



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

Bid Receiving/Réception des soumissions

Procurement Hub | Centre d'approvisionnement  
Fisheries and Oceans Canada | Pêches et Océans Canada  
301 Bishop Drive | 301 promenade Bishop  
Fredericton, NB E3C 2M6

Email - courriel: [DFOtenders-soumissionsMPO@dfo-mpo.gc.ca](mailto:DFOtenders-soumissionsMPO@dfo-mpo.gc.ca)

**REQUEST FOR PROPOSAL**

**DEMANDE DE PROPOSITION**

Proposal to: Fisheries and Oceans 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 and services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux : Pêches et Océans 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 appendices ci-jointes, les biens et les services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments: - Commentaries :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

<b>Title – Sujet</b> Janitorial services at the Institute of Ocean Sciences Centre in Sidney, BC.		<b>Date</b> December 7, 2016
<b>Solicitation No. – N° de l'invitation</b> F5211-160429		
<b>Client Reference No. - No. de référence du client</b> F1737-162000		
<b>Solicitation Closes – L'invitation prend fin</b> <b>At / à :</b> 14:00 Atlantic Time  <b>On / le :</b> January 17, 2017		
<b>F.O.B. – F.A.B</b> Destination	<b>GST – TPS</b> See herein — Voir ci-inclus	<b>Duty – Droits</b> See herein — Voir ci-inclus
<b>Destination of Goods and Services – Destinations des biens et services</b> See herein — Voir ci-inclus		
<b>Instructions</b> See herein — Voir ci-inclus		
<b>Address Inquiries to – Adresser toute demande de renseignements à</b> Kimberly Walker <b>Email – courriel:</b> <a href="mailto:DFOtenders-soumissionsMPO@dfo-mpo.gc.ca">DFOtenders-soumissionsMPO@dfo-mpo.gc.ca</a>		
<b>Delivery Required – Livraison exigée</b> See herein — Voir ci-inclus	<b>Delivery Offered – Livraison proposée</b>	
<b>Vendor Name, Address and Representative – Nom du vendeur, adresse et représentant du fournisseur/de l'entrepreneur:</b>		
<b>Telephone No. – No. de téléphone</b>	<b>Facsimile No. – No. de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur (taper ou écrire en caractères d'imprimerie)</b>		
<b>Signature</b>	<b>Date</b>	



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## PART 1 - GENERAL INFORMATION

### 1.1 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 6 - 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 6 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name 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.

### 1.2 Mandatory Site Visit

Mandatory Site Visit will be held on December 20 at 10:00am local time at the Department Fisheries and Oceans, Institute of Ocean Sciences (IOS) facility located at 9860 West Saanich Road, Sidney, British Columbia, V8L 4B2. It is a requirement for all persons wishing to submit a bid on this project to attend this meeting at the site to familiarize themselves fully with the scope of work and the tendering requirements. The Bidder's representative must sign an attendance list and attend the entire site visit, to have their bid submission considered responsive.

### 1.3 Statement of Work

The Work to be performed is detailed under Annex A of the resulting contract clauses.

### 1.4 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.

### 1.5 Procurement Ombudsman

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at [opo-boa@opo-boa.gc.ca](mailto:opo-boa@opo-boa.gc.ca). You can also obtain more information on the OPO services available to you at their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

## 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.

Revision to Departmental Name: As this solicitation is issued by Fisheries and Oceans Canada (DFO), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to DFO or its Minister.



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 \(2015-07-03\)](#) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Section 01 – Integrity Provisions – Bid of 2003 referenced above is amended as follows:

Delete section 01 in its entirety.

Section 02 – Procurement Business Number – of 2003 referenced above is amended as follows:

Delete section 02 in its entirety.

## 2.2 Submission of Bids

Bids must be submitted only to Fisheries and Oceans Canada (DFO) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to DFO will not be accepted.

## 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, 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;
- (a) a partnership made of former public servants; or
- (c) 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 FPSs in receipt of a pension, as applicable:

- (a) name of former public servant;



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

#### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 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 the province or territory where the goods and/or services are to be rendered.**

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.

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

### **3.1 Bid Preparation Instructions**

Canada requests that bidders provide their bid in separately bound/saved sections as follows:

**Section I: Technical Bid** (one hard copy **OR** one soft copy in PDF format)

**Section II: Financial Bid** (one hard copy **OR** one soft copy in PDF format)



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**Section III: Certifications** (one hard copy **OR** one soft copy in PDF format)

**Please note that DFO prefers receipt of proposals in soft copy to the email address identified on page one of the solicitation. Emails must not exceed 8 MB (if over the limit Bidders are asked to send additional numbered emails)**

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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) (<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 (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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**

In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

**Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment. The total amount of Applicable Taxes must be shown separately.

**Section III: Certifications**

Bidders must submit the certifications required under Part 5.

**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****4.1.1.1 Mandatory Technical Criteria**

Please see Annex D for details

**4.1.1.2 Point Rated Technical Criteria**

Please see Annex D for details



#### 4.1.2 Financial Evaluation

SACC Manual Clause [A0220T](#) (2014-06-26), Evaluation of Price (*Bid*)

#### 4.2 Basis of Selection

##### 4.2.1 Mandatory Technical Criteria

SACC Manual Clause (A0031T) (2010-08-16)

### PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated 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 in carrying out any of its obligations under the Contract, 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 may render the bid non-responsive or constitute a default under the Contract.

#### 5.1 Certifications Precedent to Contract Award and Certifications Required with the Bid

##### 5.1.1 Certifications Precedent to Contract Award

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

###### 5.1.1.1 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Employment and Social Development Canada \(ESDC\) - Labour's website](#).

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

##### 5.1.2 Certifications Required with the Bid

Bidders must submit the following duly completed certifications with their bid.

###### 5.1.2.1 Insurance

The Contractor must forward to the Contracting Authority, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force.

###### 5.1.2.2 Security - Reliability Level





The contractor must provide proof that the resource performing the tasks has the required level of security clearance of Reliability

**5.1.2.3 Contractor's Representative**

The Contractor's Representative for the Contract is:

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**5.1.2.4 Supplementary Contractor Information**

Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4-A supplementary slip.

To enable the Department of Fisheries and Oceans to comply with this requirement, the Contractor hereby agrees to provide the following information which it certifies to be correct, complete, and fully discloses the identification of this Contractor:

a) The legal name of the entity or individual, as applicable (the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code:

\_\_\_\_\_

b) The status of the contractor (individual, unincorporated business, corporation or partnership:

\_\_\_\_\_

c) For individuals and unincorporated businesses, the contractor's SIN and, if applicable, the BN, or if applicable, the Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number:

\_\_\_\_\_

d) For corporations, the BN, or if this is not available, the GST/HST number. If there is no BN or GST/HST number, the T2 Corporation Tax number must be shown:

\_\_\_\_\_

**The following certification signed by the contractor or an authorized officer:**

"I certify that I have examined the information provided above and that it is correct and complete"

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name of Signatory



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## PART 6 - RESULTING CONTRACT CLAUSES

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

### 6.1 Security Requirements

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

6.1.1.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.

The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the DFO or the CISD/PWGSC.

The Contractor/Offeror must comply with the provisions of the:

1. Security Requirements Check List and security guide (if applicable), attached at Annex E;
2. *Industrial Security Manual* (Latest Edition).

6.1.1.2 To apply for the required level of security status (or if you are uncertain about having the status), you must contact the Regional Security Officer at the Department of Fisheries and Oceans at [Amrita.Grewal@dfo-mpo.gc.ca](mailto:Amrita.Grewal@dfo-mpo.gc.ca) or at 604-775-8889 phone.

6.1.1.3 In order for the Department to confirm that your company and all individuals proposed to perform work under this contract meet the required Security Status, you must complete the Personnel Identification Form (Confirmation of Security Status) attached to the original solicitation as Appendix "E-1", providing the name of your company and the full names of individuals and dates of birth of all individuals who will be providing the services.

### 6.2 Statement of Work

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

### 6.3 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Revision to Departmental Name: As this contract is issued by Fisheries and Oceans Canada (DFO), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to DFO or its Minister.



### 6.3.1 General Conditions

2010C (2015-09-03), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

Section 27 – Integrity Provisions – Contract of 2010C referenced above is amended as follows:

Delete section 27 in its entirety.

## 6.4 Term of Contract

### 6.4.1 Period of the Contract

The period of the Contract is from contract award through to January 31, 2018

### 6.4.2 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## 6.5 Authorities

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Kimberly Walker  
Title: Senior Contracting Officer  
Department: Fisheries and Oceans Canada  
Directorate: Materiel and Procurement Services  
Address: 301 Bishop Drive, Fredericton, NB E3C 2M6  
E-mail address: [DFOtenders-soumissionsMPO@dfo-mpo.gc.ca](mailto:DFOtenders-soumissionsMPO@dfo-mpo.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.

### 6.5.2 Project Authority

The Project Authority for the Contract is **(name to be provided at contract award)**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone : \_\_\_\_ \_  
Facsimile: \_\_\_\_ \_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with



the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### 6.5.3 Contractor's Representative (name to be provided at contract award)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone : \_\_\_\_ \_  
Facsimile: \_\_\_\_ \_  
E-mail address: \_\_\_\_\_

## 6.6 Proactive Disclosure of Contracts with Former Public Servants

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.

## 6.7 Payment

### 6.7.1 Basis of Payment

**6.7.1.1** In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price of \$ \_\_\_\_\_ (*insert amount at contract award*) and Applicable Taxes are extra.

**6.7.1.2** All prices and amounts of money in the Contract are exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST), whichever is applicable, unless otherwise indicated. GST or HST, to the extent applicable, will be incorporated into all invoices and progress claims for goods supplied or work performed and will be paid by Her Majesty. The Contractor agrees to remit to Canada Revenue Agency any GST or HST paid or due.

**6.7.1.3** Any payment by Her Majesty under this contract is subject to there being an appropriation for the fiscal year in which the payment is to be made.

### 6.7.2 Limitation of Price

SACC Manual clause [C6000C \(2011-05-16\)](#) Limitation of Price

### 6.7.3 Monthly Payment

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:

- b. 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;
- c. all such documents have been verified by Canada;
- d. the Work performed has been accepted by Canada.

## 6.8 Invoicing Instructions

6.8.1 Payments will be made provided that:

6.8.1.1 The invoice(s) must be emailed to DFO Accounts Payable, at the email address indicated below:



Email: [DFOinvoicing-MPOfacturation@DFO-MPO.GC.CA](mailto:DFOinvoicing-MPOfacturation@DFO-MPO.GC.CA)

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

## 6.9 Certifications

### 6.9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated 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 associated 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.

## 6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **the province or territory where the goods and/or services are to be rendered.**

## 6.11 Priority of Documents

If there is a discrepancy between the wording 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 [2010C](#) (2015-09-03), General Conditions - Services (Medium Complexity);
- (c) Annex A, Terms of Reference and Conditions;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Insurance Conditions;
- (f) Annex D, Evaluation Criteria
- (g) Annex E, Security Requirements Check List;
- (h) Annex E-1, Personnel Identification Form (PIF)
- (i) Annex F, Statement of Qualifications
- (j) Annex G, Cleaning Standards
- (k) Annex H, Cleaning Equipment
- (l) Annex I, Cleaning contract Quotation Supplement
- (m) Annex J, Federal Contractors Program For Employment Equity - Certification
- (n) Annex K, Site Map, attached

## 6.12 Procurement Ombudsman

6.12.1 The Contractor confirms that it has read the Code of Conduct for Procurement and agrees to be bound by its terms.

6.12.2 The office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000.00 for Goods and under \$100,000.00 for Services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at [opo-boa@opo-boa.gc.ca](mailto:opo-boa@opo-boa.gc.ca). You can also obtain more information on OPO services available to you on their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

6.12.3 For further information, the Contractor may refer to the following PWGSC site:

<http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html>



### **6.13 Insurance – Specific Requirements G1001C (2013-11-06)**

The Contractor must comply with the insurance requirements specified in Annex “C”. 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. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors; coverage must be placed with an Insurer with an A.M. Best Rating no less than “A-”. 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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## ANNEX "A" TERMS OF REFERENCE AND CONDITIONS

### **Objectives of the Requirement**

Fisheries and Oceans Canada has a requirement for Janitorial services at the Institute of Ocean Sciences Centre in Sidney, BC. The intension of this RFP is to contract with a cleaning firm capable of providing Janitorial Services to meet requirements of this statement of work (SOW) and in the attached documentation. The contractor responsibility will include but is not limited to providing all necessary labour, supervision, the pre-approved and listed materials, tools, products and equipment (except as supplied by RPSS Site Representative) necessary to provide professional cleaning services to us such that all spaces assigned to be cleaned within this contract are maintained clean and hygienic.

The contractor shall ensure all tasks, activities, deliverable and milestones are carried out and completed as the requirements detailed in the attached documentation.

Note: The Contractor will be advised as to whom the RPSS Site Representative is upon contract award.

### **Building(S) Requiring Janitorial Services**

The Institute of Ocean Sciences (IOS) is a Department of Fisheries and Oceans facility located at 9860 West Saanich Road, Sidney, British Columbia, V8L 4B2.

The Facility is comprised of six special purpose industrial buildings:

Main Administration Building  
Physics Laboratory Wing  
Hangar  
Workshops and Warehouse  
Guardhouse  
Winch Shop

**Note:** Elevators and Lift - There are four elevators. One located by the main entrance which services the 1<sup>st</sup>, 2<sup>nd</sup>, and 3rd floors and one by the cafeteria, which services from the 1<sup>st</sup> to 2<sup>nd</sup> floors only. The fourth floor has no elevator service but has a lift attached to the stairs. The Main elevator has a painted metal surface. The cafeteria elevator is much smaller, with wood paneling and vinyl flooring. There is a freight elevator in the workshops area near shipping and receiving and a handicap lift in the workshop.

**Note: Data Centres to be cleaned once a week and must be supervised by SSC. This work must be scheduled in advance with the RPSS Site Representative**

### **Cleaning Exclusions from this Contract**

Carpet Maintenance Program requiring a professional firm that specializes in the work  
A Fabric Maintenance Program requiring a separate and professional firm that specialized in the work  
High level window cleaning requiring a professional firm that specializes in the work  
Plant (live) care requiring a professional firm that specializes in the work  
Grounds Maintenance- other than litter pick-up and cleaning of all entrances and exits  
Offsite cleaning of Venetian blinds and fabric verticals  
Offsite cleaning of fabric draperies

Contractor owner initial: \_\_\_\_\_  
Proposed site working supervisor's initial: \_\_\_\_\_  
Proposed back-up site working supervisor's initial: \_\_\_\_\_



**Space Exclusions from the Cleaning Service**

Mechanical rooms  
Chemical Vaults rms 1433, 1434, 1435, 1436, 143  
Laboratory Clean Rooms 1402, 1416, 2407-2410  
Hangar Freezer Room 5110  
Laboratories 1409a, 1418, 1419, 1421, 1425, 1428, 1423, 2418a, 2423,

**SITE FLOOR PLANS**

Have been provided, and colour coded by means of a 'cleaning symbol legend' identifying the areas requiring cleaning.

**GREY**

No access or requirement for regular cleaning

**YELLOW – Wednesdays**

Special Laboratories – Floors only, supervised by the lab staff. All labs are to be cleaned every Wednesday. Project work may be pre- scheduled and may be on weekends or assigned to the summer project work schedule.

**BLUE – Daily – Monday to Friday**

To include weekly and monthly rotational work which may, as stipulated, be on weekends. Daily cleaning includes total compliance with the site current Cleaning Standards document and the Daily cleaning task schedule. Project work will for the most part be scheduled during the summer Project Cleaning Months.

**Note:** All sides of glass that is easily accessible from a standing position is to be cleaned weekly and/or maintained to the standard and this includes the ledges, frames and the removal of cobwebs litter etc.

The exterior of the front entrance glass may be hosed down but care is to be taken to not get any water between the glass front doors.

**PINK - 7 days a week**

24-hour operational service areas must receive 7 days a week cleaning. Project work will be pre-scheduled and may be on weekends.

MCTS #5212- Report to Area Supervisor first before proceeding to clean. Monday through Friday cleaning to commence at 8pm, Saturday, Sunday and the site's recognized (10) statutory holidays, work will commence at 10am. MCTS uses cleaning closet #5218 and the areas *include* the MCTS lunchroom, rest room, locker room.

Maintain built-in vacuum system in MCTS.

Depot lunchroom '5224'

Fitness room '8212'

Guard House

Daily cleaning includes total compliance with the site current Cleaning Standards document and the daily cleaning task schedule.

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_





**GREEN Quad cleaning areas – pre-scheduled on Tues. Wed. Thurs. or Friday**

On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the ‘Quad’ schedule will be adjusted by the RPSS Site Representative. Quad’ cleaning is especially designed to reduce the gross dust and soil load of inadequate cleaning and involves the client in maintaining their personal workspace.

‘Quad’ cleaning includes detailed cleaning of the ‘Quad’ assigned space.

‘Quad’ cleaning includes total compliance with the site current Cleaning Standards document and the ‘Quad’ cleaning task schedule.

Project work will be pre-scheduled and may be on Mondays, weekends and/or during occupant’s absence (on vacation) or during the summer project months.

**S** (green with a center S) Computer rooms

**Site Supervised** - by the manager responsible or designate and must be cleaned between the hours of 3 pm and 4:30 pm.

Included as a Quad cleaning area – either Tues. Wed. Thurs. or Friday.

Project work will be treated in the same manner as the Quad cleaning.

**Charge Out Rate Tasks**

Additions to the scope of the Contract may be added to the Contact at the discretion of the Site Authority. The rate applied will be that of the ‘charge out rate’ as stipulated in the Bid and in keeping with the work required. Where additional work requires specialized equipment rental from third parties or for consumable items used in the execution of the work, the Contractor will be reimbursed at the direct third party invoice cost with no mark up. There will be no rental charges paid for the use of Contractor’s equipment on the site for execution of work in the Contract.

**Cleaning Standards, Terms of Reference and Task Schedules**

These documents outline the services and expectations of the work required for the site and form the major reference documents where any issues of non-compliance arise. The site supervisor and all employees must be issued by the owner their own copy of our current cleaning standards, Terms of Reference and the Task Schedules and to have been trained to perform to and agree to comply with them.

**Cleaning Schedules**

**Within 10 days** following contract award the successful Contractor is required to provide the RPSS Site Representative our detailed **cleaning schedules** encompassing all our cleaning requirements for each building separately. These schedules must accurately reflect the daily cleaning requirements and quad cleaning as outlined in quad cleaning schedules as well as our cleaning standards. **These schedules must be POSTED in the applicable cleaning closets and be designed to allow the cleaning staff to check off the duties as completed.** Copies of all schedules are to be provided to the RPSS Site Representative.

**Hours of Work**

The cleaning hours are to be continuous and are restricted, other than in case of, pre-approval or in the case of an emergency, (allowing for a ½ hour unpaid, meal break) service are to be provided Mon, Tues, Thurs, Fri. 3:30 pm-12:00 pm.; Wed, 3:00pm-11:30pm; Sat-Sun-8am-4pm.; Recognized (10) Statutory days-9am-1pm. all as stipulated The MCTS, the Watchman’s’ House (security) and their washroom requires cleaning on Saturdays and Sundays as well. Start should occur in the morning. and require approx. 4 hours of work.

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor’s initial: \_\_\_\_\_

Proposed back-up site working supervisor’s initial: \_\_\_\_\_

**Contract Committed Persons Hours, Salaries and Benefits**

The Contractor is responsible to provide sufficient resources to meet the schedules, performance and standards of this contract. It is expected that the resources on site will work shifts which represent the full cleaning hours ‘start to finish’ as stipulated in the Hours of Work section and to be given the appropriate breaks according to current Labour Standards and as well a ½ hour unpaid meal break. Unless otherwise stipulated all staff must be assigned full time shifts and all shifts must be fully supervised.

Failure to meet the cleaning hours and requirements on any given day must be rectified by providing the equal and additional hours on the next cleaning day. Further, any changes to the committed resource/hours must be pre-approved by the Facilities Manager.



Work will not be performed on the following Statutory Holidays observed by the Federal Government:

1. New Year's Day,
2. Good Friday,
3. Victoria Day,
4. July 1<sup>st</sup>, Canada Day
5. Municipal holiday (1st Monday in August)
6. Labour Day,
7. Thanksgiving Day,
8. Remembrance Day,
9. Christmas Day and
10. Boxing Day.

The Contractor will be required to provide janitorial services on Family Day (3rd Monday of February) at its regular rates as the Federal Government does not observe this Holiday.

**EXCEPTION: 24-hour operational service areas must receive 7 days a week cleaning.**

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_



Standard No.	TASK (refer to standards)	Frequency	STANDARD NO.	TASK (refer to standards)	Frequency
101	<b>FOYERS, WAITING AREAS AND ROOMS, OFFICES, (OPEN AREA &amp; ENCLOSED) CORRIDORS, ETC.</b>		<b>302</b>	<b>ALL FLOORS - NON CARPET</b>	
				Mechanically scrub, rinse, burnish as req'd.	<b>S</b>
.1	<b>Empty, wash clean</b> all waste, recycling receptacles/containers, clean liners	<b>D</b>		Mechanically scrub,rinse apply sealer/finish	<b>S</b>
	Transport recyclables/designated location	<b>D</b>	<b>303</b>	<b>CARPET AND MATTING</b>	
.2	<b>Clean</b> all furniture, frames, file cabinets, bookcases, credenzas, T.V.'s, etc., vacuum/spot clean fabric furniture/dividers etc.	<b>D</b>		Pile lift all carpet	<b>W</b>
			<b>304</b>	<b>CEILING AND WALLS</b>	
		No visible dust, cobwebs, or marks.	<b>S</b>		
	<b>Clean</b> telephones	<b>D</b>	<b>305</b>	<b>VENETIAN BLINDS / VERTICAL BLINDS</b>	
	<b>Clean</b> Unobstructed library book shelves	<b>M</b>		Dust/vacuum	<b>S</b>
.3	<b>Dust</b> computer screens and keyboards	<b>D</b>	<b>306</b>	<b>VERTICAL SURFACES, HIGH CLEANING DOWN TO WINDOW SILLS</b>	
	<b>Clean</b> all horizontal ledges including radiators, baseboards, sills, partitions, etc.	<b>D</b>		<b>Clean</b> all pictures, frames, etc.	<b>S</b>
	<b>Clean</b> cleared chalkboards/whiteboards	<b>D</b>		<b>Clean</b> all exposed pipes, wall louvers, clocks, fire bells, fire exits, cabinets, door frames etc.	<b>S</b>
.4	<b>Clean</b> all hard surface floors	<b>D</b>			
.5	<b>Vacuum/spot clean</b> all carpets, mats, etc. including corners and edges	<b>D</b>	<b>307</b>	<b>LIGHT FIXTURES</b>	
	<b>Clean</b> T-mats over and under	<b>D</b>		Dust	<b>S</b>
.6	<b>Clean</b> T-mats over and under	<b>D</b>	<b>308</b>	<b>WINDOWS, PLEXIGLAS</b>	
	<b>Spot clean</b> walls, doors, woodwork, partitions, etc	<b>D</b>		Clean	<b>S</b>
.7	<b>Spot clean</b> partition glass & door glass	<b>D</b>		Clean (entrances) glass, frames, etc.	<b>D</b>
	<b>Clean</b> all water fountains, water coolers, eye wash stations, etc. All surfaces inc. surrounding wall area	<b>D</b>	<b>309</b>	<b>STORAGE AREAS</b>	
.9	<b>Clean</b> all counter tops, sinks, surrounding wall surfaces	<b>D</b>		Clean floors	<b>S</b>
			<b>310</b>	<b>CLEANING CLOSETS</b>	
.8	<b>Clean</b> elevator and lift - all surfaces and access	<b>D</b>		High dust	<b>S</b>
.9	<b>Clean</b> cupboard fronts/plumbing, dispensers, etc.	<b>D</b>		<b>Clean</b> floors, sinks, walls, shelves, equip.etc.	<b>S</b>
.10	<b>Clean</b> appliances inc. inside microwaves	<b>D</b>		Clean supply of cloths, mops, etc.	<b>S</b>
.10	<b>Clean</b> all metal kick plates, vents, push bars, etc.	<b>D</b>		All chemicals and containers labelled in accordance with W.H.M.I.S.	<b>S</b>
<b>201</b>	<b>WASHROOMS,</b>			<b>Clean</b> equipment, washer dryer clean	<b>S</b>



	<b>LOCKER, SHOWER and FITNESS ROOMS</b>		<b>311</b>	<b>BUILDING EXTERIOR</b>	
.1	Clean with germicidal detergent inside and out all sinks, showers, tubs, toilet seats, urinals, etc.	D		Clean all entrances and exits	D-Y
				<b>KITCHEN</b>	<b>M/F</b>
.2	Remove liners, clean with germicidal detergent all sanitary and waste receptacles, replace liners	D		Floors - Kaivac spray/scrub cleaning system	D
				Walls - Kaivac spray/scrub cleaning system	WE
.3	Clean with germicidal detergent and restock all receptacles, dispensers, holders, etc.	D		<b>CAFETERIA ,SERVERY and PATIO</b>	<b>M/F</b>
				Wash all tables/chairs over/under/legs/feet	WE
.4	Clean all partitions, walls, enamel, tile, etc.	D		Wash all counters/cupboards etc.	WE
	Clean all partition and walls, etc.	D		Clean all glass inside/out/ledges/frames	WE
	Clean all mirrors, bright work, etc.	D		Clean- vinyl, vacuum and spot clean fabric	WE
.5	Clean all floor surfaces	D	<b>201.7</b>	<b>FITNESS ROOM</b>	
.6	Scrub floors, rinse, apply sealer and/or finish	Y - S		Detail Wash all fitness equip. / furnishings	WE
.7	Kaivac spray/scrub showers	D		Clean glass all sides, remove cobwebs/litter	WE
<b>301</b>	<b>STAIRWAYS</b>			Pile lift carpet	WE
	Clean handrails, ledges, side glass, etc.	D	<b>201.7</b>	<b>WASHROOMS</b>	D
	Clean stairs, risers, landings, etc.	D		Kaivac spray/scrub cleaning system	WE
				Wash down all locker surfaces	WE
<b>Frequency/Standard Key - Service</b> to be provided Mon.- Fri. 3pm-11pm.; Sat-Sun-9am-5pm.; Recognized (8) Statutory days-9am-1pm. all as stipulated <b>D-Daily (as scheduled), W-Weekly, WE-weekend, M-Monthly, Y-Yearly</b> <b>S – Scheduled - Check &amp; maintain to current Fisheries and Oceans, Sidney, BC - Cleaning Standards</b>			<b>MCTS Room # 5212-Cleaning Times</b>		
				Mon.-Fri.- start cleaning at 8PM	D
				Sat.and Sun. - start cleaning at 10AM	WE
				Statutory days start cleaning at 10AM	D
			<b>302</b>	<b>LABORATORIES</b>	
				Floors - corners and edges. Vacuum, - mop	D



All Quad scheduled rooms which are found inaccessible or where access is denied must be reported daily to the RPSS Site Representative  
Deficiencies are expected to be corrected the same day, or explanation reported.

**STANDARD # AND BRIEF DESCRIPTION**

**STANDARD # AND BRIEF DESCRIPTION**

<b>101</b>	<b>FOYERS, WAITING AREAS, ROOMS, OFFICES, CORRIDORS, ETC. (OPEN AREAS &amp; ENCLOSED)</b>			<b>1st. Week of the Month</b>				
				<b>308</b>	Window glass interior		Window glass exterior	
<b>.1</b>	EMPTYwaste / recycle BASKETS		LINERS in place	<b>308</b>	Partition Glass both sides		No cobwebs, litter	
	RECYCLABLES-transported		BASKETS clean					
				<b>2nd Week of the Month</b>				
<b>.2</b>	DESKS /SIDES / UNDER		BOOK CASES / CABINETS	<b>305</b>	Blinds dusted		Verticals vacuumed	
	TELEPHONES		CHAIR FRAMES	<b>307</b>	Light lenses dusted		No bugs in lights	
	VINYL CHAIRS		FILE CABINETS					
	VACUUM FABRIC		COMPUTER SCREENS /KEY BOARDS					
	CARPET free of spots		LAMPS	<b>3rd. Week of the Month</b>				
	BRIC A BRIC		STAPLERS etc.	<b>304</b>	All partition surfaces washed		Door and frames washed	
PICTURES-wall		PICTURES-free standing	<b>101.2</b>	Fabric dividers vacuumed		Fabric dividers spot cleaned		
				<b>4th Week of the Month</b>				
<b>.3</b>	WINDOW SILLS		PARTITION LEDGES					
	CHALK / WHITE BOARDS		BASE BOARDS	<b>304</b>	Radiator covers washed			
	RADIATORS			<b>303</b>	Carpet pile lifted			
				<b>5th Week of the Month</b>				
<b>.4</b>	FLOORS CLEAN			<b>304</b>	Overhead pipes dusted		Ledges and beams dusted	
<b>.5</b>	VACUUM CARPET		UNDER CHAIR MATS	<b>SPECIAL COMMENTS:</b>				
	VACUUM CARPET EDGES		SPOT CLEAN CARPET					
	VACUUM under furniture		T-MATS-over and under					
<b>.6</b>	SPOT CLEAN WALLS		SPOT CLEAN window glass					
	SPOT CLEAN DOORS		PARTITION GLASS-spot clean					
<b>.10</b>	SMALL APPLIANCES		INSIDE MICROWAVES					
	KICK PLATES / GRILLES		KNOBS / SWITCH PLATES					



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<b>COMPUTER ROOMS</b>				
	FLOORS			

Contractor owner initial: \_\_\_\_\_  
Proposed site working supervisor's initial: \_\_\_\_\_  
Proposed back-up site working supervisor's initial: \_\_\_\_\_



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## **General Conditions and Information**

### **Reporting Requirements**

A logbook or time clock will be used to indicate start and finish times for each employee. It is a condition of this contract that all hours on site are spent solely on the above-mentioned facility. All log sheets shall be maintained by the contractor on a daily basis. Should work requirement not be completed, an explanation will be recorded as to why. The log sheet will be submitted to the Project Authority monthly and or any time it is requested. Entries must be legible and dated.

### **Project Management Control Procedures**

It will be the responsibility of the DFO Site Representative and the Project Authority to oversee progress, address any concerns, discuss and manage ongoing efforts with the Contractor.

### **Change Management Procedures**

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however the 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.

### **Ownership of Intellectual Property**

There is no Intellectual Property generated from this contract.

### **Language of Work**

The Language of work for this requirement is English.

### **DFO Obligations**

It is the responsibility of Fisheries and Oceans Canada to provide access and keys to site areas to the authorized Contractor personnel.

The Department will provide locked janitorial storage area for the Contractor. This area is at the disposal of the Contractor and must be maintained in a tidy manner at all times, as approved by PA. No refuse is to be stored in this area. The storage area is to be cleaned thoroughly and will be inspected by the FM and/or PA during the Contract period.

Site occupants are responsible for the following:

Clear their desk in preparation of the once a week washing of all surfaces

Will have to remove their waste from inside the office to the common corridor for pick-up between cleanings.

The next day to return their empty basket to their office

Promptly report deficiencies following their cleaning day

### **Quad Cleaning**

'Quad' cleaning is especially designed to reduce the gross dust and soil load of inadequate cleaning and involves the client in maintaining their personal workspace. It requires detail cleaning and must be started at 3PM to enable reasonable lighting and adequate time after completion for the site supervisor to inspect and deal with any work that requires immediate attention.

'Quad' cleaning includes the detailed cleaning of the 'Quad' scheduled assigned space.

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_



'Quad' cleaning includes total compliance with the site current Cleaning Standards document and the site 'Quad' cleaning task schedule.

Quad cleaning is a combination of thorough daily and rotational cleaning of any given office space. It allows you to maintain a high quality of cleaning standard while eliminating daily unproductive and unnecessary repetitive quick yet never complete cleaning. Quad cleaning includes but is not limited to: Germicidal cleaning of all touch plates, push bars, light switch plates, and cleaning telephone mouth/ear piece and cradle. Spot cleaning and vacuuming of any fabric wall coverings, vacuuming of all fabric furniture. Spot cleaning and vacuuming of carpet wall to wall, washing of cleared desks or if not cleared all exposed areas, washing of all clear areas of cabinets and book shelving, washing of all other washable surfaces. All washable surfaces include but is not exclusive to chair legs and wheels, sides of desks, glassed pictures, white boards etc. When the office or area is detail cleaned it is cleaned ceiling to floor high dusting (doors, frames, picture frames, ledges etc there is nothing left unclean. There are no spots on carpets or furniture etc. Other than those specific functions that are scheduled throughout the month on the Quad cleaning day all the rotational and daily work is done thoroughly, done right and on schedule.

### **Benefits of Quad Cleaning**

Provides best value solutions and service delivery which contributes to our customers' success while meeting their needs

Is carried out early in the shift to allow time for the Site Supervisor to inspect and immediately rectify any issues

Combination of daily and rotational cleaning for each designated area which includes thorough weekly Site occupants know their cleaning day

Space is detail cleaned providing higher quality and improved customer service

Work is organized

All cleaning is done using clean microfiber cloths and no re-dipping of cloths in solutions

Vacuuming is done rather than dust mopping

Cleaning is done thoroughly and done right

No room for error, no repeating of the work

### **Construction Clean Up (Charge out rate)**

Reasonable construction clean up in any area is expected as part of the contract. Reasonable is defined by any residue which could be vacuumed up or wet cleaned using conventional methods and falls within the assigned contract and standards description. Areas within buildings which are seldom used must be maintained in a clean and usable condition (a minimum of monthly). The RPSS Site Representative will advise when areas seldom used are going to be used and it is a requirement that these spaces be clean and ready for occupancy, cleaned every day of use and detailed cleaned after the use ceases.

### **Floor Work**

Floors will require stripping and refinishing annually. The scheduling of the stripping and refinishing will require coordination with the RPSS Site Representative to avoid any space disruption and for most areas be scheduled on weekends. Once refinished you are required to maintain the floor surfaces to the cleaning standards. **The Cleaning Supervisor must maintain current, on site, records of all floor work. This includes the date, product name, number of coats of sealer, finish and scrub and re-coat records.**

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_





### Clean

The term 'CLEAN' in most applications throughout these Canadian Coast Guard Seal Cove Base, Prince Rupert Cleaning Standards, means the use of separate microfiber cleaning cloths which have been soaked in the appropriate product. Upon saturation with the solution, wring, fold, use each side on one surface only and once all surfaces have been used, the cloth is to be set aside for laundering and under no circumstances is the cloth to be reused until it has been laundered and dried. In areas where a telephone is present it must be cleaned first. Cleaning for the most part is to be accomplished by the application of physical hands-on friction cleaning. No paper towels may be used in the cleaning operations. **The use of Trigger Sprayers NOT is permitted** for the regular cleaning duties however squirt bottles are. A pump-up tank sprayer may be used in the process of the carpet (traffic lane) spin-cleaning program, as may a trigger sprayer for removing carpet spots.

### Brooms and Dustpans

Must be supplied and labeled for each separate shop area and wherever else needed to ensure that there is no transfer of soil, grease etc. from one area to another or from a shop floor to an office floor.

### Cleaning Closets

There are presently 10 cleaning closets throughout the site and most are located between the Male and Female washrooms. They must be maintained in a clean and orderly state at the end of every shift. No personal items or collections of any kind can be held or left in this site supplied space.

There is no cleaning closet in the Grounds Winch Shop Building; space may be made available for a small supply of paper products etc.

### Energy Conservation

The contractor is expected to limit energy consumption by establishing efficient work patterns and by turning electrical equipment off and lights out when not required.

### Equipment and Equipment Manual

The Contractor must maintain a manual on all major equipment serial numbers etc. on site and this manual must be placed in *Janitorial Room #2641 in the Hydrographic Wing*. Equipment pre-approved and used for the site on a regular basis must remain on site at all times. Any equipment removed for repair and replaced for an interim period must be recorded in the Cleaning Contract communications book in the office of the Buildings and Grounds Supervisor.

### Equipment on Site

Other than any equipment listed as provided by the client for use in the cleaning operations no site equipment such as giraffe ladders may be used without the express permission of the Facilities Manager. In carrying out the work the Contractor must plan to provide all basic minor equipment including ladders, brooms etc.

### Lost And Found

The Contractors' staff shall return any found articles on site to Security prior to the end of any shift.

### Access

Access keys to all site areas to be cleaned will only be provided to authorized Contractor personnel holding a security pass. **Keys are to be picked up and surrendered to Security daily.** Any vehicles, bags (other than a small purse) or containers being brought **onto or leaving** the site must be made available for inspection by our security staff, DFO security staff or Commissionaires under direction from DFO.

Swipe cards are to be used for access to all areas that have swipes.

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_



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### **Meals and Assigned Breaks**

The Contractor will assign coffee and unpaid meal breaks for all their staff on site. Any and all food and drink (other than water) consumption during any scheduled break must take place **in the cafeteria**. No coffee or food consumption is permitted in any other space within the complex. Microwave access is available in the cafeteria for staff use however no other cooking of meals is permitted on the site.

### **Approved Products**

All products used on this site require our pre-approval. The basic day-to-day cleaning products required are purchased by us and are to be used as per the manufacturer's directions. Any approved products that are approved and contractor supplied must also be used in accordance with the manufacturer's directions.

### **Cleaning Inspections**

Every week based on our current cleaning standards, the site Supervisor is required to have carried out and submitted detailed cleaning inspections of all of the week's work – building by building-for the entire site. The individual buildings inspections are to be submitted on Friday each week to the office of the RPSS. Cleaning functions that are carried out on a less frequent basis as well as project work is to be recorded daily in the communication book. The RPSS will determine if any of the work has not been completed to the standards and if this should occur the supervisor will be required to, outside of the regular assigned hours, to supervise additional work hours, at the cost of the Contractor, to complete the work to the satisfaction of the RPSS and these Standards. Any apparent repairs required to the building are noted by the contractor in the communication book in the Building and Grounds Supervisor's office.

### **Communication**

A communications book will be available in the RPSS site supervisor's office used to communication in writing between the contractor and the RPSS site representative to record damages, issues, deficiencies in site finishes such as floors, walls etc and to record when RPSS supplied material stocks are low.

It is a requirement on this site that all persons who provide our cleaning services be able to; receive and carry out written and verbal English instructions, carry out requests that fall within the contracted agreement; to effectively relay in a timely manner any which fall outside the contracted agreement, such as flooding, building security problems, plumbing needs, etc. Further, it is mandatory that all persons are trained in all aspects of professional cleaning; be familiar with the site, the cleaning conditions of the contract and our Task Schedules and these Current Cleaning Standards all of which form part of the Contract.

The contractor must, in order to provide for emergency and after hour situations, supply a contact name and number that will meet these conditions on a 24-hour basis.

The Cleaning Supervisor must be provided with a cell phone and respond to site communication within a 5 minute call time. For the safety of the cleaning staff, all must be provided with at minimum suitable vibrating pagers and the ability to communicate with their supervisor. Should an emergency occur where an employee of the company has to leave the site for any reason they must first be processed through security.

Staff who needs to stay in contact for emergency reasons may use cell phones or 2-way pagers that have been equipped with vibration capability. During working hours, personal calls are limited to those of an emergency nature while other personal calls may be made during assigned breaks.

### **No Sub-Contracting**

No sub-contracting of other services is permitted by the contractor unless pre-approved through the RPSS Site Representative.

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_

### **Non Smoking Areas**

Smoking is prohibited in all buildings and structures. For smoking outside, the Provincial and Federal Treasury Board Guidelines must be adhered to.

### **Restrictions to the Site**

DFO Facilities Foreman Site Representative has the authority to determine whether any person will be permanently restricted from the site for performing in a less than professional and knowledgeable manner or who is unable to demonstrate a working knowledge of our contract requirements including but not restricted to our Quad cleaning process or our Cleaning Standards. Restrictions may also be applied to



any contractor who does not have current valid certificates e.g. WHMIS/Universal Precautions and Fall Arrest. It is the responsibility of the contractor to ensure all certification remain valid for the duration of the contract.

### **Safety**

The Workers' Compensation Board of British Columbia requires all workers to be knowledgeable of all workplace hazards and the precautions that must be taken to ensure that safe work practices are maintained. It is the responsibility and cost of the Contractor to ensure that its representatives receive regular training and instruction certificates in **W.H.M.I.S. and Universal Precautions** and that staff are equipped with appropriate tools, clothing and spill clean-up supplies so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to rodent and foul droppings.

### **Supervision**

A qualified Cleaning Supervisor must be on site during all cleaning hours. This person must be a representative of the firm, have the ability to supervise in a professional manner and the authority to carry out inspections and rectify any and all cleaning concerns related to this contract on a daily basis.

### **Telephone Access**

The commissioner's office is available most times and their phone can, in the case of emergency, be used for an outside emergency call. **A pay phone is available at the front entrance for personal use during scheduled breaks.**

There are **no telephones on site** that may be used by the cleaning staff. No other phones are to be used on site. **Cell phones will only be permitted on site during breaks in the cafeteria only. No photos will be taken on site as this will constitute immediate breach of contract and the individual will be escorted off the site, not permitted to return.**

### **Training**

It is understood that from time to time there may be a need to have new cleaning staff and these staff may require some on-site-training. The RPSS Site Representative will make the appropriate arrangements to permit new cleaning staff access to the site however these cleaning staff must be trained at the Contractor's expense.

All staff carrying out the regular cleaning duties on site must be able to execute in a professional manner all the cleaning procedures as outlined by the contract and the site cleaning standards using the professional products, supplies and equipment in the manner to which they were intended. The Contractor must provide annually by the contract award date, W.H.M.I.S. and Universal Precaution training re-certificates for all staff assigned to the site and for the window cleaner (when required) a current Fall Arrest certificate.

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_



It is the responsibility and cost of the Contractor to ensure that its representatives receive regular training and instruction certificates in **W.H.M.I.S., Universal Precautions** and the first aid procedures for metal/needle sticks, as set down by the British Columbia Centre for Disease Control. The contractor is to ensure that their staff are equipped with appropriate tools, clothing and spill clean-up supplies so that they can work in a safe and healthy manner. In addition to the general safety precautions that normally accompany the work, employees may also be at risk of exposure to rodent and foul droppings

### **Uniforms**

For security, hygiene and identification, it is a requirement of this Contract that the Contractor supply and ensure that all persons carrying out the work wear clean suitable uniforms displaying the Contractor Firms name, picture ID clearly displaying the employees first name. All other clothing must be clean, suitable for the work, and be neat in appearance. All footwear will be closed in and comply with any WCB requirements related to the work.

### **Waste**

The contractor is responsible to ensure that any and all waste generated during the cleaning operation is disposed of in accordance with the directions of the site. Neither printed or copied written material, nor recyclable materials are to be removed from the site by the Contractor or their employees.

### **Microfiber**

It is a mandatory requirement of the site that the specified color-coded Microfiber cleaning cloths including the chamois style for glass and window cleaning is used. White terry cloths may only be used in the tamping process for fabric and carpet spotting procedures. Other than where a rough floor exists where a special rough floor looped, launderable wet mop may be required, the requirement of dry and wet mopping is to be carried out using Microfiber dry and wet pads. No cloths or pads are permitted to be re-dipped in any cleaning solution. All must be set aside and laundered after use. Disposable cloths are required for cleaning vinyl with the waterless hand cleaner.

### **Mold and Mildew**

Using gloves a respirator and only for minor mold/mildew cleanup (10 square feet or less) the area is to be tank sprayer misted with our **germicidal** detergent at **1 oz. per gallon** of water until the entire mould surface is thoroughly wetted throughout its mass. Our germicidal detergent must stay in contact with the mould/mildew for a minimum of 10 minutes before it is removed. Misting with a tank sprayer is critical to prevent any of the spores from becoming airborne. All waste is to be double bagged and disposed of. All non-disposable tools/equipment must be washed with our germicidal detergent at 1oz. per gallon of water maintaining the minimum 10-minute contact time. Upon completion thoroughly wash hands and face.

**Note:** Instances of larger contaminated areas or where the mould/mildew returns are to be reported immediately to the Facilities Manager.

### **Washroom/Locker Room**

Access is prohibited in these areas at any time they are in use.

### **Washer And Dryer**

There is no washer and dryer for Janitorial use on site. The contractor is to take all cleaning cloths, mops and pads etc off site for cleaning daily.

### **Work Benches**

Nothing is to be touched, moved or tampered with on the benches themselves.

### **Vacuum**

Vacuums are to be operated using the contractors supplied disposable paper bags and once ½ full must be replaced and the used bags placed in the appropriate external waste holding container while fabric filters therein are to be maintained clean and if launderable, **laundered every Friday**.

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_

### **Storage of Supplies**

Under no circumstances can any of the site or contractor supplied cleaning chemicals/products be stored in other than 'approved' designated space. All approved spaces must contain a MSDS binder with all of the current MSDS (*supplied and maintained current by the cleaning contractor*) on all and only for chemicals therein stored or dispensed.



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## **SUPPLIES PROVIDED BY THE DEPARTMENT**

The RPSS Site Representative will supply the following supplies for distribution/installation by the contractor's staff throughout the site. **It is the contractor's responsibility to advise the RPSS Site Representative when stock levels are low.** The Cleaning Supervisor must maintain current on-site records of all chemical and paper product distribution, by building, throughout the site. The site Supervisor will submit their written requisition to the RPSS Site Representative at least 6 weeks in advance to ensure adequate supplies are delivered to the site.

### **Supplies**

Toilet tissue

Paper towels

Plastic bag liners (possibly green degradable ones) for the site waste and recycling receptacles

Paper products for restrooms and kitchens are not to be used for cleaning and must not be left stacked in any areas other than assigned space.

Fisheries and Oceans will supply to the Cleaning Contractor the following types of products for the sole use at the site. Wherever possible these chemicals will be dispensed through a pre-approved controlled dispensing system or process throughout the site. The Cleaning Supervisor will ensure adequate supplies using the same process as outlined for the supplies.

Germicidal detergent - Ultra Sept 885

Sanitizer - food safe - supplied in the Kitchen

Protein Degreaser-supplied in the Kitchen

Detergent - light duty and heavy duty depending on the dilution -'Cleaner Conditioner'

Hand and body soap for installed dispensers- showers

Hand soap for installed dispensers

Hand sanitizer for installed dispensers

Temp Paste cleaner - stainless steel, counters, sinks, water fountains etc.

Carpet and upholstery spot cleaning dilute at 1-10 "Clean"

Floor stripper and neutralizer - Ultra Chem

Floor Sealer - Ultra Chem

Floor Finish - Ultra Chem

Waterless Hand Cleaner - cleaning vinyl

Urinal maintainers – where needed

Contractor owner initial: \_\_\_\_\_

Proposed site working supervisor's initial: \_\_\_\_\_

Proposed back-up site working supervisor's initial: \_\_\_\_\_



## PLANTS

Silk plants are to be dusted weekly (on top of main entrance Security desk). The care of live plants is provided by an outside agency.

## SPECIAL FUNCTIONS / HOURS

From time to time specific site areas may hold 'Special Functions' requiring an adjustment in the scheduled cleaning hours. The RPSS Site Representative will provide adequate notice to the Site Supervisor who will arrange for the adjustment of the affected working schedules start and completion time. Where additional staffing and hours are required these will be arranged for by the RPSS Site Representative

## CONTRACTORS OBLIGATION

- Committed persons hours, salaries and benefits - The Contractor is responsible to set the numbers of persons required to meet the schedules, performance and standards of this contract. It is expected that the persons on site will work shifts which represent the full cleaning hours 'start to finish' as stipulated in the Hours of Work section and to be given the appropriate breaks according to current Labour Standards and as well a ½ hour unpaid meal break.
- Failure to meet the cleaning hours and requirements on any given day must be rectified by providing the equal and additional hours on the next cleaning day. Further, any changes to the committed persons/hours must be pre-approved by the RPSS Site Representative.
- Where the Contractor does not supply the per week person hours as committed and where no adjustment has received approval, the RPSS Site Representative will without warning deduct the reductions as liquidated damages, to cover the value on non-performance of work at the \$ per hour based on the contractor's 'charge out rate'.
- Should there be a continuance of shortage of manpower/hours over any given month disciplinary action up to and including termination of the contract will be enacted.
- The Contractor's site supervisor and all their employees must be issued by the owner, two copies of our current Cleaning Standards, Statement of Work, Task Schedules and to have been trained to perform to and agree to comply with them by providing one signed set to the Facilities Manager prior to commencing work at the site.

Contract owner Signature (initial not acceptable): \_\_\_\_\_  
Print Name: \_\_\_\_\_ Date: \_\_\_\_\_



**ANNEX "B" BASIS OF PAYMENT**

**Cost / Price Submissions:** The Bidder takes full responsibility for all costs submissions. Any errors or omissions on the part of the bidder remain that of the bidder and are not the responsibility of the Fisheries and Oceans Canada to verify.

**Note: Christmas Day - no work scheduled. Cleaning is required in our "24 hour operational areas" the other 9 recognized statutory holidays. They require 1 – 4 hours' work between 9am - 1pm.**

STATUATORY 4 HOUR, 9am-1pm- 1 PERSON (the Site Authority will determine if a Supervisor is required). There are 9 recognized statutory days in the year where the 4 hour work schedule is in effect.

Daily Hrs.   4   x Rate excluding benefits \$                     

Daily Hrs.   4   x Rate **including benefits** \$                     

Yearly 4 hours X 9 holiday workdays including benefits                                      x rate                      per year

.....



**COST SUBMISSION FOR 1<sup>st</sup> YEAR OF CONTRACT (Feb 2017-Jan 2018)**

**Cleaning Staff Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (includes a ½ hour unpaid meal breaks)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Staff Saturday and Sunday 8:30am - 12:30pm**

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Saturday and Sunday 8:30am - 12:30pm**

Hourly rate excluding benefits \$\_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required. The 'charge out rate' must include all benefits.*

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Supervision including benefits \$\_\_\_\_\_

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits  
\$\_\_\_\_\_

**FIRST YEAR CLEANING COSTS INCLUDING BENEFITS (excluding tax)**

Total Contract Costs Per Month (year divided by 12) \$\_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$\_\_\_\_\_





**COST SUBMISSION FOR 1<sup>st</sup> OPTION YEAR OF CONTRACT (Feb 2018-Jan 2019)**

**Cleaning Staff Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (includes a ½ hour unpaid meal break)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Staff Saturday and Sunday 8:30am - 12:30pm**

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Saturday and Sunday 8:30am - 12:30 pm**

Hourly rate excluding benefits \$\_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.*

The 'charge out rate' must include all benefits.

1<sup>st</sup> option year of contract per hour Charge out Rate for Supervision including benefits \$\_\_\_\_\_

1<sup>st</sup> option year of contract per hour Charge out Rate for Cleaning Staff including benefits  
\$\_\_\_\_\_

**1<sup>st</sup> OPTION YEAR CLEANING COSTS INCLUDING BENEFITS (excluding tax)**

Total Contract Costs Per Month (year divided by 12) \$\_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$\_\_\_\_\_



**COST SUBMISSION FOR 2<sup>nd</sup> OPTION YEAR OF CONTRACT (Feb 2019-Jan 2020)**

**Cleaning Staff Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (includes a ½ hour unpaid meal break)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Staff Saturday and Sunday 8:30am - 12:30pm**

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Saturday and Sunday 8:30am - 12:30 pm**

Hourly rate excluding benefits \$\_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.*

The 'charge out rate' must include all benefits.

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Supervision including benefits \$\_\_\_\_\_

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits \$\_\_\_\_\_

**2<sup>nd</sup> OPTION YEAR CLEANING COSTS INCLUDING BENEFITS (excluding tax)**

Total Contract Costs Per Month (year divided by 12) \$\_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$\_\_\_\_\_



**COST SUBMISSION FOR 3<sup>rd</sup> OPTION YEAR OF CONTRACT (Feb 2020-Jan 2021)**

**Cleaning Staff Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (includes a ½ hour unpaid meal break)

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Monday, Tuesday, Thursday to Friday 3:30pm – 12:00pm and Wednesday 3:00pm-11:30pm inclusive** (Includes a ½ hour unpaid meal break)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Staff Saturday and Sunday 8:30am - 12:30pm**

\_\_\_\_\_ # of full time staff (excluding the supervisor)

Hourly rate excluding benefits \$\_\_\_\_\_

**Cleaning Supervisor Saturday and Sunday 8:30am - 12:30 pm**

Hourly rate excluding benefits \$\_\_\_\_\_

**CHARGE OUT RATES**

*Please note that throughout the entire term of this contract the charge out rate will be the rate used when calculating the cost for project work that may occur under this contract.*

*The RPSS Site Representative reserves the sole right to calculate the time necessary to perform the any additional tasks to the desired standard required.*

The 'charge out rate' must include all benefits.

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Supervision including benefits \$\_\_\_\_\_

1<sup>st</sup> 12 months of contract per hour Charge out Rate for Cleaning Staff including benefits \$\_\_\_\_\_

**3<sup>rd</sup> OPTION YEAR CLEANING COSTS INCLUDING BENEFITS (excluding tax)**

Total Contract Costs Per Month (year divided by 12) \$\_\_\_\_\_

Total Yearly Contract Cost for Initial Contract Period Sub-total \$\_\_\_\_\_



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## ANNEX “C” – INSURANCE CONDITIONS

The Contractor shall, at the Contractor's own expense, provide and maintain insurance as indicated hereunder:

### 1. Definitions

1.1. “Contract” means “Purchase Order”.

1.2. “Buyer” means those departmental organizations or persons who have been given the responsibility for the contracting process within the Department.

### 2. Indemnification

The issuance coverage required by the provisions of these Insurance Conditions shall in no way limit the Contractor's responsibility under the indemnification section of the General Conditions of the contract. Any additional coverage the Contractor may deem necessary to fulfill obligations under the indemnity section shall be at the Contractor's own discretion and expense.

### 3. Period of Insurance

The insurance coverage shall be in effect from the date of contract award and shall be maintained until the contract work is completed.

### 4. Proof of Insurance

Within fourteen (10) days after acceptance of the Contractor's tender, the Contractor shall deposit with the Buyer, a Certificate of Insurance or certified true copies of all contracts of insurance maintained by the Contractor pursuant to the requirements of these Insurance Conditions.

### 5. Notification

Each insurance policy shall contain a provision that thirty (30) days prior written notice shall be given to Her Majesty in the event of any material change in, cancellation of, or expiration of coverage.

### 6. Insured

Each insurance policy shall insure the Contractor, and shall include as an Additional Named Insured, Her Majesty the Queen in right of Canada as represented by the Minister of Fisheries and Oceans.

### 7. Payment of deductible

The amount of the deductible, if any, shall be borne by the Contractor.

### 8. Public Liability and Property Damage Insurance

8.1. The Contractor shall, concurrently with the execution of this contract, place and maintain at all times during the execution of the work covered by this contract, sufficient public liability and property damage insurance against personal injury and loss or damage to the property so as to fully cover the Contractor's liability to any firm, person, association, or corporation, resulting from or attributable to the execution of the work.

**The Minimum Acceptable Amount is \$2,000,000.00.**

8.2. The policy shall be issued with a deductible amount of not more than \$500.00 per occurrence applying to property damage claims only.

### 9. Third party liability for vehicles and equipment owned, leased, used or operated by the Contractor

The Contractor shall provide an endorsement to the public liability and property damage insurance policy to include third party liability insurance for vehicles and equipment owned, leased, used or operated by the Contractor.



**Minimum acceptable amount is \$2,000,000.00.**

10. Tenants Legal Liability Insurance (where applicable)

The Contractor shall provide an endorsement to the public liability and property damage insurance policy to provide coverage for premises under the Contractor's care, custody and control in a **minimum amount of \$500,000.00.**



## ANNEX “D” EVALUATION CRITERIA

### PROPOSALS:

The proposal must demonstrate that similar services to those described in the Statement of Work have been provided.

### MANDATORY REQUIREMENTS:

Proposals will be evaluated in accordance with the mandatory evaluation criteria as detailed herein. Bidders' Proposals must clearly demonstrate that they meet all Mandatory Requirements for the proposal to be considered for further evaluation. Proposals not meeting the mandatory criteria will be excluded from further consideration.

The proponent may include the following table in their proposal, indicating that their proposal meets the mandatory criteria, and providing the proposal page number or section that contains information to verify that the criteria has been met.

No.	Mandatory Criteria	Meets Criteria (✓)	Proposal Page No.
<b>M1</b>	Bidder must provide a copy of your Companies current, local Municipal Business License covering Sidney, BC.		
<b>M2</b>	Bidder must provide a copy of your Companies current Work Safe BC clearance letter.		
<b>M3</b>	Bidder must provide a copy of your Companies benefit package for your employees (designate if the benefits are not the same for Supervisors and staff)		
<b>M4</b>	The Bidder must provide documentation from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with all conditions including Insurance Requirements.		
<b>M5</b>	Bidder must demonstrate at least 3 years' experience in the field of commercial janitorial service.		
<b>M6</b>	Bidder must provide proof / copy that all proposed resource personnel <u>have</u> the required “Reliability Status” clearance at “Reliability Status” effective on the date of bid closing. Provide the names of the individuals by <b>Completing the E-1 form attached in addition to submitting proof of clearance</b>		
<b>M7</b>	Bidder must submit with their bid a copy of all the documentation contained in this RFP package completed, signed or initialed as indicated		



**RATED REQUIREMENTS**

<p>R1 (10 Points Available) Supervisor's years of experience in the janitorial field as a supervisor, please provide proof</p>	<p>R1 0 pts for less than 1 yr experience, 2 pts for 1 - 3 yrs experience, 5 pts for 4 - 5 yrs experience, 8 pts for 6 - 8 yrs experience, 10 pts for 8+ yrs experience</p>
<p>R2 (10 Points Available) Supervisor's years of experience in the janitorial field as a cleaner, please provide proof</p>	<p>R1 0 pts for less than 1 yr experience, 2 pts for 1 - 3 yrs experience, 5 pts for 4 - 5 yrs experience, 8 pts for 6 - 8 yrs experience, 10 pts for 8+ yrs experience</p>
<p>R3 (20 Points Available) Your Company's years of experience in the janitorial field, please provide proof</p>	<p>R3 0 pts for less than 1 yr experience, 5 pts for 1 - 3 yrs experience, 10 pts for 4 - 5 yrs experience, 15 pts for 6 - 8 yrs experience, 20 pts for 8+ yrs experience</p>
<p>R3 (15 Points Available) The Contractor is to provide proof of experience, in years, for 3 of their Employee's in the janitorial field they are proposing to work at our facility.</p>	<p>R3 (each employee will be rated separately) 0 pts for less than 1 - 3 yrs experience, 2 pts for 4 - 5 yrs experience, 3 pts for 6 - 8 yrs experience, 4 pts for 9 - 12 yrs experience, 5 pts for 12+ yrs experience</p>
<p>R4 (10 Points Available) Describe your Company's uniform policy</p>	<p>R4 0 points for no uniform policy 5 points for partial uniform 10 points for full uniform</p>

**Total points (R1, R2, R3, and R4): 65 points maximum**

**Proposals MUST receive a rated requirements minimum score of 32 points over all in order to be considered technically responsive. Those not meeting the minimum score of 32 points will not be considered further.**

**Cost Evaluation (total maximum of 35 points) – please use Cost Proposal form provided**

Of those proposals determined to be technically responsive, the lowest cost proposal will be awarded the maximum number of points assigned for cost (35 points). The points for cost for the remaining technically responsive proposals will be allocated on a pro-rated basis.

Example: (cost worth 40 points)

Bidder A \$30,000

Bidder B \$40,000

Bidder C \$60,000

Bidder A has the lowest price and is therefore awarded 40 points

Bidder B receives 30 points (\$30,000/\$40,000 X 40)

Bidder C receives 20 points (\$30,000/\$60,000 X 40)

**BASIS OF SELECTION:**

Compliant bidders will be ranked from highest combined points to lowest combined points. The bidder with the highest combined points not exceeding the stipulated maximum budget shall be selected and awarded the contract.







**ANNEX "E" SECURITY REQUIREMENTS CHECK LIST**



Government of Canada  
Gouvernement du Canada

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

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

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine <b>Fisheries and Oceans Canada</b>	2. Branch or Directorate / Direction générale ou Direction <b>HRC5 / RPSS</b>	
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 <b>Janitorial Contract for the Institute of Ocean Sciences</b>		
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		
8. 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		
8. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? 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 A 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"/>

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

PART A (continued) / PARTIE A (suite)

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  
Short Title(s) of material / Titre(s) abrégé(s) du matériel :  No / Non  Yes / Oui  
Document Number / Numéro du document :

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

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

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

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

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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

**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 / CLASSIFIÉE			NATO				COMSEC							
	A	B	C	Confidential / Confidentiel	Secret	Top Secret / Très Secret	NATO Restricted / NATO Diffusion 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Security Classification / Classification de sécurité
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**ANNEX "E-1" PERSONNEL IDENTIFICATION FORM (PIF)  
DEPARTMENT OF FISHERIES AND OCEANS CANADA**

**Contract / file number:** # F5211-160429

**PROJECT TITLE:** Janitorial Services for Fisheries and Oceans Canada (DFO) at the Institute of Ocean Sciences Centre, Sidney, BC

Company Name:	
Address:	
Telephone number:	
Fax number:	
<b>PWGSC file or Certificate #:</b>	

**Professional Services** (Add second page if more space needed, please print clearly)

Resource Person working on this project	Date of birth YYYY/MM/DD	PWGSC file or certificate #	Security Level	Meet	Does not Meet	Comments

**Contractor's Authorized Signatory (Bidder) :** \_\_\_\_\_

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

**(For Official Use)**

Company Clearance	Required	Security Level	Meet / Does not Meet / Comments (Official Use Only)
Designated Organization Screening			
Facility Security Clearance			
<b>Document Safeguarding Capability</b>			

**For Use at Fisheries and Oceans Canada  
Authorization of Contracting Security Authority**

- I approve
- I do not approve based on:

\_\_\_\_\_

**Contracting Security Authority:** \_\_\_\_\_

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



**ANNEX "F" STATEMENT OF QUALIFICATIONS**

**CLEANING FIRM'S QUALIFICATION STATEMENT**

Date \_\_\_\_\_

Name of Bidding Firm: \_\_\_\_\_

We are a stand-alone company and the principal Officers / Directors and/or Partners (Active Inactive or Silent) in the business are/not Residents of British Columbia. **Please print:**

Name	Res. BC	Name	Res. BC
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_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Number of licensed years of the Company in the cleaning business in the Lower Vancouver Island area: \_\_\_\_\_.

Workers' Compensation Board Firm Number: \_\_\_\_\_

Assessment clearance letter number: \_\_\_\_\_

Number of Persons you Employ: \_\_\_\_\_ Full Time: \_\_\_\_\_ Part Time: \_\_\_\_\_

Will your providing the work create a conflict of interest either for or between you and/or Fisheries and Oceans Sidney BC \_\_\_\_\_.

It is hereby acknowledged and understood that it is the contractor's responsibility to educate and train their staff and to only provide to the site those staff who are competent in the proper and effective use of products, procedures and equipment to meet and maintain Fisheries and Oceans Sidney BC, current Cleaning Standards and contract requirements of which they will be completely familiar.

Describe your employee-training program:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe your companies benefit package for your staff

\_\_\_\_\_

\_\_\_\_\_



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Describe in your own words your company's expertise in selecting and providing cleaning products to your customer's sites?

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In the event of contract award, list your Full Time Supervisor, authorized representative for the work site.

Will your Supervisor be required to perform cleaning duties (Yes/No)? If yes you guarantee that adequate time will be permitted for complete supervisory duties to be performed.

**Security clearance is a requirement therefore security clearance must either be already held or applied for before the bid submission:**

Name \_\_\_\_\_ how long employed by you \_\_\_\_\_

Describe technical background and experience; \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_.

I am providing \_\_\_\_\_ records to substantiate salary and proof of full time employment.

**Provide a resume and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.**



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In the event of contract award, list your Relief Supervisor, authorized representative for the work site.

Will your Relief Supervisor be required to perform cleaning duties (Yes/No)? If yes you guarantee that adequate time will be permitted for complete supervisory duties to be performed.

**Security clearance is a requirement therefore security clearance must either be already held or applied for before the bid submission:**

Name \_\_\_\_\_ how long employed by you \_\_\_\_\_

Describe technical background and experience; \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_.

I am providing \_\_\_\_\_ records to substantiate salary and proof of full time employment.

**Provide a resume and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.**





In the event of contract award, **list 4 of the employees you would be proposing for the work site:**

**Security clearance is a requirement therefore security clearance must be already held at the time of bid submission**

NAME \_\_\_\_\_ how long employed by you \_\_\_\_\_

Provide a detailed description of the Technical Background, Experience and list the certificates held: \_\_\_\_\_

\_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_

**Position proposed** \_\_\_\_\_

NAME \_\_\_\_\_ how long employed by you \_\_\_\_\_

Provide a detailed description of the Technical Background, Experience and list the certificates held: \_\_\_\_\_

\_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_

**Position proposed** \_\_\_\_\_

NAME \_\_\_\_\_ how long employed by you \_\_\_\_\_

Provide a detailed description of the Technical Background, Experience and list the certificates held: \_\_\_\_\_

\_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_

**Position proposed** \_\_\_\_\_

NAME \_\_\_\_\_ how long employed by you \_\_\_\_\_

Describe Technical Background and Experience \_\_\_\_\_

\_\_\_\_\_

What level of security clearance is presently held: \_\_\_\_\_ date issued \_\_\_\_\_

**Position proposed** \_\_\_\_\_

**For each proposed cleaning person designate what position you would be planning for this person to fill (i.e.-weekend, weekday Monday-Friday).**



**Provide a resume for each person and attach to the resume copies of all technical certificates held related to this contract work including our mandatory W.H.M.I.S and Universal Precautions training.**

**List all proposed resources you intend to employ at our site should you be awarded a contract. Include all applicable documents and certification applicable to this requirement.**



**References of three cleaning contracts that I currently hold or have held in the past 10 years which in my estimation as the owner of this Company are representative of the cleaning expectations, size and capacity (Minimum 1500 sq m) commercial/industrial facility of Fisheries and Oceans Institute of Ocean Sciences, Sidney, BC**

1. Client Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Building Name \_\_\_\_\_

Address: \_\_\_\_\_

Square Footage Area Cleaned: \_\_\_\_\_ Date of Service from \_\_\_\_\_ to \_\_\_\_\_

Extent of cleaning service provided: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2. Client Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Building Name \_\_\_\_\_

Address: \_\_\_\_\_

Square Footage Area Cleaned: \_\_\_\_\_ Date of Service from \_\_\_\_\_ to \_\_\_\_\_

Extent of cleaning service provided: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

3. Client Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_

Building Name \_\_\_\_\_

Address: \_\_\_\_\_

Square Footage Area Cleaned: \_\_\_\_\_ Date of Service from \_\_\_\_\_ to \_\_\_\_\_

Extent of cleaning service provided: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

I hereby certify that the information attached and contained herein is understood, true and correct.

Signature of Company Owner \_\_\_\_\_

**ANNEX "G" CLEANING STANDARDS**

**BIDDING Company Owner any Proposed/approved Site Supervisors must sign each page**

Exclusions from this service are:

Kitchen: freezers and cupboards etc. where food of any kind is stored



Grey areas as identified on the site colour coded drawings with the possible exception of summer project work

## INTERIOR OF BUILDING

Includes all non-restricted areas as per the color coded site drawings provided, Entrances, lobbies, waiting areas, rooms, corridors (open and closed areas), offices, file/copy rooms, meeting and conference rooms, common areas, stairways, elevators, cafeteria, kitchen, coffee/lunch room areas and/or rooms, libraries, laboratories, storage rooms, vacant space etc.

101		Tasks	Results Required
.1	<p><b>Empty/clean</b> all waste holding receptacles and containers.</p> <p>The use of and daily replacement of liners is mandatory for all washroom, first aid room, break area receptacles etc., whereas separate clear liners are utilized for recyclables.</p> <p>Where waste or recyclable material needs to be emptied on a non-Quad day it will be left outside that office door in the hallway.</p>	<p>All waste and recycle holding receptacles or containers are clean and in the correct place. No waste or recycle holding containers or baskets were placed upon desks or tables during cleaning operations.</p> <p>Any office waste or recycling containers left in the hallway are emptied and cleaned and the clean container placed inside the door of that office.</p>	
	<p>Recyclables are transported to the designated location.</p>	<p>Recyclable holding containers are clean and in their designated place at the end of the cleaning day.</p>	
	<p>For health and safety reasons, no person is permitted to handle or sort any waste or recyclables with bare hands. Liners are to be removed and held away from the body.</p>	<p>All recyclables were handled safely and transported to the designated areas.</p> <p>Any needles or sharps are stored in a safe manner and were reported immediately to the Site Authority.</p>	
.2	<p><b>Clean</b> all furniture, frames, trim, wood, plastic, vinyl, leather (e.g. TVs, credenzas, book cases, desks, file cabinets, tables, furniture glass) inclusive of desk lamps, fans and all client accessories such as staplers, ceramics, ornaments free standing and wall hung pictures including frames, etc.</p> <p><b>Clean</b> all unobstructed library book shelving the first week of every month.</p> <p><b>Clean</b> fitness equipment</p>	<p>All furniture, fitness equipment, fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, Lexan, leather, etc., are free of finger marks, spots and stains, with no dust or streak marks present. Any furniture and equipment moved during cleaning operations has been returned to its correct cleaned location.</p> <p>All unobstructed library bookshelves were cleaned.</p>	
	<p><b>Dust</b> computer screens, keyboards in general office areas.</p> <p><b>DO NOT DUST</b> computer screens/keyboards in the computer rooms unless directed by the overseeing Supervisor.</p> <p>Other than dry dusting do not, unless directed by the Site Authority, clean etc. any items that could be damaged or de-programmed.</p>	<p><b>Note:</b> Questions regarding the cleaning of any client accessories have been directed to the Site Authority.</p> <p>Fisheries and Oceans arranges for the scheduled professional cleaning of keyboards and electronic computer equipment.</p> <p>The Supervised cleaning of the Computer Rooms was limited to the floors unless otherwise directed by the overseeing Supervisor.</p>	
	<p><b>Dust</b> Silk plants</p>	<p>Silk plants in the front entrance above the security desk have been dusted</p>	

101 Continued		Tasks	Results Required
.2 Cont	<p><b>Clean</b> all furniture, framing and trim, plastic, wood, vinyl, leather, etc.</p>	<p>Furniture (including the frames and wheels are free of dust and debris and presents an overall clean appearance).</p>	
	<p><b>Vacuum</b> fabric upholstered furniture, <b>clean</b> frames, wheels etc.</p>	<p>Fabric furniture (including the frames and wheels are free of dust and debris and presents an overall clean appearance).</p>	



	<b>Spot clean</b> fabric and vinyl, etc	All fabric and vinyl, etc. furniture is free of spots and stains.
	<b>Clean</b> all telephones, furnishings and fittings in public access areas, all surfaces of beds and washable mattresses in areas such as First Aid room.	Special attention was given to the mouth, earpieces and cradle of telephones, whereas the touch pad of office phones was cleaned carefully and no de-programming occurred.  Clean cleaning cloths with germicidal detergent were used.
	<b>Dust</b> all appurtenances, overhead pipes and cross supports	No feather dusters were used, however, washable lamb's wool or polywool, long/extendible handle dusters may have been used. The surfaces are free of visible dust.
	<b>Vacuum</b> fabric dividers. <b>Spot Clean</b> non-fabric dividers <b>Clean</b> divider frames and supports.	Fabric and non-fabric dividers including frames and supports are free of dust and debris and presents an overall clean appearance.
.3	<b>Clean</b> windowsills, partition ledges, baseboards and all other surfaces below three metres. Blackboard brushes, blackboard ledges, cleared whiteboards and blackboards, wall louvers, moldings, radiators, etc.	All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.  In cleaning blackboards and blackboard brushes, only approved cleaning tools were used.  In cleaning white boards, only approved cleaning tools and products such as Temp paste was used (i.e., no products such as Expo or abrasive cleaners were used).
.4	<b>Clean</b> all hard surface flooring.	All floors are clean and free from debris, surface stains, mop or detergent streaks.  For dust mopping, only Microfiber flat dust pads were used.  Care was taken throughout the Microfiber flat mopping operation to prevent cleaning solutions from collecting against and under furniture legs and cabinets. Special care and attention was paid to all corners and edges.



101 Continued	Tasks	Results Required
.5	<p><b>Vacuum</b> carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc.</p> <p>Carpets, rugs and entrance mats shall be spot cleaned, traffic lane vacuumed daily and all carpet must be vacuumed thoroughly wall to wall no less than weekly, using appropriate equipment and attachment tools.</p> <p>Pile lift carpet no less than monthly in the Quad areas and weekly in the daily clean areas.</p> <p>Permission will be required to pile lift in MCTS.</p> <p><b>Dust/Clean "T" mats, etc.</b></p>	<p>Carpets are free of dust and debris. No debris or other soil matter was left in corners or around the edges of the carpet. No carpet sweepers were used.</p> <p>The carpet/matting is free of spots and stains, etc.</p> <p>Carpet spot/stains were sprayed from the exterior perimeter into the center. The spot/stain was well tamped using clean white absorbent cloths.</p> <p>All lightweight furniture and equipment moved during vacuuming operation to be returned to their original locations.</p> <p>Under "T" mats, furniture, tables, chairs, bookcases, between file cabinets, behind doors, along baseboards and/or freestanding radiators are clean and free of debris.</p>
.6	<p><b>Spot clean</b> and remove marks from walls, doors, woodwork, glass partitions and other similar surfaces.</p>	<p>No marks are visible.</p> <p><i>Note:</i> Any spots that could not be removed by normal means were reported to the Site Authority.</p>
.7	<p><b>Clean</b> water fountains, eye wash stations, using germicidal detergent solution.</p>	<p>All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the item are clean and free from debris, spots and watermarks.</p>
.8	<p><b>Clean</b> all surfaces of elevators and lift.</p> <p><i>Method:</i> Elevator tracks are to be wet cleaned as required to maintain a clean appearance.</p>	<p>All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc. There is no soil in the tracks or rails.</p>
.9	<p><b>Clean</b> all counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and cleared sinks.</p> <p><b>Clean</b> all dispensers inside and out and restock.</p>	<p>All surfaces are clean and free of stains, dust, finger marks, streaks, spots, and free of odours.</p> <p>Dispensers are clean inside and out and have been restocked with approved products.</p>
.10	<p><b>Clean</b> metal and metal painted surfaces, such as chrome, stainless steel, brass and similar finishes – including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors, exteriors of refrigerators, microwaves- inside and out, appliances, hot plates etc.</p> <p><i>Note:</i> the client maintains the day-to-day cleaning of the interior surfaces of their refrigerators.</p> <p><i>Special Schedule:</i> On the first available Quad Monday (non statutory) of the months of January, April, July, and October the interiors of all site refrigerators (not kitchen) are to be thoroughly cleaned.</p>	<p>All surfaces are clean and free of streaks, finger marks, etc., bright and in a condition equal to that of the intended finish.</p> <p>All hand touch surfaces were cleaned using germicidal detergent.</p> <p>No, cover up sprays or polishes were used.</p> <p>All exterior of appliances, fridges etc. were cleaned including the interior of microwaves.</p> <p>Interior of refrigerators were cleaned as scheduled.</p>



## **WASHROOMS, SHOWER ROOMS, LOCKER ROOMS, FITNESS ROOMS**

All washrooms, Locker rooms, shower rooms, Fitness rooms, washer and dryer area and other areas where sinks and/or dispensers are installed.

201	Tasks	Results Required
.1	<p><b>Clean</b> using germicidal detergent all basins, showers and plumbing fixtures (including exposed pipes) polished chrome, brass or similar fixtures.</p> <p><i>Note:</i> The use of germicidal solution is mandatory for washroom locker and fitness room cleaning with particular attention to all hand touchable surfaces including lockers, equipment, door handles, light plate switches etc.</p>	<p>All interior and exterior surfaces of fixtures, washbasins, shower stalls, are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, or similar surfaces are clean, bright, and free of finger marks, spots, and stains.</p> <p>Germicidal detergent was used. All surfaces are clean.</p>
	<p><i>Note:</i> Separate cleaning cloths are to be used for the cleaning of washrooms, locker, change and fitness rooms, etc. E.g. Separate surfaces of the cloth must be used to clean counters, dispensers, fitness equipment, walls etc.</p>	<p>Clean, separate, cleaning cloths were used. All surfaces are clean.</p>
	<p><b>All</b> shower curtains are to be removed laundered and re-hung every weekend.</p>	<p>Shower curtains were removed, laundered and re-hung as required to maintain clean and sanitary.</p>
	<p><b>Clean toilets and urinals using</b> germicidal detergent solution. Where a need exists, a non-acid or food grade phosphoric acid bowl cleaner dispensed using only a flip, pop up top or a foaming trigger spray head may be used.</p> <p><b>Wash</b> 6 feet of the surrounding wall surfaces to include the back and sides and/or 6 feet of the surrounding areas of urinals.</p> <p><i>Note:</i> For the hand cleaning of urinals and toilets, only acrylic bowl swabs may be used.</p> <p><i>Note:</i> All leaks and plumbing problems, and all broken and poorly operating dispensers are to be communicated immediately to the Site Authority.</p>	<p>All interior and exterior surfaces of fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Chrome, brass, and similar surfaces are clean, bright, and free of finger marks, spots, and stains. Wall areas surrounding urinals etc. are clean.</p> <p>No cleaning tools with wire in their make up were used No tank drop cleaners/jells or tablets were used.</p> <p>All leaks and plumbing problems were communicated to the Site Authority.</p>
	<p><b>Odour counteraction-</b> urinal maintainers formulated with acids and detergents held in a mat frame may be used as necessary.</p>	<p>Urinals are free of objectionable odours, urinal maintainers are used as necessary.</p>
.2	<p><b>Remove liners, clean and replace liners.</b> All sanitary and waste receptacles are to be emptied daily, cleaned with germicidal detergent solution and relined.</p>	<p>All sanitary and waste receptacles are clean inside and out, and free of spots, stains, finger marks, odours and the liners were replaced.</p>



201 Continued		Tasks	Results Required
.3		<b>Clean all surfaces inside and out</b> , including all toilet tissue, soap, sanitizer and towel dispensers, holders, attachments and other hardware. Installed dispensers are to be kept fully stocked.	All dispensers of supplies/products are clean inside and out. Dispensers, holders, attachments and other hardware are free of finger marks, spots, stains, and odours. Dispensers are fully stocked with supplies/products.
.4		<b>Clean</b> with detergent solution all partitions, modesty panels, walls including enamel surfaces, doors and ledges, vents, grilles, kick plates and ledges.	All surfaces and fittings are clean and free of dust, finger marks, streaks, smudges, mold or mildew. Wall washing procedures were carried out using effective wall washing tools/mops and procedures. Neither spot hand cleaning nor the use of sponges was used for the cleaning of wall surfaces. Walls and partitions are clean and free of finger marks, smudges, streaks, etc.
		<b>Clean</b> all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges.	Mirrors and frames, etc., are clean and free of finger marks, smudges, streaks, etc. Glass and mirror work were cleaned using water and a Microfiber cloth or a squeegee and lambswool applicator. No paper products were used.
.5		<b>Clean floors</b> , including any step-up areas, with detergent solution, ensure floor drains are not blocked, and pour clean water in floor drains weekly, where required, or as directed.	Floors, including corners, are clean and free of black marks, loose paper, mop strings, water and mop marks; bases are clean, and all areas are free from obnoxious odours. Wall bases and other surfaces are free of watermarks and floor finish or water splashes. There is no odour emanating from floor drains.
		Following cleaning, the floors in change rooms, locker rooms, fitness room etc., are to be flat mopped using germicidal detergent solution.	Germicidal detergent solution was used for floors in areas where one could expect persons to be with bare feet.
.6		<b>Scrub floors</b> and bases with detergent solution no less than weekly. Re-coat finish as required.	Floors as required are maintained with sufficient coats of water base sealer and/or our finish, providing surface protection and an overall attractive appearance.
.7		<b>Kaivac machinery /system and procedures;</b> <b>Daily:</b> shower rooms and Kitchen floors. <b>Weekends:</b> Add kitchen walls and all washrooms.	All surfaces were cleaned using the Kaivac system, scrubbed as required, rinsed, etc.





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## **STAIRWAYS AND LANDINGS**

<b>301</b>	<b>Tasks</b>	<b>Results Required</b>
	<b>Clean</b> handrails, ledges, railings, baseboards, and banisters, etc. Spot clean walls and glass sidings.	Handrails, walls, glass side panels etc. are uniformly clean, free from dust, finger marks, smudges and soil.
	<b>Dust</b> walls ceilings, overhead pipes and cross beams etc.	Walls ceilings, overhead pipes, appurtenances, cross beams etc. are free of visible dust.
	<b>Vacuum</b> carpeted stairs and risers.	Stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
	<b>Spot Clean</b> carpeted stairs and risers	The carpeted landings, stairs, risers, etc. are free of spots, stains, etc.
	<b>Clean</b> washable surfaced stairs, nose cones, landings, and risers.	Stairs, landings, risers, etc., are clean and free of loose and caked soil, and surface stains. Wall bases and stair risers are free of watermarks and splashes from cleaning solution. Stair landings and adjacent areas present an overall appearance of cleanliness.



## **RESILIENT AND NON-RESILIENT FLOORS**

All floors (e.g., vinyl, corolon, mondo, terrazzo, ceramic, quarry, raised computer flooring etc.).

302	Tasks	Results Required
	<p><b>Prepare</b> floor by <b>scrubbing</b> prior to any system of maintenance.</p> <p><i>Note:</i> Only detergent solutions and under no circumstances any floor stripper is to be used on a marmoleum floor. If concerns or problems arise, consult our Site Authority.</p>	<p>Following scrubbing and neutralizing, no dust, soil, stains, etc., is visible, no evidence of muddying or rippling effect exists. Corners, bases and equipment, etc., are free of residue and the floor presents a uniform and overall appearance of cleanliness.</p>
	<p><b>Burnish</b> all surfaces.</p> <p><i>Note:</i> Spray buffing method and procedures are not permitted.</p>	<p>All hard surface areas have been burnished as required to maintain an overall attractive appearance. No spray buffing was carried out.</p>
	<p><b>Clean raised computer flooring.</b></p> <p><i>Note:</i> care must be take that no moisture penetrates below the surface tile during the cleaning operation.</p>	<p>All tiles are clean.</p> <p>No moisture was permitted to flow or drip beneath the surface tiles.</p>
	<p><b>Scrub and re-coat</b> wear areas.</p> <p><i>Note:</i> Washrooms are to be to be maintained in a pristine condition.</p> <p><i>Note:</i> In neutralizing the stripper/scrubbing solution, food grade acid neutralizer (not vinegar) is to be used.</p>	<p>After scrubbing, neutralizing, and re-coating using our products as required, the slip resistant finished area is free of streaks, mop strands, and marks, with no evidence of improper finish application. No heavy accumulation of finish exists adjacent to walls, baseboards, under doorways, fixtures and furniture. Floors are clean and bright-looking overall, including under furniture and equipment. Furniture and equipment have not been marred or damaged and furniture and equipment moved during operations has been returned to its original location. In appearance, all flooring exhibits a uniform sheen with reflective properties that are acceptable to the Site Authority. This level of floor care and appearance is maintained at all times.</p>
	<p><b>Clean</b> grout if needed</p> <p><i>Note:</i> Mix 32 ml. of our food grade Neutralizer per L. (4 oz. per gallon) of water. Using a wet mop, lay the solution (on floor surface only - not walls or any metal surfaces), let stand for a minimum of 5 minutes. Brush agitate (do not splash). Pick up solution with a wet vacuum. Rinse floor area using a clean wet mop and warm water. Repeat procedure if required. Let dry. <i>Note:</i> if the grouted area has been sealed with a solvent-based sealer such as a urethane, this must be removed by mechanical means before a proper cleaning procedure is used.</p>	<p>Grout is clean in appearance. No staining or soil build-up is visible.</p> <p><i>Note:</i> If unsure consult our approved cleaning supplier</p>



302 Continued Tasks	Results Required
<p><b>Refinish</b> all floors.</p> <p><i>Neutralize:</i> Following the wet vacuuming up of the stripper solution, the floor shall have been neutral rinsed, using our food grade acid neutralizer.</p> <p><i>Rinse:</i> Following the wet vacuuming up of the neutralizer solution, the floor shall have been rinsed at least twice with clear cool water, followed each time by wet vacuuming.</p>	<p>After stripping all soil, seal, finish and stains have been removed. All areas whether machine and/or hand cleaned, are free of soil, water streaks, mop marks and strings.</p> <p>Upon completion of the stripping process the floor is neutral in pH, presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashings and scars from equipment.</p>
<p><i>Buff:</i> Where a mop drag condition exists following the stripping and drying process, the use of a buffing pad followed by an additional clean clear rinse will be required.</p>	<p>Prior to the application of sealer or finish, the floor surface was smooth with no mop drag.</p>
<p><i>Apply:</i> sealer, if required.</p>	<p>Sufficient coats of sealer were applied to present an overall level appearance, allowing sufficient drying time between applications.</p>
<p><i>Apply:</i> finish.</p> <p><i>Note:</i> It is expected that low maintenance, durable, mar resistant finishes will be used.</p>	<p>Sufficient coats of slip resistant finish (minimum of four) were applied to offer floor protection and an overall attractive appearance.</p>

**ALL CARPETS AND MATTING**

303 Tasks	Results Required
<p><b>Vacuum</b> all carpet</p>	<p>All carpet throughout the site must be vacuumed on a regular and consistent basis.</p>
<p><b>Spot clean</b> carpet</p>	<p>All carpet must be spot cleaned with the vacuuming program.</p>
<p><b>Pile Lift</b> all carpet and matting pile lifted weekly (monthly in quad areas) to relieve matting conditions and to raise the pile to permit the removal of imbedded soil.</p>	<p>Carpets and matting were pile lifted and present an even, clean appearance, free of soil, spots, stains, grit and dust.</p>
<p><b>Clean</b> interior walk-off mats</p>	<p>Mats are vacuumed and present an even, clean appearance, free of soil, spots, stains, grit and dust Where movable, the floor thereunder is clean and dry.</p>
<p><b>Clean</b> exterior walk-off mats</p>	<p>Mats if dry are to be vacuumed and present an even, clean appearance, free of soil, spots, stains, grit and dust Where movable, the surface underneath is clean and dry</p>



## CEILING AND WALLS

Ceilings, walls, transoms and other fixtures and fittings attached to walls and ceilings.

304	Tasks	Results Required
	<p><b>Dust</b> walls and ceilings, including appurtenances such as doors, trim, moldings, ledges, radiators, and grilles overhead pipes and bracings.</p> <p>Wall washing <b>other than for the Kitchen, Shower rooms and Washrooms</b> including doors, frames, glass, vinyl, wood and metal surfaces is generally assigned to the summer project work crew.</p> <p><i>Note:</i> in the case where the spot cleaning of common walls, doors frames and surfaces has not been maintained to our standard, the resulting factor is that the contractor will as their own cost be required to wash the surfaces.</p> <p>Wash walls by applying detergent solution from the bottom up. Where walls and ceilings are being cleaned concurrently, the walls are to be cleaned first and the ceilings second.</p> <p><i>Note:</i> Wall washing procedures must utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.</p> <p><i>Note:</i> Water spillage on floor and furniture to be wiped dry immediately.</p> <p><i>Note:</i> Walls to be overall uniformly clean.</p> <p><i>Note:</i> Walls only, are to be cleaned from the bottom up, staying within ½ inch of ceiling to prevent marks. <b>Clean</b> all wood panel walls, including doors, frames, glass, vinyl, and metal.</p> <p><i>Note:</i> The method used to clean wood walls is pre-approved by the Site Authority.</p> <p><i>Note:</i> The Site Authority will determine whether a surface is washable.</p>	<p>Walls, ceilings, pipes and bracings are free of dust, smudges, streaks, etc., including all corners and crevices.</p> <p>Walls, ceilings, appurtenances (including doors, frames, baseboards, glass, vinyl, wood and metal. Surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.</p> <p>Wood walls, appurtenances (including doors, frames, glass, vinyl, wood and metal), and surfaces are free of finger marks, smudges and spots of any kind. There are no streaks or visible marking where portions were separately washed, or line marks on ceilings. Any furniture, equipment, etc. moved during cleaning is in its original location.</p> <p>The Kaivac spray/scrub system was used Mon.-Fri. for the cleaning of the kitchen floors.</p> <p>The Kaivac spray/scrub system was used weekly for the cleaning of the kitchen walls.</p> <p>The Kaivac spray/scrub system was used every day Monday through Sunday in the shower rooms.</p> <p>The Kaivac spray/scrub system was used in washrooms every weekend.</p>



**VENETIAN BLINDS / VERTICAL BLINDS / DRAPERIES**

Venetian, PVC, aluminum and fabric blinds both vertical and horizontal (interior or exterior) and surrounding casings.

305	Tasks	Results Required
	<b>Dust</b> and clean all washable surfaces	All tracks, pull rods, surfaces, casings and sills are free of dust, fingerprints, etc.
	<b>Vacuum</b> all surfaces of fabric.	All fabric surfaces are free of dust.
	<b>Vacuum</b> drapes and curtains.	Drapes/curtains and tracks are free of dust, neatly tracked and present an overall clean appearance.
	As directed by the Site Authority, take down and move to dry cleaning pick up area. <b>Clean</b> tracks, frames, etc.	Draperies were removed as requested, re-hung after cleaning if required. During the removal of draperies all frames, tracks, etc. were washed.

**VERTICAL SURFACES, HIGH CLEANING**

Vertical and horizontal surfaces other than walls, high cleaning down to windowsills, partition ledges. All surfaces, including doors/frames, door grilles, ledges, picture frames, charts, graphs, wall louvers, exposed pipes, switch plates and surrounding wall areas, clocks, extinguishers, etc.

306	Tasks	Results Required
	<b>Clean</b>	All surfaces are clean and free of dust, finger marks, smudges, stains, streaks, etc.

**LIGHT FIXTURES, PARABOLICS, AIR AND WALL VENTS**

307	Tasks	Results Required
	<b>Report</b> to the Site Authority any flickering or burnt out lights/tubes	All flickering or burnt out lights were reported. The light lenses are free of debris, bugs/insects, etc.
	<b>Dust</b> exterior of light lenses, including ceiling areas, air and wall vents. Lower lens and <b>remove</b> any debris bugs/insects etc.  In the handling parabolic light covers, do not touch with bare hands, as this will mar the reflective properties. If lowering the light lens, be sure to have hands covered.	Exterior of fixtures and vents are free of dust, the interiors exhibit no debris and bugs/insects. No finger marks are visible from the dusting or lowering and reaffixing of the lens.



**WINDOWS / PARTITIONS / DISPLAY CASES – GLASS / PLEXIGLAS / LEXAN**

308	Tasks	Results Required
	<p><b>Clean</b> entrance(s) glass inside and outside, including frames, sashes, sills and moldings.</p> <p><b>Clean</b> all glass Plastic /Plexiglas/Lexan surfaces, including partitions</p> <p><b>Remove</b> all cobwebs, litter etc.</p>	<p>The exterior and interior entrance glass, frames, sashes and sills are clean and free from soil, streaks, and watermarks, cobwebs, litter etc. The main entrance large glass may be hosed down nightly with care taken as to not get water between the door closures.</p>
	<p><b>Clean</b> all exterior and interior windows that can be easily accessed and cleaned from a standing position, including frames, sashes, sills and moldings.</p> <p><b>Remove</b> all cobwebs, litter etc.</p>	<p>All exterior and interior accessible glass is clean and free of finger marks, streaks, smudges, tape, paint, etc. Casings/frames are clean and free of finger marks, streaks, smudges, tape, paint, cobwebs etc. area is free of litter.</p> <p>There is no damage to the exterior building facings or shrubbery arising from the window cleaning.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products are used.</p> <p>When using a blade scraper on glass (only), the surface as well as the blade was wet first.</p>
	<p><b>Clean</b> all interior glass/Plexiglas, display cases Lexan partitions, windows, etc., including frames, sashes, sills and moldings.</p>	<p>All interior glass/Plexiglas, Lexan and/or partitions casings, display cases, frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.</p> <p>There is no damage to either the glazing compound or any special anti-glare coating that may be present on the glass surface.</p> <p>No paper towels or abrasive products were used.</p> <p>All furniture and equipment moved during cleaning operations is in their correct locations.</p>

**STORAGE AREA**

309	Tasks	Results Required
	<p><b>Clean</b> floors.</p> <p><b>Dust</b> light fixtures, overhead beams, ledges, pipes, exposed shelving, etc.</p>	<p>Surfaces are clean and free of soil, dust and debris and present an overall clean appearance.</p>



## **CLEANERS' CLOSETS AND RECYCLING STORAGE ROOMS**

Cleaning rooms and space, recycling storage rooms.

<b>310</b>	<b>Tasks</b>	<b>Results Required</b>
	<b>Tidy room.</b>	Such spaces are kept clean, neat and tidy, and free from offensive odours and debris at all times.
	<b>Equipment</b> clean and orderly.	All equipment meets the included equipment standards, is clean, and materials, paper products, chemicals are stored neatly.
	<b>Mops, Floor Pads, and cloths.</b>	No soiled mops/pads or cleaning cloths are re-used, all have been removed and laundered on a daily used basis or bag-sealed for next day laundering.
	<b>Waste/recycling</b> is transported as instructed.	Waste is neatly stored.
	<b>Clean floors.</b>	Floor areas are clean, dry, and free of soil, surface stains, mop streaks, etc.
	<b>Wash</b> walls with heavy-duty detergent solution, from the bottom up. <i>Note:</i> Wall washing procedures utilize professional and effective wall washing tools/mops or equipment. Hand cleaning or the use of sponges of any kind is not permitted for washing wall surfaces.	Walls are uniformly clean with no streaks, soil spots or line marks on ceilings.
	<b>Empty, clean</b> waste containers/clean service carts. <b>Prepare</b> cleaning carts for next day service.	Empty waste containers are clean and free of offensive odours. Cleaning cart is clean and set for the next days service
	<b>Clean</b> sinks.	Sinks are clean and free of offensive odours, etc.
	<b>Washer and Dryer</b>	Left clean and empty

## **BUILDING EXTERIOR**

Main entrance Loading docks, walkways, driveways and parking lots, both exterior and interior.

<b>311</b>	<b>Tasks</b>	<b>Results Required</b>
	<b>Empty and clean</b> all waste/ash trash receptacles, replace sand. For fire and safety separate metal ash holding cans must at all times be used for any ashtray contents	Receptacles are clean inside and out and free of soil, marks, streaks, liners if any are replaced etc. Sand has been replaced.
	<b>Sweep and pick up</b> waste or litter from loading docks, walkways to the grass areas, cafeteria and all other patio areas.	Sweeping has taken place and all areas are free of food, debris, litter and debris.
	<b>Hose/pressure wash</b> all loading docks and walkways once per year.	Surfaces and adjacent walls are free of marks, graffiti, gum, soil, etc. and present an overall clean appearance.



**Cleaning Firms Topics and Instructions**

Topics	Instructions
<p><b>Chemicals that are Banned</b></p>	<p>All products classified as “Consumer” products. No solvent seals or finishes, ammoniated strippers, mop-on/mop-off strippers, products containing d’limonene, nonylphenols (NPE's), alkylphenols (APE's), butyl or butyl by-products. No hydrochloric, hydrofluoric or sulphuric acids or ammonia. Armoral, Protectol, products containing Anionic optical brighteners, Saddle Soap or like products. No aerosol or trigger sprayer dispensed cleaners or polishes. No Vinegar, Windex or like product, powdered cleansers, SOS or other aggressive damaging pads. No parazine blocks, or any other products that have been banned as detrimental by their chemical make up, lack of MSDS compliance, damage to surfaces or not pre-approved in writing by the Site Authority are permitted on, or for use in, the premises. <b>Except in those instances where they are designated for specific application by the British Columbia Centre for Disease Control No bleach, Phenolic or Hydrogen Peroxide based germicides are permitted for use.</b></p>
<p><b>Clean</b></p>	<p>The term “clean,” in most applications throughout these Standards, means the use of separate Microfiber cleaning cloths, which have been thoroughly soaked in a container (hand pail) of appropriate product. When ready to use the cleaning cloth is then wrung, folded in four and once all 8 sides have been used, <b>'ONCE ONLY', one side per surface</b>, the cloth is to be set aside for laundering. <b>Under no circumstances</b> is the used cloth to be returned to the solution or re-used until it has been laundered and dried. If required re-wetting by using a squirt bottle of the same product is permitted.</p> <p>Cleaning for the most part is to be accomplished by the application of physical hands-on friction cleaning. No paper towels may be used in the cleaning operations. The use of trigger sprayers is <b>NOT</b> permitted for general cleaning procedures. The only process a trigger sprayer may be used for is in the carpet/upholstery spot cleaning process.</p> <p><b>Permission:</b> Flip, pop up top or a foaming trigger spray head may be used in washroom cleaning procedures for toilets, urinals or shower walls while a squirt bottle may be used to assist in re-wetting as required.</p>





Topics (Continued)	Instructions
<p><b>Cleaning results</b></p>	<p>It is recognized that in attaining the results required, products, chemicals, supplies or equipment, over and above those specified by us as pre-approved based on the Terra Choice/Green Seal approved products and /or the our current Cleaning Standards may be required and therefore, you are reminded that prior to having any alternative or additional products, chemicals, supplies or equipment on Site, the written approval of our Site Authority must be obtained and that written approval must be on site in the MSDS binder.</p>
<p><b>Carpet and Upholstery Spot Cleaning Product</b></p>	<p>For carpet, matting and upholstery spot cleaning only the Ultra Chem 'Clean' product is permitted.</p>
<p><b>Current ISO or current and Client/Worker Protection</b></p>	<p>In protection of the client and workers <b>products</b> other than those which have been authorized in writing, as exceptions, found on site that and not listed as pre-approved based on Terra Choice/Green Seal will be immediately removed and disposed of, as can any items, equipment, supplies, etc., that have been banned by these Standards, or that the Site Authority deems as potentially harmful to persons, building surfaces, or the environment. Any and all costs associated with this removal will be the responsibility of the Contractor and the Contractor will be assumed to be in breach of the contract.</p>
<p><b>Controlled Dispensing System.</b></p> <p><i>Note:</i> The dispensing system must be pre-approved by our Site Authority, and be a type where chemical concentrates are sealed in a bag or container; have a diluted product labeled controlled holding system able to effectively fill flip, pop up, or squirt bottles to assist with re-wetting of cleaning cloths or for filling the wet Microfiber pad solution holder.</p> <p><i>Note:</i> Where the Contractor, with the approval of our Site Authority chooses a controlled dispensing system that is fixed to both the solution and water supply, the Contractor is, unless already installed, responsible and liable for the installation of an approved back-flow prevention mechanism. Our Site Authority will carry out the annual inspection. Every six months however the supplier must attend the site and carry out a titration and operational inspection of the dispensing system/process and upon completion must leave visible written/ notification of the inspection.</p>	<p>Where space permits, a dispensing system which ensured the accurate mixing of chemicals is required to be implemented for at minimum the <b>pre-approved</b> pH balanced quaternary germicidal detergent and the pH balanced detergent and the carpet spotting chemical used for cleaning the space.</p>
<p><b>Dusters</b></p> <p><i>Note:</i> Feather dusters, short handle poly wool dusters are not permitted on or for use at the site.</p>	<p>Long handled acrylic or poly wool dusters may only be used for the removal of dust from high ledges, wall or baseboards.</p>



Topics (Continued)	Instructions
<b>Finish Mops</b>	Silk looped mops used in the application of floor sealers and finish may be rinsed clean and hung to dry.
<b>Lockable Space</b>	Where adequate lockable space has been provided, the approved products, minor and electrical equipment, such as floor pails, wringers, vacuums, etc., utilized in the day-to-day delivery of the service are to be available for regular inspection, in the provided space.
<b>Material Safety Data Sheets</b>	For <b>all</b> professional/industrial-cleaning products <b>used on site</b> there must be at least one binder specifically marked MSDS containing the current (not dated more than 3 years ago) commercial/Industrial recognized Material Safety Data Sheets (MSDS). In addition, complete MSDS binders must be present in each additional area where cleaning chemicals are stored or dispensed.
<b>Mops/Pads and Cloths</b>  <i>Note:</i> Non-launderable including (straight string) mops of any kind are not permitted on or for use at the site.	Microfiber-(cleaning cloths, dry and wet mop pads, wall washing mops and extendable dusters must be of a launderable type. Laundered, (in a washing machine and dried in a dryer), clean, pads/mops and cloths must be on site in sufficient quantity at the start of each shift and/or cleaning function. Separate clean Microfiber cleaning cloths must be used for each area e.g. an office, a meeting room, a washroom etc. and within each area a separate side for each item cleaned. No re-dipping of cleaning cloths or mops/pads into cleaning solutions is permitted and all used must be set aside for laundering once all 8 sides of the cleaning cloth have been used.
<b>Supplies Equipment and Products Approval</b>	Only the contract-listed <b>supplies and equipment</b> etc., which must, by the <b>Contractor's bid submission</b> be professional/industrial supplies and equipment which meet or exceed the specifications and requirements identified by the contract are permitted on, or for use in, the premises.  Only approved chemicals (cleaning products) <i>are</i> permitted on, or for use in, the premises.
<b>Safe Equipment</b>	All cleaning equipment, ladders, etc. stored or used on site, are to be inspected regularly and maintained in a state acceptable to current WCB regulations and are to be CSA approved.
<b>Safe Identification of Hazards</b>	Any and all wet areas representing a slip hazard to a client must be clearly identified by the use of safety signs. Safety signs must be removed as soon as the hazard no longer exists.
<b>WHMIS</b>	All chemicals, whether they are in their originally purchased container, or if they have been transferred to a smaller or larger dispensing container, must be label identified with product name, and safety and first aid instructions, in accordance with current Workplace Hazardous Material Information Systems (WHMIS).



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## ANNEX "H" CLEANING EQUIPMENT

### Equipment Required for Our Cleaning Contract

We feel it is very important that in establishing our task schedule that attention is given to equipment which needs to be included in our cleaning contract.

There are a number of factors we have considered, however, our requirements in no way limits you the bidder as to the numbers of each item(s) nor to having additional items of equipment that has not been listed. but rather it spells out the quality and standards we expect in the carrying out of our cleaning needs.

Some of the options we have taken into consideration:

- Do we want any of the listed equipment options to be new and why?
  - We do not want to see old worn equipment on our site.
  - By demanding 'as new' equipment it's your way of guaranteeing that the equipment will meet current specifications.
  - To be sure that all bidders are on the same, bidding field' for equipment.

Where we specify **NEW** equipment then all firms bidding must bid new. There is no leniency for instance for you the bidder to say your particular piece of equipment is only 6 months old, new is new, new is not used or 1, 2 or 6 months old. Where we state new the bidder must provide proof of purchase after acceptance of the bid and before **the** first billing period.

**Where we specify "IN AS NEW CONDITION", we will not accept damaged, obviously abused equipment of any kind. Any equipment which does not meet our standard of acceptance will at the request of the Facilities Manager have to be removed and replaced immediately.**

Where we allow for any equipment that is not brand new such as large purchase, such as **the** auto scrubber, burnisher, slow speed scrubber and wet vacuum **etc.** we will accept either brand new or no more than the age we have stated and that age must be provable by providing proof of purchase or equivalent documentation, the serial number, manufacturer, supplier, model, year and before **the** first billing period. **These pieces of equipment must be kept in excellent repair. No torn bumpers, damaged wheels, frayed cords etc. Should any of these pieces of equipment be in or fall into disrepair the Facilities Manager will require the machinery removed from the site and replaced with new at the contractors cost.**

All equipment purchased or supplied to our site must be CSA/ULC approved and be equipped with resilient bumpers and non-marking wheels. **We will not accept damaged or obviously abused equipment of any kind.** Equipment is subject to inspection at any time and if found defective **or does not meet our standard of acceptance shall at the request of the Facilities Manager** be replaced immediately at the contractors cost.

**CLEANING CARTS - FOR OUR MICROFIBER CLEANING PROCESS – In as new condition**

A requirement for our complex. The recommended carts are Rubbermaid, able to hold tools and accessories including cloths, pads etc. (both clean and soiled) to make a Microfiber cleaning process effective.

There are a variety of acceptable models available however the most commonly acceptable styles are the plastic easy to clean body style.

**WASTE HANDLING CART WITH WRAP AROUND CADDY APRON – In as new condition**

This is a tall round shaped 32 gallon waste carrier on wheels. It must have a wraparound caddy where all the pockets are the same size- E.g.: Rubbermaid has the correct pocket design whereas it is our understanding that the 'Continental' pockets are too small. The waste liners will be carried by looping them over the edge of the cart. It is ideal for a worker whose main scheduled work is to simply pick up waste, wash waste and recycling containers, spot cleaning glass or any other cleaning work that can be accomplished with microfiber cloths and a squirt bottle of germicidal or detergent (depending on the work) for horizontal surface cleaning.

A waste handling cart will not be adequate for washroom cleaning except those requiring exterior access, as it cannot support the required Microfiber cleaning program.

**WASHER and DRYER (Supplied)** – The contractor can use the Washer and Dryer on site (Hangar) must supply own detergents. Dryer balls, no fleecy type sheets are to be used in the dryer.

We require clean mops, cleaning cloths, pads etc. to be available every cleaning day.





## WASHROOM CLEANING EQUIPMENT SYSTEM –MANDATORY **In as new condition**



The required shower room and washroom cleaning system is the Kaivac system. This cleaning system is all encompassing. It enables the operator to thoroughly clean all the washrooms and shower rooms in a detailed and effective time saving system.

Kaivac - Cleaning for Health in your Restroom. For easy access to reference the process we require go to:

[http://www.youtube.com/watch?v=l8nR8mQry\\_A](http://www.youtube.com/watch?v=l8nR8mQry_A) Kaivac - Restroom Cleaning

<http://www.youtube.com/watch?v=y5eblDsTZ3E>

Kaivac - Innovative Cleaning <http://www.youtube.com/watch?v=QT5o5n3ImD4>

Kaicac - Kitchen Cleaning <http://www.youtube.com/watch?v=7rqug0vIr4g>

Kaivac - Total Building Cleaning <http://www.youtube.com/watch?v=itliDGsS2i8>

**POWER SWEEPER –In as new condition**, for use in open areas where sweeping is required



- Sweeper Equivalent to Kranzle 2+2
- Power sweeper working with double roller hasp principle
- 800 mm working width
- Storage bin and housing made of impact-proof plastic
- Housing made of die-cast aluminum
- Large wheels with solid rubber tires for optimum transmission force
- 40l storage bin
- Side brush double roller principle made of extreme abrasion –proof nylon
- Total weight approx.. 17 kg



**BACK PAC VACUUM – In as new condition**



We have spent a lot of time examining the issues surrounding vacuuming. Filtration and debris containment have been our main focus.

We are permitting the use of the Pro Team Super Coach or equivalent Back pac vacuums for the **Quad and Daily cleaning** Monday to Friday. The accessory tools and the double walled disposable paper bag filter are mandatory. Every dry vacuum must have them, be in use and they must be with the vacuum on the site during all cleaning times along with spare disposable bags.



Must be equipped with sidewinder hard floor tool with nylon brush, upholstery, drapery, crevice, duster brush and carpet tool.

**CANISTER VACUUM Optional- In as new condition**



As shown or equivalent. Complete with all brush multi surface tool, and must be micro-filter rated at 99.995% standard filtration system ("Not Hepa") at 0.3µm rating in microns, a double walled paper bag filter must be used. Must be complete with tools to vacuum upholstery, drapes, corners, edges etc. **A good supply of** disposable bags must be on site at all times.



**CANISTER VACUUM - dial down noise level below 50dB – to be dialed down for use in any administrative area where staff are working. In as new condition.**



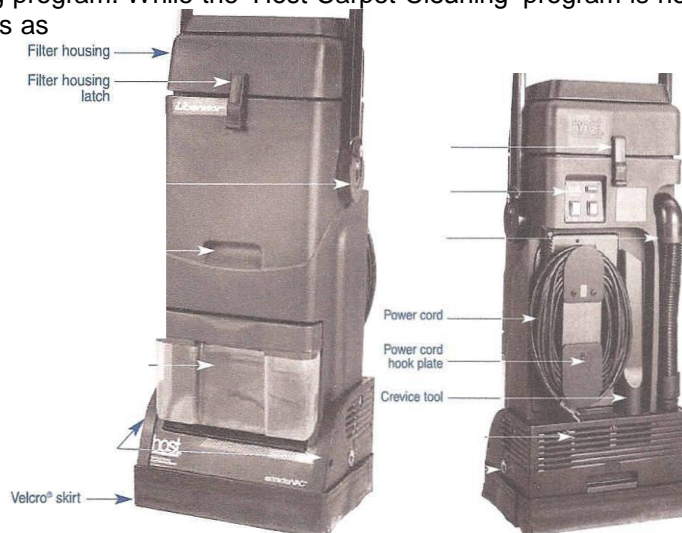
Probably the most professional machine, the NVQ-200 is built to an exacting standard. The Steel power head incorporates our patented Microtec noise reduction system. Plugged cables, giant filters, 4-wheel stability and stainless steel accessories. As shown or equivalent.

For vacuuming In administrative occupied areas a vacuum with the same filtration and accessories as set for our canister vacuum.

This type of vacuum is essential for any areas where the vacuum noise can cause disruption. The vacuum is equipped with a dial down switch which readily allows the noise volume to drop to a level then allowing the cleaning to continue without disruption to the client or the worker.

**UPRIGHT PILE LIFTER VACUUM –Not more than 4 years old - OWN OR RENT** An Upright pile lifter vacuum use for monthly carpet maintenance is required for our site. It is required that all carpets that can be accessed easily be pile lifter monthly.

A good quality pile lifer such as the 'Host Liberator' complete with Zebra brushes or equivalent plays a very important role in our cleaning program. While the 'Host Carpet Cleaning' program is not permitted their 'Liberator' meets our requirements as



a pile lifter.



**AUTOMATIC FLOOR SCRUBBER - Not more than 4 years old –in as new condition.**



In the scheduled cleaning of our hard floor surfaces, which includes warehouse, an auto scrubber is required to be used to dispense and scrub cleaning solution then in the same or additional pass, vacuum up the cleaning solution with the aid of a built in squeegee. The size you propose will be based on the width of the areas to be cleaned in the most efficient way possible. We will provide on-site storage.

**WET/DRY VACUUM – Not more than 4 years old – good clean condition**

A good wet/dry vacuum is a requirement for your wet floor cleaning operations. The alternative is to pick up solution with a mop and continually wring it in a floor pail, a method that is not only labor intensive but also does not provide quality results and is therefore unacceptable.

In the dry mode a lot of wet/dry vacuums do not meet our filtration standards and therefore in the dry mode can only be used for exterior services, such as the exterior of entrances etc.

**LOW SPEED FLOOR MACHINE @175-300 rpm – Not more than 6 years old –good clean condition**



Most low speed floor machines are similar in performance with some offering different features than others. The low speed floor machine has a variety of uses and our requirement is that you have clean and well maintained machine in this category on site.

The low speed machine is to be used for floor maintenance such as scrubbing smaller hard floor areas and in the process of removing any floor finish etc. as well it can be used in the required spin-cleaning process for carpet traffic lanes.





**HIGH SPEED BURNISHER FLOOR MACHINE – Not more than 4 years old-good clean condition**



We require you to use a high speed burnisher with a brush or pad rotation of 2.000 rpm or greater. We do not permit a propane burnisher.

The amount of hard floor to maintain, with our provided finish determined our need for you to own this piece of equipment and it must be on site available for use at all times.

**CHEMICAL CONTROL PROCESS/ SYSTEM**

*Chemical control dispensing systems are mandatory to be used in all cleaning service rooms where we have provided sinks.*

*We will determine the chemical dispensing or process and arrange with our approved supplier for the installation and or set up. We do this so that by having our supplier provide/install the dispensing system or process we have assurance of;*

- *Maintenance of the dilution control process*
- *Consistency of the approved products being used and at the correct dilution*
- *Continuation of the dispensing irrespective of who has the contract to clean for us.*

**FLOOR WASHING IN SHOPS AND ROUGH FLOOR AREAS – NEW (substitutes must have same features)**

Rubbermaid #6186-88 WaveBrake 44qt. Down Press combo.

Rubbermaid 9C74 Dirty water bucket for WaveBrake combo.

Atlas Graham RuffStuff wide band wet mop for wet mopping rough flooring. Unique fleecy material, super absorbent, mildew resistant, lint free.

Rubbermaid 9C74



Rubbermaid 6186-88



Atlas Graham  
RuffStuff  
Wideband  
Rough Floor  
Wet Mop





**WALL WASHING EQUIPMENT – Not more than 3 years old –good, clean condition**

There are a number of systems available including the iMOP system.

The most functional wall washing equipment for small wall washing operations are small pad, pad holder and pole combination such as the Geerpres unit. The Microfiber process is working well on a wall wash system so you can also propose the system you prefer however final approval rests with us.



Geerpres Wall  
washing  
system

**GROUT CLEANING TOOL –NEW-MANDATORY**

**9-1/2" Grout Scrub Brush-Blue** complete with handle  
–by Atlas Graham

Brush - Grout - Scrub - 9 1/2" –

Blue Built for surface maintenance, features a swivel connector and very firm bristles that are trimmed to a point for maximum cleaning efficiency. The block is constructed with thickened co-polymer polypropylene that is shock, distortion and crack resistant. Polyester filaments have a high melt point, low water absorption factor, excellent tensile strength and good brushing characteristics. The tufts are secured with stainless steel staples.



**WET FLOOR CLEANING SYSTEM – –NEW- MANDATORY**

I-Mop or an approved equivalent.

Must have a solution control (a gravity feed is NOT acceptable) and the ability to be used for wall washing.

Blue 1-Mop Microfiber wet mop applicators – **NEW - MANDATORY.**





## NEW TECHNOLOGY

**Easy Grip Activator** Slight downward motion on top handle activates patented spray mechanism dispensing 5 ml stream of cleaning solution directly to the floor.

**Comfort Grip** High density rubber grip provides operator with excellent control over mop head movement.

**Heavy Gauge Steel Shaft** Provides an extremely strong, light weight frame. Total weight 2 lbs. with reservoir empty. 4 pounds with reservoir full.

**Integrated Reservoir** 24 oz fluid reservoir covers 3228 square foot floor space without re-filling. Semi-translucent tank is calibrated for visually checking solution levels. Suitable for refilling from a 24 oz refill bottle or dilution control hose.



**Pressure Grip Molded Reservoir Cap** Easy snap off, push on reservoir cap remains fixed to the mop frame when open preventing loss of parts.

**Adjustable Nozzle** Operator controls solution flow, output volume and direction. Ball and socket joint rotates to set spray height. Positioned high above mop head for exceptional chemical coverage on floor.



**16.5 Inch Aluminum Mop Head** 16.5 x 3 inch solid aluminum mop head. Double lock connector design. Provides full rotation for traditional reverse figure 8 mop pattern.

***The Integrity Microfiber Mop System offers a completely new delivery tool for all green cleaning programs.***

The movement towards green cleaning is gaining significant momentum as major manufacturers respond to ever increasing market demands. The growing awareness of the harmful effects of traditional cleaning compounds is driving a process to change to cleaning products that are significantly less harmful to the facility, cleaning personnel and the environment.



A problem occurs when new green chemicals are used with standard mopping equipment. Wringer buckets and string mops were designed to support traditional cleaning methods, mostly "swamping" the floor with water and powerful chemical surfactants to remove the soiling. Your return on investment in purchasing green chemicals is negated by the amount of product required to fill a 2 gallon wringer bucket and the amount of product wasted by dumping the residue water down the drain. The old technology does not support the new "software".

### **Integrity Mop Green Benefits**

With the goal of "providing improved cleanliness with less effort and cost", the breakthrough features of the Integrity Mop have been designed to support and simplify daily maintenance operations and provide operators with a professional tool that magnifies the benefits of a green cleaning program.

#### ***Integrated Fluid Reservoir***

Significant reduction volume of chemicals are required for standard floor cleaning tasks. Reduces water consumption as well as lowering the amount of water and chemicals introduced into sewage system. Completely enclosed system provides no off gassing of chemicals as found in open bucket systems. No chance for bucket tipping and flooding of the floor.

#### ***Fully Integrated Pump Dispenser System***

Improved ergonomics reduces operator fatigue and muscle strain from handling heavy string mops and stressful wringer bucket procedures.

#### ***New Operator Controls***

Adjustable nozzle and fully pressurized dispensing provides ability to clean of areas that are difficult to access with standard mop equipment. This includes both horizontal and vertical surfaces.

#### ***Multi-Function Microfiber Pads***

Significant improvement in both soiling retention and water absorption. Provides improved cleanliness with less water remaining on the floor. Reduces slip and fall risks. Improves hygiene by designating separate cleaning pads for high contamination areas such as washrooms and laboratories.

#### ***Reduced Chemical Usage with Improved Results***

Utilizing only 1/3 ounce cleaning solution (1:64) per reservoir, the Integrity Mop covers over 3000 square feet of floor space before refilling. Only untainted cleaning solution is applied to the floor. Soiled bucket water and unused chemicals are completely removed from the cleaning process.

### **DRY FLOOR CLEANING SYSTEM – I-Mop or an approved equivalent.**



*Telescoping Steel*

Adjustable Height: 35 to 58 inch

Solid Aluminum Mop Head 20 x 3.25 inch.



**Connectors-Full Rotation Connectors-Reliable C-Ring Plus Over-Lock Cap Locking Mechanism.**

**Multi-Function Pads** Rolled leading edge provides high performance dust functions as well as sweep functions.

**GEN 1 or GEN 2 -INTEGRITY MICROFIBER DRY DUST PADS- NEW MANDATORY**

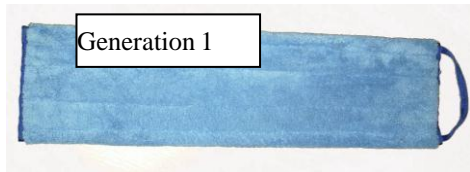
**GENERATION 1**

70/30 Blend Polyester/Polyamide Nylon

High grade split microfiber manufactured in Korea.

High density tufted terry construction.. 6 ml foam insert. Full Velcro backing. Length 20.5 inches. Width 5.5 inches. Dry Weight 3 oz.

Rounded corners with polypropylene piping. "No Touch" strap for removal without contacting pad Up to 500+ washing cycles under normal operating conditions.



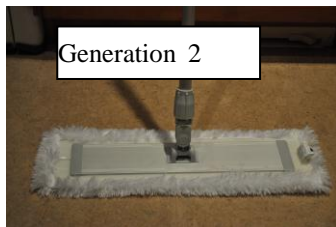
**GENERATION 2**

White

Blend: 80/20 polyester to polyamide nylon.

Description: High Pile microfiber with positive electrostatic charge. Velcro: Nylon Style Velcro

Edges sewed under on all four sides.



**Dry Pad Overview- Gen 2**

The use of an electrostatic duster. This "fluffy" duster has a high pile consisting of material using a specially designed 80/20 microfiber material that generates a positive electrostatic charge attracting and holding the negatively charged dust particles. The result is more dust gets drawn and held by the pad's electrostatic charge and removed from the floor.

This results in higher dust removal and reduced repetition of tasks.

The Integrity electrostatic duster pads are designed with state of the art Nylon Velcro for reduced pilling and increased laundry life cycle. The edges *on all four sides* are sewn under the pad . This provides a rolled edge design capable of trapping dust on top of the pad that scatters during the sweeping process as well as trapping dust below the pad.

Electrostatic dusters remove more dust, maintain a high laundry life cycle and are lightweight and easy to transport.



### **MICROFIBER DUSTER – NEW - MANDATORY**



The micro-duster tool enables you to clean the hard to reach areas either by a hand held handle or it can be put on an extension handle. The duster tool can be bent to allow for better cleaning high fans or a top of cabinets. The refill sleeves are made with ultra-fine 100% microfibers. Will remove and hold more dirt and bacteria than old traditional dusters. Micro-duster refills are designed to withstand repeated washing and sewn for superior strength.

### **MICROFIBER SLEEVE REFILL- NEW -MANDATORY**



The micro-duster tool enables you to clean the hard to reach areas either by a hand held handle or it can be put on an extension handle. The duster tool can be bent to allow for better cleaning high fans or a top of cabinets. The refill sleeves are made with ultra-fine 100% microfibers. Will remove and hold more dirt and bacteria than old traditional dusters. Micro-duster refills are designed to withstand repeated washing and sewn for superior strength.

### **CLEANING CLOTHS –NEW- MANDATORY**

#### **Vileda NanoTech micro for use with germicidal application**



*Microfibre and active silver – a golden hygienic result.*

*Bacteria and germs are obvious threats in the daily cleaning of facilities. The bacteria growth and spread is a concern to us.*

*Remove and kill bacteria!*

*Based on an intense research and development process we are able to mandate a cloth that has one clear goal – to keep our operational environment as hygienic and healthy as possible.*

*The new NanoTech micro cloth does not only wipe away bacteria, it even kills them in direct contact as nano particles of silver have been embedded in the microfibre filaments.*

*Silver is the secret*

*NanoTech micro is a microfibre cloth, but that's not all. The secret lies in that nano particles of silver have been blended/embedded in the microfibre composition. And when silver ions get in direct touch with bacteria and germs, they are killed. All in all it effectively prevents bacterial growth, and the effect does not fade away when cloths are being washed.*



### **Microfibre at its best**

*NanoTech micro has all the properties of the patented Freudenberg endless microfibre technology– high durability, one-step and streak- free wiping, easy gliding and superior cleaning results.*

### **General Cleaning - Vileda QUICK STAR MICRO**

*Quick and easy microfibre cleaning – damp and dry. Quick and easy handling due to low friction. Non-woven structure, easy to rinse clean, hairs and dirt do not cling to the surface. Very low-linting fabric due to patented endless fiber technology. High chemical resistance. Washable over 500 times at 95°C / 203°F. Ideal cloth for pre-preparation of cloths in buckets.*



### **Interior Glass Cleaning - Vileda WINDOW CLEANING CLOTH**

*The Vileda Window Cloth has the following benefits: Cleans windows with a streak and fluff free finish. Extra long-lasting, is equipped with a special coating with micro-pores that significantly improves the drying performance, can be washed in the washing machine.*



### **PRESSURE WASHER –NEW – Must Have All The Required Attachments**

*The PSI you select must guarantee no surface damage.*

*As the world's largest manufacturer of pressure washers, Kärcher also has a broad selection of accessory add-ons that will be needed to allow a pressure washer to clean even faster and better, including:*

**Surface cleaner:** *Attaches to a pressure washer and cleans flat surfaces many times faster than with a wand.*

**Dirt Blaster rotating nozzle for extra high-powered cleaning:** *Combines deep cleaning with large coverage area.*

**Specialty nozzles for convenience and versatility:** *Switch between multiple spray settings with a quick twist of the nozzle or even a flick of the wrist.*

**Wash brushes:** *Push-on and water-propelled rotating brushes attach to a high-pressure wand to add extra cleaning agitation to the pressure spray.*



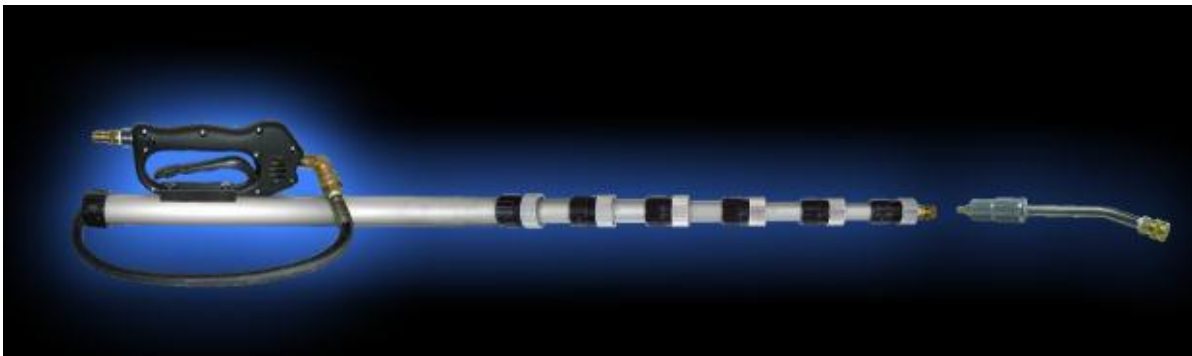
**WINDOW WASHING EQUIPMENT INTERIOR – MANDATORY**

*Microfiber (Golden Glove), Sleeve holder, Window pail, razor scraper blade unit, window squeegee (all metal) replacement blades.*



**WINDOW WASHING EQUIPMENT EXTERIOR – EQUIVELANT TO UNGER OR THE FORMER POWER WAND**

Flexible, long telescopic poles which can reach up to effectively clean all our site glass throughout our complex. Hose lock connector, Internal Hose, Aluminum adapter. Multilink goose neck System.







### BIDDERS MANDATORY EQUIPMENT

The Bidder agrees to provide all the listed mandatory equipment and wherever possible from a local supplier with local maintenance available to carry out all of the work as outlined in the Cleaning Standards. Include all sizes, tools and attachments.

#S	EQUIPMENT	Specify number providing	SUPPLIER	COST
	Grout Cleaning Tool-Atlas Graham-Blue-complete with handle. New			
	I-Mop microfiber BLUE-use for wet pad application. New			
	I- Mop microfiber Gen 1 or Gen 2 Dry Dust pads-use for dry dusting application. New			
	Microfiber Duster tool complete with handle. Microfiber Duster Sleeve refill- New			
	Golden Glove-microfiber-New Window pail- New Window squeegee- New Razor blade scraper- New			
	Vielda Nano Tech Cleaning Cloths-use for germicidal applications. Specify Color. New			
	Vielda Quick Star Cleaning Cloths- use for germicidal and general cleaning applications specify color/application. New			
	Vielda Window Cleaning Cloths –use for interior glass cleaning. New			
	Microfiber cleaning cloths- for heavy duty cleaning- your choice			
	Atlas Graham Ruffstuff Wide band Rough Floor wet mop if needed			
	Kaivac Washroom Cleaning System			



**BIDDERS PROPOSED EQUIVALENT EQUIPMENT**

In addition to providing all of the mandatory/required equipment this contract acknowledges that in some cases alternative/equivalent equipment as listed may be proposed for this contract. The Bidder proposes the following equivalent equipment from whenever possible, a local supplier with local maintenance available. When the Bidder proposes 'equivalent' equipment the bidder guarantees that the proposed equipment is in fact equal to or better than the proposed equipment listed. **Include all sizes, tools and attachments.**

#'S	EQUIPMENT	MODEL/YEAR/ tools and attachments	SUPPLIER	COST
	Cleaning Carts-in as new condition Complete with solution holding pails	Equivalent to:		
	Waste Handling Carts- in as new condition- complete with wrap around holder	Equivalent to:		
	Washer and Dryer			
	Back Pac Vacuum- in as new condition.	Equivalent to:		
	Canister Vacuum- in as new condition	Equivalent to:		
	Canister Vacuum – dial down <b>below 50 db-</b> in as new condition	Equivalent to:		



#'S	EQUIPMENT	MODEL/Year/ tools and attachments	SUPPLIER	COST
	Upright Pile Lifter- Not more than 4 years old or New condition Rental	Equivalent to:		
	Power sweeper – In as new condition	Equivalent to:		
	Automatic Floor Scrubber No more than 4 years old. Good clean condition	Equivalent to:		
	Wet Dry Vacuum No more than 4 years old	Equivalent to:		
	Low Speed Floor Machine No more than 6 years old	Equivalent to:		
	High Speed Burnisher No more than 4 years old	Equivalent to:		
	If needed: Rubbermaid 7576- 88 Floor Pail			
	If needed: Rubbermaid 9C74 add pail			



#'S	EQUIPMENT	MODEL/Year/ tools and attachments	Local SUPPLIER	COST
	Wall Washing Equipment No more than 3 years old			
	Pressure Washer with all required (as listed) attachments. New	Equivalent to:		
	I-Mop handle/dispensing and pad holder unit for wet cleaning. New	Equivalent to:		
	I-Mop handle and pad holder for dry cleaning. New	Equivalent to:		
	Window washing Equipment Exterior	Equivalent to:		
	Ladders			
	Brooms			
	Dustpans-interior			
	Dustpans-exterior			
	Toilet bowl caddy			
	Safety Signage			



**BIDDERS PROPOSED RENTAL EQUIPMENT**

In addition to providing all of the required equipment this contract acknowledges that the Bidder may require rental equipment to carry out the conditions of this contract. The Bidder proposes the following rental equipment. **Include all sizes, tools and attachments.**

#'S	EQUIPMENT	MODEL/Year/ tools and attachments	Local SUPPLIER	COST



**ANNEX "I" CLEANING CONTRACT QUOTATION SUPPLEMENT**

To be completed and submitted with the Tender

The site supplied cleaning chemicals are listed in the 'Terms of Reference'. The site also supplies all dispenser products including paper, sanitary dispensed supplies as well as plastic liners.

The Bidder will supply those products and supplies not specifically listed and those selected by the Bidder 'from our approved supplier', must meet the specifications/requirements as outlined in our current Cleaning Standards that form part of this contract.

For all chemicals proposed include the SDS (MSDS) on each.

<u>PRODUCT /SUPPLY</u>	<u>BRAND NAME</u>	<u>SUPPLIER</u>
Plexiglas/Lexan Cleaner	_____	_____
Toilet Bowl Urinal Cleaner (No-hydrochloric or hydrofluoric acid)	_____	_____
Exterior window cleaning	_____	_____
Extendible Dusters, washable (for high and low ledges)	_____	_____
Cleaning cloths-Microfiber	_____	_____
Chamois-for window cleaning	_____	_____
Cleaning cloths-Microfiber Color-coded for functions	colour-use _____ colour-use _____ colour-use _____ colour-use _____	_____
Flat wet use floor pads- Microfiber	_____	_____
Flat dry use floor pads- Microfiber	_____	_____
Finish mop (looped, silk)	_____	_____
Wall washing mops-Geerpres Wallmate Tie on head or?	_____	_____
Tamping cloths-White for carpet spot removal	_____	_____
Toilet Bowl swabs-Acrylic	_____	_____
Toilet bowl caddy	_____	_____
Toilet bowl cleaner	_____	_____
Ashtray sand	_____	_____
Paper bags for sanitary refuse	_____	_____
Washroom Odor counteractant-pump spray	_____	_____
Safety Signage	_____	_____





**Compliance:**

Once submitted in accordance with the conditions as stated, only those products and supplies listed will be permitted for use on this contract. Approval for use of any other products or supplies for which the need may arise throughout this contract must be provided in writing, by the Site Authority.





## ANNEX “J” to PART 5 - BID SOLICITATION - FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

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

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's](#) website.

Date: \_\_\_\_\_ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
  - A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.
- OR**
- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

**OR**

- B2. The Bidder is a Joint Venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



**ANNEX “K” SITE MAP, Attached**