



**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"

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

Title - Sujet Janitorial Services - 455 Boul. de	
Solicitation No. - N° de l'invitation EJ196-172768/A	Date 2017-05-19
Client Reference No. - N° de référence du client 20172768	
GETS Reference No. - N° de référence de SEAG PW-\$\$FK-306-72897	
File No. - N° de dossier fk306.EJ196-172768	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-07-05	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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: McKale, Jennifer	Buyer Id - Id de l'acheteur fk306
Telephone No. - N° de téléphone (873) 469-4904 ()	FAX No. - N° de FAX (819) 956-3600
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA National Capital Area (Gatineau) Phase III, Place du Portage 11 Laurier Street GATINEAU QC K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

- 1.1 Introduction
- 1.2 Summary
- 1.3 Debriefings

PART 2 - BIDDER INSTRUCTIONS

- 2.1 Standard Instructions, Clauses and Conditions
- 2.2 Submission of Bids
- 2.3 Former Public Servant
- 2.4 Enquiries - Bid Solicitation
- 2.5 Applicable Laws
- 2.6 Mandatory Site Visit
- 2.7 *Additional Building Information*

PART 3 - BID PREPARATION INSTRUCTIONS

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

- 4.1 Evaluation Procedures
- 4.2 Basis of Selection

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

- 5.1 Certificates Required with the Bid
- 5.2 Certifications Precedent to Contract Award and Additional Information

PART 6 - SECURITY REQUIREMENT

- 6.1 Security Requirements
- 6.2 Employee Information for Security

PART 7 - RESULTING CONTRACT CLAUSES

- 7.1 Statement of Work
- 7.2 Standard Clauses and Conditions
- 7.3 Security Requirements
- 7.4 Term of Contract
- 7.5 Authorities
- 7.6 Proactive Disclosure of Contracts with Former Public Servants
- 7.7 Payment
- 7.8 Invoicing Instructions - Maintenance Services
- 7.9 Certifications
- 7.10 Applicable Laws
- 7.11 Priority of Documents
- 7.12 Foreign Nationals (Canadian Contractor)
- 7.13 SACC Manual Clauses
- 7.14 Insurance Requirements
- 7.15 [Contract Financial Security](#)
- 7.16 Cellular Phones and/or Pagers
- 7.17 Government site Regulations
- 7.18 Pre-commencement Meeting

Solicitation No. - N° de l'invitation
EJ196-172768/A
Client Ref. No. - N° de réf. du client
20172768

Amd. No. - N° de la modif.
000
File No. - N° du dossier
EJ196-172768

Buyer ID - Id de l'acheteur
FK306
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" Federal Contractors Program for Employment Equity - Certification
Appendix "E" Additional Building Information

Solicitation No. - N° de l'invitation
EJ196-172768/A
Client Ref. No. - N° de réf. du client
20172768

Amd. No. - N° de la modif.
000
File No. - N° du dossier
EJ196-172768

Buyer ID - Id de l'acheteur
FK306
CCC No./N° CCC - FMS No./N° VME

NOTICE

Security

This notice is to advise ALL interested bidders that in order to be awarded a contract which contains a security requirement, all bidders MUST hold a valid Security Clearance granted or approved by PSPC Canadian Industrial Security Directorate (CISD) at the level indicated in this solicitation document. Should the bidder not currently hold a valid Security Clearance or require the level to be upgraded, PSPC will sponsor the bidder. Please submit your written request with the following information to Jennifer Mckale by facsimile 819-956-3600 or by e-mail to *Jennifer.mckale@tpsgc-pwgsc.gc.ca*.

- Legal Company Name
- Mailing address
- Surname and given name of contact person
- Telephone number of contact person
- Title of contact person
- Facsimile number
- E-mail address of contact person
- Procurement Business Number
- Preferred Language of correspondence
- Level of Security Required

Additional information on PSPC security can be found on the following web site: <http://ssi-iss.tpsgc-pwgsc.gc.ca>/or by dialing 1-866-368-4646 (Toll free).

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" Federal Contractors Program for Employment Equity
- Appendix "E" Additional Building Information

1.2 Summary

(i) To provide Janitorial Services including all labour, material and equipment for Public Services and Procurement Canada (PSPC), located at the Louis St. Laurent building #2, 455 Boul. de la Carrière, Gatineau, Québec, Canada. The services must be provided in accordance with Statement of Work attached at Appendix "B".

(ii) The period of any resulting Contract will be for a period of two (2) 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-X&chroptg=1&lang=eng> ;
- or
- <http://www.statcan.gc.ca/subjects-sujets/cpi-ipc/cpi-ipc-eng.htm> ; or
- <http://cansim2.statcan.ca> , Table 326-0020

(iii) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security Requirement, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Industrial Security Program (ISP) of Public Services and Procurement 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) The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex 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>) issued by Public Services and Procurement 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, (2017-04-27) 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 eighty (180) days*

2.2 Submission of Bids

Bids must be submitted only to Public Services and Procurement Canada (PSPC) 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 **five (5)** 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 Quebec.

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 **Louis St. Laurent building #2, 455 Boul. de la Carrière** on 14 June 2017. The site visit will begin at **10:00 am** at the main entrance of the Louis St. Laurent building #2, 455 Boul. de la Carrière, Gatineau, Quebec.

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

2.7 Additional Building Information

Additional Building information is provided on Appendix "E" 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, duo tangs 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.

PSPC 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) The Bidder must provide the list of Non-Working On-Site Supervisor(s) who will be assigned to this Contract, including the number of years of experience as Non-Working On-Site Supervisor. It is Mandatory that each Non-Working On-site Supervisor(s) **have a minimum of (3) consecutive years of experience**, in a supervisory role in the field of janitorial services.

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

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

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

SECTION II: FINANCIAL BID

3.1.3 Basis of Pricing

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

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

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

PRICING SCHEDULE 1:

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

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

1.1) Louis St. Laurent building #2, 455 Boul. de la Carrière					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	40,829.70 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Year Two (2)	40,829.70 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	40,829.70 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
1.1 SUB-TOTAL:					\$ _____

1.2) Exterior Garage, 455 Boul. de la Carrière					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	18,564 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Year Two (2)	18,564 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	18,564 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
1.2 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 is:

	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	\$1000	\$1000	\$1000
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-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

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 x 3.9% = \$97.50. Therefore the firm monthly rate for Option Year 2 would be \$2,597.50.

Pricing Schedule 2, Labor Rate and Material

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

TOTAL ASSESSED PROPOSAL PRICE:

Sum of Basis of Pricing 1.1 to 1.2 inclusively, 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: _____

3.3 Specific Persons – 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:

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) *Security Clearance of Reliability, at bid closing, in accordance with Part 6, Security Requirements;*
- 2) *Attendance at the Mandatory Site Visit*
- 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 [Inteligibility 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 [Inteligibility 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.

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.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

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

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

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

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

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

PART 6 - SECURITY REQUIREMENT

6.1 Security Requirements

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

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

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

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

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

6.2 Employee Information for Security at Bid closing

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:	
Employee:	
Employee:	
Employee:	
Employee:	
Employee:	
Employee:	
Employee:	
Employee:	
Employee:	
Employee:	

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

To provide Janitorial Services including all labour, material and equipment for Public Services and Procurement Canada (PSPC), located at the [Louis St Laurent building #2, 455 Boul. de la Carrière, Gatineau, Quebec](#), 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 2.5.2, 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 Services and Procurement Canada.

7.2.1 General Conditions

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

7.3. Security Requirements

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

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

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

7.4 Term of Contract

7.4.1 Period of Contract

The period of the Contract is from _____ to _____ inclusive.

7.4.2 Option to Extend Contract

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

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

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

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

- <http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Public Services and Procurement Canada
Acquisitions Branch
Real Property Contracting Directorate
3C2, 11 Laurier Street, Place du Portage, Phase III
Gatineau, Québec K1A 0S5

Telephone Number 873- 469-4904
Facsimile Number: 819-956-3600
_____@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.**

____ (name of departmental representative)
____ (title)
____ (organization name)
____ (address)
Telephone: _____
Facsimile : _____
E-mail : _____

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)

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract: *Non working on-site Supervisor*

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 \(2016-04-04\)](#) 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

[H1008C](#) (2008-05-12) Monthly Payment
[A9116C](#) (2007-11-30) T1204 – Information Reporting by Contractor
[A9117C](#) (2007-11-30) T1204 -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 Services and Procurement Canada
Maintenance and Operation Assurance
180 Kent Street, 18th floor
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 _____. (Insert the name of the province or territory as specified by the Bidder in its bid, if applicable.)

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 (attached to Appendix "B");
- (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

[A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor).

[A7017C](#) (2008-05-12) Replacement of Specific Individuals

7.14 Insurance Requirements

7.14.1 Insurance Requirements

The Contractor must comply with the insurance requirements specified in the **following article 7.14.2 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 Services and Procurement 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.
- (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 and 2](#) of the firm Contract Price; or
 - (b) a security deposit as defined in [clause E0008C](#) in the amount of **20 percent** of [Pricing Schedule 1 and 2](#) of the firm Contract Price.
 - (c) an irrevocable standby Letter of Credit as defined in clause E0008C in the amount of **20 percent** of [Pricing Schedule 1 and 2](#) of the firm contract price.
2. If Canada does not receive the required financial security within the specified period, Canada may terminate the Contract for default pursuant to the Contract default provision.

Any bond must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, [Appendix L](#), Acceptable Bonding Companies (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=14494§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;
- d. must provide for sight payment to the Receiver General for Canada by way of the financial institution's draft against presentation of a written demand for payment signed by the authorized departmental representative identified in the letter of credit by his/her office;
- e. must provide that more than one written demand for payment may be presented subject to the sum of those demands not exceeding the face amount of the letter of credit;
- f. must provide that it is subject to the International Chamber of Commerce (ICC) Uniform Customs and Practice (UCP) for Documentary Credits, 2007 Revision, ICC Publication No. 600. Pursuant to the ICC UCP, a credit is irrevocable even if there is no indication to that effect; and
- g. must be issued (Issuer) or confirmed (Confirmer), in either official language, by a financial institution that is a member of the Canadian Payments Association and is on the letterhead of the Issuer or Confirmer. The format is left to the discretion of the Issuer or Confirmer.

7.16 Cellular Phones and/or Pagers

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

7.17 Government Site Regulations

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

Solicitation No. - N° de l'invitation
EJ196-172768/A
Client Ref. No. - N° de réf. du client
20172768

Amd. No. - N° de la modif.
000
File No. - N° du dossier
EJ196-172768

Buyer ID - Id de l'acheteur
FK306
CCC No./N° CCC - FMS No./N° VME

7.18 Pre-Commencement Meeting

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

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

APPENDIX "A"

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

STATEMENT OF WORK NO. EJ196-172768/A

APPENDIX "B"

STATEMENT OF WORK NO. EJ196-172768/A

Public Services and Procurement Canada

Janitorial Services for Crown Owned

**Statement of Work number:
EJ196-172768**

Address:

455 Boul. De La Carrière

Gatineau, P.Q.

J8Y 6V7

Building, interior and exterior garage

Public Services and Procurement Canada Janitorial Services		Index
---	--	--------------

Section 1	Special conditions
-----------	--------------------

- .1 Quality standards
- .2 Building cleaning operations
- .3 Staffing
- .4 Health & safety
- .5 Security
- .6 Cleaning products & equipment
- .7 Space assigned
- .8 Excluded rooms and equipment
- .9 Emergency exit lights
- .10 Elevator services
- .11 Site Specific Requirements

Section 2	Operations and frequencies
------------------	-----------------------------------

.1	Exterior
.2	Floors (all types)
.3	Entrances, exits, lobbies and adjacent corridors
.4	Escalators
.5	Elevators
.6	Corridors
.7	Offices, office areas and boardrooms
.8	Stairs and landings
.9	Miscellaneous
.10	Washrooms
.11	Locker Rooms
.12	Showers
.13	Cafeterias
.14	Kitchens, kitchenettes, lunchrooms and rest areas
.15	Server rooms
.16	Contractor's space
.17	Light fixtures
.18	Freight receiving
.19	Garages
.20	Garbage and recycling rooms
.21	Paper save, recycling containers and multi-use installations
.22	Additional operations & frequencies

Appendix A to Section 2	Scheduled cleaning operations
--------------------------------	--------------------------------------

Section 3	Definition of terms and quality standards
------------------	--

.1 Definition of terms

.2 Quality standards

Public Services and Procurement Canada
Janitorial Services
Special Conditions

Section 1

1. Quality standards

1. General

- .1 All the work is subject to inspection and acceptance by the Technical Authority (TA). Inspection and acceptance of the work by the Technical Authority does not relieve the contractor of its responsibility for defects or other failures to meet the requirements of the contract. The Technical Authority will have the right to reject any work that is not in accordance with the requirements of the contract and require its correction or replacement at the contractor's expense.
- .2 The contractor must:
 - perform the work diligently and efficiently;
 - except for Government Property, supply everything necessary to perform the work;
 - use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the contract;
 - select and employ a sufficient number of qualified people;
 - perform the work in accordance with standards of quality acceptable by the Technical Authority and in full conformity with the Statement of Work and all the requirements of the contract;
 - provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the contract.
- .3 The work must not be performed by any person who, in the opinion of the Technical Authority, is incompetent, unsuitable or has conducted himself/herself improperly.
- .4 The contractor must provide all reports that are required by the contract and any other information that the Technical Authority may reasonably require from time to time. The contractor is fully responsible for performing the work.
- .5 Except as provided in Subsection 2, the contractor must obtain the Contracting Authority's written consent before subcontracting or permitting the subcontracting of any part of the work.
- .6 The contractor must inspect and approve any part of the work before submitting it for acceptance or delivering it to Canada. The contractor must keep accurate and complete inspection records that must be provided to the Technical Authority, the first day of each month and must always be available upon request.

2. Building cleaning operations
--

1. **General**

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 17:00 and 23:00 hours.**

2. Scheduled cleaning operations must be performed **Saturdays and Sundays between 08:00 and 16:00 hours.**

4. Prior to commencing the scheduled work, the contractor must submit at the first of each month, a work schedule for approval to the Technical Authority. The contractor must also notify the Technical Authority immediately when the work is completed.

5. **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. 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.

6. The contractor must provide the Technical Authority access to all locations where any part of the work is being performed at any time during working hours. The contractor must provide all assistance and documentation that the Technical Authority may reasonably require in order to carry out the inspection.

7. When days of the week specified in Section 2 fall on a holiday, the contractor must perform the operations the first working day thereafter.

8. Furniture, wastepaper receptacles or any objects **are not to be** placed on desks, tables or work benches during cleaning operations.

9. Personal items, papers, files and others left on furniture must not be disturbed by the cleaning staff.

3. Staffing

1. The contractor must provide all the staff necessary to perform all services.
2. 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 English or French.
3. The non-working on-site supervisor must be equipped with a cellular phone and/or a pager. All expenses must be at the expense of the contractor. An uninterrupted communication service is mandatory.
4. The contractor must provide a job description for the site supervisor, if requested by the Technical Authority.
5. All cleaning personnel employed 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 default notification under the contract. Employees' not properly uniformed will be deemed unsuitable and excluded from the premises.
6. The contractor must notify the Technical Authority and Real Property Contracting Directorate (RPCD) of any change of the Supervisor or staff. References for a new Supervisor must be supplied to RPCD. RPCD will provide the Supervisor references to the MSO for verification. Once verified, RPCD will amend the Contract to reflect the new Supervisor. The reference must be verified and accepted prior to the new Supervisor starting work in the Supervisors role.
7. The contractor's staff must report deficiencies other than janitorial observed during the performance of the services to the National Service Call Centre at **1-800-463-1850**.

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 comply with all laws applicable to the performance of the contract. The contractor must provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request. The contractor must obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the work. If requested by the Contracting or the Technical Authority, the contractor must provide a copy of any required permit, license, regulatory approvals or certificate to Canada.

3. 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 is also required.

4. **Site Specific Health and Safety Plan (SSHSP)**

General

The Contractor will have to submit a Site-Specific Health and Safety Plan 20 working days after award of contract or at the pre-commencement meeting. The Technical Authority will review the Contractor's detailed SSHSP and provide comments to the Contractor within 5 working days. The review should not be construed as final and does not reduce the Contractor's overall responsibility. The Contractor will revise the SSHSP as appropriate and resubmit the plan to the TA within 5 working days after receipt of the comments. The Technical Authority reserves the right to amend the SSHSP at any time. If the contractor's representatives or employees discover site conditions have changed and this will impact the SSHSP, they (contractor) are responsible to inform the TA immediately, in writing and verbally.

A sample list of potential items to be included in the site SSHSP has been included as a reference guide but is not limited to:

- .1 A site-specific safety hazard assessment;
- .2 Safety and health risk or hazard analysis for site tasks and operation;
- .3 The use of personal protective equipment (PPE);
- .4 Procedures to be implemented during emergency situations;
- .5 All necessary staff certifications must be attached to the plan.

Annually, at the contract start date, submit an updated copy of the SSHSP to the Technical Authority. Ensure that the SSHSP is dated and signed to confirm that they have been reviewed annually as required.

1. General Conditions

- .1 Continue to implement, maintain, and enforce plan until final mobilization from site.
- .2 Relief from or substitution for any portion or provision of reviewed SSHSP must be submitted to the TA in writing, either accepting or requesting improvements.
- .3 Update health and safety plan as required.

2. Responsibility

- .1 The Contractor is responsible for safety of persons, property on-site and for the environment to the extent that they may be affected by conduct of work.
- .2 Comply with and enforce compliance by employees with safety requirements of

the contract documents, applicable federal, provincial, and local statutes, regulations, and ordinances, and with the SSHSP.

- .3 Should any unforeseen or peculiar safety-related factor, hazard, or condition become evident during performance of work, immediately stop work and advise the TA verbally and in writing.

3. Correction

- .1 Immediately address health and safety noncompliance issues identified by the TA.
- .2 Provide the TA with a written report of the action taken to correct noncompliance of any health and safety issues identified.
- .3 The TA may stop work if noncompliance of health and safety regulations is not corrected.
- .4 Give precedence to safety and health of the public and site personnel and protection of the environment over cost and schedule considerations for work.

4. Training

- .1 The Contractor will provide a training report with supporting documented proof to demonstrate staff have received training for their work related duties. Staff must date and sign the documentation confirming that they have received the training. The Contractor will provide the TA with updated training records for all staff training during the life of this contract.

5. Security issue regarding major emergencies or evacuation.

- .1 In the event of a major emergency or if an evacuation is required at the building, site or in the surroundings and the situation creates a danger to the Contractor's staff;
 - .1 The employees must contact their supervisor to confirm that they have safely evacuated the sites.
 - .2 The supervisor must contact Public Services and Procurement Canada (PSPC) Technical Authority to confirm that their employees have safely evacuated the sites.
 - .3 The Site supervisor must contact PSPC Technical Authority if any of the employees didn't confirm that they have safely evacuated the sites.

- 5. Supply and visibly locate bilingual danger signs when performing wet floor cleaning, vacuuming or any other operations that could cause a Health and Safety Hazard.

6. Health and Safety issues regarding Evacuation or Emergency situations.

- .1 Whenever the building or the site must be evacuated, the employees must contact their supervisor to confirm that they have safely evacuated the sites.
- .2 Whenever the building or the site must be evacuated, the supervisor must contact PWGSC's Technical Authority to confirm that their employees have all safely evacuated the sites.
- .3 Whenever the building or the site must be evacuated, the supervisor must

immediately contact PWGSC's Technical Authority if any of the employees didn't confirm that they have safely evacuated the sites.

5. Security

1. Only those employees whose names appear on the contractor's payroll and meet the conditions specified in this contract should be allowed access to the work site.
2. All cleaning staff employed by the contractor, 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-in and 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 will be provided with an identification pass which must be worn and visible at all times. All staff must have the required security clearances. Security clearances must be verified by the Contracting Authority prior to any staff commencing work under the contract.
4. Audio/visual equipment or cameras are not permitted on the work site. It is strictly forbidden to take any pictures, videos or to record any conversation 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 and keys 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 or keys to the contractor if they aren't returned.
7. All doors which must be unlocked by the contractor's employees, must be re-locked upon completion of the performance of their duties

6. Cleaning products & equipment

1. The contractor must supply all cleaning products and equipment required to carry out the services and must use only products that are environmentally friendly.
2. All cleaning products and equipment must be suitable for the surfaces and work 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 or equipment judged not suitable and to substitute another mutually satisfactory product or equipment.
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 required, such as; when purchasing new products or after the expiration date (3 years) specified on the MSDS. This binder must be made available to the Technical Authority upon request.
5. The contractor must ensure that all materials 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 not to be used. The contractor is responsible to supply suitable replacement equipment within one working day.
6. 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)
7. The Contractor must use **industrial high performance hot water extractors**.

7. Space assigned

1. The Technical Authority will 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 will not be responsible for damage to the contractor's cleaning products and equipment nor to the contractor's employees' personal belongings.

8. Excluded rooms and equipment

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

9. Emergency exit lights

1. In accordance with the National Fire Code of Canada and as part of this contract where applicable, the contractor is responsible to verify the emergency exit lights, supply and replace burnt bulbs as required, tag and immediately report any fixture that does not illuminate after replacement to the National Service Call Center (NSCC) at 1-800-463-1850.

10. 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.

11. Site Specific Requirements

NOTE: **Clause 11 takes precedence over clauses 1 to 10, (Section 1). Refer to the following tasks in "Additional and/or Not Applicable" clauses listed below:**

.1 Reference to clause 2 (Building cleaning operations)

2.2.1 The DND Fitness Centre routine cleaning hours will be determined by the Technical Authority.

.2 Reference to clause 6 (Cleaning products and equipment)

.1 All cleaning rags must be color coded.

Public Services and Procurement Canada
Janitorial Services
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, sand urns and butt stops into a separate metal container.
6. Replace silica sand in sand urns as required.

2. Weekly (Friday)

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

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

3. General (walk-away mats)

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

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

1. Daily

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

2. Weekly (Friday)

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

3. Monthly (third week of each month)

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

4. Scheduled Cleaning Operations

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

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

2. Weekly

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

3. Monthly (third week of each month)

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

4. Scheduled Cleaning Operations

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

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. 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.

11. Locker rooms

1. Daily

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

2. Weekly (Friday)

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

3. **Monthly (second week of each month)**
 1. Machine scrub and disinfect all floors.
 2. Wash base of windows and window ledges.
4. **Scheduled cleaning operations**
 1. Wash the exterior of lockers and interior of vacant lockers as per Appendix A.
 2. Wet scrub and refinish all floors as per Appendix A.
 3. Strip and refinish all floors as per Appendix A.

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 and paper towel in dispensers.
6. Empty, wash, disinfect waste receptacles and replace plastic bags.
7. Spot clean all walls, doors and exterior of cupboards.
8. Spot clean exterior of all appliances.

3. Weekly (Friday)

1. Spray buff floors.

4. Scheduled cleaning operations

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

15. Server Rooms

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

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

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 the interior and exterior of all fire extinguishers, fire hose cabinets and glass.

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

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 3 (Entrances, exits, lobbies and adjacent corridors)**
Daily
 1. Vacuum floor and walk-away mats, wash floor on a full floor basis 3 times daily at 8:00, 11:00 and 14:00 hours. During inclement weather vacuum mats more often.
2. **Reference to clause 4 (Escalators)-Not applicable**
3. **Reference to clause 9 (Miscellaneous)**
DND Fitness Centre
Daily
 1. Sweep and wash floor.
 2. Clean showers as per clause 12 (Showers).
 3. Clean washrooms as per clause 10 (Washrooms).
 4. Clean office as per clause 7 (Offices, office areas and boardrooms).
 5. Supply and replenish soap, toilet paper and paper towel in dispensers.
 6. Clean lockers as per clause 11 (Locker rooms).
4. **Reference to clause 13 (Cafeterias)-Not applicable**
5. **Reference to clause 20 (Garbage and recycling rooms)**
Weekly

1. Clean and disinfect interior and exterior of composting containers that are located in the garbage & recycling room.
6. **Reference to clause 21 (Paper save, recycling containers and multi-use installations)**
 - Daily**
 1. Empty and damp wipe composting containers in all kitchens, twice daily, at 10:00 and 14:00 hours.

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 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			
11.4.2	Wet scrub and refinish all floors	X						X			X		

CLAUSE	OPERATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
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				X						X		
15.4.2	Clean all air intake grills and air diffusers				X						X		

Public Services and Procurement Canada
Janitorial Services
Definition of terms and Quality Standards

Section 3

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

1. Definition of terms

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

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

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

APPENDIX “C”

SECURITY REQUIREMENTS CHECK LIST (SRCL)

EJ196-172768/A

EJ196-172768/A

FEB 09 2017



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EJ196-172768

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		2. Branch or Directorate / Direction générale ou Direction MOA
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Janitorial contract for 455 Boul. de la carrière Gatineau Québec		
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 <input type="checkbox"/> Yes
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 <input type="checkbox"/> Yes
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 <input type="checkbox"/> Yes
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 <input checked="" type="checkbox"/> Yes
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 <input type="checkbox"/> Yes
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EJ196-172768

Security Classification / Classification de sécurité
UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
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?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
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 checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non ☐ Oui
- If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
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?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non ☐ Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
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?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes
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?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non ☐ Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non ☐ Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EJ196-172768

Security Classification / Classification de sécurité
UNCLASSIFIED

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

For users completing the form **manually** use the summary chart below to indicate the category(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 TRÈS 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 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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

APPENDIX 'D' to Part 5 Certifications and Additional Information

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

- () A1. The Bidder certifies having no work force in Canada.
- () A2. The Bidder certifies being a public sector employer.
- () A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- () A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

() A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

- () A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- () B1. The Bidder is not a Joint Venture.

OR

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

APPENDIX "E"

ADDITIONAL BUILDING INFORMATION

FILE NO. EJ196-172768/A



EJ196-172768/A

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).**

Voir des renseignements supplémentaires sur les cannes (approximatif):				
Building Name / Nom de l'édifice	Louis St. Laurent #2		Exterior garage	
Building Address Adresse de l'édifice	455 Boul. de la carrière Gatineau		455 Boul. de la carrière Gatineau	
Security Level requirement / Niveau de sécurité requis	Reliability Status		Reliability Status	
# of floors/# d'étages	12 + basement (1)		7	
Cleanable Square Meters / Mètres carrés à nettoyer	40,829.70		18,564 m2	
Number of Occupants Nombre d'occupants	2042		750	
Number of Washrooms / Nombre de salles de bain	Women/Femme	Men/Homme	Women/Femme	Men/Homme
	13	13		
Unisex washroom / Toilette unisexe				
Handicap washroom / Toilette pour handicapé				
Number of Shower Rooms / Nombre de salles de douche	Women/Femme	Men/Homme	Women/Femme	Men/Homme
	8	10		
Number of Elevators / Nombre d'ascenseurs	7 passagers / passengers 1 monte-charge / freight		2 passagers / passengers	
TYPE AND % OF FLOORING SORTE ET % DE REVÊTEMENT				
Carpets / Tapis - moquette	80%			
Ceramic / Céramique	7%			
Concrete / Béton	3%		100%	
Non Slip Tile / Tuile antidérapante	1%			
Resilient Vinyl / Vinyle souple	4%			
Terrazo / Granite	5%			

TYPE AND QUANTITY OF LIGHTS SORTE ET QUANTITÉ DE LUMIÈRES		
T8 2x32 (F1)	3660	
T8 2x32 (F1A)	33	
T8 1x32 (F2)	9	
T8 2x32 (F2A)	191	
T8 1x32 (F2B)	86	
T8 4x32 (F2C)	134	
1X17W T8 (F2D)	69	
Exit Signs / Signaux de sortie	462	
1X25W T8 (F2E)	45	
Halogen / Halogène		
1X32W T8 (F2F)	67	
(F3)	38	
2X32W T8 (F4)	61	
2X32W TTT 3 (F6)	22	
4X24W T5H0 (F7)	5	
2X32W TTT 3 (F8)	180	
28W T5 (F9)	12	
3x17W T8 (F11)	528	
2X32W T8 (F11)	53	
2X39W T5H0 (F12A)	14	
2X54W T5H0 (F12B)	72	
1X24W T5HO (F12C)	2	
1X39W T5HO (F12D)	4	
1X54W T5HO (F12E)	170	
1X42 W TTT (F13)	4	
1X32W TTT (F20A)	6	

2X50W BIAx (F22)	90	
1X42W TTT (F23)	265	
1X42W TTT (F23A)	195	
2X54W T5HO (F27)	84	
2X54W T5HO (F27A)	24	
2X24W T5HO (F28)	46	
LED 16 #7001-L-00-06	176	
1X70W MH (MH8B)	1	
1X150W MH (MH3)	2	
1X50W MH (MH11)		