



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

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

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

**Gatineau
Québec**

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

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

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

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

Comments - Commentaires

"THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT."

"CE DOCUMENT CONTIENT UNE CONDITION DE
SÉCURITÉ"

Title - Sujet JANITORIAL SERVICES FOR BUILDINGS	
Solicitation No. - N° de l'invitation EJ196-171378/A	Date 2016-12-22
Client Reference No. - N° de référence du client 20171378	
GETS Reference No. - N° de référence de SEAG PW-\$\$FK-292-72143	
File No. - N° de dossier fk292.EJ196-171378	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-02-02	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Mirza, Bushra	Buyer Id - Id de l'acheteur fk292
Telephone No. - N° de téléphone (873) 469-3186 ()	FAX No. - N° de FAX (819) 956-3600
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

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

Issuing Office - Bureau de distribution

Maintenance & Professional Consulting Services Division
(FK)

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

Québec

K1A 0S5

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

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2017137

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000
File No. - N° du dossier
fk292 EJ196-171378

Buyer ID - Id de l'acheteur
fk292
CCC No./N° CCC - FMS No./N° VME

List of Appendices:

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

PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Appendices include:

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

1.2 Summary

- (i) To provide Janitorial Services including all labour, material and equipment for Public Works and Government Services Canada (PWGSC), on 3 heating and cooling plants located at 1 Fleet Street (Cliff), 501 Heron Road (Confederation) and 98 Sussex Drive (NRC) in Ottawa, Ontario, Canada. The services must be provided in accordance with the Statement of Work, attached at Appendix "B".
- (ii) The period of any resulting Contract will be for a period of two (2) year(s) plus up to three (3) additional consecutive twelve (12) month periods, under the same conditions.

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

At the time option year 2 and option year 3 are exercised, the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted"

("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

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

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

- (iii) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security Requirement, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (iv) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).
- (v) There is a mandatory site visit associated with this requirement. Consult Part 2 - Bidder Instructions.
- (vi) Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the appendix titled Federal Contractors Program for Employment Equity - Certification.

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

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

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

Delete: sixty (60) days

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

2.2 Submission of Bids

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

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

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

Definitions

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

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

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

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

Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Reduction Program

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

If so, the Bidder must provide the following information:

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

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

2.4 Enquiries - Bid Solicitation

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

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

2.5 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory

specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Mandatory Site Visit

It is **MANDATORY** that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at the main entrance of the Cliff Plant, 1 Fleet Drive, Ottawa, Ontario, Canada on January 19, 2017. The site visit will begin at 9:00 a.m. EST.

IT IS MANDATORY THAT THE BIDDERS PROVIDE AND WEAR SAFETY SHOES/BOOTS, SAFETY GLASSES AND HARD HATS FOR THE SITE VISIT. BIDDERS WHO DO NOT WEAR SAFETY SHOES/BOOTS, SAFETY GLASSES AND HARD HATS WILL NOT BE PERMITTED TO ATTEND THE SITE VISIT.

Bidders must communicate with the Contracting Authority no later than January 17, 2017 two days before the scheduled visit to confirm attendance and provide the name(s) and birth dates of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit.

Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation. **A maximum of two (2) representatives per company will be permitted to examine the site.**

MANDATORY ITEM:

Due to the nature of this requirement and in order to gain access to the sites it is **MANDATORY** that all interested bidders, submit the names (legal name) of their representatives and birth dates that will be attending the Mandatory Site Visit to the Contracting Authority (Bushra Mirza) **at the latest by 7:00 am on January 17, 2017.**

It is the responsibility of the Bidders to ensure that the Contracting Authority is in receipt of this information by the date shown. Bidders who fail to submit the required information by 7:00 am on January 17, 2017 will be denied access to the sites.

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

1. In accordance with the requirements of section 77(1) of the *Employment Standards Act, 2000*, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached:

- (a) the employee's job classification or job description;
- (b) the wage rate actually paid to the employee;
- (c) a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
- (d) the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
- (e) the date on which the employer hired the employee;
- (f) any period of employment attributed to the employer under section 10 of the Act;
- (g) the number of weeks that the employee worked at the premises during the twenty-six

(26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;

- (h) a statement indicating whether either of the following subparagraphs applies to the employee:
- (i) The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
 - (ii) The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.
2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.
 3. In addition to the above information, a copy of either the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.
 4. Bidders must use the information referred to in subparagraphs 1.(a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.
 5. The enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.
 6. Bidders who require clarification or further information may contact the local Ontario Ministry of Labour Offices found at <http://www.labour.gov.on.ca/english/feedback/index.php>

2.8 Additional Building Information

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

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

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

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

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

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

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

SECTION I: TECHNICAL BID

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

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

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

3.1.1 Mandatory Contractor's Experience and Past Performance

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

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

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

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

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

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

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

SECTION II: FINANCIAL BID

3.1.3 Basis of Pricing

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

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

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

PRICING SCHEDULE 1:

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

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

1.1 CONFEDERATION- 501 HERON ROAD (SECRET)					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	3612.5 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Year Two (2)	3612.5 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	3612.5 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
1.1 SUB-TOTAL:					\$ _____

1.2 CLIFF – 1 FLEET STREET (SECRET)					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	3033.7 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Year Two (2)	3033.7 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	3033.7 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
1.2 SUB-TOTAL:					\$ _____

1.3 NRC- 99 SUSSEX DRIVE (SECRET)					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	992.5 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Year Two (2)	992.5 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	992.5 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
1.3 SUB-TOTAL:					\$ _____

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

PRICING SCHEDULE 2:

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

2.1 LABOUR: Our firm hourly rate per qualified personnel shall be:

	YEAR 1 RATE	YEAR 2 RATE	OPTION YEAR 1 RATE
i) Regular Hours 7:00 to 16:00, Monday to Friday	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	125	125	125
Extended Price:	\$ _____	\$ _____	\$ _____
2.1 (i) SUB-TOTAL: \$ _____			

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

	YEAR 1 RATE	YEAR 2 RATE	OPTION YEAR 1 RATE
iii) Sunday and Statutory Holidays	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	30	30	30
Extended Price:	\$ _____	\$ _____	\$ _____
2.1 (iii) SUB-TOTAL: \$ _____			

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

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

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

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

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

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

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

i) **MARK-UP** - The difference between the Contractor's laid-down cost for product and resale price to Canada. Mark-up includes applicable internal cost allocation by the Contractor such as material handling and general and administrative (G&A) expenses plus profit.

ii) **LAID-DOWN COST** - The cost incurred by a vendor to acquire a specific product or service for resale to the government. This includes but is not limited to the supplier's invoice price (less trade discounts), plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage.

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

Consumer Price Index - Option Year 2 and Option Year 3

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

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

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

Example:

Pricing Schedule 1, Firm all inclusive rates

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

Pricing Schedule 2, Labour Rate and Material

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

TOTAL ASSESSED PROPOSAL PRICE:

Sum of Basis of Pricing 1.1 to 1.3 inclusively, Basis of Pricing 2.1(i), 2.1 (ii), 2.1 (iii) and 2.2:

\$ _____

SECTION III: CERTIFICATIONS

Bidders must submit the certifications required under Part 5.

SECTION IV: ADDITIONAL INFORMATION

3.2 Contractor's Representative:

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

Name: _____

Telephone Number: _____

Cellular Number: _____

Facsimile Number: _____

E-mail: _____

Solicitation No. - N° de l'invitation
EJ196-171378/A
Client Ref. No. - N° de réf. du client
2017137

Amd. No. - N° de la modif.
000
File No. - N° du dossier
fk292 EJ196-171378

Buyer ID - Id de l'acheteur
fk292
CCC No./N° CCC - FMS No./N° VME

3.3 Specific Person – Non Working On-site Supervisor

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

Name: _____

Telephone number: _____

Cellular Number: _____

Facsimile Number: _____

E-mail: _____

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Mandatory requirements:

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

4.2 Basis of Selection

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

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions – Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation - Contract 2035 41 (2016-04-04)

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

5.2.2 Additional Certifications Precedent to Contract Award

5.2.2.1 Federal Contractors Program for Employment Equity – Bid Certification

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

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

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

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution

and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

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

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

PART 6 - SECURITY REQUIREMENT

6.1 Mandatory Security Requirements

1. **At the date of bid closing**, the security requirements as indicated in Part 7-
 – Resulting Contract Clauses must be met, in addition to the following conditions must be met:
 - (a) *the Bidder* must hold a valid organization security clearance at the **SECRET level**;
 - (b) *the Bidder's proposed Non-Working On-Site Supervisor* requiring access to protected information, assets or sensitive work site(s) **must hold a valid SECRET clearance**;
 - (c) *Individuals proposed* requiring access to protected information, assets or sensitive work site(s) **must EACH hold a valid SECRET clearance**, at the following plants:
 - Confederation – 501 Heron Road
 - Cliff – 1 Fleet Street
 - NRC – 98 Sussex Drive
 - (d) *the Bidder* must provide the **name and date of birth of all individuals** who will require access to protected information, assets or sensitive work sites.
2. For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Employee Information for Security

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

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

LEGAL NAME (First and Last) (Please Print Clearly)	DATE OF BIRTH Day / Month / Year
Non-Working On-Site Supervisor SECRET clearance required:	
Employee:	

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

To provide Janitorial Services including all labour, material and equipment for Public Works and Government Services Canada (PWGSC), on 3 heating and cooling plants located at 1 Fleet Street (Cliff), 501 Heron Road (Confederation) and 98 Sussex Drive (NRC) in Ottawa, Ontario, Canada. The services must be provided in accordance with the Statement of Work, attached at Appendix "B".

7.1.1 Replacement of Specific Individuals

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

7.1.2 Mandatory Response Time

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

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

7.3. Security Requirements

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

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

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

7.4 Term of Contract

7.4.1 Period of Contract

The period of the Contract is from _____ to _____ inclusive (Initial period is a 2 year period).

7.4.2 Option to Extend Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) ADDITIONAL CONSECUTIVE TWELVE (12) MONTH PERIODS each under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

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

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

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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

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

Telephone Number 873-469-3186
Facsimile Number: 819-956-3600
Bushra.Mirza@pwgsc-tpsgc.gc.ca

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

7.5.2 Technical Authority

The Technical Authority for the Contract is: ``**WILL BE PROVIDED AT CONTRACT AWARD.**``

The Technical Authority named above is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work.

Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative

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

Name: _____
Telephone: _____
Cellular: _____
Facsimile: _____
E-mail: _____

7.5.4 Specific Person(s) - Non Working on-site Supervisor

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

Supervisor Name: _____

Telephone Number: _____

Cellular Number: _____

Facsimile Number: _____

E-mail: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants (A3025C – 2013-03-01)

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

7.7 Payment

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

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

a) Firm rates shall be paid in accordance with **Pricing Schedule 1** in twelve (12) payments at the end of each month.

b) **"As and When Requested" Work**

Any costs incurred for **Extra Work** in accordance with **Pricing Schedule 2** will be paid on an 'as and when requested' basis in accordance with the **Statement of Work, Appendix B**, after completion, inspection and acceptance of the work performed.

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

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

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

whichever comes first.

In the event that the notification refers to inadequate funds, the Contractor must provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

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

7.7.2 Basis of Pricing

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

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

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

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

7.7.3 Limitation of Expenditure

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

7.7.4 Determination of Cost

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract will be calculated using the firm monthly rate per m² identified in Pricing Schedule, and in accordance with the following formula:

The firm monthly rate per m² in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m². The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

7.7.5 SACC Manual Clauses

A9116C (2007-11-30) T1204 – Information Reporting by Contractor
A9117C (2007-11-30) Direct Request by Customer Department
C0710C (2007-11-30) Time and Contract Price Verification

7.8 Invoicing Instructions

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

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority,

as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

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

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

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

7.8.3 Invoicing Instructions

1. All invoices are to be mailed or emailed to the Technical Authority as per the Front Page of the contract and must include the following:
 - a) Company name and address;
 - b) Contract Number;
 - c) Description of routine, schedule and patrol cleaning` ;
 - d) Description of additional cleaning and emergency cleaning operations with support documents, as appropriated and the value;
 - e) Name of the person who requested the service;
 - f) Applicable tax as a separate line item;
 - g) Procurement Business Number, and
 - h) Client Reference Number;
2. The Contractor must distribute the invoices as follows:
The original invoices and all required documentation must be forwarded to the following address for certification and payment.

Invoices are to be made out and mailed to:

Public Works and Government Services Canada
Maintenance and Operation Assurance
Operational Support Services
Chomley Bldg 6th Flr.
400 Cooper St
Ottawa, Ontario, K1A 0S5

or by email as a PDF to: _____@tpsgc-pwgsc.gc.ca (*Identify TA at Contract Award*)

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

7.8.4 Electronic Payment Instruments

The Bidder accepts to be paid by:

* Direct Deposit

7.9 Certifications

7.9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to

verification by Canada during the entire period of the Contract. If the contractor does not comply with any certification, fails to provide the additional information, or if it is determined that any certification made by the contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

7.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the 'FCP Limited Eligibility to Bid' list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.10 Applicable Laws

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

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

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

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

7.13 SACC Manual Clauses

A0075C (2014-11-27) Ontario Labour Legislation - Contract

7.14 Insurance Requirements

7.14.1 Insurance Requirements

The Contractor must comply with the insurance requirements specified in the **following article 7.14.2 Commercial General Liability Insurance**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

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

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

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (e) Cross Liability/Separation of Insured's: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (j) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

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- (l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- (n) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- (o) Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

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

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

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

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

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

1. "security deposit" means
 - a. a bill of exchange that is payable to the Receiver General for Canada and certified by an approved financial institution or drawn by an approved financial institution on itself; or
 - b. a government guaranteed bond; or
 - c. an irrevocable standby letter of credit, or
 - d. such other security as may be considered appropriate by the Contracting Authority and approved by Treasury Board;
2. "approved financial institution" means
 - a. any corporation or institution that is a member of the Canadian Payments Association;
 - b. a corporation that accepts deposits that are insured by the Canada Deposit Insurance Corporation or the Régie de l'assurance-dépôts du Québec to the maximum permitted by law;
 - c. a credit union as defined in paragraph 137(6) of the Income Tax Act;
 - d. a corporation that accepts deposits from the public, if repayment of the deposits is guaranteed by a Canadian province or territory; or
 - e. the Canada Post Corporation.
3. "government guaranteed bond" means a bond of the Government of Canada or a bond unconditionally guaranteed as to principal and interest by the Government of Canada that is:
 - a. payable to bearer;
 - b. accompanied by a duly executed instrument of transfer of the bond to the Receiver General for Canada in accordance with the Domestic Bonds of Canada Regulations;
 - c. registered in the name of the Receiver General for Canada.
4. "irrevocable standby letter of credit"
 - a. means any arrangement, however named or described, whereby a financial institution (the "Issuer"), acting at the request and on the instructions of a customer (the "Applicant"), or on its behalf,
 - i. will make a payment to or to the order of Canada, as the beneficiary;
 - ii. will accept and pay bills of exchange drawn by Canada;
 - iii. authorizes another financial institution to effect such payment, or accept and pay such bills of exchange; or
 - iv. authorizes another financial institution to negotiate, against written demand(s) for payment, provided that the conditions of the letter of credit are complied with.
 - b. must state the face amount which may be drawn against it;
 - c. must state its expiry date;

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- d. must provide for sight payment to the Receiver General for Canada by way of the financial institution's draft against presentation of a written demand for payment signed by the authorized departmental representative identified in the letter of credit by his/her office;
 - e. must provide that more than one written demand for payment may be presented subject to the sum of those demands not exceeding the face amount of the letter of credit;
 - f. must provide that it is subject to the International Chamber of Commerce (ICC) Uniform Customs and Practice (UCP) for Documentary Credits, 2007 Revision, ICC Publication No. 600. Pursuant to the ICC UCP, a credit is irrevocable even if there is no indication to that effect; and
 - g. must be issued (Issuer) or confirmed (Confirmer), in either official language, by a financial institution that is a member of the Canadian Payments Association and is on the letterhead of the Issuer or Confirmer. The format is left to the discretion of the Issuer or Confirmer.

7.16 Government site Regulations

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

7.17 Pre-Commencement Meeting

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

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

APPENDIX "A"

SCHEDULED CLEANING OPERATIONS

(Attached to the Statement of Work EJ196-171378 as APPENDIX "B")

FILE EJ196-171378

APPENDIX "B"

STATEMENT OF WORK NO. EJ196-171378

**Public Works and
Government Services
Canada**

Janitorial Services for Crown Owned Buildings

Three (3) Central Heating and Cooling Plants:

Cliff- (1 Fleet Street, Ottawa, Ontario)

Confederation- (501 Heron Road, Ottawa, Ontario)

NRC- (98 Sussex Drive, Ottawa, Ontario)

Statement of Work number: EJ196-171378

**Public Works and Government Services Canada
Janitorial Services for Crown Owned Buildings
Cleaning Specifications**

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Section 3	Definition of terms and quality standards
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- .1 Definition of terms
- .2 Quality standards

**Public Works and Government Services Canada
Janitorial Services for Crown Owned Buildings
Special Conditions**

Section 1

1. Definition of terms and quality standards

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

2. Building cleaning operations

1. General

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

3. Conversion of flooring

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

2. Routine cleaning operations

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

3. Scheduled cleaning operations

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

1. Scheduled cleaning operations must be performed **Monday through Friday between 07:00 and 16:00 hours.**
2. Prior to commencing the scheduled work, the contractor shall submit the departmental representative a work schedule for approval. The contractor shall also notify the departmental representative immediately when the work is completed. Also note from time to time some schedule work and or extra work could be done after regular hours including weekends in some circumstances in which the client approves.

4. Additional and emergency cleaning services

1. The cost of additional cleaning and emergency cleaning operations must be negotiated on a case by case basis.
2. Emergency (on call) cleaning means:

The contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on site within 1 hour of notification.

3. Staffing

1. The contractor must provide all the staff necessary to perform all services as specified in Section 2 for these specifications.
2. The contractor must designate a cleaner to report to the Technical Authority or telephone **613-949-5553** to receive complaints and any other instructions at **10:00 and 14:00 hours** daily, during working days.
3. The non-working on-site supervisor must be on site during working hours and must be in full charge of the operations of the contractor in the performance of the services and must be authorized to accept any notice, consent, order, direction, decision or other communication on behalf of the contractor that may be given under the contract. The supervisor must liaise daily with the Technical Authority and must be capable of communicating in both official languages.
4. The non-working on-site supervisor must be equipped with a cellular phone and/or a pager. All expenses including installation, air time, activating fees and the phones/pagers themselves, must be at the expense of the contractor. An uninterrupted communication service is mandatory.
5. The contractor must provide a job description for the non-working on-site supervisor and/or working on-site supervisor, if requested by the Technical Authority.

4. Health & safety

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

5. Security

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

6. Building maintenance

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

7. Cleaning products & equipment

1. The contractor must supply all cleaning products and equipment required to carry out the services as mentioned in Section 2 and **must use only products that are environmentally friendly.**
2. All cleaning products must be suitable for the surfaces intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original unopened container. The Technical Authority may instruct the contractor to discontinue the use of any product judged not suitable and to substitute another mutually satisfactory product.

3. The contractor must ensure that all cleaning products used in the workplace are classified and labeled according to the workplace hazardous materials information systems (WHMIS).
4. A binder with the copies of the material safety data sheets (MSDS) must be kept on the premises and updated when new cleaning products are purchased. This binder must be made available to the Technical Authority upon request.

8. Uniforms

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

9. Space assigned

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

10. Log book

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

11. Excluded rooms and equipment

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

12. Life safety system building profile log book

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

13. Light, heat, power and water

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

14. Elevator services

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

15. Additional special conditions

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

1. Reference to Clause 11 (Excluded Areas/work)
 - .1 Excluded Areas of Work
 - .1 Diesel and Chemical rooms
 - .2 Tool shops and work areas
 - .3 Machinery and pumps, including their platforms

**Public Works and Government Services Canada
Janitorial Services for Crown Owned Buildings
Operations and Frequencies**

Section 2

1. Exterior

1. Daily

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

2. Weekly (Friday)

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

2. Floors (all types)

1. General (floor all types)

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

2. General (carpets and rugs)

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

5. Daily, remove stains, dirt and foreign objects from carpeting and rugs using methods and solutions approved by carpet manufacturers. Report to the Technical Authority stains on carpeting and rugs that cannot be removed by normal means and any damage to the carpeting and rugs.
 6. Sweep or vacuum exposed flooring during vacuuming operations.
 7. Personal items, papers, files and others left on furniture must not be disturbed by the cleaning staff.
3. **General (walk-away mats)**
1. The contractor must use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove water, etc., from the mats.
 2. Mats must be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Technical Authority may shorten or extend the period.
 3. Canada will supply walk-away mats and the contractor will install, maintain, remove, clean both sides of mats and store in a designated area when not in use.
 4. Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.
 5. The quantity, type, size and location will be determined by the Technical Authority.
 6. Prior to storing, each walk away mat must be cleaned using **the shampoo and hot water extraction method** and must be dried.

3. Entrances, exits, lobbies and adjacent corridors

1. **Daily**
 1. Clean both sides of door glass
 2. Clean surface and between bars of foot grills
 3. Remove gum and other foreign residue
 4. Sweep, wash and spray buff floors. Provide additional damp mopping of floors during inclement weather.
 5. Vacuum on a full floor basis.
 6. Clean directory board glass and frame.
 7. Keep free of litter.
 8. Clean furniture as per clause 7 (Section 2).
 9. Vacuum walk-off mats at 09:00 and 14:00 hours. During inclement weather vacuum mats more often.
2. **Weekly (Friday)**
 1. Clean both sides of all glass windows and surrounds.
 2. Clean all walk-off mats every Friday using **the shampoo and hot water extraction method**.
3. **Monthly (third week of each month)**
 1. Remove foot grills and clean out recessed pan and drain.

4. **Scheduled Cleaning Operations**
 1. Wet scrub and refinish all floors as per Appendix A.
 2. Strip and refinish all floors as per Appendix A.

4. Escalators (Not Applicable)

1. **Preliminary Instructions**
 1. Escalators must not be cleaned while in operation.
2. **Daily**
 1. Wipe handrails
 2. Clean balustrades
 3. Vacuum steps, risers and landings.
3. **Weekly (Friday)**
 1. Damp wipe steps, risers and landings.

5. Elevators

1. **Daily**
 1. Clean interior and exterior of cabs, doors, door frames and walls including the surface of the control panels.
 2. Scrape and vacuum door sill /track grooves in the cabs and landings.
 3. Sweep and damp mop floors when elevator mats are not in use.
 4. Vacuum floors.
2. **Monthly (first week of each month)**
 1. Clean carpets using **the shampoo and hot water extraction method.**
3. **Scheduled cleaning operations**
 1. Wet scrub and refinish all floors as per Appendix A.
 2. Strip and refinish all floors as per Appendix A.

6. Corridors

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

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

1. Clean mirrors and both sides of door glass.
2. Damp wipe doors, door frames and door grills.
3. Clean all fire extinguishers, fire hose cabinets and glass.

4. **Scheduled cleaning operations**

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

7. Offices, office areas and boardrooms

1. **Daily**

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

2. **Weekly**

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

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

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

4. Scheduled Cleaning Operations

1. Clean all carpets and rugs using **the shampoo and hot water extraction method** as per Appendix A.
2. Clean all leather, vinyl and leatherette furniture as per Appendix A.
3. Vacuum upholstered free standing screens as per Appendix A.
4. Dust or vacuum blinds as per Appendix A.
5. Damp wipe blinds as per Appendix A.
6. Vacuum drapes as per Appendix A.
7. Wet scrub and refinish all floors as per Appendix A.
8. Strip and refinish all floors as per Appendix A.
9. Clean both sides of partition glass as per Appendix A.
10. Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors as per Appendix A.
11. Clean and polish wood panelled walls as per Appendix A.

1. Daily

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

2. Scheduled Cleaning Operations

1. Strip and refinish all floors as per Appendix A.

8. Stairs & landings

1. Daily

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

2. Scheduled Cleaning Operations

1. Strip and refinish all floors as per Appendix A.

9. Miscellaneous

1. Daily

1. Clean and disinfect access telephones.
2. Clean display cases, notice boards, directory boards and glass.

2. Monthly (first week of each month)

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

3. Scheduled cleaning operations

1. Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8 metres or higher as per Appendix A.

2. Clean all air intake grills and air diffusers as per Appendix A
All air intake grills and air diffusers must not be removed during cleaning operations.

10. Washrooms

1. General

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

2. Daily

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

3. Weekly (Monday)

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

4. Monthly (last week of each month)

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

5. Scheduled cleaning operations

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

11. Locker rooms

1. Daily

1. Empty and wipe exterior of waste receptacles with damp cloth and install new plastic bags of appropriate dimensions for the trash when torn or dirty.
2. Sweep and damp mop floors with minimum water.
3. Spot clean walls, doors and door frames.

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

3. **Monthly (second week of each month)**
 1. Machine scrub and disinfect all floors.
 2. Wash base of windows and window ledges.

4. **Scheduled cleaning operations**
 1. Wash the exterior of lockers and interior of vacant lockers as per Appendix A.
 2. Machine scrub and refinish all floors as per Appendix A.
 3. Strip and refinish all floors as per Appendix A.

12. Showers

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

2. **Weekly (Wednesday)**
 1. Wash walls, shower curtains and shower doors to remove soap residue.
 2. Scrub floors to remove soap residue.

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

13. Cafeterias (Not Applicable)

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

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

3. Weekly (Friday)

1. Spray buff floors.

4. Scheduled cleaning operations

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

14. Kitchens, kitchenettes, lunchrooms and rest areas

1. General

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

2. Daily

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

3. Weekly (Friday)

1. Spray buff floors.

4. Scheduled cleaning operations

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

15. Server Rooms (Not Applicable)

1. General

1. The contractor must maintain antistatic floor.

2. Daily

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

3. Weekly (Friday)

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

4. Scheduled cleaning operations

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

16. Contractor's space

1. General

1. Maintain as per corresponding clauses in specification.
2. Keep all products and equipment clean and neatly stored.
3. Maintain floors and fixtures as per clause 10 (Washrooms)

2. Monthly (last week of each month)

1. Wash walls and shelves.

17. Light fixtures

1. General

1. The following requirements apply to all areas of the interior of the buildings and are without height restrictions:

1. Supply and replace all burnt-out tubes and bulbs, with identical types.
2. Supply and replace all oscillating tubes.
3. Clean tubes, bulbs, lenses and the interior and exterior of light fixtures, while replacing tubes and bulbs.
4. Supply all equipment necessary when replacing tubes and bulbs.
5. The contractor is not responsible for replacing and supplying tubes or bulbs in units which form an integral part of the furniture, office equipment, specialized electrical apparatus and elevator cabs.
6. The contractor must supply and replace all acrylic lenses broken when replacing or cleaning bulbs and tubes.

18. Freight receiving

1. Daily

1. Sweep and damp mop floor.

2. Weekly (Friday)

1. Clean doors and door frames.

3. Monthly (last week of each month)

1. Dust walls and doors.

19. Garages (Not Applicable)

1. General

1. Keep entrance viewing mirrors clean at all times.
2. Supply and apply an absorbent compound to remove oil and grease spills as they occur.
3. Remove oil and grease stains from floor with a degreasing compound.
4. Remove slush and water on floors in entrances as required during inclement weather.
5. The contractor must supply a motorized industrial floor sweeper and scrubber, equipped for wet and dry pickup which must be propane or battery operated.
Data on the equipment must be submitted to the Technical Authority for approval.

2. Daily

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

3. Weekly (Thursday)

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

4. Monthly (second week of each month)

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

20. Garbage and recycling rooms

1. General

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

2. Daily

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

3. Weekly (after garbage/ recycling pickup)

1. Wash and disinfect walls and floors.

4. Monthly (second week of each month)

1. Clean all fire extinguishers, interior and exterior of fire hose cabinets, including glass and accessories.

21. Paper save, recycling containers and multi-use installations

1. **General**
 1. All paper and cardboard must be collected and placed in recyclable containers in the designated area.
 2. No recyclable materials should be disposed of as garbage.
 3. Outdated phone books must be collected and placed in designated containers.
 4. Keep the interior and exterior of multi-use recycling stations clean and disinfected at all times.
2. **Daily**
 1. Remove garbage from recycling containers.
 2. Collect recyclable paper/cardboard in high generation areas.
3. **Weekly (Wednesday)**
 1. Pick up paper from recycling bins in each office.
 2. Clean interior and exterior of the recycling containers and multi-use recycling installations.
4. **Twice weekly (Tuesday and Friday)**
 1. Collect recyclable materials from recycling containers and multi-use recycling installations and store in designated area.
5. **Monthly (last week of each month)**
 1. Wash and disinfect the interior and exterior of the central paper collection containers and multi-material recycling stations.

22. Additional operations & frequencies

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

- .1 **Reference to clause 1 (Exterior)**
Window Cleaning
 - .1 All windows at street level of the buildings shall be cleaned **twice a year in the months of May and October** as follows:
 - .1 Clean both sides of perimeter glass, window framing and sills.
 - .2 Clean splashing, streaking and staining as a result of the work.
- .2 **Reference to Clause 4 (Escalators)-Not Applicable**
- .3 **Reference to clause 6 (Corridors)**
Once a year (First week of December)
 - .1 Dust and wash all walls.
- .4 **Reference to clause 7 (Offices, office areas, boardrooms and meetings rooms)**
Once a year (First week of December)
 - .1 Dust and wash all walls.

- .5 Reference to clause 9 (Miscellaneous)**
(Daily)
Potable water fountains
.1 Clean and disinfect
.2 Sign log sheet when completed

(Monthly)
Perforated metal floors, stairs and landings
.1 Vacuum every first Monday of each month.
- .6 Reference to Clause 12 (Showers)**
.1 Sign and fill out log sheet located in the shower room.
.2 The sheet will be provided by the Contractor and approved by the Technical Authority.
- .7 Reference to Clause 13 (Cafeterias)-Not Applicable**
- .8 Reference to Clause 15 (Server Rooms)-Not Applicable**
- .9 Reference to clause 17 (Light fixtures)**
.1 There is a height restriction of a maximum of 8 feet (2.5 meters) for all light replacement.
- .10 Reference to Clause 19 (Garages)-Not Applicable**

APPENDIX "A" TO SECTION 2 - SCHEDULED CLEANING OPERATIONS

CLAUSE	OPERATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
3.4.1	Wet scrub and refinish all floors		X						X			X	
3.4.2	Strip and refinish all floors					X							
5.3.1	Wet scrub and refinish all floors		X						X			X	
5.3.2	Strip and refinish all floors					X							
6.4.1	Clean all carpeting and rugs using "The shampoo and hot water extraction method".	X						X			X		
6.4.2	Wet scrub and refinish all floors		X						X			X	
6.4.3	Strip and refinish all floors					X							
7.4.1	Clean all carpet and rugs using the shampoo and hot water extraction method.				X								
7.4.2	Clean all leather, vinyl and leatherette furniture.		X										
7.4.3	Vacuum upholstered free standing screens		X										
7.4.4	Dust or vacuum blinds				X						X		
7.4.5	Damp wipe blinds	X						X					
7.4.6	Vacuum drapes							X					
7.4.7	Wet scrub and refinish all floors		X						X			X	
7.4.8	Strip and refinish all floors					X							
7.4.9	Clean both sides of partition glass.		X						X				
7.4.10	Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors				X						X		
7.4.11	Clean and polish wood paneled walls			X						X			
8.2.1	Strip and refinish all floors				X						X		
9.3.1	Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8m or higher.	X			X			X			X		
9.3.2	Clean all air intake grills and air diffusers					X						X	
10.5.1	Wet scrub and refinish all floors	X						X			X		
10.5.2	Strip and refinish all floors				X								
10.5.3	Wash walls			X								X	
11.4.1	Wash the exterior of lockers and the interior of vacant lockers			X								X	

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

**Public Works and Government Services Canada
Janitorial Services for Crown Owned Buildings
Definition of terms and Quality Standards
Cleaning Specifications**

Section 3

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

1. Definition of terms

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

2. Quality standards

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

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

2. All waste and sanitary receptacles must be empty, clean and all dispensers replenished.

22. **Waste receptacles**
All waste receptacles must be empty and the exterior and interior surface wiped clean.

23. **Chalkboards and whiteboards**
All surfaces must be wiped clean and chalk tray must be clean and free of dust.

24. **Sand urns and ashtrays**
All trash must be removed from urns and ashtrays and surfaces must be clean with no visible stains or build up.

25. **Potable drinking fountains**
All surfaces must be free of spots, stains and streaks.

26. **Air grills and air diffusers**
All air grills and air diffusers must present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.

27. **Light fixtures**
All light fixtures must be free of dust, dirt, stains and streaks.

28. **Garbage/recycling rooms**
Garbage/recycling rooms must be clean and free of odours.

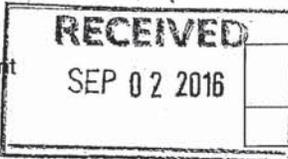
29. **Contractor's space**
All surfaces must be free of paper, garbage, dust, stains and free of odours.

APPENDIX "C"

SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada



Contract Number / Numéro du contrat

EJ196171378

Security Classification / Classification de sécurité
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

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



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? No Yes
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? Non Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments: **Only Security screened personnel to be utilized**
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? No Yes
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? Non Oui

If Yes, will unscreened personnel be escorted? No Yes
Dans l'affirmative, le personnel en question sera-t-il escorté? Non 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? No Yes
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets? No Yes
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? Non 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? No Yes
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? Non 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? No Yes
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? Non Oui

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



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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO 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 / Production																
IT Media / Support TI / IT Link / Lien électronique																

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

ADDITIONAL BUILDING INFORMATION

APPENDIX "D"

FILE EJ196-171378

Additional Building Information / Renseignements supplémentaires sur les édifices

The following is additional building information and is only an approximation.
Voici des renseignements supplémentaires sur les édifices (approximatifs).

Building Name / Nom de l'édifice		Confédération	
Building Address		501 Rue Heron Road	
Address de l'édifice			
Security Level requirment / Niveau de sécurité requis		Secret	
# of floors/# d'étages		3	
Cleanable Square Meters / Mètres carrés à nettoyer		3612.5	
Number of Occupants		10	
Number of Washrooms / Nombre de salles de bain		Women/Femme	1
		Men/Homme	2
Unisex washroom / Toilette unisexe		1	
Handicap washroom / Toilette pour handicapé			
Number of Shower Rooms / Nombre de salles de douche		Women/Femme	1
		Men/Homme	1
		Women/Femme	
		Men/Homme	
Number of Elevators / Nombre d'ascenseurs		none	
TYPE AND % OF FLOORING SORTE ET % DE REVÊTEMENT			
Carpets / Tapis - moquette		10%	
Ceramic / Céramique		10%	
Concrete / Béton		80%	
Non Slip Tile / Tuile antidérapante			
Resilient Vinyl / Vinyle souple		10%	
Terrazo / Granite			
TYPE AND QUANTITY OF LIGHTS SORTE ET QUANTITÉ DE LUMIÈRES			
T8 @ 2F			
T8 @ 3F			
T8 @ 4F		95	
U Shaped F 2' X 2'			
Incandescent / Incandescente			
Pot lights / Luminaire cylindrique à encastrer			
Track Lights / Tringles électriques			
Exit Signs / Signaux de sortie		9	
Clear Light Bulbs / Ampoules électriques claires			
Halogen / Halogène			

Additional Building Information / Renseignements supplémentaires sur les édifices

The following is additional building information and is only an approximation.
Voici des renseignements supplémentaires sur les édifices (approximatifs).

Building Name / Nom de l'édifice		CHFF	
Building Address		1 Rue Fleet St.	
Address de l'édifice			
Security Level requirment / Niveau de sécurité requis		Secret	
# of floors/# d'étages		4	
Cleanable Square Meters / Mètres carrés à nettoyer		3033.7	
Number of Occupants		26	
Number of Washrooms / Nombre de salles de bain		Women/Femme	1
		Men/Homme	3
Unisex washroom / Toilette unisexe		1	
Handicap washroom / Toilette pour handicapé			
Toilette pour handicapé			
Number of Shower Rooms / Nombre de salles de douche		Women/Femme	1 with 2 shower stalls
		Men/Homme	1 with 3 shower stalls
Number of Elevators / Nombre d'ascenseurs		1	
TYPE AND % OF FLOORING SORTE ET % DE REVÊTEMENT			
Carpets / Tapis - moquette		85%	
Ceramic / Céramique			
Concrete / Béton			
Non Slip Tile / Tuile antidérapante		10%	
Resilient Vinyl / Vinyle souple		5%	
TYPE AND QUANTITY OF LIGHTS SORTE ET QUANTITÉ DE LUMIÈRES			
T8 @ 2F			
T8 @ 3F			
T8 @ 4F		140	
U Shaped F 2' X 2'			
Incandescent / Incandescente			
Pot lights / Luminaire cylindrique à encastrer			
Track Lights / Tringles électriques		14	
Exit Signs / Signaux de sortie			
Clear Light Bulbs / Ampoules électriques claires			
Halogen / Halogène			

Additional Building Information / Renseignements supplémentaires sur les édifices

The following is additional building information and is only an approximation. /
Voici des renseignements supplémentaires sur les édifices (approximatifs).

Building Name / Nom de l'édifice		NRC	
Building Address / Adresse de l'édifice		98 promenade Sussex Drive	
Security Level requirment / Niveau de sécurité requis		Secret	
# of floors/# d'étages		3	
Cleanable Square Meters / Mètres carrés à nettoyer		992.5	
Number of Occupants / Nombre d'occupants		8	
Number of Washrooms / Nombre de salles de bain		Women/Femme	Men/Homme
Unisex washroom / Toilette unisexue		2	
Handicap washroom / Toilette pour handicapé			
Number of Shower Rooms / Nombre de salles de douche		Women/Femme	Men/Homme
		1	
Number of Elevators / Nombre d'ascenseurs		None	
TYPE AND % OF FLOORING / SORTE ET % DE REVÊTEMENT			
Carpets / Tapis - moquette			
Ceramic / Céramique			
Concrete / Béton		95%	
Non Slip Tile / Tuile antidérapante		5%	
Resilient Vinyl / Vinyle souple			
Terrazo / Granite			
TYPE AND QUANTITY OF LIGHTS / SORTE ET QUANTITÉ DE LUMIÈRES			
T8 @ 2F			
T8 @ 3F			
T8 @ 4F		25	
U Shaped F 2? X 2?			
Incandescent / Incandescente			
Pot lights / Luminaire cylindrique à encastrer			
Track Lights / Tringles électriques		4	
Exit Signs / Signaux de sortie			
Clear Light Bulbs / Ampoules électriques claires			
Halogen / Halogène			

INFORMATION ON INCUMBENT EMPLOYEES

APPENDIX "E"

FILE EJ196-171378

APPENDIX E
RENSEIGNEMENTS SUR LES EMPLOYES TITULAIRES D'UN POSTE

NOTE: This form is to be used with respect to the Successor Employer provisions of the contract.
NOTA: Cette formule doit être utilisée en rapport avec les dispositions du contrat relatives à l'employeur qui succède.

APPENDIX E
RENSEIGNEMENTS SUR LES EMPLOYES TITULAIRES D'UN POSTE

1. Company name - Nom de l'entreprise
Cleaner Services

2. Address - Adresse
6 CRAIKMONT RD.

3. Tel. no. - N° de tél.
613 232 9815

4. Fax no. - N° de télécopieur
613 232 4964

5. Workplace address - Adresse du lieu de travail
Hechen & Cooley Works

11. Period of employment - Période d'emploi
From *2009-05-01* To *PRESENT*

12. Wage rates - Taux de traitement
10.25

13. Cost and period of each benefit - Coût et période de chaque avantage
Cleaner

15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information.
Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements. *40*

17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information.
Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, dans chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements.

Week 1: Semaine 1:	Week 6: Semaine 6:
Week 2: Semaine 2:	Week 7: Semaine 7:
Week 3: Semaine 3:	Week 8: Semaine 8:
Week 4: Semaine 4:	Week 9: Semaine 9:
Week 5: Semaine 5:	Week 10: Semaine 10:
Week 6: Semaine 6:	Week 11: Semaine 11:
Week 7: Semaine 7:	Week 12: Semaine 12:
Week 8: Semaine 8:	Week 13: Semaine 13:

18. Statement (check as applicable) - Déclaration (cochez s'il y a lieu):
a) the employee is actively employed at the premises, but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information;
b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment.

10. Date of hire - Date d'embauche
2009-05-01

11. Period of employment - Période d'emploi
From *2009-05-01* To *PRESENT*

12. Wage rates - Taux de traitement
10.25

13. Cost and period of each benefit - Coût et période de chaque avantage
Cleaner

15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information.
Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements. *40*

17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information.
Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, dans chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements.

Week 1: Semaine 1:	Week 6: Semaine 6:
Week 2: Semaine 2:	Week 7: Semaine 7:
Week 3: Semaine 3:	Week 8: Semaine 8:
Week 4: Semaine 4:	Week 9: Semaine 9:
Week 5: Semaine 5:	Week 10: Semaine 10:
Week 6: Semaine 6:	Week 11: Semaine 11:
Week 7: Semaine 7:	Week 12: Semaine 12:
Week 8: Semaine 8:	Week 13: Semaine 13:

18. Statement (check as applicable) - Déclaration (cochez s'il y a lieu):
a) the employee is actively employed at the premises, but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information;
b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment.

19. If applicable, check one of the boxes: - Cochez une des cases s'il y a lieu:
 Copy of collective agreement attached.
 Copy of union certificate attached.
 Copy of the convention collective annexée.
 Copy of the (des) demande(s) d'adhésion syndicale annexée(s).

20. Information provided on this form is: - Les renseignements de la présente formule sont:
 Original
 Revised
 Modified

Dated - En date du *2016/11/07*

Signature *MARINA ZYKOWSKA*

21. Name of authorized company representative. - Nom du représentant autorisé de l'entreprise.
MARINA ZYKOWSKA

Date YYYY-MM-DD - AAAA-MM-JJ
2016/11/07

APPENDIX E

INFORMATION ON INCUMBENT EMPLOYEES
RENSEIGNEMENTS SUR LES EMPLOYÉS TITULAIRES D'UN POSTE

NOTE: This form is to be used with respect to the Successor Employer provisions of the contract.
NOTA: Cette formule doit être utilisée en rapport avec les dispositions du contrat relatives à l'employeur qui succède.

1. Company name - Nom de l'entreprise: Cleaner's Contract
 2. Address - Adresse: 6323 232 9819 G.B. 232 9819 Healy & Coaling Street
 3. Tel. no. - N° de tél.: 6323 232 9819
 4. Fax no. - N° de télécopieur: 6323 232 9819
 5. Workplace address - Adresse du lieu de travail: Healy & Coaling Street
 6. Contract no. - N° du contrat: 03192-12186

7. List below all your employees working at this workplace and give each employee, in box 7, a separate number. If more space is required for any of these items, attach additional pages and make reference to the employee's separate number and to this item number.
 8. Date of hire: 2007-09-17
 9. Date of termination: 2007-09-17
 10. Period of employment: 2007-09-17 To 2008-09-17 Au 2008-09-17
 11. Period of employment: 2007-09-17 To 2008-09-17 Au 2008-09-17
 12. Wage rates - Taux de traitement: 12.50

13. Cost and period of each benefit: Cleaner
 14. Job classification or description - Classification ou description des tâches: Cleaner
 15. Number of weeks worked at premises preceding the date of request for information: 26
 16. Number of hours worked in regular non-overtime work week: 20
 17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information.

Week 1: Semaine 1:	Week 2: Semaine 2:	Week 3: Semaine 3:	Week 4: Semaine 4:	Week 5: Semaine 5:	Week 6: Semaine 6:	Week 7: Semaine 7:

18. Statement (check as applicable): - Déclaration (cochez s'il y a lieu):
 a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information;
 b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment.
 19. Information provided on this form is: Cleaner
 20. Information provided on this form is: Cleaner
 21. Name of authorized company representative: Cleaner
 22. Wage rates: 12.50

23. Cost and period of each benefit: 2007-02-22
 24. Job classification or description: Present
 25. Period of employment: 2007-02-22 To Present
 26. Number of weeks worked at premises preceding the date of request for information: 26
 27. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information.

Week 1: Semaine 1:	Week 2: Semaine 2:	Week 3: Semaine 3:	Week 4: Semaine 4:	Week 5: Semaine 5:	Week 6: Semaine 6:	Week 7: Semaine 7:

18. Statement (check as applicable): - Déclaration (cochez s'il y a lieu):
 a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information;
 b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment.
 19. Information provided on this form is: 2760 units
 20. Information provided on this form is: 2760 units
 21. Name of authorized company representative: 2760 units
 22. Wage rates: 2760 units

19. If applicable, check one of the boxes: - Cochez une des cases s'il y a lieu:
 Copy of collective agreement attached.
 Copy of the union certificate attached.
 Copy of the convention collective annexée.
 Copy of pending union application(s) attached.
 Copy of the (des) demande(s) d'adhésion syndicale annexée(s).
 20. Information provided on this form is: 20/6/07
 21. Name of authorized company representative: 20/6/07
 22. Wage rates: 20/6/07

APPENDIX "F"

**INTEGRITY PROVISIONS - LIST OF NAMES
(Included in the main RFP document)**

INDIVIDUALS WHO ARE CURRENTLY DIRECTORS OF THE BIDDER:

FILE EJ196-171378

APPENDIX "G"
COLLECTIVE AGREEMENT

COLLECTIVE AGREEMENT

between

ALCO Janitorial Services
Allen Maintenance Ltd.
Bee-Clean Building Maintenance
Cleanmatters Janitorial Services Limited
Domus Building Cleaning Company Limited
DTZ, a UGL Company
Dustmoon Maintenance Limited
Evripos Janitorial Services Limited
GDI Services (Canada) LP
Hallmark Housekeeping Services Inc.
M.A. Independent
NASCO Building Cleaning Inc.
Pinkham and Fils/Sons Inc.
Service Star Building Cleaning Inc.
(hereafter referred to as the "Company" or the "Employer")

- and -

Service Employees International Union, Local 2



Effective Date: July 1, 2015
Expiry Date: June 30, 2019

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ARTICLE 1 - GENERAL

1.01 It is the central purpose of this Agreement to establish the uniform, specific terms and conditions of employment as between the Union and those Employers set out above (hereinafter referred to as "the Employer" or "the Company"), with respect to the employees encompassed by this agreement, and to provide machinery for the prompt and equitable disposition of grievances. For the purpose of clarity, the terms and conditions of this collective agreement apply on a single employer basis, unless otherwise expressly noted herein, and any actions, settlement, and/or liability of one of the Employers shall not bind or otherwise affect any of the others.

ARTICLE 2 - RECOGNITION

2.01 The Employer recognizes the Union as the sole and exclusive bargaining agent for all its employees engaged in Cleaning and Maintenance within the City of Ottawa, save and except:

- office and clerical employees
- supervisors and persons above the rank of supervisor
- persons working at privately owned locations smaller than 100,000 square feet (unless those locations are unionized by SEIU or another bargaining agent)
- persons working at publicly owned locations smaller than 25,000 square feet (unless those locations are unionized by SEIU or another bargaining agent)
- retail, residential and hotel accounts where the total square footage cleaned by the employer is less than 35,000 square feet (unless those locations are unionized by SEIU or another bargaining agent)

For the purpose of clarity 'privately owned locations' shall be defined as those properties in which the municipal, provincial or federal government does not have a majority ownership stake.

Clarity Note: Those locations that are currently unionized but that do not fall within the scope of the agreement shall continue to be included in the collective agreement.

ARTICLE 3 - RELATIONSHIP

- 3.01 The parties hereto agree that all present employees of the Employer covered by the terms of this Agreement shall remain members in good standing of the union as a condition of continued employment.
- 3.02 All new employees hired after the signing date of this Agreement shall become members of the Union as a condition of continued employment.
- 3.03 Where the masculine or singular pronoun is used herein, it shall mean and include the feminine or the plural pronoun where the context so requires.
- 3.04 Union representatives shall not enter the premises of the Company nor carry on Union activities on such premises without first obtaining authorization from the Manager, which authorization shall not be reasonably denied.

ARTICLE 4 - UNION DUES

- 4.01 All new employees shall be required to become and remain members of the union as a condition of employment.
- 4.02 Employees covered by this agreement shall pay Union dues as established by the Union. The Union shall have an opportunity during working hours to interview new employees for the purpose of signing union membership application cards. The Union will arrange times for interviews in conjunction with the Employer.
- 4.03 The Employer shall deduct and remit all union dues on a monthly basis and shall send all of the monies so collected to the Secretary - Treasurer of the Union on or before the 15th, day of the following month the deductions were made. Union dues will be accompanied the following employee information:

- (a) Employee name.
- (b) Work location.
- (c) Hourly wage.
- (d) Hours worked.
- (e) Union dues.
- (f) Benefit premiums remitted.

In addition to the above information the employer shall provide the union with the following information every three months:

- (a) Classification
- (b) Site Seniority
- (c) Service with company
- (d) Home address.
- (e) Phone number.

4.04 The Union shall indemnify the Employer and hold it harmless against any and all suits, claims, demands or other forms of liability that shall arise out of or by reason of any action taken or not by the Employer for the purpose of complying with any of the provisions of this Article.

4.05 The Employer will indicate the amount of Union dues paid by employees on their T-4 slips.

ARTICLE 5 - MANAGEMENT FUNCTIONS

5.01 Except to the extent explicitly abridged by specific written provision of this Agreement, the Company reserves and retains, solely and exclusively, all of its inherent rights to operate and manage its business and operations in accordance with its commitments, its obligations and responsibilities.

5.02 Without in any way diminishing or limiting those rights, it is understood and agreed that those rights include:

(a) The right to direct and supervise the work force, hire, schedule, promote, demote, discharge, determine work assignments, processes and equipment and materials to be used, set policies and procedures, classify, transfer, layoff, assign and discipline employees for just cause provided that a claim by an employee who has acquired seniority that he has been disciplined or discharged without just cause, may be the subject of a grievance and dealt with as hereinafter provided.

5.03 The Company agrees that its functions will not be exercised in a manner inconsistent with the other provisions of this Agreement in an effort to maintain and promote a harmonious relationship with the employees and the Union.

ARTICLE 6 - NO STRIKE, NO LOCKOUTS

6.01 In view of this orderly procedure established by this Agreement for the settling of disputes and handling of grievances, the union agrees that during the lifetime of this Agreement, there will be no strikes, picketing, slowdowns, or stoppage of work, either complete or partial, and the Employer agrees that there will be no lockout.

ARTICLE 7 - UNION STEWARDS

7.01 The Employer recognizes the right of the Union to elect or appoint one (1) Chief Steward representing the authorized areas of each working establishment. Should the Chief Steward be absent from work, or should there be more than ten (10) employees in working establishment, or should there be more than one (1) shift worked by the employees in the working establishment, the Employer recognizes the right of the Union to appoint an additional Union Stewards. The Union will notify the Employer from time to time as to the names of the Steward(s) and the areas of their responsibility and all stewards shall be regular employees of the Employer

who have acquired seniority.

- 7.02 The Union acknowledges that Stewards have their regular duties to perform on behalf of the Employer and that such persons shall not leave their regular duties to attend to the complaints and grievances of employees without having first secured permission from their immediate supervisor, which permission shall not unreasonably be withheld. Stewards shall state their destination to their immediate Supervisor and shall report again to him at the time of their return to work, provided these steps are followed, Stewards shall not suffer a loss of basic pay. The Employer reserves the right to limit the duration of such meetings, these limits shall not be unreasonable.
- 7.03 Where the Company has less than one hundred employees covered by this agreement the Union shall have the right to appoint or elect one employee to serve as a member of the negotiating committee. Where the Company has one hundred or more employees covered by this agreement the Union shall have the right to appoint or elect two employees to serve as a member of the negotiating committee. Employees will be paid by the Company for time off work for the purpose of participation in mutually agreed negotiations up to conciliation. Time paid for attendance at negotiations will not exceed the number of hours the employee is regularly scheduled to work.
- 7.04 Where an employee is required to attend a meeting in which a written warning, suspension, or discharge is to be given, the Supervisor or designate will inform the employee prior to the meeting of his right to have a Union Steward present at the meeting.

The employee may request the presence of the union Steward during the meeting. Where the employee requests such representation, the Supervisor will send for the Steward without further discussion of the matter with the employee. If a Steward is not available, the Employer shall schedule the disciplinary meeting within the next twenty-four (24) hours and it shall then become the sole responsibility of the employee concerned to arrange for a Union Steward to be in attendance when the meeting occurs.

7.05 Copies of all disciplinary notices issued to bargaining unit members shall be forwarded to the union's Business Agent.

7.06 The Union may request from each Company up to three (3) days off per calendar year, without pay, for Stewards of the bargaining unit. The Employer shall reasonably grant such requests. This leave is over and above the time required to negotiate this Collective Agreement. The maximum number of stewards absent at any given time is not to exceed three (3) and not more than one (1) from any given location.

ARTICLE 8 - GRIEVANCE PROCEDURE

8.01 The purpose of this Article is to provide an orderly procedure for the resolution and disposition of grievances.

8.02 A grievance is an allegation by an employee, the Union, or the Company that one party has violated this Agreement or by an employee who has completed the probationary period that he has been unjustly disciplined or discharged.

8.03 Step 1

(a) An employee initiates a grievance by verbally notifying his Supervisor that he has a grievance and then providing the Supervisor with the details and circumstances of the matter, along with the remedy sought. Such an employee may request the presence of an available steward at the meeting.

- (b) This must occur within five (5) working days of the incident giving rise to the grievance. The Supervisor must respond verbally to the grievance within five (5) working days after hearing the grievance.
- (c) If the employee is satisfied with the Supervisor's response, the matter is concluded and neither the grievance nor the response shall be binding or used as a precedent by the Company or the union.

Step 2

- (a) Failing satisfactory settlement at Step 1, the grievance may be reduced to writing within five (5) working days of the response in Step 1 and submitted to the Site Manager.
- (b) Upon receipt of such grievance the Site Manager shall issue a written response within five (5) working days.

Step 3

- (a) Failing satisfactory settlement at step 2, the grievance shall be submitted to the Company head office and a meeting to discuss the grievance shall be arranged between the griever, Steward, union Business Agent and Employer Representatives at a mutually agreed to time and date.
- (b) A formal response will be issued by the Employer to the union's business Agent within five (5) working days of the above noted meeting.

8.04 Union, Discharge and Employer Grievances

The Union or the Employer may initiate a policy or group grievance directly into Step 2. A Claim by an employee, who has completed the probationary period, that he has been unjustly terminated may be filed directly at Step 2.

8.05 For the purpose of this Article, working days shall not include Saturdays, Sundays and Holidays.

8.06 Grievance Mediation

The parties agree to implement a Grievance mediation Procedure prior to proceeding to Arbitration as set out below.

- (a) Either party may submit the grievance to Grievance mediation at any time within ten (10) calendar days following the receipt of the reply at step 3, or if no reply is received, within ten (10) calendar days following the expiration of the period limited for such reply. Where the matter is so referred, the Mediation process shall take place before the matter is referred to Arbitration.
- (b) Grievance Mediation will commence within twenty-one (21) calendar days of the grievance being submitted to Mediation.
- (c) The Grievance Mediation process is without prejudice to either party.
- (d) No matter may be submitted to Grievance Mediation which has not been properly carried through the grievance procedure, provided that the parties may extend the time limits fixed in the grievance procedure.
- (e) The parties may agree to the appointment of a Mediator by the Ministry of Labour, provided that such Mediator is able to commence Grievance Mediation within the time periods set out in the item (b) above, or where the parties mutually agree to extend the time periods for such Mediator.
- (f) Proceedings before the Mediator shall be informal. Accordingly, the rules of evidence will not apply, no records of the proceedings shall be made and legal counsel shall not be used by either party.
- (g) If possible, an agreed statement of facts will be provided to the Mediator, and if possible, in advance of the Grievance Mediator

Conference.

- (h) The Mediator will have the authority to meet separately with any person or persons, but will not have the authority to compel the resolution of a grievance.
- (i) If a grievance is not settled through the grievance Mediation process, the Mediator shall provide the parties with an immediate oral advisory opinion and the grounds of such advisory opinion, unless both parties agree that no such opinion shall be provided.
- (j) If no settlement is reached within ten (10) calendar days following grievance Mediation, the parties are free to submit the matter to Arbitration as hereinafter provided. In the event that a grievance which has been mediated subsequently proceeds to arbitration, the Mediator may serve as Arbitrator. Nothing said or done by the Mediator may be referred to at Arbitration.
- (k) Any settlement reached shall not be referred to by the parties in respect of any subsequent matter and in any other setting.
- (l) The Union and the Employer will share the cost of the Mediator, if any.

8.07 Arbitration

- (a) The Union and the Employer acknowledge the applicability of S.46 of the Labour Relations Act as more particularly set out in the Act, with respect to the appointment of a single arbitrator by the Minister.
- (b) No person may be appointed as an Arbitrator who has been involved in an attempt to negotiate or to settle the grievance, unless mutually agreed to.
- (c) Each of the parties hereto will bear the expenses of a nominee appointed by it, and the parties will jointly share the expenses of the Chairperson of the Arbitration Board, if any.

- 8.08 The Arbitrator shall not have to power to alter or change any of the provisions of this Agreement; or to substitute any new provisions for any existing provisions; nor to render any decision inconsistent with the terms and provisions of the Agreement.
- 8.09 Both parties to this Agreement agree that the time limit may be extended by mutual agreement.
- 8.10 The parties agree the Employer will remove all discipline from the Employee personnel file, provided that:
- (a) No discipline is received for a period of twenty-four months (24) months.
 - (b) The misconduct did not involve a violation of law or an issue constituting breach of trust.

ARTICLE 9 - PROBATIONARY PERIOD

- 9.01 All employees shall serve as probationary employees until they have completed 480 hours of work or 60 shifts whichever occurs first. If they are retained when they have completed their probationary period, their names shall be placed on the appropriate seniority list and their seniority shall date back to their date of hire. The probationary period may be extended by the number of shifts missing during the probationary period.

ARTICLE 10 - SERVICE & SENIORITY

- 10.01 Seniority shall be used in the application of the job posting, lay-off and recall provisions of this agreement, and shall be calculated as an employee's uninterrupted tenure at a specific work location* including service with previous contractors.

* A work location may be defined as a single building or a cluster of buildings by mutual agreement of the parties.

10.02 In all cases of job postings, promotions, job placement, work assignments, layoffs and recalls, the following factors shall be considered:

- (a) Seniority
- (b) Skill, ability.

Where skill, ability is relatively equal, the most senior available bidder shall be selected for the job posting.

10.03 Service

Service shall be used solely in determining an employee's entitlement to vacation benefits and shall be calculated as an employee's uninterrupted tenure at a specific work location, including service with a previous contractor or their overall service with the Company, whichever is greater.

10.04 Seniority, Service status and employment, once acquired, will be lost for the following reasons:

- (a) Voluntary resignation.
- (b) Discharge for cause.
- (c) Absence from scheduled work for two (2) consecutive days without actual notice to the Employer, unless in circumstances it is impossible for him / her to do so.
- (d) Failure to return to work within five (5) working days of written notice of recall sent by verifiable mail to the last known address according to the records of the Company.
- (e) Lay off for twelve (12) months following date of lay off or the length of employment whichever is lesser.
- (f) Extended absence due to injury or illness for twenty-four (24) months.
- (g) Failure to return on scheduled day following an authorized leave of absence without an explanation satisfactory to the Company.

- 10.05 Employees shall be responsible for notifying the Company of any changes in address and/or phone number.

ARTICLE 11 - JOB POSTINGS, LAY-OFF AND RECALL

- 11.01 The parties agree that all provisions of this Agreement which apply to job posting, lay-off, recall shall be applied pursuant to article 10.1 and 10.2.
- 11.02 Employees interested in vacancies at sites other than their own may advise the Employer in writing between January 1st and January 7th of each year of their interest in applying for such vacancies for the upcoming year as they become available. These employees will only be considered for such vacancies after all on-site applicants have had the opportunity to apply through the job posting article of this collective agreement. Employees who transfer from one site to another under this agreement will not be required to serve an additional probationary period and will be placed on the wage grid in accordance with their service at the previous work site(s). This process will not be used for subsequent vacancies as a result of awarding a vacancy to a staff member.

The Employer will notify employees of where to submit vacancy requests.

Where an employee with secret security (or higher) clearance wishes to transfer from one site to another the employer reserves the right to deny such requests for operational reasons.

- 11.03 Job Posting (Permanent Vacancies)
- (a) When the Employer decides to fill a permanent vacancy or creates a new permanent classification such vacancy shall be posted for five (5) working days.
 - (b) All postings will contain the following information:
 - (i) Job classification
 - (ii) Rate of pay.

(iii) Hours of work.

(iv) Shift.

Successful bidders will be selected pursuant to Article 10.2.

(c) Employees may apply for a lateral transfer once every twelve (12) months when a position is available.

A copy of all vacancies and postings will be forwarded to the Union Office and to the Chief Steward. The name of successful bidders for such vacancies will also be provided to the Union.

(d) Temporary vacancies expected to last four (4) or more months will be posted in accordance with Article 10.2 (a). No secondary vacancies will be posted as a result of the awarding of a temporary vacancy to a staff member.

Upon the return of the original individual who vacated the position the person who assumed the temporary position shall return to his or her former position.

Should the individual who has vacated the position fail to return to work the successful applicant will maintain the vacancy on a permanent basis.

Nothing in this agreement shall prevent the employer from filling temporary vacancies with new hires. During the term of the temporary vacancy such new hires shall be deemed to be probationary employees.

(e) Emergency call in lists

Employees will state their availability for emergency duty on an emergency call in list.

This list will remain posted at all times and the Employer will call employees whose name appears on that list from top to bottom on a rotating basis, providing such employees have the qualifications, skills and ability to perform the work.

Employees unavailable or unwilling to accept the assignment will be considered to have worked for the purpose of proceeding through the list.

11.04 Lay-off and Recall

- (a) As per article 10.01, In case of lay-off, or recall from lay-off, the employee with the greatest seniority, provided that he / she has the skill, ability to perform the required work, shall be the last to be laid off and conversely the first to be recalled from layoff.
- (b) In the event of a layoff, the Employer agrees to notify and discuss with the Union the effects to the layoff and consider possible alternatives to the layoff prior to notifying the affected employees.
- (c) In the event of a reduction in the regular hours of work or a layoff of a permanent nature, the affected employee may accept the lay-off or exercise seniority rights to bump the least senior employee working in the building/cluster of buildings (as agreed by the parties) in an equal or lower paying classification, on the same or another shift. The parties agree that the employee originally subject to the lay-off must have the qualifications to do the job.
- (d) A displaced employee may accept the lay-off or exercise seniority rights to bump the least senior employee in an equal or lower paying classification, on the same or another shift. Again, the parties agree that the employee originally subject to the lay-off must have the qualifications to do the job.

An employee who is laid off shall be considered for vacancies at other sites in accordance with Article 10.2 of this agreement. Employees will not be compelled to accept positions at other locations/sites other than their own sites.

Where a reduction in the regular hours of work or a lay-off occurs, of a temporary nature not to exceed thirteen (13) weeks, in either case, the affected employee may only bump the least senior employee in the classification.

Recall of employee(s) on lay-off shall be in the reverse order of lay-off, by classification, provided the employee(s) being recalled has the skill(s) and ability to do the work available.

- (e) If known to the Employer, Employees will be provided with a minimum of seven (7) days notice of lay-off.
- (f) In all cases of layoff probationary employees shall be laid off before employees who have attained seniority.

11.05 Recalls

Before hiring any new employee, the Employer will offer such opening to the qualified employee most recently placed on the lay-off list by means of registered letter.

ARTICLE 12 - WAGES

- 12.01 Hourly wages will be paid according to the classification and schedule set forth in Schedule "A" of this Agreement.
- 12.02 Effective January 1, 2016, employees will be paid every two weeks. In the case of a holiday, employees will be paid on the previous business day prior to the holiday.
- 12.03 Effective January 1, 2016, the Employer shall provide "automatic deposit" of net pay to the employee's bank account. In such cases, it is the sole

responsibility of the employee to provide current, accurate banking information to the Employer and the Employer will ensure that a Statement of Earnings is provided to the employees in accordance with the distribution requirement outlined in Paragraph 12.1. The statement of earning shall include the employee's vacation pay accrued to date.

- 12.04 Corrections to payroll errors are done the day following the payday. The employees shall inform the Area Manager who will notify the payroll office. A cheque will be issued for amount equal or exceeding \$50.00. Lesser amounts will be paid in the following payroll.

ARTICLE 13 - HOURS OF WORK AND OVERTIME

- 13.01 The normal work schedule for each employee shall be made available to an employee or union Representative upon request.
- 13.02 An employee who reports for his / her scheduled shift and finds that no work is available, will be paid for four and one half (4.5) hours or the length of her scheduled shift (whichever is less) at his/ her regular rate of pay unless the employee received prior notification not to report to work or the unavailability or work is the result of cause beyond the control of the Employer, i.e. fire, flood, strike or an act of God, etc.
- 13.03 The Employer agrees to distribute excess work as equitably as possible among available, qualified employees. This work will be offered to employees in the classification normally assigned to perform work.
- 13.04 The Employer agrees to pay time and one-half (1 ¹/₂) the hourly rate established in Schedule "A" for all hours paid in excess of forty-four (44) hours in a work week.
- 13.05 The Employer will not reschedule any employees for the purpose of avoiding overtime.

- 13.06 Available overtime opportunities shall be offered equitably, on a rotational basis, to employees who have expressed their desire to work overtime, and are available.
- 13.07 The parties agree that bargaining unit employees employed on the date of ratification of this Collective Agreement will suffer no reduction in hours of work, for the life of this Agreement, unless a tenant vacancy occurs resulting in a decrease in the area to be cleaned, or a request is made by the customer to reduce operating cost. Nothing in this article shall prevent the employer from laying off employees pursuant to the lay-off provisions (11.2).

ARTICLE 14 - HOLIDAYS

- 14.01 The recognized holidays with pay for this Agreement shall be:

New Years Day	Good Friday	Victoria Day
Canada Day	Thanksgiving Day	Labour Day
Boxing Day	Christmas Day	Family Day

Employees who have completed one year of service or seniority shall be entitled to one (1) paid personal day per contract year to be scheduled on a mutually agreed date.

- 14.02 Eligible employees who are not assigned to duty on a Holiday named above will be paid their regular pay for the day.
- 14.03 Employees who are required to work on any of the Holidays specified in 14.1 above shall be paid at the rate of one and one-half times (1¹/₂) their regular rate of pay for all hours worked in addition to their regular rate for scheduled hours on that day.
- 14.04 Easter Monday and Remembrance Day shall be considered regular work days in Federal Buildings. Where the employer instructs an employee not to report for work on these days they shall be entitled to receive their regular pay for the day.

- 14.05 Eligibility - An employee must have passed probation and must work his regularly scheduled shift before and after the Holiday, unless absent with permission of the Employer or because of proven illness. Probationary employees will receive statutory holiday pay in accordance with ESA.
- 14.06 Where a Holiday falls within an employee's vacation period such employee shall, at the employee's option, receive an extra day's pay in lieu of the holiday or an additional day of vacation at time which is mutually agreed upon by the employee and Employer.
- 14.07 Statutory Holiday hours worked will count towards the calculation of overtime hours that week.

ARTICLE 15 - VACATIONS

- 15.01 Vacation entitlement shall be calculated in accordance with article 10.3 of this agreement.
- 15.02 Employees will be entitled to vacation as follows:
- (a) Upon completion of twelve (12) months of service, each employee shall be entitled to a two (2) weeks' vacation with pay at 4% of the gross wages of the employees in the previous twelve (12) months of employment.
 - (b) Employees who have completed eight (8) years of service shall be entitled to three (3) weeks' vacation with pay at six (6) percent of gross wages of the employees in the previous twelve (12) months of employment.
 - (c) Employees who have completed fifteen (15) years of service shall be entitled to four (4) weeks' vacation with pay of eight (8) percent of gross wages of the employees in the previous twelve (12) months of employment.

(d) Employees who have completed twenty (20) years of service shall be entitled to five (5) weeks' vacation with pay of ten (10) percent of gross wages of the employees in the previous twelve (12) months of employment.

15.03 Vacation pay shall be paid as a separate line item and/or by a separate cheque.

15.04 Vacation requests will be submitted to the Employer by March 15th of each year and will be confirmed by the employer by April 1st. Vacation time will be allotted on the basis of seniority subject to operational requirements. Requests shall not be unreasonably denied. Employees who miss the cut off date will have their vacation granted based on availability.

ARTICLE 16 - LEAVE OF ABSENCE

16.01 An employee may request a leave of absence of up to six (6) weeks without pay or benefits for personal reasons. Such request will be in writing, with the reason(s) clearly stated, and must be submitted as far in advance as possible to the Manager. Such requests shall not be unreasonably denied. In the event of an emergency leave of absence the Company may waive the request be in writing. An employee returning from such leave shall be placed in his/her former job and shift, if applicable.

The Employer may grant leave of absence in excess of six (6) weeks, however, seniority shall cease to accumulate after a six (6) weeks leave.

16.02 Bereavement - In the event of the death of an employee's spouse, child, step-child, mother, father, sister, brother, grandparent, grandchild, the Company agrees to grant paid time off, from scheduled work up to three (3) scheduled consecutive days. The three (3) days must include or immediately precede or follow the day of the funeral.

In the event of the death of an employee's mother-in-law or father-in-law, the Company agrees to grant paid time off, from scheduled work for two (2) days.

In the event of the death of an employee's son-in-law, daughter-in-law, sister-in-law or brother-in-law, the Company agrees to grant paid time off, from scheduled work for one (1) day.

In the event of the death of an employee's spouse's grandparent, the Company agrees to grant paid time off, from scheduled work for one (1) day.

- 16.03 Jury Duty - An employee, when called for jury duty or subpoenaed as a witness for the Company will be granted time off and compensated for the difference between his normal earnings and the payment received for jury duty or being so subpoenaed. The employee will provide evidence that he reported for jury duty or attended as a subpoenaed witness.
- 16.04 Pregnant and Parental Leave - The Company agrees to provide pregnancy and parental leave consistent with the Ontario Employment Standards Act. Upon return from such leave employees will be entitled to be reinstated to the same job in the same work area, if still available.
- 16.05 The Employer has the right to request an acceptable justification in cases of excessive or pattern absenteeism. The Employer will pay for any medical certificate requested by the Company to a maximum of \$20.00. Reimbursement shall be by way of a separate cheque and not subject to regular payroll deductions.
- 16.06 An employee shall be granted one (1) days leave of absence with pay for the purpose of attending formal hearings to obtain his / her Canadian citizenship.
- 16.07 Employees legitimately absent from work for a period of twelve (12) calendar months or less shall, upon their return to work, be entitled to be re-instated, unless operations have ceased in that work area.

ARTICLE 17 - UNIFORMS

17.01 Uniform Policy - The Employer believes strongly that image is very important and portrays their professionalism. The Company requires all front line employees to wear Company uniforms as prescribed in their policy and in compliance with the Company's contract with its clients.

The employer agrees to continue its current practice with respect to the provision of uniforms.

Clothing or garments that are not supplied by the Company must be matching to the Company's uniform and must receive Management approval in advance.

Cleaning and maintenance of uniforms is the responsibility of the employees. Worn out or torn uniforms shall be returned to the Supervisor and will be replaced when required.

The uniforms are supplied free of charge to the employee provided all uniforms are returned to the Company upon separation of employment. Employees who fail to return the uniforms immediately upon departing from the Company will be deducted the full cost of the uniforms from their last pay.

Each employee is responsible for purchasing his or her footwear. Closed shoes with an anti-slip sole must be worn at work. Where certified safety shoes must be worn on the job, the Company reimburses employees up to one hundred (\$100.00) dollars every two (2) years upon presentation of an acceptable purchase receipt.

Employees have the option of changing into and out of their uniform at the work place. Employees who wish to wear the Company's uniform while off duty must conform to the Company's dress code.

17.02 The Employer will provide a winter coat with Company identification and gloves selected by the Employer to employees required to work outside during the winter months.

- 17.03 If lockers are available at the workplace, the Employer will supply the available facilities to the employees.

ARTICLE 18 - GENERAL

- 18.01 All special equipment and all equipment necessary to perform the duties assigned to the employees shall be furnished and kept in repair by the Employer.
- 18.02 Employees scheduled for a shift of more than five (5) hours shall be scheduled for an unpaid meal period of one -half (1/2) hour, unless an alternate arrangement is reached by the parties.
- 18.03 Employees scheduled for a shift of eight (8) hours shall be scheduled for two (2) fifteen (15) minutes rest periods during their shift. Each employee scheduled for a shift of less than eight (8) hours shall be scheduled for one (1) fifteen (15) minutes rest period during their shift.
- 18.04 All employees must be ready for duty upon commencement of shift. There shall be a five (5) minute personal wash-up period at the end of each regular shift for the purpose of changing clothes, etc.
- 18.05 Supervisors may perform bargaining unit work for experimentation, training purposes, emergencies purposes or as performed prior to the date of ratification of this agreement.
- For the purpose of clarity persons employed as Special Project Employees prior to the date of ratification shall be considered supervisors. Persons hired as Special Project Employees subsequent to the date of ratification shall be included in the bargaining unit.
- 18.06 Employees temporarily assigned to perform the duties of higher rated classification shall be paid the rate of pay of that classification for the duration of the assignment.
- 18.07 The parties agree to abide by the Human Rights Code. This will include making reasonable efforts to modify break times to accommodate prayer times or religious fasting.

- 18.08 The parties agree to equally share the cost of printing this Agreement.
- 18.09 In the event major changes are made to employees work assignment or operational changes are made that effect the majority of the members of the bargaining unit at a specific site, the employer agrees to the following;
- (a) To notify the union before any member is advised of the change. If possible, such notification will take place at least 30 days before the change. Both parties agree to meet, if necessary, within two weeks of such notice having been received.
 - (b) To share with the union the reasons for the change and the impact on members of the bargaining unit.
 - (c) To discuss and jointly determine if new classifications are being created and if so to negotiate an appropriate rate of pay for these classifications. It is understood that no new classification shall be paid a rate less than as set out in Schedule A.
- 18.10 Notwithstanding any other article in this collective agreement the parties will meet quarterly to review the issues of mutual concern in the industry.

ARTICLE 19 - BULLETIN BOARDS

- 19.01 Subject to availability of space and management approval, the Employer shall provide the Union with a bulletin board for posting notices. Where no bulletin board is available the Employer agrees to facilitate the distribution of Union provided material to the bargaining unit members.

ARTICLE 20 - HEALTH AND SAFETY

- 20.01 The Company and the Union recognize the benefits to be derived from a safe and healthy place of employment. It is agreed that the Company, the employees and the Union will cooperate fully to promote safe work practices, health conditions and the enforcement of safety rules and procedures.

- 20.02 Employees are required to report injuries to their Supervisor immediately. Any employee injured on the job shall be paid for the balance of his shift on which the injury occurred at the straight time hourly rate if, as a result of such injury, the employee is sent home by an officer or representative of the Employer, or is hospitalized.
- 20.03 If an employee is requested by the Employer to escort the injured employee home or to a hospital, that employee shall also be paid for the balance of his / her shift.

ARTICLE 21 - SICK DAYS

- 21.01 Upon ratification of this agreement employees who have completed two (2) years of service shall begin accumulating paid sick days at a rate of one day for every six months of service. Employees will be permitted to accumulate sick days to a maximum of twelve (12) days.

ARTICLE 22 - LIVING WAGE POLICY

- 22.01 Where the Federal government establishes a policy requiring contractors to provide employees working in government buildings with wages and/or benefits that are superior to those set out in this agreement those superior wages and benefits shall become part of this agreement.

ARTICLE 23 - HEALTH AND WELFARE BENEFITS

- 23.01 Effective July 1, 2018, the employer shall enroll all eligible employees who have completed probation into the SEIU Local 1 & 2 Benefit Trust and shall contribute on behalf of eligible employees seventy-five (75) cents for every hour worked as well as for every hour of paid vacation.

- 23.02 These remittances will be used for the provision of a schedule of full-time benefits for eligible employees regularly scheduled to work twenty-five (25) hours or more per week and a schedule of part-time benefits for those eligible employees regularly scheduled to work less than twenty-five (25) hours per week.
- 23.03 The Employer shall enroll all eligible employees in the plan on the first day of the month following probation.
- 23.04 The Employer shall remit the contributions referred to in this Schedule to the Benefit Trust along with all back up information no later than the 15th day of each month.

ARTICLE 24 - DURATION

- 24.01 This Agreement is effective from July 1, 2015, and shall continue in effect through June 30, 2019.

For the Company

For the Union

ALCO Janitorial Services

Tom Galivan

Allen Maintenance Ltd.

Bee-Clean Building Maintenance

Cleanmatters Janitorial Services Limited

Domus Building Cleaning Company Limited

DTZ, a UGL Company

Dustmoon Maintenance Limited

Evrupos Janitorial Services Limited

GDI Services (Canada) LP

Hallmark Housekeeping Services Inc.

M.A. Independent

NASCO Building Cleaning Inc.

Pinkham and Fils/Sons Inc.

Service Star Building Cleaning Inc.

SCHEDULE "A" – CLASSIFICATIONS AND WAGES

Schedule "A" Classification and Wages to read:

Minimum Rates:

Classification	Upon ratification	Apr 1/16	Oct 1 /16	Apr 1/17	Oct 1/17	Apr 1/18	Oct 1/18	Apr 1/19
Cleaner	11.75	12.00	12.25	12.50	12.75	13.00	13.25	13.50
Day Porter / Matron	12.25	12.50	12.75	13.00	13.25	13.50	13.75	14.00
Special Project	12.25	12.50	12.75	13.00	13.25	13.50	13.75	14.00

Note: Probationary employees will receive a rate that is 25 cents less than the minimum rate.

Premiums:

Leadhand \$0.50
 Midnight Shift \$0.50

Minimum Increases

Persons employed on the date of ratification shall suffer no reduction in wages or any other employment entitlement. All employees, inclusive of employees earning wage rates greater than those set out above shall be entitled to the following minimum increases:

Upon ratification – 25 cents
 April 1, 2016 – 25 cents
 Oct 1, 2016 – 25 cents

April 1, 2017 – 25 cents
Oct 1, 2017 – 25 cents
April 1, 2018 – 25 cents
Oct 1, 2018 – 25 cents
April 1, 2019 – 25 cents

Employment Standards Act

The parties agree that at no time will any person covered by this agreement earn a wage rate less than 25 cents above the minimum wage.

LETTERS OF UNDERSTANDING

Letter of Understanding #1: Maintenance of Standards

Should the Employer acquire new job sites that are unionized with superior wages and/or benefit those terms will be recognized and maintained.

Should the Employer acquire new job sites that are non union with superior wages and/or benefits the parties will meet to negotiate the specific terms of employment that will apply to the employees of that specific site.

Where the parties are unable to negotiate the terms of employment referred to above either party may refer the matter to binding arbitration as referred to in Article 8.7 of this collective agreement.

Letter of Understanding #2: Non Union Tenders

Where a non union account goes out for tender nothing in this agreement shall prevent the union and the employer signatories to this agreement from agreeing to terms and conditions for the account that are less than those provided for in this agreement.

Letter of Understanding #3: Excluded Accounts

Accounts that fall within the scope of this agreement but that are currently excluded by agreement of the parties shall be folded in to this agreement upon the ratification of the agreement.

Letter of Understanding #4: Most Favoured Nations Clause

If the Union agrees to different economic terms and conditions more favorable to any employer performing work covered under the scope of this agreement, those terms and conditions shall apply to any other signatory employer of the agreement.

Enforcement of this side letter shall be through the grievance and arbitration provisions of the Agreement.