



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**

**11 Laurier St./ 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2**

**Gatineau  
Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services 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 therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la 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**

**THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT**

**"CE DOCUMENT COMPORTE DES EXIGENCES  
RELATIVES À LA SÉCURITÉ"**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

**Maintenance & Professional Consulting Services Division  
(FK)**

**11 Laurier St./ 11, rue Laurier  
3C2, Place du Portage, Phase III  
Gatineau**

**Québec**

**K1A 0S5**

<b>Title - Sujet</b> JANITORIAL SVCS FOR MCDC LANDFILL	
<b>Solicitation No. - N° de l'invitation</b> EP076-162279/A	<b>Date</b> 2016-06-23
<b>Client Reference No. - N° de référence du client</b> 20162279	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$FK-300-71133	
<b>File No. - N° de dossier</b> fk300.EP076-162279	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-08-03</b>	<b>Time Zone Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Ali Shah, Rizwan	<b>Buyer Id - Id de l'acheteur</b> fk300
<b>Telephone No. - N° de téléphone</b> (873) 469-4890 ( )	<b>FAX No. - N° de FAX</b> (819) 956-3600
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b> Michel Quinn - PSPC 1600 TOM ROBERTS-2300 LEITRIM RD MCDC- LANDFILL 1600 TOM ROBERTS RD OTTAWA ON K1A 0S5 CANADA	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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Solicitation No. - N° de l'invitation  
EP076-162279/A  
Client Ref. No. - N° de réf. du client  
EP076-162279

Amd. No. - N° de la modif.  
File No. - N° du dossier  
fk260.EP076-162279

Buyer ID - Id de l'acheteur  
fk260  
CCC No./N° CCC - FMS No./N° VME

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**List of Appendices:**

Appendix "A" Scheduled Cleaning Operations (attached to Appendix "B")  
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Appendix "C" Security Requirements Check List (SRCL)  
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Appendix "E-1" Union Agreement & Memorandum of Agreement (Will be provided at the Site Visit)  
Appendix "F" Complete List of Names of all individuals who are currently Directors of the Bidder.

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into seven parts plus attachments and appendices, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security Requirement; includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

#### **The Appendices include:**

- Appendix "A" Scheduled Cleaning Operations (attached to Appendix "B")
- Appendix "B" Statement of Work
- Appendix "C" Security Requirements Check List (SRCL)
- Appendix "D" Additional Building Information
- Appendix "E" Information on Incumbent Employees
- Appendix "E-1" Union Agreement & Memorandum of Agreement
- Appendix "F" Complete List of Names of all individuals who are currently Directors of the Bidder.

### **1.2 Summary**

- (i) To provide Janitorial Services including all labour, material and equipment for Public Works and Government Services Canada (PWGSC), for the Macdonald Cartier Data Center located at 1600 Tom Roberts Avenue, Ottawa, Ontario and the Gloucester Landfill site located at 2300 Leirtrim Road, Ottawa, Ontario. The services must be provided in accordance with Statement of Work attached at Appendix "B".
- (ii) The period of any resulting Contract will be for a period of two (2) years plus up to three (3) additional consecutive twelve (12) month periods, under the same conditions.

Canada may exercise this option at any time by sending a written notice to the Contractor **60 days** before the contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

At the time option year 2 and option year 3 are exercised, the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.  
Consumer Price Index for Canada is published by Statistics Canada and is available at:

- <http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chroptg=1&lang=eng> ;
- or
- <http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm> ; or
- <http://cansim2.statcan.ca> , Table 326-0020

- (iii) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security Requirement, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (iv) The requirement is subject to the provisions of the *World Trade Organization Agreement on Government Procurement (WTO-AGP)*, the *North American Free Trade Agreement (NAFTA)*, and the *Agreement on Internal Trade (AIT)*.
- (v) There is a mandatory site visit associated with this requirement. Consult Part 2 - Bidder Instructions.

### 1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## **PART 2 - BIDDER INSTRUCTIONS**

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions, Goods or Services - Competitive Requirements, is amended as follows:

**Delete:** sixty (60) days

**Insert:** one hundred and twenty (120) days

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

### 2.3 Former Public Servant - Competitive Bid - A3025T (2014-06-26)

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

## Definitions

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

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

## Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **YES ( )** **NO ( )**

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

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

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

## Work Force Reduction Program

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

If so, the Bidder must provide the following information:

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

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

## 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **seven (7)** calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

## 2.5 Applicable Laws

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

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

## 2.6 Mandatory Site Visit

It is **MANDATORY** that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at the **Macdonald Cartier Data Center located at 1600 Tom Roberts Avenue, Ottawa, Ontario and the Gloucester Landfill site located at 2300 Leitrim Road, Ottawa, Ontario on July 13<sup>th</sup>, 2016**. The site visit will begin at **9:30 AM (EST) in the front entrance of the building**.

Bidders must communicate with the Contracting Authority no later than **July 6<sup>th</sup>, 2016** to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation. **A maximum of two (2) representatives per company will be permitted to examine the site.**

## 2.7 Ontario Labour Legislation - Bid (A0075T - 2014-06-26)

1. In accordance with the requirements of section 77(1) of the Employment Standards Act, 2000, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached:
  - (a) the employee's job classification or job description;
  - (b) the wage rate actually paid to the employee;
  - (c) a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
  - (d) the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
  - (e) the date on which the employer hired the employee;

- 
- (f) any period of employment attributed to the employer under section 10 of the Act;
- (g) the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
- (h) a statement indicating whether either of the following subparagraphs applies to the employee:
- (i) The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
- (ii) The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.
2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.
3. In addition to the above information, a copy of either the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.
4. Bidders must use the information referred to in subparagraphs 1.(a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.
5. The enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.
6. Bidders who require clarification or further information may contact the local Ontario Ministry of Labour Offices found at <http://www.labour.gov.on.ca/english/feedback/index.php>

## **2.8 Additional Building Information**

Additional Building information is provided on Appendix "D" attached and is only an approximation.

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

Canada requests that Bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications
- Section IV: Additional Information

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:



- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

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

### SECTION I: TECHNICAL BID

The evidence provided by the Bidder may be verified by Canada. Failure by the Bidder to provide the required evidence or in the event that the evidence cannot be verified will result in the Bidder being disqualified and no further consideration will be given to the Bidder. If the Bidder submits references in excess of the stated requirement, only the references up to the identified limit will be assessed.

PWGSC reserves the right to verify information for completeness and accuracy and to confirm reference satisfaction with services provided. In the event where the information cannot be verified or the service found to be unsatisfactory will result in the proposal being considered non-responsive and no further consideration will be given to the Bidder.

It is the sole responsibility of the Bidder to ensure that it provides a contact that is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. The technical evaluation team will attempt to contact the Bidders customer reference a maximum of three (3) times during the days of the technical evaluation between 8:00 am - 4:00 pm local time. If the customer reference does not provide a reference the Bidders proposal will be deemed non-responsive and receive no further evaluation.

#### 3.1.1 Mandatory Contractor's Experience and Past Performance

The Bidder must provide evidence of its experience and past performance by referencing one (1) contract satisfactorily rendered for a minimum of two (2) consecutive years, under the same contract, within the past five (5) years, from the bid closing date, wherein the range of janitorial services provided are comparable to those described in this Request for Proposal (RFP).

PROJECT/CONTRACT REFERENCE	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone number and e-mail address of client contact	Phone No.: _____ E-mail: _____
Approximate size in square meters of the cleanable area of the project or contract	_____ square meters
Location/site of the contract:	_____
Value of the contract	_____

	\$ _____
Performance period of the contract (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of Contract: _____ _____ _____ _____ _____	

### 3.1.2 Mandatory Non-Working On-site Supervisor(s) Expertise and Experience

a) Provide the name and the number of years of experience as a **Non-Working On-Site Supervisor(s)** for the Contractor's **Non-Working On-site Supervisor(s)** who will be assigned to this Contract. It is Mandatory that the Non-Working On-site Supervisor(s) **have a minimum of (3) consecutive years' experience**, in a supervisory role in the field of janitorial services.

Name of Non-working On-site Supervisor's	Years of Experience

b) The Bidder must provide evidence of its experience and satisfactory performance of the Non-Working On-site Supervisor(s) by referencing one (1) contract for clients of a duration of **a minimum of (3) consecutive years, within the past ten (10) years**, in providing janitorial services in a range comparable in size, scope and complexity to those described in the Request for Proposal (RFP).

NON- WORKING ON SITE SUPERVISOR REFERENCE	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone number and e-mail address of client contact	Phone No.: _____ E-mail.: _____
Approximate size in square meters of the cleanable area of the contract	_____ square meters
Location/site of the contract:	_____
Value of the contract	\$ _____
Performance period of the contract. (indicate month and year)	From: Month _____ Year _____

	To: Month _____ Year _____
Description of contract:	
_____	
_____	
_____	
Responsibilities of the individuals:	
_____	
_____	
_____	
_____	
_____	

## SECTION II: FINANCIAL BID

### 3.1.3 Basis of Pricing

The following requirement **MUST** be strictly adhered to: **failure to do so will render the bidder's proposal as non-responsive.**

Bidders must submit their financial bid in accordance with the Pricing Schedules detailed below. The total amount of applicable taxes must be shown separately.

It is **MANDATORY** that the Bidders submit firm prices/rates for the three (3) years for all items listed hereafter (Pricing Schedule 1 and Pricing Schedule 2). The total amount of applicable taxes must be shown separately, if applicable.

### PRICING SCHEDULE 1:

Firm all inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work, Section 2, Operations and Frequencies.

There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

1.1) Macdonald Cartier Data Center – 1600 Tom Roberts Ave.					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	2,851 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Year Two (2)	2,851 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	2,851 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
1.1 SUB-TOTAL:					\$ _____

1.2) Gloucester Landfill – 2300 Leitrim Road					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	330 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____

Year Two (2)	330 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	330 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
<b>1.2 SUB-TOTAL:</b>					<b>\$ _____</b>

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE RATE PER M2 WILL GOVERN. CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.**

**PRICING SCHEDULE 2:**

Firm all inclusive prices/rates including overhead, profit and all related costs for additional cleaning, Emergency Cleaning operations not described in Pricing Schedule 1 on an "AS AND WHEN REQUESTED" basis.

**2.1) LABOUR:** Our firm hourly rate per qualified personnel is:

i) <b>Regular Hours</b> - Monday to Friday 07:00 to 16:00 * <b>Gloucester Landfill Site</b> , Regular Days & Hours Monday, Wednesday & Friday 09:00 to 14:00*	<b>YEAR 1 RATE</b>	<b>YEAR 2 RATE</b>	<b>OPTION YEAR 1 RATE</b>
	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	125	125	125
<b>Extended Price:</b>	<b>\$ _____</b>	<b>\$ _____</b>	<b>\$ _____</b>
<b>2.1 (i) SUB-TOTAL: \$ _____</b>			

ii) <b>Outside Regular Hours</b> - Monday to Friday	<b>YEAR 1 RATE</b>	<b>YEAR 2 RATE</b>	<b>OPTION YEAR 1 RATE</b>
	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	45	45	45
<b>Extended Price:</b>	<b>\$ _____</b>	<b>\$ _____</b>	<b>\$ _____</b>
<b>2.1 (ii) SUB-TOTAL: \$ _____</b>			

iii) <b>Saturday, Sunday and Statutory Holidays</b> 07:00 to 17:00 Hours	<b>YEAR 1 RATE</b>	<b>YEAR 2 RATE</b>	<b>OPTION YEAR 1 RATE</b>
	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	30	30	30
<b>Extended Price:</b>	<b>\$ _____</b>	<b>\$ _____</b>	<b>\$ _____</b>
<b>2.1 (iii) SUB-TOTAL: \$ _____</b>			

During leap years, the Contractor must change its schedule to provide janitorial services on February 29 at no extra cost to Canada.

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE HOURLY RATE WILL GOVERN. CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.**

**2.2) MATERIALS:** Materials will be charged at our laid-down cost plus a mark-up of:

	YEAR 1 RATE	YEAR 2 RATE	OPTION YEAR 1 RATE
Mark-up	_____ %	_____ %	_____ %
Estimated Expenditure	<b>\$250.00</b>	<b>\$250.00</b>	<b>\$250.00</b>
<b>Extended Price* :</b>	<b>\$ _____</b>	<b>\$ _____</b>	<b>\$ _____</b>
<b>2.2 SUB-TOTAL: \$ _____</b>			

\* The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00)

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE PERCENTAGE OF MARK-UP WILL GOVERN. CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.**

Parts will be supplied FOB Destination including all delivery charges. The following definitions have been used to arrive at the figures as noted:

- i) MARK-UP - The difference between the Contractor's laid-down cost for product and resale price to Canada. Mark-up includes applicable internal cost allocation by the Contractor such as material handling and general and administrative (G&A) expenses plus profit.
- ii) LAID-DOWN COST - The cost incurred by a vendor to acquire a specific product or service for resale to the government. This includes but is not limited to the supplier's invoice price (less trade discounts), plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage.

AUTHORIZATION FOR DELIVERY: The consignee will request delivery of goods/services identified in Pricing Schedule 2.1 (i), 2.1 (ii), 2.1 (iii) and 2.2 on form GC 227, Call Up Against a Contract.

#### **Consumer Price Index - Option Year 2 and 3**

At the time option year 2 and option year 3 are each exercised the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:

- <http://www5.statcan.gc.ca/bsolc/olc-cell/olc-cell?catno=62-001-X&chprog=1&lang=eng> ; or
- <http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm> ; or
- <http://cansim2.statcan.ca> , Table 326-0020

#### **Example:**

Pricing Schedule 1, Firm all inclusive rates

Option Year 1 firm pricing is \$2,500.00 per month. The CPI rate as of May 31, 2016 is 3.9%.  
 $\$2,500.00 \times 3.9\% = \$97.50$ . Therefore the firm monthly rate for Option Year 2 would be \$2,597.50.

Pricing Schedule 2, Labour Rate and Material

Option Year 1 rate for unscheduled work is \$10.00 per hour. The CPI rate as of May 31, 2016 is 3.9%.  $\$10.00 \times 3.9\% = \$0.39$ . Therefore the rate for the unscheduled work for Option Year 2 will be \$10.39 per hour.

**TOTAL ASSESSED PROPOSAL PRICE:**

Sum of Basis of Pricing 1.1 to 1.2 inclusively and 2.1(i), 2.1 (ii), 2.1 (iii) and 2.2:

\$ \_\_\_\_\_

**SECTION III: CERTIFICATIONS**

Bidders must submit the certifications required under Part 5.

**SECTION IV: ADDITIONAL INFORMATION**

**3.2 Contractor's Representative:**

The name and particulars of the person to be contacted for general enquiries and follow-up purposes:

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Cellular Number: \_\_\_\_\_

Facsimile Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

**3.3 Specific Persons – Non-Working Supervisor(s)**

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract:

**MDCD Site and Gloucester Landfill Site**

Name: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Cellular Number: \_\_\_\_\_

Facsimile Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

**4.1 Evaluation Procedures**

(a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

**4.1.1 Technical Evaluation - Mandatory requirements:**

- 1) Mandatory Security Clearance of **Reliability at bid closing**, in accordance with Part 6, Security Requirements;
- 2) Contractor's qualification in accordance with Part 3, Section I: Technical Bid;
- 3) Non-Working On-Site Supervisor(s) qualification in accordance with Part 3, Section I: Technical Bid; and
- 4) Submission of a Firm Price/Rate in Canadian funds for all the items listed in the RFP, Part 3, Section II, Financial Bid;

#### **4.2 Basis of Selection**

A bid must comply with the requirements of the bid solicitation and meet **all** mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

### **PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional information to be awarded a contract.

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

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

#### **5.1 Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

##### **5.1.1 Integrity Provisions – Declaration of Convicted Offences**

In accordance with the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

#### **5.2 Certifications Precedent to Contract Award and Additional Information**

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information 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 provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

##### **5.2.1 Integrity Provisions - Contract 2035 41 (2016-04-04) - List of Names**

In accordance with the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

**See Appendix G - Integrity Provisions - List of Names**

##### **5.2.2 Additional Certifications Precedent to Contract Award**

###### **5.2.2.1 Federal Contractors Program for Employment Equity – Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's website](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed) ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.page?&\\_ga=1.229006812.1158694905.1413548969#afed](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed)).

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

#### **5.2.2.2 Status & Availability of Resources (A3005T- 2010-08-16)**

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

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

#### **5.2.2.3 Education and Experience (A3010T- 2010-08-16)**

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

### **PART 6 - SECURITY REQUIREMENT**

#### **6.1 Security Requirements**

**1. At the date of bid closing**, the following conditions must be met:

(a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;

(b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;

(c) the Bidder must provide the name and date of birth of all individuals who will require access to classified or protected information, assets or sensitive work sites.

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



## 6.2 Employee Information for Security

The Bidder **must** specify the following information regarding employees proposed in Part 3, Section I (Technical Bid) to provide services against any resulting contract:

If there is not sufficient space in the table please attach a list to this document with the requested information for the proposed employees.

PROPOSED EMPLOYEES		
Legal Name (First and Last) (Please Print Clearly)	DATE OF BIRTH Day / Month / Year	Security ID Number (optional)
Supervisor:		
Supervisor:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		

## **PART 7 - RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 7.1 Statement of Work

To provide Janitorial Services including all labour, material and equipment for Public Works and Government Services Canada (PWGSC), for the **Macdonald Cartier Data Center located at 1600 Tom Roberts Avenue, Ottawa, Ontario and the Gloucester Landfill site located at 2300 Leitrim Road, Ottawa, Ontario**. The services must be provided in accordance with Statement of Work attached at Appendix "B".

#### 7.1.1 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
  - (a) the name, qualifications and experience of the proposed replacement; and
  - (b) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in

accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

### 7.1.2 Mandatory Response Time

It is a mandatory requirement of this contract that the Company authorized representative be personally available to attend meetings and to respond to inquiries within 24 hours of the Technical Authority's or the Contracting Authorities request. Also in accordance with Statement of Work, Section 1, Special Conditions, clause 2.4, it is mandatory to provide an Emergency response and on-site service within one (1) hour of receiving a call 24 hours a day, 7 days a week.

## 7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

### 7.2.1 General Conditions

**2035 (2016-04-04)** General Conditions - Higher Complexity Services, apply to and form part of the Contract.

## 7.3. Security Requirements

**The following security requirements (SRCL and related clauses provided by ISP) apply and form part of the Contract.**

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

**7.3.1** The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individual(s) hold a valid security clearance at the required level.

## 7.4 Term of Contract

### 7.4.1 Period of Contract

The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive.

### 7.4.2 Option to Extend Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) ADDITIONAL CONSECUTIVE TWELVE (12) MONTH PERIODS 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 60 days before the contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

At the time option year 2 and option year 3 are exercised, the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:

- <http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chprog=1&lang=eng> ; or
- <http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm> ; or
- <http://cansim2.statcan.ca>, Table 326-0020

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Lyne Bergeron  
Supply Team Leader  
Public Works and Government Services Canada  
Acquisitions Branch  
Real Property Contracting Directorate  
3C2, 11 Laurier Street, Place du Portage, Phase III  
Gatineau, Québec K1A 0S5

Telephone Number (873) 469-4887

Facsimile Number: (819) 956-3600

[Lyne.Bergeron@pwgsc-tps.gc.ca](mailto:Lyne.Bergeron@pwgsc-tps.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.

### **7.5.2 Technical Authority**

The Technical Authority for the Contract is:

**\*\*WILL BE PROVIDED AT CONTRACT AWARD\*\***

(Technical Authority Name) \_\_\_\_\_  
(Title) \_\_\_\_\_  
(Organisation) \_\_\_\_\_  
(Address) \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

The Technical Authority named above 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 Technical Authority, however the Technical 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.

### 7.5.3 Contractor's Representative

The name and particulars of the person to be contacted for general enquiries and follow-up purposes:

Name: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Cellular: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail: \_\_\_\_\_

### 7.5.4 Specific Person(s) - Non working on-site Supervisor

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract:

#### **MCDC Site and Gloucester Landfill Site:**

Supervisor Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Cellular Number: \_\_\_\_\_  
Facsimile Number: \_\_\_\_\_  
E-mail: \_\_\_\_\_

### 7.6 Proactive Disclosure of Contracts with Former Public Servants (A3025C – 2013-03-21)

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

### 7.7 Payment

#### **7.7.1 Basis of Payment - Firm Prices and "As and When"**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices, in accordance with General Conditions 2035 16 (2014-09-25) Payment Period. Applicable taxes are extra, if applicable.

- a) Firm rates shall be paid in accordance with **Pricing Schedule 1** in twelve (12) payments at the end of each month.
- b) "As and When Requested" Work  
Any costs incurred for **Extra Work** in accordance with **Pricing Schedule 2 will be paid on an 'as and when requested' basis in accordance with the Statement of Work, Appendix B**, after completion, inspection and acceptance of the work performed.

Canada's total liability to the Contractor under the "as and when requested" portion of the Contract must not exceed **(to be determined)**. Applicable Taxes are extra, if applicable.

The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of the sum when:

- (a) it is 75 percent committed, or  
(b) if the Contractor considers that the said sum may be exceeded, the Contractor must promptly notify the contracting Authority.

whichever comes first.

In the event that the notification refers to inadequate funds, the Contractor must provide to the

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Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of specifications, made by the Contractor, will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the Work.

#### **7.7.2 Basis of Pricing**

**The Basis of Pricing will be inserted at contract award as per winning bid submitted in accordance with Part 3 Section II Financial Bid - Basis of Pricing of this solicitation.**

At the time Option Year 2 and Option Year 3 are exercised, the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:

- <http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chprog=1&lang=eng> ; or
- <http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm> ; or
- <http://cansim2.statcan.ca>, Table 326-0020

#### **7.7.3 Limitation of Expenditure**

The Contractor will supply the goods and services under the Contract to an estimated total expenditure not exceeding \$ (to be determined) (applicable taxes excluded) of which \$ (to be determined) (applicable taxes excluded) is for goods and/or services enumerated or described in Basis of Pricing, Pricing Schedule I and \$ (to be determined) (applicable taxes excluded) is for additional goods and/or services that may be requested on an "as and when requested" basis at the prices and or rates set out in Pricing Schedule 2.

#### **7.7.4 Determination of Cost**

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract will be calculated using the firm monthly rate per m<sup>2</sup> identified in Pricing Schedule, and in accordance with the following formula:

The firm monthly rate per m<sup>2</sup> in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m<sup>2</sup>. The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

#### **7.7.5 SACC Manual Clauses**

H1008C (2008-05-12) Monthly Payment  
A9116C (2007-11-30) T1204 - Information Reporting by Contractor  
A9117C (2007-11-30) Direct Request by Customer Department  
C0710C (2007-11-30) Time and Contract Price Verification

## **7.8 Invoicing Instructions**

### **7.8.1 Inspection and Acceptance (D5328C 2014-06-26)**

The Technical 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.

### **7.8.2 Monthly Payment (H1008C - 2008-05-12)**

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.

### **7.8.3 Invoicing Instructions**

1. All invoices are to be mailed as per page one (1) of this contractual document and must include the following before any payments can be processed. All taxes are to be listed as separate items. Failure to submit the correct information may result in the rejection of invoice for processing.

- a. company name and address;
- b. contract number;
- c. description of routine, schedule and patrol cleaning;
- d. description of additional cleaning and emergency cleaning operations with support documents, as appropriate, and value;
- e. name of the person who requested the service;
- f. Goods and Services Tax/Harmonized Tax as a separate line item;
- g. Client Reference Number;
- h. Procurement Business Number.

2. The Contractor must distribute the invoices as follows:

The original invoices and all required documentation must be forwarded to the following address for certification and payment.

Invoices are to be made out and mailed to:

Public Works and Government Services Canada  
Maintenance and Operation Assurance

Ottawa, Ontario, K1A 0S5

or by email as a PDF to: [@tpsgc-pwgsc.gc.ca](mailto:@tpsgc-pwgsc.gc.ca)

3. Payment will only be made on receipt of satisfactory invoices duly supported by any specified documents called for under this contract. Failure to submit the correct information may result in the rejection of the invoice for processing.

### **7.8.4 Electronic Payment Instruments**

The Bidder accepts to be paid by:

- \* Direct Deposit

## **7.9 Certifications**

### **7.9.1 Compliance**

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the contractor does not comply with any certification, fails to provide the additional information, or if 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.

### **7.10 Applicable Laws**

This Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario.

### **7.11 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) the General Conditions 2035, (2016-04-04);
- (c) Appendix "A" Scheduled Cleaning Operations;
- (d) Appendix "B" Statement of Work; Number EP076-162279
- (e) Appendix "C" Security Requirements Check List (SRCL);
- (f) the Contractor's bid dated \_\_\_\_\_ (insert date of bid), as amended \_\_\_\_\_ (insert date(s) of amendment(s) if applicable)

### **7.12 Foreign Nationals (Canadian Contractor) A2000C (2006-06-16)**

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

### **7.13 SACC Manual Clauses**

A0075C (2014-11-27) Ontario Labour Legislation - Contract  
A2000C (2006-06-16) Foreign Nationals (Canadian Contractor).  
A7017C (2008-05-12) Replacement of Specific Individuals

### **7.14 Insurance Requirements**

#### **7.14.1 Insurance Requirements**

The Contractor must comply with the insurance requirements specified in the **following article 7.13.2 Commercial General Liability Insurance**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

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



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#### **7.14.2 Commercial General Liability Insurance (G2001C – 2014-06-26)**

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 \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - 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 Public Works and Government Services 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)
  - 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.
  - j. Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
  - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - 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.
  - n. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
  - o. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on



the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

**For the province of Quebec, send to:**

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

**For other provinces and territories, send to:**

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

**7.15 Financial Security (E0007C 2011-05-16)**

1. The Contractor must provide one of the following contract financial securities within 14 calendar days after the date of contract award:
  - (a) performance bond form [PWGSC-TPSGC 505](#) in the amount of **20 percent** of [Pricing Schedule 1 and 2](#) of the firm Contract Price; or
  - (b) a security deposit as defined [in clause E0008C](#) in the amount of **20 percent** of [Pricing Schedule 1 and 2](#) of the firm Contract Price.
  - (c) an irrevocable standby Letter of Credit as defined in clause E0008C in the amount of **20 percent** of [Pricing Schedule 1 and 2](#) of the firm contract price.
2. If Canada does not receive the required financial security within the specified period, Canada may terminate the Contract for default pursuant to the Contract default provision.

Any bond must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, [Appendix L](#), Acceptable Bonding Companies (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=14494&section=text#appL>).

**7.15.1 Security Deposit Definition (E0008C 2014-09-25)**

1. "security deposit" means

- a. a bill of exchange that is payable to the Receiver General for Canada and certified by an approved financial institution or drawn by an approved financial institution on itself; or
- b. a government guaranteed bond; or
- c. an irrevocable standby letter of credit, or

d. such other security as may be considered appropriate by the Contracting Authority and approved by Treasury Board;

2. "approved financial institution" means

- a. any corporation or institution that is a member of the Canadian Payments Association;
- b. a corporation that accepts deposits that are insured by the Canada Deposit Insurance Corporation or the Régie de l'assurance-dépôts du Québec to the maximum permitted by law;
- c. a credit union as defined in paragraph 137(6) of the Income Tax Act;
- d. a corporation that accepts deposits from the public, if repayment of the deposits is guaranteed by a Canadian province or territory; or
- e. the Canada Post Corporation.

3. "government guaranteed bond" means a bond of the Government of Canada or a bond unconditionally guaranteed as to principal and interest by the Government of Canada that is:

- a. payable to bearer;
- b. accompanied by a duly executed instrument of transfer of the bond to the Receiver General for Canada in accordance with the Domestic Bonds of Canada Regulations;
- c. registered in the name of the Receiver General for Canada.

4. "irrevocable standby letter of credit"

- a. means any arrangement, however named or described, whereby a financial institution (the "Issuer"), acting at the request and on the instructions of a customer (the "Applicant"), or on its behalf,
  - i. will make a payment to or to the order of Canada, as the beneficiary;
  - ii. will accept and pay bills of exchange drawn by Canada;
  - iii. authorizes another financial institution to effect such payment, or accept and pay such bills of exchange; or
  - iv. authorizes another financial institution to negotiate, against written demand(s) for payment, provided that the conditions of the letter of credit are complied with.
- b. must state the face amount which may be drawn against it;
- c. must state its expiry date;
- d. must provide for sight payment to the Receiver General for Canada by way of the financial institution's draft against presentation of a written demand for payment signed by the authorized departmental representative identified in the letter of credit by his/her office;
- e. must provide that more than one written demand for payment may be presented subject to the sum of those demands not exceeding the face amount of the letter of credit;
- f. must provide that it is subject to the International Chamber of Commerce (ICC) Uniform Customs and Practice (UCP) for Documentary Credits, 2007 Revision, ICC Publication No. 600. Pursuant to the ICC UCP, a credit is irrevocable even if there is no indication to that effect; and

g. must be issued (Issuer) or confirmed (Confirmer), in either official language, by a financial institution that is a member of the Canadian Payments Association and is on the letterhead of the Issuer or Confirmer. The format is left to the discretion of the Issuer or Confirmer.

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

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

#### **7.17 Government Site Regulations**

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

#### **7.18 Pre-Commencement Meeting**

A pre-commencement meeting is mandatory for the Contractor prior to commencing any work and minutes of the meeting will be taken. The time and place of this meeting will be determined by the Departmental Representative.

The Contractor is to supply the Departmental Representative with a copy of his safety policy as required by the applicable Provincial Occupational Safety and Health Regulations.

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EP076-162279

Amd. No. - N° de la modif.  
File No. - N° du dossier  
fk260.EP076-162279

Buyer ID - Id de l'acheteur  
fk260  
CCC No./N° CCC - FMS No./N° VME

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## **APPENDIX "A"**

### **SCHEDULED CLEANING OPERATIONS (attached to the Statement of Work Appendix "B")**

Solicitation No. - N° de l'invitation  
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EP076-162279

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fk260  
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## **APPENDIX "B"**

### **STATEMENT OF WORK NO. EP076-162279**

**\*See attached\***

Solicitation No. - N° de l'invitation  
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## **APPENDIX "C"**

### **SECURITY REQUIREMENTS CHECK LIST (SRCL)**

**\*See attached\***

**APPENDIX "D"**

**Additional Building Information /  
Renseignements supplémentaires sur les édifices**

The following is additional building information and is only an approximation.

Voici des renseignements supplémentaires sur les édifices (approximatifs).

Veuillez des renseignements supplémentaires sur les canées (app. 6 minutes).				
Building Name / Nom de l'édifice				
Building Address Adresse de l'édifice	MCDC 1600 Tom Roberts		Gloucester Landfill Site	
Security Level requirement / Niveau de sécurité requis	Reliability		Reliability	
# of floors/# d'étages	1		1	
Cleanable Square Meters / Mètres carrés à nettoyer	2.851 M2		330 M2	
Number of Occupants Nombre d'occupants	40		4	
Number of Washrooms / Nombre de salles de bain	Women/Femme	Men/Homme	Women/Femme	Men/Homme
	1	1	1	1
Number of Shower Rooms / Nombre de salles de douche	Women/Femme	Men/Homme	Women/Femme	Men/Homme
	1			
Number of Elevators / Nombre d'ascenseurs	0		0	
TYPE AND % OF FLOORING SORTE ET % DE REVÊTEMENT				
Carpets / Tapis - moquette	75%		0%	
Ceramic / Céramique				
Concrete / Béton				
Non Slip Tile / Tuile antidérapante				
Resilient Vinyl / Vinyle souple			100%	
Terrazo / Granite	25%			
TYPE AND QUANTITY OF LIGHTS SORTE ET QUANTITÉ DE LUMIÈRES				
T8 @ 2F	34		52	
T8 @ 3F	916			
T8 @ 4F	10			
U Shaped F 2' X 2'				
Incandescent / Incandescente				
Pot lights / Luminaire cylindrique à encastrer	22			
Emergency / Lampe d'éclairage de secours	6		6	
Track Lights / Tringles électriques				
Exit Signs / Signaux de sortie	12		6	
Clear Light Bulbs / Ampoules électriques claires				
Halogen / Halogène				

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fk260  
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## **APPENDIX "E and E-1"**

### **INFORMATION ON INCUMBENT EMPLOYEES**

**\*Will be provided at the site visit\***



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## **APPENDIX "F"**

### **INTEGRITY PROVISIONS - LIST OF NAMES**

**PROVIDE LIST OF NAMES FOR ALL INDIVIDUALS WHO ARE CURRENTLY DIRECTORS OF THE BIDDER:**

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**Public Works and  
Government Services  
Canada**

**Janitorial Services for Crown Owned**

**Statement of Work number:**

**EP076-162279**

**Macdonald Cartier Data Center**

**1600 Tom Roberts Ave**

**Ottawa, Ontario**

**Gloucester Landfill Site**

**2300 Leitrim Rd**

**Ottawa, Ontario**

<b>Public Works and Government Services Canada</b> <b>Janitorial Services</b> <b>Cleaning Specifications</b>	<b>Index</b>
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**This document is the document referred to as “Specifications”, numbered EP076-162279.**

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- .2 Building cleaning operations
- .3 Staffing
- .4 Health & safety
- .5 Security
- .6 Building maintenance
- .7 Cleaning products & equipment
- .8 Uniforms
- .9 Space assigned
- .10 Log Book
- .11 Excluded rooms and equipment
- .12 Life safety system building profile log book
- .13 Light, heat, power and water
- .14 Elevator services
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<b>Section 2</b>	<b>Operations and frequencies</b>
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- .1 Exterior
- .2 Floors (all types)
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- .4 Escalators
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- .19 Garages
- .20 Garbage and recycling rooms
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- .22 Additional operations & frequencies

<b>Appendix A to Section 2</b>	<b>Scheduled cleaning operations</b>
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<b>Section 3</b>	<b>Definition of terms and quality standards</b>
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.1                      Definition of terms

.2                      Quality standards

**1. Definition of terms and quality standards**

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

**2. Building cleaning operations**

**1. General**

1. The services will be inspected by the Technical Authority periodically to decide whether or not it is acceptable. The contractor may be invited to attend these inspections by giving a short notice to its representative on site. Attendance at inspections by the contractor's representative is recommended but not mandatory.
2. When days of the week specified in Section 2 fall on a holiday, the contractor must perform the operations the first working day thereafter.

**3. Conversion of flooring**

- .1 There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

**2. Routine cleaning operations**

1. Routine cleaning must be performed **between 07:00 and 16:00 hours, Monday through Friday.**

**3. Scheduled cleaning operations**

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

1. Scheduled cleaning operations must be performed **Saturdays and Sundays between 08:00 and 17:00 hours.**
2. Prior to commencing the scheduled work, the contractor must submit the Technical Authority a work schedule for approval. The contractor must also notify the Technical Authority immediately when the work is completed.

**4. Additional and emergency cleaning services**

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

### 3. Staffing

1. The contractor must provide all the staff necessary to perform all services as specified in Section 2 for these specifications.
2. The contractor must designate a cleaner to report to the Technical Authority or telephone **819-775-4559** to receive complaints and any other instructions at PWGSC's office at **10:00 and 14:00** hours daily during working days.
3. The non-working on-site supervisor must be on site during working hours and must be in full charge of the operations of the contractor in the performance of the services and must be authorized to accept any notice, consent, order, direction, decision or other communication on behalf of the contractor that may be given under the contract. The supervisor must liaise daily with the Technical Authority and must be capable of communicating in both official languages.
4. If the non-working on-site supervisor is absent from the site during working hours, the contractor must have one of its employees on-site to represent him. This employee must be authorized to attend inspections and to receive inspection reports on behalf of the contractor, to ensure that unsatisfactory performance situations are corrected and to take immediate action regarding emergencies and other cleaning requirements.
5. The non-working on-site supervisor must be equipped with a cellular phone and/or a pager. All expenses including installation, air time, activating fees and the phones/pagers themselves, must be at the expense of the contractor. An uninterrupted communication service is mandatory.
6. The contractor must provide a job description for the non-working on-site supervisor and/or working on-site supervisor, if requested by the Technical Authority.

### 4. Health & safety

1. **Perform the work in accordance with Part II of the Canada Labour Code, the Canadian health and safety at work regulations, the guidance at National Fire Code, laws and provincial/territorial regulations applicable and all municipal applicable laws. The more stringent requirements must prevail.**
2. The contractor must adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by national and provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures. In addition, adequate training of personnel assigned to perform operations such as re- lamping, use of chemicals etc... is also required.
3. The contractor must ensure that all equipment used to perform the services is in a state of good repair. The Technical Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The contractor must be responsible to supply suitable replacement equipment within one working day.

## **5. Security**

1. Only those employees whose names appear on the contractor's payroll and meet the conditions specified in this contract should be allowed access to the work site. No other persons accompanying employees should be allowed on-site.
2. All cleaning staff employed by the contractor, regardless of hours of work, must sign in and out and enter the times of arrival and departure in registers or on sheets to be provided at the security guards control desk or other designated area. In the event of a dispute and the absence of other evidence, the register must be regarded as evidence of hours of work. Failure to sign "out" will render the entry invalid.
3. All personnel employed in the performance of the services must comply with security requirements for the facility. They must be provided with an identification pass which must be worn and visible at all times.
4. Audio/visual equipment or cameras are not permitted on the work site. It is strictly forbidden to take any pictures or videos on-site.
5. The contractor's cleaning staff may be subject to questioning in relation to security matters.
6. All keys or key cards entrusted to the contractor for the fulfillment of its contract must be fully protected at all times. All access cards must be returned to the building Security Services when an employee stops working for the contractor. The building Security Services have the right to refuse giving access cards to the contractor if the access cards aren't returned.
7. All doors to rooms, private or general offices, etc. which must be unlocked by the contractor's employees, must be re-locked upon completion of the performance of their duties.

## **6. Building maintenance**

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

## **7. Cleaning products & equipment**

1. The contractor must supply all cleaning products and equipment required to carry out the services as mentioned in Section 2 and **must use only products that are environmentally friendly.**



2. All cleaning products must be suitable for the surfaces intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original unopened container. The Technical Authority may instruct the contractor to discontinue the use of any product judged not suitable and to substitute another mutually satisfactory product.
3. The contractor must ensure that all cleaning products used in the workplace are classified and labeled according to the workplace hazardous materials information systems (WHMIS).
4. A binder with the copies of the material safety data sheets (MSDS) must be kept on the premises and updated when new cleaning products are purchased. This binder must be made available to the Technical Authority upon request.

#### **8. Uniforms**

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

#### **9. Space assigned**

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

#### **10. Log book**

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

#### **11. Excluded rooms and equipment**

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

#### **12. Life safety system building profile log book**

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

#### **13. Light, heat, power and water**

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

#### **14. Elevator services**

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

#### **15. Additional special conditions**

**NOTE:** Clause 15 takes precedence over clauses 1 to 14, (Section 1).  
Refer to the following tasks in "Additional and/or Not Applicable" clauses listed below.

##### **1. Reference to Clause 2 (Building cleaning operations)**

###### **.1 Gloucester Landfill Site**

1. Routine cleaning will be performed **Monday, Wednesday and Friday between 09:00 and 14:00 hours.**
2. Schedule cleaning operations will be performed on **Monday, Wednesday, and Friday between 09:00 and 14:00 hours.**
3. Note: You must call **1-613-991-3970** prior to arriving to ensure an operator is on site to access the Property.

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

1. Delete "non-working on site supervisor and replace with "Superintendent". Superintendent is not required to be on site, but must be responsible for the performance of the contract.

<b>Public Works and Government Services Canada</b> <b>Janitorial Services</b> <b>Cleaning Specifications</b>	<b>Operations and Frequencies</b> <b>Section 2</b>
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<b>1. Exterior</b>
--------------------

**1. Daily**

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

**2. Weekly (Friday)**

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

<b>2. Floors (all types)</b>
------------------------------

**1. General (floor all types)**

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

**2. General (carpets and rugs)**

1. The contractor must use **industrial vacuum cleaners** with the following features:
  1. Maximum noise levels 59db
  2. Maximum 0.3 micron particulate filter (Hepa type)
  3. Minimum 90.2 inches of water lift
  4. Power head
  5. Accessories for floors and furniture
2. The contractor must use **industrial single speed polisher with a solution tank.** with the following feature;
  1. Maximum speed of 175 rotations per minute.
3. The Contractor must use **industrial high performance hot water extractors** with the following features:
  1. Minimum 100 psi -solution pump.
  2. Minimum of 155 inches of water lift.
  3. Minimum of 10 gallon solution tank.
  4. Minimum of 10 gallon recovery tank.
4. Clip loose threads during vacuuming operation.

5. Daily, remove stains and foreign objects from carpeting and rugs using methods and solutions approved by carpet manufacturers. Report to the Technical Authority stains on carpeting and rugs that cannot be removed by normal means and any damage to the carpeting and rugs.
6. Sweep or vacuum exposed flooring during vacuuming operations.
7. Personal items, papers, files and others left on furniture must not be disturbed by the cleaning staff.

### 3. General (walk-away mats)

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

<h3>3. Entrances, exits, lobbies and adjacent corridors</h3>
--

#### 1. Daily

1. Clean both sides of door glass
2. Clean surface and between bars of foot grills
3. Remove gum and other foreign residue
4. Sweep, wash and spray buff floors. Provide additional damp mopping of floors during inclement weather.
5. Vacuum on a full floor basis.
6. Clean directory board glass and frame.
7. Keep free of litter.
8. Clean furniture as per clause 7 (Section 2).
9. Vacuum walk-off mats at 09:00 and 14:00 hours. During inclement weather vacuum mats more often.

#### 2. Weekly (Friday)

1. Clean both sides of all glass windows and wood and metal surrounds.
2. Clean all walk-off mats every Friday using **the shampoo and hot water extraction method**.

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

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

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

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

<b>4. Escalators (Not applicable)</b>
---------------------------------------

#### **1. Preliminary Instructions**

1. Escalators must not be cleaned while in operation.

#### **2. Daily**

1. Wipe handrails
2. Clean balustrades
3. Vacuum steps, risers and landings.

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

1. Damp wipe steps, risers and landings.

<b>5. Elevators (Not applicable)</b>
--------------------------------------

#### **1. Daily**

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

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

1. Clean carpets using **the shampoo and hot water extraction method.**

#### **3. Scheduled cleaning operations**

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

<b>6. Corridors</b>
---------------------

#### **1. Daily**

1. Remove stains from carpeting.
2. Vacuum carpeting.
3. Sweep and damp mop all hard surface floors.
4. Pick up litter (paper, paper clips, elastics, etc...)
5. Spot clean all walls, doors, door frames and door glass.
6. Clean and disinfect all potable water fountains.

#### **2. Weekly (Friday)**

1. Dust baseboards, ledges and mouldings.

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

1. Clean mirrors and both sides of door glass.
2. Damp wipe doors, door frames and door grills.

3. Clean all fire extinguishers, fire hose cabinets and glass.

**4. Scheduled cleaning operations**

1. Clean all carpeting using **the shampoo and hot water extraction method** as per Appendix A.
2. Wet scrub and refinish all floors as per Appendix A.
3. Strip and refinish all floors as per Appendix A.

<b>7. Offices, office areas and boardrooms</b>
--

**1. Daily**

1. Remove stains from carpeting.
2. Vacuum boardrooms on a full floor basis
3. Sweep and damp mop all floors.
4. Pick up litter (paper, paper clips, elastics, etc.)
5. Dust and spot clean boardroom and executive office furniture.
6. Damp wipe counters and spot clean facings.
7. Clean chalkboards and white boards. (Cleaning staff must not clean boards containing information).
8. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
9. Collect recyclable paper and place in designated area.
10. Spot clean walls, doors and frames.

**2. Weekly**

1. Vacuum traffic lanes and desk wells every **Tuesday**.
2. Vacuum all carpeting and rugs on a full floor basis every **Friday**.
3. Where T mats are in use, remove, vacuum carpet, clean T mat and replace.
4. Dust and remove stains from all surfaces.
5. Dust empty shelves, pictures and wall hangings (excluding paintings and art objects).
6. Clean and polish boardroom and executive furniture.
7. Clean bases of free standing screens.
8. Clean interior of public clothes closets.
9. Wash boot trays and/or boot shelves.
10. Spray buff traffic lanes on all floors.

**3. Monthly (third week of each month)**

1. Vacuum upholstered furniture.
2. Wash and disinfect interior and exterior of waste receptacles and blue recycling containers.

**4. Scheduled Cleaning Operations**

1. Clean all carpets and rugs using **the shampoo and hot water extraction method** as per Appendix A.
2. Clean all leather, vinyl and leatherette furniture in offices, office areas, boardrooms and waiting areas as per Appendix A.

3. Vacuum upholstered free standing screens as per Appendix A.
4. Dust or vacuum blinds as per Appendix A.
5. Damp wipe blinds as per Appendix A.
6. Vacuum drapes as per Appendix A.
7. Wet scrub and refinish all floors as per Appendix A.
8. Strip and refinish all floors as per Appendix A.
9. Clean both sides of partition glass as per Appendix A.
10. Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors as per Appendix A.
11. Clean and polish wood panelled walls as per Appendix A.

<b>8. Stairs &amp; landings (Not applicable)</b>
--

1. **Daily**
  1. Sweep and damp mop stairs and landings.
  2. Clean handrails, balusters, balustrades, baseboards, stringers and ledges.
  3. Vacuum carpeted stairs and landings.
2. **Scheduled Cleaning Operations**
  1. Strip and refinish all floors as per Appendix A.

<b>9. Miscellaneous</b>
-------------------------

1. **Daily**
  1. Clean and disinfect access telephones.
  2. Clean display cases, notice boards, directory boards and glass.
2. **Monthly (first week of each month)**
  1. Clean and polish all decorative metal surfaces.
  2. Damp wipe window ledges, radiator and convector covers.
3. **Scheduled cleaning operations**
  1. Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8 metres or higher as per Appendix A.
  2. Clean all air intake grills and air diffusers as per Appendix A  
**All air intake grills and air diffusers must not be removed during cleaning operations.**

<b>10. Washrooms</b>
----------------------

1. **General**
  1. The contractor must supply 2 ply toilet paper of good quality in all washrooms.
  2. Patrol clean washrooms twice daily at **10:30 and 13:30 hours**.
2. **Daily**
  1. Sweep and damp mop floors.
  2. Dust top of partitions.
  3. Remove all trash from strainers in base of urinals.

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

**3. Weekly (Monday)**

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

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

1. Pour a pail of clean water into floor drains.
2. Machine scrub all floors.
3. Wash both sides of partitions and doors.
4. Clean air grills.

**5. Scheduled cleaning operations**

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

<b>11. Locker rooms</b>
-------------------------

**1. Daily**

1. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
2. Sweep and damp mop floors.
3. Spot clean walls, doors and door frames.

**2. Weekly (Friday)**

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

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

1. Machine scrub and disinfect all floors.
2. Wash base of windows and window ledges.



**4. Scheduled cleaning operations**

1. Wash the exterior of lockers and interior of vacant lockers as per Appendix A.
2. Wet scrub and refinish all floors as per Appendix A.
3. Strip and refinish all floors as per Appendix A.

<b>12. Showers</b>
--------------------

**1. Daily**

1. Remove all waste.
2. Wipe down walls.
3. Wash and disinfect floor and floor mats.
4. Polish taps and shower heads.

**2. Weekly (Wednesday)**

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

**3. Annually**

1. Replace shower curtains in all showers. (The quality will be determined by the Technical Authority).

<b>13. Cafeterias (Not applicable)</b>
--

**1. General**

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

**2. Daily**

1. Clean up spillage.
2. Vacuum and remove stains from carpeting.
3. Sweep and damp mop floors.
4. Empty, wash and disinfect waste receptacles and replace plastic bags.
5. Empty and replace with new clear plastic bags in multi-use recycling containers.

**3. Weekly (Friday)**

1. Spray buff floors.

**4. Scheduled cleaning operations**

1. Wet scrub and refinish all floors as per Appendix A.
2. Strip and refinish all floors as per Appendix A.
3. Wash walls as per Appendix A.
4. Clean all carpets and rugs using **the shampoo and hot water extraction method** as per Appendix A.

<b>14. Kitchens, kitchenettes, lunchrooms and rest areas</b>
--

**1. General**

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

**2. Daily**

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

**3. Weekly (Friday)**

1. Spray buff floors.

**4. Scheduled cleaning operations**

1. Wet scrub and refinish all floors as per Appendix A
2. Strip and refinish all floors as per Appendix A
3. Wash walls as per Appendix A
4. Clean all carpets and rugs using **the shampoo and hot water extraction method** as per Appendix A.

<b>15. Server Rooms</b>
-------------------------

**1. General**

1. The contractor must maintain antistatic floor.

**2. Daily**

1. Vacuum and damp mop entire floor area.
2. Vacuum and damp mop ramps. (Hepa type)
3. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
4. Clean washrooms as per Clause 10.

**3. Weekly (Friday)**

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

**4. Scheduled cleaning operations**

1. Clean interior and exterior of light fixtures including lenses as per Appendix A.
2. Clean all air intake grills and air diffusers as per Appendix A.

<b>16. Contractor's space</b>
-------------------------------

- 1. General**
  1. Maintain as per corresponding clauses in specification.
  2. Keep all products and equipment clean and neatly stored.
  3. Maintain floors and fixtures as per clause 10 (Washrooms)
- 2. Monthly (last week of each month)**
  1. Wash walls and shelves.

<b>17. Light fixtures</b>
---------------------------

- 1. General**
  - 1. The following requirements apply to all areas of the interior of the buildings and are without height restrictions:**
    1. Supply and replace all burnt-out tubes and bulbs, with identical types.
    2. Supply and replace all flickering tubes.
    3. Clean tubes, bulbs, lenses and the interior and exterior of light fixtures, while replacing tubes and bulbs.
    4. Supply all equipment necessary when replacing tubes and bulbs.
    5. The contractor is not responsible for replacing and supplying tubes or bulbs in units which form an integral part of the furniture, office equipment, specialized electrical apparatus and elevator cabs.
    6. The contractor must supply and replace all acrylic lenses broken when replacing or cleaning bulbs and tubes.

<b>18. Freight receiving</b>
------------------------------

- 1. Daily**
  1. Sweep and damp mop floor.
- 2. Weekly (Friday)**
  1. Clean doors and door frames.
- 3. Monthly (last week of each month)**
  1. Dust walls and doors.

<b>19. Garages (Not applicable)</b>
-------------------------------------

- 1. General**
  1. Keep entrance viewing mirrors clean at all times.
  2. Supply and apply an absorbent compound to remove oil and grease spills as they occur.
  3. Remove oil and grease stains from floor with a degreasing compound.
  4. Remove slush and water on floors in entrances as required during inclement weather.

5. The contractor must supply a motorized industrial floor sweeper and scrubber, equipped for wet and dry pickup which must be propane or battery operated.  
**Data on the equipment must be submitted to the Technical Authority for approval.**

**2. Daily**

1. Empty and damp wipe exterior of waste receptacles and install new plastic bags when torn or dirty.
2. Pick up litter.

**3. Weekly (Thursday)**

1. Dust both sides of garage doors.
2. Sweep all floors with the motorized industrial floor sweeper.

**4. Monthly (second week of each month)**

1. Wash both sides of garage doors and door glass.
2. Wash garage floors using the motorized industrial floor/sweeper scrubber.
3. Clean all fire extinguishers, fire hose cabinets and glass.
4. Wash and disinfect interior and exterior of waste receptacles.

<b>20. Garbage and recycling rooms</b>
--

**1. General**

1. Garbage stored in plastic bags or waste receptacles must be placed at pickup point prior to scheduled garbage collection.
2. Keep interior and exterior of recycling auto carts clean and disinfected at all times.

**2. Daily**

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

**3. Weekly (after garbage/ recycling pickup)**

1. Wash and disinfect walls and floors.

**4. Monthly (second week of each month)**

1. Clean all fire extinguishers, fire hose cabinets and glass.

<b>21. Paper save, recycling containers and multi-use installations</b>
---

**1. General**

1. All paper and cardboard must be collected and placed in recyclable containers in the designated area.
2. No recyclable materials should be disposed of as garbage.
3. Outdated phone books must be collected and placed in designated containers.
4. Keep the interior and exterior of multi-use recycling stations clean and disinfected at all times.

2. **Daily**
  1. Remove garbage from recycling containers.
  2. Collect recyclable paper/cardboard in high generation areas.
3. **Weekly (Wednesday)**
  1. Collect paper from recycling containers at desks.
  2. Clean interior and exterior of the recycling containers and multi-use recycling installations.
4. **Twice weekly (Tuesday and Friday)**
  1. Collect recyclable materials from recycling containers and multi-use recycling installations and store in designated area.
5. **Monthly (last week of each month)**
  1. Wash and disinfect the interior and exterior of the central paper collection containers and multi-material recycling stations.

<b>22. Additional operations &amp; frequencies</b>
--

**NOTE: Clause 22 takes precedence over clauses 1 to 21, (Section 2). Refer to the following Tasks in "Additional and/or Not Applicable" clauses listed below:**

1. **Reference to Clause 2- Floors**
  - .1 **Reference to Clause 2.3 General (Walk Away Mats) Gloucester landfill**
    - .1 Clean walk away mats every Friday after 13:00 hours.
2. **Reference to Clause 4- (Escalators)- Not applicable**
3. **Reference to Clause 5- (Elevators)- Not applicable**
4. **Reference to Clause 8- (Stairs and Landings)- Not applicable**
5. **Reference to Clause 13- (Cafeterias)- Not applicable**
6. **Reference to Clause 14- (Kitchens, Kitchenettes lunchrooms and rest areas)**
  - .1 **Weekly (Friday)**
    1. Clean interior and exterior of refrigerators and micro waves.
    2. Clean exterior of stoves.
  - .2 **Quarterly (January, March, June, September)**
    1. Clean the oven 4 times a year.
- .7 **Reference to Clause 19-Garages- (Not applicable)**

**.8 Reference to Clause – 21- (Paper save, recycling containers and multi-use Installations)**

**Gloucester Landfill Site**

**Weekly (Friday)**

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

**.9 Exterior & Interior Window Cleaning**

**Semi Annually (May & October)**

1. Clean window inside and out including draft deflectors, sashes, window sills, and frames. Clean splashing, streaking and staining as a result of the work.
2. Cleaning of Skylight in the area must be coordinated to ensure the least amount of disruption to the occupants. The contractor must submit a detailed cleaning schedule and work plan to the Technical Authority (7) working days prior to the commencement of any work.

# **APPENDIX ‘‘A’’ TO SECTION 2 - SCHEDULED CLEANING OPERATIONS**

CLAUSE	OPERATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
3.4.1	Wet scrub and refinish all floors		X						X			X	
3.4.2	Strip and refinish all floors					X							
5.3.1	Wet scrub and refinish all floors (Not Applicable)		X						X			X	
5.3.2	Strip and refinish all floors (Not Applicable)					X							
6.4.1	Clean all carpeting using ‘‘The shampoo and hot water extraction method’’.	X						X			X		
6.4.2	Wet scrub and refinish all floors		X						X			X	
6.4.3	Strip and refinish all floors					X							
7.4.1	Clean all carpet and rugs using the shampoo and hot water extraction method.				X								
7.4.2	Clean all leather, vinyl and leatherette furniture in offices/office areas, boardrooms and waiting areas		X										
7.4.3	Vacuum upholstered free standing screens		X										
7.4.4	Dust or vacuum blinds				X						X		
7.4.5	Damp wipe blinds	X						X					
7.4.6	Vacuum drapes							X					
7.4.7	Wet scrub and refinish all floors		X						X			X	
7.4.8	Strip and refinish all floors					X							
7.4.9	Clean both sides of partition glass.		X						X				
7.4.10	Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors				X						X		
7.4.11	Clean and polish wood paneled walls			X						X			
8.2.1	Strip and refinish all floors (Not Applicable)				X						X		
9.3.1	Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8m or higher.	X			X			X			X		
9.3.2	Clean all air intake grills and air diffusers					X						X	
10.5.1	Wet scrub and refinish all floors	X						X					
10.5.2	Strip and refinish all floors				X								
10.5.3	Wash walls			X									
11.4.1	Wash the exterior of lockers and the interior of vacant lockers			X						X			

CLAUSE	OPERATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
11.4.2	Wet scrub and refinish all floors	X						X			X		
11.4.3	Strip and refinish all floors				X								
13.4.1	Wet scrub and refinish all floors	X						X			X		
13.4.2	Strip and refinish all floors (Not Applicable)				X								
13.4.3	Wash walls (Not Applicable)			X									
13.4.4	Clean all carpet and rugs using the shampoo and hot water extraction method. (Not Applicable)	X						X			X		
14.4.1	Wet scrub and refinish all floors	X						X			X		
14.4.2	Strip and refinish all floors				X								
14.4.3	Wash walls			X									
14.4.4	Clean all carpet and rugs using the shampoo and hot water extraction method.	X						X			X		
15.4.1	Clean interior and exterior of light fixtures including lenses				X						X		
15.4.2	Clean all air intake grills and air diffusers				X						X		



**Public Works and Government Services Canada**  
**Janitorial Services**  
**Definition of terms and Quality Standards**  
**Cleaning Specifications**

**Section 3**

**The definition of terms and quality standards described in Section 3 must be strictly adhered to. All inspections made by the Technical Authority must be rated according to these quality standards.**

**1. Definition of terms**

- 1. Routine cleaning operations**  
Cleaning operations which are specified to be performed monthly or more frequently such as weekly or daily.
- 2. Patrol cleaning**  
All obvious trash and spillage must be removed and dispensers replenished, so that the area presents a neat appearance.
- 3. Scheduled cleaning operations**  
Cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually as stated in Appendix "A".
- 4. Floors (all types)**  
Floors all types could be, resilient, terrazzo, marble, vitreous, quarry tile and concrete.
- 5. Flight of stairs**  
Includes steps and risers situated between two floor levels including landing(s).
- 6. Products**  
Products consist of items such as light bulbs and fluorescent tubes, toilet tissue, paper hand towels, hand soap, plastic bags and sani-bags, but not limited to, for the performance of the work.
- 7. Trash**  
Includes the contents of ashtrays, waste receptacles, sand urns and sani-cans. Also paper clips, paper, mop strings, pins, staples and discarded items on the floor or furniture.
- 8. High traffic areas (includes)**  
Entrance lobbies, elevator lobbies, corridors and traffic aisles in open office areas.
- 9. Recycling containers and multi-use recycling installations**  
These containers and installations are used to collect recyclable materials such as metal, glass, plastics, paper, cardboard, composting, etc...

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

- 1. Sweeping**  
All floors must be free of trash and soil.
- 2. Dust mopping**  
All floors must be free of dust film.
- 3. Damp mopping**  
All floors must be clean and free of surface stains, mop streaks and loose mop strands.  
Walls, baseboards and other surfaces must be free of watermarks and splashing.
- 4. Wash floors**  
All floors must be free of dirt, stains, mop strands, splashing and cleaning solution.
- 5. Machine scrub**  
All floors must be free of dirt, stains, splashing and cleaning solutions.
- 6. Spray buffing**  
All floors must present an overall appearance of cleanliness, have a bright, resilient shine and be dust free.
- 7. Wet scrub (recoat)**  
All floors must have an overall appearance of cleanliness and an even shine and be free of minor scrapes and marks.
- 8. Strip and refinish**  
All floors must present an overall appearance of cleanliness, a deep clean look and a crisp even shine and be free of scrapes and marks.
- 9. Vacuuming**
  - 1. Carpet**  
All carpet surfaces must present an overall appearance of cleanliness and must be free of dust, dirt and soil.
  - 2. Walk-away mats**  
Walk-away mats must be clean and free of dust, dirt and salt stains.
  - 3. Upholstered furniture**  
Upholstered furniture must be free of dust, dirt and other debris.
- 10. Stain removal**  
All carpets, walk-away mats and upholstered furniture must have no visible stains and no discoloration after stain removal operation.

- 11. Hot water extraction**  
All walk-away mats and upholstered furniture must be clean and free of dust, dirt, sand, slush, salt and water.
- 12. Shampoo and hot water extraction method**  
All carpeting must be clean and stain free.
- 13. Floor grills**  
All floor grills and recess pans must present a clean appearance and be free of dirt, soil and trash.
- 14. Notice boards and fire hose cabinets**  
All notice boards and fire hose cabinets, including glass, must be free of dust and stains.
- 15. Glass**  
All glass must be clean on both sides and free of streaks and finger marks.
- 16. Stairs and landings**  
All surfaces must present an overall appearance of cleanliness and be free of dirt, dust, streaks and trash.
- 17. Elevators**  
All elevator cab surfaces must be free of dust, marks and soil. Walls, ceilings, floors, handrails and doors must be free of soil film and must present a clean appearance.
- 18. Escalators**  
All surfaces must be free of dust, debris, finger marks and stains.
- 19. Dusting**
  - 1. Furniture, fixtures and equipment**  
All surfaces must be free of dust, streaks and finger marks.
  - 2. High dusting**  
All surfaces must be free of dust.
  - 3. Blinds and drapes**  
Blinds and drapes must be free of dust, cobwebs and water marks.
- 20. Metal surfaces**  
All metal surfaces must be free from marks, stains and have a clean shine.
- 21. Washrooms**
  - 1.** All washrooms must have a clean scent and no odour. All surfaces must be free of stains, water marks and must be clean and bright.

2. All waste and sanitary receptacles must be empty, clean and all dispensers replenished.
- 22. Waste receptacles**  
All waste receptacles must be empty and the exterior and interior surface wiped clean.
- 23. Chalkboards and whiteboards**  
All surfaces must be wiped clean and chalk tray must be clean and free of dust.
- 24. Sand urns and ashtrays**  
All trash must be removed from urns and ashtrays and surfaces must be clean with no visible stains or build up.
- 25. Potable drinking fountains**  
All surfaces must be free of spots, stains and streaks.
- 26. Air grills and air diffusers**  
All air grills and air diffusers must present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.
- 27. Light fixtures**  
All light fixtures must be free of dust, dirt, stains and streaks.
- 28. Garbage/recycling rooms**  
Garbage/recycling rooms must be clean and free of odours.
- 29. Contractor's space**  
All surfaces must be free of waste, dust, stains and free of odours.



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

EP076-162279

Security Classification / Classification de sécurité  
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

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





**PART C - (continued) / PARTIE C - (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes  
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes  
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).