obtain consent and permission from the Project Authority to subcontract any portion of the work.

CERTIFICATION

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

Signature Bidder/Contractor

Date

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APPENDIX "D"
PRICING SCHEDULE

- 1.1 Bidders shall quote in US dollars (USD) firm prices/rates as indicated in the tables below. Failure to provide pricing for an item will render the bid non-responsive.
- 1.2 The firm prices/rates are all inclusive and must include all costs necessary to perform the work including labor, direct materials and supplies, equipment, fringe benefits, general and administrative expenses, overhead and profit, as applicable. Overhead expenses may include project office space and furnishings, word processing, work estimates, photocopying, courier and telephone charges and local travel and will not be permitted as direct charges.
- 1.3 Travel and Living Expenses will not be paid for any part of this contract including any relocation required to satisfy the terms of the contract.
- 1.4 The volumetric (estimated usage/quantity) data is provided in good faith and does not represent a commitment on the part of Canada. Canada's actual usage may be higher or lower.
- 1.5 Bidders must provide a price breakdown for each cost element in **Schedule 1A only** as follows:
 - 1- **Labour**: For each labour category, bidders must indicate: a) the quoted firm daily/hourly rate, inclusive of overhead and profit, if any; and b) the corresponding time allocation (e.g. number of days/hours).
 - 2- **Equipment**, if applicable: Bidders should specify each item required for purchase, lease or rental and provide the pricing basis for each one.
 - 3- **Materials and Supplies**, if applicable: Bidders should identify each category of materials and supplies required for purchase and provide the pricing basis of each one. Bidders should indicate, on a per category basis, whether the items are likely to be consumed during the performance of the contract.
 - 4- **Other Direct Charges**, if applicable: Bidders should identify any category of other direct charges anticipated, such as long distance communications, providing the pricing basis for each.

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PRICING SCHEDULE 1: INITIAL PERIOD

During the term of the initial contract, for the work performed in accordance with the Contract, the Contractor will be paid as indicated below.

PRICING SCHEDULE 1A				
INITIAL PERIOD FIRST YEAR (12 MONTHS)				
CATEGORY	Maximum number of hours per month	Number of months	Firm, All Inclusive Hourly Rate (in USD)	Sub-total (in USD)
	A	B	C	$D = A \times B \times C$
1	<i>Labour: Maintenance Services – Cleaners 7.5 hours/day x 23 days x 6 resources = 1035</i>	12		
2	<i>Labour: Site Supervisor 7.5 hours /day x 23 days per month = 172.5 hours maximum</i>	12		
		Number of months	Firm, All Inclusive Monthly Price (in USD)	
3	Equipment	12		
4	Materials, Supplies and Uniforms	12		
5	Other Direct Charges	12		
Schedule 1A – Evaluated Price =				

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PRICING SCHEDULE 1B				
INITIAL PERIOD SECOND YEAR (12 MONTHS)				
CATEGORY	Maximum number of hours per month	Number of months	Firm, All Inclusive Hourly Rate (in USD)	Sub-total (in USD)
	A	B	C	$D = A \times B \times C$
1	<i>Labour: Maintenance Services – Cleaners 7.5 hours/day x 23 days x 6 resources = 1035</i>	12		
2	<i>Labour: Site Supervisor 7.5 hours /day x 23 days per month = 172.5 hours maximum</i>	12		
		Number of months	Firm, All Inclusive Monthly Price (in USD)	
3	Equipment	12		
4	Materials, Supplies and Uniforms	12		
5	Other Direct Charges	12		
Schedule 1B – Evaluated Price =				

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PRICING SCHEDULE 2: FIRST OPTION PERIOD

This section applies only if the option to extend the contract is exercised by Canada.

During the extended period of the contract indicated below, the Contractor will be paid as shown below to perform all work under the contract extensions.

PRICING SCHEDULE 2				
FIRST OPTION PERIOD (12 MONTHS)				
CATEGORY	Maximum number of hours per month	Number of months	Firm, All Inclusive Hourly Rate (in USD)	Sub-total (in USD)
	A	B	C	$D = A \times B \times C$
1	<i>Labour: Maintenance Services – Cleaners 7.5 hours/day x 23 days x 6 resources = 1035</i>	12		
2	<i>Labour: Site Supervisor 7.5 hours /day x 23 days per month = 172.5 hours maximum</i>	12		
		Number of months	Firm, All Inclusive Monthly Price (in USD)	
3	Equipment	12		
4	Materials, Supplies and Uniforms	12		
5	Other Direct Charges	12		
Schedule 2 – Evaluated Price =				

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PRICING SCHEDULE 3: SECOND OPTION PERIOD

This section applies only if the option to extend the contract is exercised by Canada.

During the extended period of the contract indicated below, the Contractor will be paid as shown below to perform all work under the contract extensions.

PRICING SCHEDULE 3					
SECOND OPTION PERIOD (12 MONTHS)					
CATEGORY		Maximum number of hours per month	Number of months	Firm, All Inclusive Hourly Rate (in USD)	Sub-total (in USD)
		A	B	C	$D = A \times B \times C$
1	<i>Labour: Maintenance Services – Cleaners 7.5 hours/day x 23 days x 6 resources = 1035</i>	1035	12		
2	<i>Labour: Site Supervisor 7.5 hours /day x 23 days per month = 172.5 hours maximum</i>	172.5	12		
			Number of months	Firm, All Inclusive Monthly Price (in USD)	
3	Equipment		12		
4	Materials, Supplies and Uniforms		12		
5	Other Direct Charges		12		
Schedule 3 – Evaluated Price =					

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PRICING SCHEDULE 4: THIRD OPTION PERIOD

This section applies only if the option to extend the contract is exercised by Canada.

During the extended period of the contract indicated below, the Contractor will be paid as shown below to perform all work under the contract extensions.

PRICING SCHEDULE 4					
THIRD OPTION PERIOD (12 MONTHS)					
CATEGORY		Maximum number of hours per month	Number of months	Firm, All Inclusive Hourly Rate (in USD)	Sub-total (in USD)
		A	B	C	D = A x B x C
1	<i>Labour: Maintenance Services – Cleaners 7.5 hours/day x 23 days x 6 resources = 1035</i>	1035	12		
2	<i>Labour: Site Supervisor 7.5 hours /day x 23 days per month = 172.5 hours maximum</i>	172.5	12		
			Number of months	Firm, All Inclusive Monthly Price (in USD)	
3	Equipment		12		
4	Materials, Supplies and Uniforms		12		
5	Other Direct Charges		12		
Schedule 4 – Evaluated Price =					

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PRICING SCHEDULE 5: PERIODICAL WORK

The Contractor will be paid firm prices/rates as follows, for PERIODICAL work performed in accordance with the Contract.

The option period pricing is only applicable if the option to extend the contract is exercised by Canada.

PRICING SCHEDULE 5 PERIODICAL WORK				
	Category	Estimated Quantity	Firm All Inclusive Price(s) /Rate(s) (in USD)	Sub Total (in USD)
		A	B	C = A x B
Initial Contract Period:				
1	Window Cleaning (as per Annex A.2)	4		
2	Net Curtains (as per Annex A.5)	2		
Option Period 1:				
3	Window Cleaning (as per Annex A.2)	2		
4	Net Curtains (as per Annex A.5)	1		
Option Period 2:				
7	Window Cleaning (as per Annex A.2)	2		
8	Net Curtains (as per Annex A.5)	1		
Pricing Schedule 5 – Evaluated Price =				

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SUMMARY PRICING SCHEDULE

SUMMARY PRICING SCHEDULE	
Total Evaluated Price – Sum of Schedules 1A, 1B, 2, 3, 4, and 5 =	