



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving Public Works and Government
Services Canada/Réception des soumissions
Travaux publics et Services gouvernementaux
Canada**

800 Burrard Street, Room 219

800, rue Burrard, pièce 219

Vancouver, BC V6Z 0B9

Bid Fax: (604) 775-7526

**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.

Title - Sujet Janitorial Services, Nelway Border	
Solicitation No. - N° de l'invitation EZ899-170150/A	Date 2017-06-13
Client Reference No. - N° de référence du client EZ899-170150	
GETS Reference No. - N° de référence de SEAG PW-\$VAN-524-8076	
File No. - N° de dossier VAN-7-40059 (524)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-07-25	Time Zone Fuseau horaire Pacific Daylight Saving Time PDT
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: Yamamoto, Albert	Buyer Id - Id de l'acheteur van524
Telephone No. - N° de téléphone (604) 562-8773 ()	FAX No. - N° de FAX (604) 775-7526
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA NELWAY, BORDER CROSSING SELMO, BRITISH COLUMBIA	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

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

Issuing Office - Bureau de distribution

Public Works and Government Services Canada - Pacific
Region

219 - 800 Burrard Street

800, rue Burrard, pièce 219

Vancouver, BC V6Z 0B9

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

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

1.2 Statement of Work

SUMMARY:

To provide all labour, supervision, equipment, cleaning materials, supplies, and transportation necessary for Janitorial and related services for Canada Border Services Agency, Nelway Border Crossing, Nelway, British Columbia on a scheduled and on an "as and when requested" basis, for a 2 year period with an option to extend for 3 additional 1 year periods in accordance with the details outlined within Annex "A" – Statement of Work.

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.

1.4 Trade Agreements

The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

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-) (<https://buyandsell.gc.ca/policy-and->

guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

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

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

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 180 days

2.2 Submission of Bids

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

2.3 Former Public Servant

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

Definition

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 FPSs in receipt of a pension, as applicable:

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 (ten) 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 British Columbia.

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 Optional Site Visit

It is recommended 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 Canada Border Service Agency, Nelway Border Crossing, Nelway, B.C., on July 11, 2017. The site visit will begin at 9:00 Am PDT.

Bidders are requested to communicate with the Cassandra Rempel (tel: 604-541-5533 or by email at : cassandra.rempel@pwgsc-tpsgc.gc.ca), no later than July 6, 2017, 2:00 pm PDT, to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders may be requested to sign an attendance sheet. Bidders who do not attend or do not send a representative will not be given an alternative appointment but they will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

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 (2 hard copies)

Section II: Financial Bid (1 hard copies)

Section III: Certifications (1 hard copies)

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

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

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

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

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

Section I: Technical Bid

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

Section II: Financial Bid

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

3.2 Exchange Rate Fluctuation

SACC *Manual* clause [C3011T](#) (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

The mandatory technical requirements:

To be completed by the bidder:

Bidder must provide name of worker: _____

Worker must have successfully completed WHMIS training: Compliance: () Yes or () No.

Date WHMIS training completed: _____

Worker must have a minimum of 2 years experience in this field of work: () Yes or () No.

4.1.2 Financial Evaluation

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

4.2 Basis of Selection

4.2.1 Mandatory Technical Criteria

SACC *Manual* Clause [A0031T](#) (2010-08-16), Basis of Selection - Mandatory Technical Criteria

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), 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 provided will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the *Ineligibility and Suspension Policy* (<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 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](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969) website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969).

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

5.2.3 Additional Certifications Precedent to Contract Award

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

5.2.3.1 Status and Availability of Resources

SACC Manual clause, [A3005T](#) (2010-08-16) Status and Availability of Resources

5.2.3.2 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

- (1) The Contractor 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 personnel requiring access to sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the CISD/PSPC.
- (3) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PSPC.
- (4) The Contractor 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)

6.2 Statement of Work

Please refer to Annex "A" – Statement of Work.

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

SACC Manual clause [2010C](#) (2016-04-04), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The Work is to be performed during the period of _____ (*fill in start date of the work*) to _____ (*fill in end date of the work*).

Two year period.

6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to THREE (03) additional ONE (01) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least ninety (90) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Albert Yamamoto
Title: Supply Specialist
Public Works and Government Services Canada
Commercial Acquisitions Branch
Address: 219 – 800 Burrard St., Vancouver, BC

Telephone: 604-562-8773
E-mail address: albert.yamamoto@pwgsc.gc.ca

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

6.5.2 Project Authority

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

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
Facsimile: _____
E-mail address: _____

N° de l'invitation - Solicitation No.
EZ899-170150/A
N° de réf. du client - Client Ref. No.
EZ899-170150

N° de la modif - Amd. No.
000
File No. - N° du dossier
20170150

Id de l'acheteur - Buyer ID
VAN524
N° CCC / CCC No./ N° VME - FMS

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

6.5.3 Administrative Authority

The Administrative Authority for the Contract is: *(to be provided at Contract award)*

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
Facsimile: _____
E-mail address: _____

6.5.4 Contractor's Representative

The Contractor's Representative for the Contract is: *(to be provided at Contract award)*

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
Facsimile: _____
E-mail address: _____

6.6 Proactive Disclosure of Contracts with Former Public Servants *(if applicable)*

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

6.7 Payment

6.7.1 Basis of Payment

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with Annex "B" – Basis of Payment, to a limitation of expenditure of \$_____ *(to be determined)*. Customs duties are included and Applicable Taxes are extra.

6.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$_____ *(to be determined)*. Customs duties are included and Applicable Taxes are extra.

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

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

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

6.7.3 Monthly Payment

SACC Manual clause [H1008C](#) (2008-05-12), Monthly Payment

6.8 Invoicing Instructions

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

2. Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the following address for certification and payment.

PWGSC Property Manager
ATTN: (to be determined)
28 – 176th St.
Surrey, BC
V3S 9R9

- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

6.9 Certifications and Additional Information

6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia.

6.11 Priority of Documents

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

- (a) The Articles of Agreement;
- (b) General Conditions 2010C (2016-04-04), General Conditions – Services (Medium Complexity)
- (c) Annex “A” - Statement of Work;
- (d) Annex “B” - Basis of Payment
- (e) Annex “C” - Security Requirements Check List;
- (f) Annex “D” - Insurance (Commercial General Liability); and
- (g) the Contractor's bid dated _____ .

6.12 Insurance

The Contractor must comply with the insurance requirements specified in Annex “D” – Insurance (Commercial General Liability). The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than “A-”. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable *insurance policies*.

ANNEX "A" - STATEMENT OF WORK

A. DESCRIPTION AND SCOPE OF WORK

To provide all labour, supervision, equipment, *cleaning materials, supplies*, and transportation necessary for Janitorial and related services for Canada Border Services Agency, Nelway Border Crossing, Nelway, British Columbia on a scheduled and on an "as and when requested" basis, for the period of the contract.

The scope of the work includes cleaning all public areas (includes the lunch room, washrooms, general office area, storage areas) and outside grounds (includes inspection areas, stairwells, basement, upstairs storage areas, and holding cells). See Section J: CLEANING TERMS, DESCRIPTIONS, AND STANDARDS for square footage.

B. SCHEDULE OF WORK

B1. General

Work must be performed every day of the year between 0700 and 1100 hours. The Contractor must maintain a telephone and be reachable between the site working hours of 0800 to 1630 hours, Monday to Friday

Additional work or emergency call-out work may be requested at any time by the Site Authority. Emergency response and onsite service must be available 24 hours/day within one (1) hour of receiving a call. The Contractor must provide an emergency telephone number(s).

An authorized representative of the Contractor must be personally available to attend meetings at the site of the work and to respond to inquiries within 24 hours of a request from either the Project Authority or the Contracting Authority.

B2. Schedule Outline

The Contractor must submit a written proposed shift schedule within ten (10) days of contract award. This must include the exact number of days and the required distribution of labour (number of employees and number of working hours). Once the proposal has been approved, any schedule changes must be authorized by the Site Authority who maintains the right to request changes to working hours. The Contractor must record all scheduled work completion dates in a log book which must be kept on site.

The following schedule outlines the mandatory cleaning requirements. Each line corresponds with a numbered item listed in section H3: Terms, Descriptions and Standards of Cleaning.

Daily

- A. Non-carpeted floor surfaces: sweep interior surfaces; mop (28; 18)
- B. Rugs and T-mats: vacuum (29)
- C. Stairways and landings (treads, hand railings, risers, ledges, door mouldings, baseboards: clean ornamental metal; dust; spot clean; sweep interior surfaces; mop (8; 16; 24; 28; 18)
- D. Furniture: dust; spot clean (16; 24)
- E. Glass (windows, mirrors, glass partitions, etc.): spot clean; clean glass surfaces (24; 6)
- F. Fixtures (display cases, frames/pictures, louvres, radiators, window stools, cabinets, desks, notice boards, lockers, ledges, fire extinguishers, baseboards, baseboard heaters, etc.): dust; spot clean
- G. Doors, frames, kick plates, push-plates, and walls: spot clean (24)
- H. Lobby, lunchroom, entrances, sidelights, and vestibules (all counters and surfaces): dust; spot clean (16; 24)
- I. Light fixtures: spot clean (24)

- J. Receptacles (garbage, recycling, sanitary, ashtrays): clean (9)
- K. Traffic lanes: apply sweeping compound (1)
- L. Janitorial space: clean (7)
- M. Grounds (paved areas, sidewalks, building perimeter, curbs, flowerbeds, entrance area, etc.): patrol (19)
- N. Washrooms dividers (walls, partitions, doors): wash (31)
- O. Dispensers (towels, toilet paper, sanitary napkins, soap): clean (9)
- P. Washroom floors: wash floors (30)
- Q. Drinking fountains and washroom fixtures (sinks, showers, toilets, toilet seats, urinals, taps, exposed pipes, etc.): wash (31)

Weekly

- A. Vinyl floors: sweep interior surfaces; spray-buff; sweep interior surfaces (28; 25; 28)
- B. Ornamental metal (interior & exterior doorknobs, push bars, kick plates, hand railings): clean (8)
- C. Interior and exterior signs, notice boards: wash (31)
- D. Floor surfaces (bond room, basement, arming area, corners, behind furniture and other free-standing fixtures): sweep interior surfaces; mop (28; 18)
- E. Glass entrance doors: clean glass surfaces (6)
- F. Washroom fixtures (sinks, showers, toilets, toilet seats, urinals, taps, exposed pipes, etc.): wash; deep-clean (31; 15)
- G. Baseboards: dust (16)
- H. Floor drains: clean (5)
- I. Ceiling and skylights: remove cobwebs (21)
- J. Upholstered furniture and carpets: vacuum (29)
- K. Grass areas: cut grass (14)
- L. Grounds (paved areas, sidewalks, building perimeter): sweep exterior surfaces (27)
- M. Sand urns: clean (10)
- N. Lunchroom fixtures: wash (31)
- O. Walkway mats and area underneath mats: clean (12)
- P. Sidewalks: hose (17)

Monthly

- A. Air intake and exhaust grills: clean (2)
- B. Window sills: wash (31)
- C. Blinds: clean (3)
- D. Vinyl, leatherette, and other upholstered furniture: clean (11)
- E. Basement surfaces: dust (16)
- F. Exterior windows: clean glass surfaces (May through September) (6)
- G. Sidewalks and under canopy: power-wash (March, May, July, and September) (20)

Every Second Month

- A. Vinyl floors: scrub and refinish (23)

Quarterly

- A. Interior surfaces over 8 ft. (partitions, frames, walls, ledges, hanging light fixtures, etc.): dust (16)

Annually

- A. Walls: wash (November) (31)
- B. Vinyl floors: strip and refinish (May) (26)
- C. Blinds: wash (September) (31)
- D. Interior light bulbs and fluorescent tubes: wash (August of odd years beginning in 2017) (31)

Miscellaneous / "As and When Requested" Duties

- A. Detention and holding cells: clean (see Section H2 below).
- B. Sidewalks, walkways, building entrances: remove snow/ice (22)
- C. Light-bulbs and fluorescent tubes (under 9 ft.): replace burnouts with new, PWGSC-supplied bulbs/tubes
- D. Whiteboards: clean (13)

B3. Statutory Holidays

Statutory holidays ARE INCLUDED IN DAYS OF WORK and defined as:

New Years Day - January 1
Good Friday - Friday preceding Easter
Easter Monday – Monday following Easter
Victoria Day - Monday preceding May 24
Canada Day - July 1
Labour Day - First Monday in September
Thanksgiving - Second Monday in October
Remembrance Day - November 11
Christmas Day - December 25
Boxing Day - December 26

C. EQUIPMENT

The Contractor must supply all necessary equipment and must not use any PWGSC equipment (i.e. ladder etc.). Equipment may include (but is not limited to) the following: ladder, spray-buffer, mop, vacuum, broom, power washer, and small hand tools (such as hammer, wrench, and screwdrivers). The Contractor must ensure that all mobile equipment (i.e. barrels, utility carts, etc.) be equipped with resilient bumpers and non-marking wheels and casters.

Equipment used on a daily basis will usually remain in the building storage space (if available) will be allocated by the Site Authority.

The Contractor is responsible for the cost of all equipment maintenance and repairs.

All equipment used for cleaning operations must be in good condition, certified for use in the application intended and CSA/ULC approved. Equipment is subject to inspection by the Site Authority at any time. If equipment is found to be defective, it shall be removed from the work site and replaced/repared within twenty-four (24) hours.

D. CLEANING SUPPLIES AND CONSUMABLES

The Contractor must provide all required janitorial supplies as needed for the acceptable completion of the work. This includes (but is not limited to) floor finish, stain removers, cleaning solutions, disinfectants, etc. The Contractor must purchase all consumables.

The Contractor must provide ALL related cleaning materials/equipment/supplies (includes but not limited to: safety glasses, disposable protective gloves, masks, and coveralls).

Damage resulting from the use or misuse of such agents or materials shall be assessed against the Contractor and shall be deducted from monies due to the Contractor by Canada. The Contractor must ensure that cleaning products will not cause damage to the surface being cleaned or to the environment in and/or around CBSA Nelway. Damages caused because of lack of due care and observation of fire

safety measures by Contractor's employees, will be "made good" by the Contractor or will be assessed and costs deducted from monies due to the Contractor by Canada.

The Contractor shall supply all required consumable items such as plastic garbage bags, paper towels, toilet tissue, hand soap, and deodorant cakes.

The following table provides an ESTIMATED annual reference of consumables:

ITEM DESCRIPTION	QUANTITY
Toilet Paper	15 cases > 48 rolls per case> 100 2ply sheets per roll
22x24 Plastic Bags	1 cases with 1000 bags per case
30x38 Plastic Bags	2 cases with 500 bags per case
Paper towel rolls	40 cases of 12
Hand Soap	2 gallons
Ice-melter	80 kg
Holding cell masks/safety glasses	Case of 100 protective masks , 2 pairs of safety glasses
Protective gloves & coveralls	case of 500 gloves 2 pairs of coveralls

E. HEALTH AND SAFETY

E1. General

For health and safety reasons all cleaning staff must possess a good knowledge of all services required herein and be able to read and communicate in English fluently, and the Contractor must provide proof of WHMIS training for staff when requested.

Fixtures over 9 ft. will be cleaned/replaced by PWGSC.

E2. Material Usage

The Contractor must provide notification to the Site Authority of any cleaning products used in the building. This shall include a list of all chemicals that may be used. It shall also include the name, address, and phone number of the contact person in the building; a statement that the contact person maintains the product labels and Material Safety Data Sheets (MSDSs) of each product used in the building; and information that the label or MSDSs are available for review upon request. The Contractor must be available for information and comment. The use of flammable cleaning material shall be at the Site Authority's approval only and shall be removed from premises at the end of each workday.

The Contractor must comply with Workplace Hazardous Materials Information System (WHMIS) standards and procedures. Employees must be informed and knowledgeable about the potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. Employees must also be informed of the proper maintenance of any cleaning equipment in use in accordance with WHMIS procedures and regulations and manufacturer specifications. Storage of hazardous material must comply with WHMIS criteria.

E3. Detention and Holding Cells

The detention and holding cells should be considered as a high risk area that may be contaminated with bio-hazardous waste and bodily fluids. The Contractor must be knowledgeable and understand the risks associated with possible contamination. It is the responsibility of the Contractor/personnel to use the correct procedures for cleaning to ensure no contamination results from accidental/intentional contact with bio-hazardous waste and bodily fluids (includes but not limited to blood, urine, feces, saliva, vomit, sperm and phlegm). It is strongly recommended that the Contractor/personnel obtain/maintain their hepatitis vaccine. For more information visit [BC Centre for Disease Control](#) or [ImmunizeBC](#). Any costs associated with vaccination must be borne by the Contractor. Consult the [Canadian Centre for](#)

Occupational Health and Safety for information on information on “Routine Practices” (a set of infection control strategies and standards designed to protect workers from exposure to potential sources of infectious diseases).

E4. Fire Prevention

Fire prevention practices shall be strictly adhered to.

All litter, waste papers and sweepings shall be picked up in a container equipped with a well-fitted lid. All litter, waste papers and sweepings so collected shall be removed from the work site and placed in containers provided in the loading dock area.

The Contractor shall keep these areas neat and clean at all times in accordance with fire regulation. Janitor rooms and storage closets shall be kept clean, neat and tidy at all times. Mops and dusters that have been treated with furniture polish, wax or oil shall be kept in closed metal containers to prevent spontaneous combustion. For example, Flammable materials shall be stored in approved containers. Care shall be taken when collecting combustible or flammable material, i.e., contents of ash trays, cigarette stands, sand pails, etc. Combustible or flammable material shall be collected in appropriate metal containers.

All mops shall be stored in a suspended position to allow free circulation of air around the mop heads. Hot plates or electric utensils must not be used in rooms in which cleaning equipment is kept.

This site is designated a NO SMOKING AREA. Smoking prohibitions and posted signs shall be strictly adhered to.

E5. Storage and Custodial Closets

The Contractor must store all supplies, material, and equipment in storage areas and custodial closets designated by the Site Authority. All waxes, polishing oils, etc. shall be kept tightly sealed and stored in separate shelves from rags and other cleaning materials. All floor mops shall be stored in a suspended position to allow free air circulation around head of mops.

Specialized equipment, used periodically by the Contractor shall not be stored in any of the buildings without prior approval of the Site Authority.

The Contractor shall not use the facilities of the site for storage of materials or equipment for use elsewhere, nor shall other operations of the Contractor be directed from Department property.

Cleaning equipment must be kept clean and in good repair.

All ladders, scaffolding, or other devices used to reach surfaces or objects, not otherwise accessible for the required cleaning operation shall be moved into the areas where they are required, placed or shifted as necessary, and removed from the areas in such a manner as to provide maximum safety to persons and property and cause the least possible interference with normal usage of such areas by the public and Customs personnel. All waxes, polishing oils, etc. shall be kept tightly sealed and stored in separate shelving from rags and other cleaning materials. All floor mops shall be stored in a suspended position to allow free air circulation around head of mops.

Janitor rooms and storage closets shall be kept clean, neat and tidy at all times. Dusters and mops, both wet and dry shall be thoroughly cleaned daily to avoid odours and hygiene problems. The cloth or brush used for the cleaning of toilets and urinals shall not be used for any other purposes.

Color coded cleaning cloths - for the purpose of hygiene and ease of identification the Contractor will supply the following colored dusting cloths:

RED OR PINK - for cleaning toilets and urinals

BLUE OR GREEN - for cleaning sinks, countertops, and wiping down tables
WHITE OR YELLOW - for all other general dusting duty

F. SUPERVISION

The Contractor must provide appropriate supervision at all times. A Supervisor must have delegated authority to make commitments on behalf of the Contractor, and must be available during normal specified working hours. An Authorized Alternate (with the same level of delegated authority) may be appointed. The ability to communicate (written and oral) is essential for individuals in these positions. These individuals must report to the Site Authority on an as required basis to review schedules, for briefing on special projects and to resolve any areas of potential conflict.

The Site Authority, unless requested to do so by the Contractor, or unless necessary to maintain order and discipline, shall not interfere with Contractor's staff in the performance of their duties and shall deal only with the Contractor or designated representative.

Contractor's employees shall have limited access to telephones while on site. All usage must be approved by the

CBSA Supervisor and calls shall be made in the presence of the Supervisor. Additionally, lost and found articles shall be handled by the shift supervisor.

G. REPORTING, PERFORMANCE, AND ENFORCEMENT

G1. General

The Contractor must promptly notify the National Service Call Centre 1-800-463-1850 for:

- a) Needed repairs and/or damage to fixtures, building and appurtenances.
- b) The presence of pests and any maintenance issues discovered while performing cleaning operations.

PWGSC shall monitor the contract for adherence to the Terms and Conditions.

G2. Work Inspection

Random visits to the Facility will be made by PWGSC employees. The Site Authority and the Contractor (or the designated representatives of one or both) must conduct an inspection of the work site once per week (or more frequently, if deemed necessary). Both parties will mutually agree upon the day and time of inspection.

G3. Performance Reporting

The quality of work performance will be assessed using the standards outlined below in Section H3. Terms, Descriptions and Standards of Cleaning; this must be provided to all janitorial staff for reference. Deficiencies are to be recorded in an Unsatisfactory Performance Report (UPR). Copies of this report shall be distributed to the Contractor, the Site Authority and PWGSC.

G4. Contract Enforcement:

The following measures will be used to ensure satisfactory performance and to enforce the terms of the Contract:

- a. Repeated poor performance or any serious deficiency in specified contract performance will be considered a default of contract.
- b. Poor or deficient performance will result in verbal or written reports, which will result in a first letter of notification to the Contractor. A first serious default will result in a first letter of notification to the Contractor.

- c. Any first letter of poor performance or serious default will also notify the Contractor that continuous poor performance or a second serious default of any kind will automatically commence action to take the work out of the Contractor's hands in accordance with the terms of the Contract.
- d. Continuous poor performance or a second default by the Contractor MAY result in a second letter from the Site Authority giving notice of the default. This second letter MAY also be the final notice that the Contractor will receive prior to termination.
- e. If repeated poor performance or a second default occurs a termination letter will be sent to the Contractor; all payments will immediately cease; and the work of the Contract will be taken out of the hands of the Contractor.

There will be no "action steps" as outlined above for very serious poor performance or abandonment of the contract or bankruptcy, etc. The Site Authority will, in these very serious situations, immediately commence to take the work out of the Contractor's hands in accordance with the term of the Contract.

ALL PERFORMANCE EVALUATIONS AND ANY RESULTANT ACTIONS MUST BE CLEARED THROUGH THE CONTRACTING AUTHORITY IDENTIFIED HEREIN PRIOR TO ANY ACTIONS BEING TAKEN.

H. CLEANING REQUIREMENTS

H1. Area Outline

	# Offices	# Washrooms	SQ. Meters
1st Floor	lino	2	92
Floor type	linoleum	Linoleum (washrooms)	

Designated areas (approximately 29.290304m²) snow ice

H2. Detention and Holding Cell

Once requested, cleaning must take place as soon as possible after the cell is vacated. Take care when cleaning to avoid damaging mounted cameras and other equipment while cleaning.

As and When Requested Cleaning

- A. Walls, floors ceiling, and doors (both sides): mop all surfaces thoroughly with a 1:09 bleach/water solution; and rinse all surfaces with a neutral (non-ammonia) solution. Brushes and mops must be soaked in a bleach/water solution ratio of (1:09) = 1-part bleach and 9-parts water, for thirty (30) minutes after use.
- B. All areas: vacuum thoroughly
- C. Plexiglas: clean using an approved cleaner (do NOT use window cleaner)
- D. Blood/bodily fluids (either apparent or suspected): handle with the assumption of potential contamination. Wear disposable heavy duty rubber protective gloves, and eye protection. After cleaning, (or after any contact with bloody/bodily fluids) wash hands and/or the skin surface thoroughly.
- E. All surfaces: clean spills contaminated with blood/bodily fluids using disinfectant and water.
- F. Dried fluids: spray the area prior to cleaning to avoid inhaling any contaminated dust which may be present.
- G. All soiled items: place items (includes used disposable gloves) in impervious, labelled bags or containers and send for disposal. Wash heavier, non-disposable gloves in a 1:09 bleach/water solution.
- H. Mattresses must not be neither cleaned nor handled in any way.

H3. Terms, Descriptions and Standards of Cleaning

ITEM	TERM	DESCRIPTION	STANDARD
1	Apply Sweeping Compound	<ul style="list-style-type: none"> Apply a sweeping compound (such as Absorbo) to oil spots in traffic lanes. Remove/dispose of the product as per product instructions. 	<ul style="list-style-type: none"> Traffic lanes must be free of all oil spots.
2	Clean Air Intake and Exhaust Grilles	<ul style="list-style-type: none"> Remove debris, dust, dirt with either a vacuum cleaner (equipped with a wand and brush attachment) or a damp sponge. 	<ul style="list-style-type: none"> Air intakes and exhaust grilles must be free of all debris, dust, dirt.
3	Clean Blinds	<ul style="list-style-type: none"> Use a disinfectant solution to wipe both sides of slats and the adjoining window frame area. 	<ul style="list-style-type: none"> Blinds must be free of all debris, dust, dirt.
4	Clean and Refill Dispensers	<ul style="list-style-type: none"> Use a disinfectant solution and cloth to wipe all surfaces. Dry with a clean cloth. Refill with the appropriate consumable. 	<ul style="list-style-type: none"> Dispensers must be free of all debris, dust, dirt, fingerprints, smudges, etc. Dispensers must be kept filled.
5	Clean Floor Drains	<ul style="list-style-type: none"> Floor drains: pour a pail of clean water down the drain. 	<ul style="list-style-type: none"> Floor drains must be clean.
6	Clean Glass Surfaces	<ul style="list-style-type: none"> Wash both sides of glass surfaces with a cloth and glass cleaner. Polish with a clean, dry cloth. 	<ul style="list-style-type: none"> Glass surfaces must be free of all debris, dust, dirt, smears, streaks, watermarks, and smudges. Shine must be restored.
7	Clean Janitorial Space	<ul style="list-style-type: none"> Sweep the floor. Spot clean the walls, fixtures, shelves using a damp sponge. Use a disinfectant solution in the sink. Keep the area free of debris. Wash mops before storing. Empty pails/buckets, etc. 	<ul style="list-style-type: none"> Janitorial space must be free of all debris, dust, dirt, garbage, empty containers, and foul odours. Supplies and equipment must be stored neatly.
8	Clean Ornamental Metal	<ul style="list-style-type: none"> Use an industry-standard metal polish and cloth to wipe and polish metal. 	<ul style="list-style-type: none"> Ornamental metal must be free from all debris, dust, dirt, and stains. Shine must be restored.

ITEM	TERM	DESCRIPTION	STANDARD
9	Clean Receptacles/ Dispensers	<p>Garbage receptacles:</p> <ul style="list-style-type: none"> • Empty the garbage bag. • Wipe exterior with a clean, damp cloth. • Refill receptacle with a clean bag. • Dispose of garbage in the designated area. <p>Recycling receptacles:</p> <ul style="list-style-type: none"> • Empty recycling into a separate container. • Wipe exterior with a clean, damp cloth. • Take recycling to designated area and sort the contents into relevant containers. <p>Sanitary receptacles:</p> <ul style="list-style-type: none"> • Empty and dispose of used sanitary bags. • Wipe interior and exterior of the receptacle with a disinfectant solution. • Wipe dry with a clean cloth. • Refill receptacle with a clean bag. <p>Ashtrays:</p> <ul style="list-style-type: none"> • Empty ashtrays into a separate metal container • Wipe exterior with a clean cloth. • Dispose of ash in the designated fireproof space. 	<ul style="list-style-type: none"> • Designated receptacles must be free of all garbage, recycling, used sanitary bags, ash, and other debris, dust, dirt. • Receptacles must be odour-free.
10	Clean Sand Urns	<ul style="list-style-type: none"> • Remove debris from the sand and the bases of the urn and place in a separate metal container. • Use a disinfectant solution and cloth to wipe all surfaces. 	<ul style="list-style-type: none"> • Urns must be free from all debris.
11	Clean Vinyl and Leatherette Furniture	<ul style="list-style-type: none"> • Use an industry-standard vinyl/leatherette upholstery cleaner and cloth to wipe all surfaces. 	<ul style="list-style-type: none"> • Furniture must be free of all debris, dust, dirt, stains, and streaks.
12	Clean Walkway Mats	<ul style="list-style-type: none"> • Use a wet and dry industrial vacuum cleaner (equipped with the appropriate floor tools) with either a machine-agitated dry foam or jet-extractor. • Remove salt stain with water and allow to stand for ten minutes before vacuuming up the water. • Repeat as necessary. 	<ul style="list-style-type: none"> • Walkway mats and area underneath must be free of all debris, dust, dirt, salt stain, discolouration, sand, slush and/or water.
13	Clean Whiteboards	<ul style="list-style-type: none"> • Use an industry-standard whiteboard cleaner and cloth to wipe all surfaces. 	<ul style="list-style-type: none"> • Requested areas must be free of all debris, dust, dirt, smudges, and streaks.
14	Cut Grass	<ul style="list-style-type: none"> • Use a lawnmower to cut grass. 	<ul style="list-style-type: none"> • Grass height must be kept between 2.5 and 3.5 inches at all times.

ITEM	TERM	DESCRIPTION	STANDARD
15 	Deep-clean	<ul style="list-style-type: none"> • Deep-clean remove build-up of stains, iron deposits, hard-water salts, with an industry-standard, acid-based solution. • Descale toilet bowl with an industry-standard, non-acid bowl cleaner. 	<ul style="list-style-type: none"> • Designated areas must be free of all stains, iron deposits, hard-water salts, and other scales.
16	Dust	<ul style="list-style-type: none"> • Remove loose debris, dust, dirt, and cobwebs using an untreated dust mop or vacuum cleaner with the appropriate attachments. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt, surface stains, fingerprints, streaks, and watermarks.
17	Hose	<ul style="list-style-type: none"> • Use a hose to spray area with water and remove loose debris, dust, dirt. 	<ul style="list-style-type: none"> • Sidewalks must be free of all debris, dust, dirt.
18	Mop	<ul style="list-style-type: none"> • Apply neutral solution to the floor • Agitate mop to remove the solution. • Rinse and wipe the floor using clean water and clean mop. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt, surface stains, streaks, watermarks, splashing, and scars from equipment. • Water and/or other cleaning solutions must not be allowed to pool under furniture legs and cabinets.
19	Patrol	<ul style="list-style-type: none"> • Walk around and pick up paper, weeds, and litter and other debris. 	<ul style="list-style-type: none"> • Grounds must be free of all debris
20	Power-wash	<ul style="list-style-type: none"> • Use a power-washer to remove stains, mould, grime, dust, mud, dirt, and other debris from surfaces. • Machine must be operated as per product instructions. 	<ul style="list-style-type: none"> • Designated areas must be free of all stains, mould, grime, dust, mud, dirt, and other debris.
21	Remove cobwebs	<ul style="list-style-type: none"> • Use a damp mop to reach and remove cobwebs. 	<ul style="list-style-type: none"> • Ceiling and skylights must be free of all cobwebs.
22	Remove Snow/Ice	<ul style="list-style-type: none"> • Apply ice-melter to snow and/or ice as per product instructions. 	<ul style="list-style-type: none"> • Designated areas must be made safe by 07:45 a.m. to prevent slipping hazard.
23	Scrub and Refinish Floors	<ul style="list-style-type: none"> • Move all furniture (excluding file cabinets) for complete floor coverage. • Use either of the following methods to remove the top layer(s) of floor finish: <ul style="list-style-type: none"> ○ Wet scrub, wet strip method: use industry-standard solution to rinse floor twice and apply an industry-standard sealer or finish. ○ Dry scrub, dry strip method: mop the floor twice and then apply sealer or finish. • Wipe baseboards after operation. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt, stains, watermarks, splashing, scars from equipment, and excess build-up of either wax or finish.
24	Spot Clean	<ul style="list-style-type: none"> • Use a cloth dampened with disinfectant solution to remove marks and irregularities from surfaces. • Wipe dry with a clean cloth. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt, smudges, fingerprints, stains, graffiti, pencil marks, mop marks, mould, and water streaks.

ITEM	TERM	DESCRIPTION	STANDARD
25	Spray-buff	<ul style="list-style-type: none"> • Use spray-buffer machine to buff away marks or irregularities, as per the product instructions. • Floor must be sprayed with industry-standard solution approximately 50 cm ahead of the machine. • Once the machine's working pad becomes loaded, either turn it over or replace it. 	<ul style="list-style-type: none"> • Floors must be free of all marks and irregularities. • Shine must be restored. • Spray solution must not come into contact with any furniture, doors, or baseboards.
26	Strip and Refinish Floors	<ul style="list-style-type: none"> • Move all furniture (excluding file cabinets) for complete floor coverage. • Sweep floor. • Strip floor using either the wet or dry method to remove all layers of finish. • Apply one coat (minimum) of a water-based floor sealer and three coats of self-polishing non-slip, metal interlocked floor finish. • Apply four coats in corridors, entrances, and lobbies. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt, stains, watermarks, splashing, scars from equipment, and excess build-up of either wax or finish.
27	Sweep Exterior Surfaces	<ul style="list-style-type: none"> • Remove loose, dry surface soil, and other debris with a broom. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt.
28	Sweep Interior Surfaces	<ul style="list-style-type: none"> • Remove loose debris with a broom • Move items in order to reach entire floor area. • Use a dust cloth or dust mop: <ul style="list-style-type: none"> ○ Surface not subject to damage by solvents: use a solvent-based dust cloth or dust mop. ○ Surface subject to damage by solvents: use a wax based cloth or dust mop. • Dust cloths and dust mops to be treated the day before they are to be used, to ensure no streaks are left on the floor. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt, streaks. • Items moved during cleaning must be returned to original location.
29	Vacuum	<ul style="list-style-type: none"> • Vacuum must be equipped with powerhead, heap filter, and crevice tool and must not exceed 65 decibels • Use machine to vacuum debris, dust, dirt. • Move items as necessary to reach entire carpeted floor area. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt. • The nap on rugs must be laid in one direction. • Items moved during cleaning must be returned to their original location.
30	Wash Floors	<ul style="list-style-type: none"> • Apply disinfectant solution to the floor. • Agitate mop to remove the solution. • Rinse and wipe the floor using clean water and clean mop. 	<ul style="list-style-type: none"> • Floors must be free of all debris, dust, dirt, surface stains, streaks, watermarks, splashing, and scars from equipment.
31	Wash	<ul style="list-style-type: none"> • Use a disinfectant solution and scrubber and/or sponge to agitate surface. • Rinse clean with water and wipe with a cloth. 	<ul style="list-style-type: none"> • Designated areas must be free of all debris, dust, dirt, mould, odour, soap build-up, watermarks, fingerprints, etc.

ANNEX "B" – Basis of Payment / Evaluation

Evaluation of Price: The price of bids will be evaluated in Canadian dollars, the Goods and Services Tax (GST) excluded.

Note: Pricing shall be inclusive of all direct and indirect expenses incurred in performing the Requirement including but not limited to all labour, fringe benefits, overhead, supervision, tools, equipment, materials, parts, manuals, cleaning supplies, personal protective equipment, travel time, travel and living expenses, transportation costs, reports, general and administrative costs, profit required to do the work, all related duties and other costs paid by the Supplier such as additional surcharges, and transportation fees. No other charges will be accepted. No CPI Price Adjustment will be available to be applied to the rates in the contract for all years including the optional years.

FIRM GENERAL SCHEDULED CLEANING							
		\$/mo YEAR 01	\$/mo YEAR 02	\$/mo OPTION YEAR 01	\$/mo OPTION YEAR 02	\$/mo OPTION YEAR 03	EXTENSION A x (B+C+D+E+F)
	A	B	C	D	E	F	G
1.	12 mo	\$_____/mo	\$_____/mo	\$_____/mo	\$_____/mo	\$_____/mo	\$ (G1 TOTAL)

As and when requested additional snow/ice removal during working hours (DWH 0700-1100) and after working hours (AWH 1101-0659) including holding and detention cells.

	Estimate	\$/hr YEAR 01	\$/hr YEAR 02	\$/hr OPTION YEAR 01	\$/hr OPTION YEAR 02	\$/hr OPTION YEAR 03	EXTENSION A x (B+C+D+E+F)
	A	B	C	D	E	F	G
2.	40 hrs/yr	\$_____/hr	\$_____/hr	\$_____/hr	\$_____/hr	\$_____/hr	\$ (G2 TOTAL)

As and when requested additional cleaning during working hours (DWH 0700-1100) and after working hours (AWH 1101-0659)

	Estimate	\$/hr YEAR 01	\$/hr YEAR 02	\$/hr OPTION YEAR 01	\$/hr OPTION YEAR 02	\$/hr OPTION YEAR 03	EXTENSION A x (B+C+D+D+F)
	A	B	C	D	E	F	G
3.	10 hrs/yr	\$_____/hr	\$_____/hr	\$_____/hr	\$_____/hr	\$_____/hr	\$ (G3 TOTAL)

CONSUMABLE SUPPLIES AS PER ANNEX A, SECTION D. CLEANING SUPPLIES AND CONSUMABLES Bidders are required to submit firm mark-up rates for each period of the Contract, GST extra.

		Firm Mark- up YEAR 01	Firm Mark- up YEAR 02	Firm Mark- up OPTION YEAR 01	Firm Mark- up OPTION YEAR 02	Firm Mark- up OPTION YEAR 03	EXTENSION A x (B+C+D+D+F)
	A	B	C	D	E	F	G
4.	Estimate	\$2,800.00	\$2,800.00	\$2,800.00	\$2,800.00	\$2,800.00	
	Mark-up	+	+	+	+	+	

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		%	%	%	%	%	
	Subtotal	\$	\$	\$	\$	\$	\$ _____ (G4 TOTAL)

CONSUMABLE SUPPLIES shall be charged at the laid down invoice prices (copies of invoices must be provided upon request) plus a mark-up of (percentage identified above).

EVALUATION TOTAL = G1 + G2 + G3 + G4 = \$ _____

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ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST

SEE ATTACHED.

ANNEX "D" – Insurance (Commercial General Liability)

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

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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.

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NOTE TO BIDDERS: Please use ONE of the two mailing labels below and affix it securely to the outside of the envelope or package containing your bid submitted by mail or courier. Always ensure your company name, return address, open bidding solicitation number and closing date appear legibly on the outside of your bid submission.

AVIS AUX FOURNISSEURS: Pour le retour par la poste ou par messenger, veuillez utiliser UNE des étiquettes d'envoi ci-dessous et apposez-la à l'extérieur de votre enveloppe ou du colis contenant votre offre. Assurez-vous que le nom de votre compagnie, l'adresse de retour, le numéro de l'invitation ouverte à soumissionner et la date de clôture soient lisibles à l'extérieur de votre offre.

**Bid Receiving
Public Works & Government Services Canada
219 - 800 BARRARD STREET
VANCOUVER BC V6Z 0B9**

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**Solicitation Closes at: 2:00 PM PDT
On July 25, 2017**

**Réception des soumissions
Travaux publics et services gouvernementaux Canada
800 rue Burrard, 219
Vancouver (C.-B) V6Z 0B9**

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**La réception des soumissions prend fin le: 25 juillet 2017
à: 14:00 HAP**
