



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

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

Title - Sujet Janitorial Services - Nanoose Bay	
Solicitation No. - N° de l'invitation W6837-174149/A	Date 2017-07-04
Client Reference No. - N° de référence du client W6837-174149	
GETS Reference No. - N° de référence de SEAG PW-\$VAN-797-8097	
File No. - N° de dossier VAN-7-40076 (797)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-08-23	Time Zone Fuseau horaire Pacific Daylight Saving Time PDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Muller, Laura	Buyer Id - Id de l'acheteur van797
Telephone No. - N° de téléphone (604) 363-1765 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE RP Esquimalt, Cdn. F.M.E.T.R. P.O. Box 188 NanOOSE Bay British Columbia V9P 9J9 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

Solicitation No. - N° de l'invitation
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Amd. No. - N° de la modif.
000
File No. - N° du dossier

Buyer ID - Id de l'acheteur
VAN797
CCC No./N° CCC - FMS No./N° VME

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

JANITORIAL SERVICES – NANAIMO / NANOOSE BAY AREA

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PREAMBLE

Note that any word that is underlined in this document has supplemental information (such as definitions, websites, references within the document, etc.). The link is activated by Clicking on the word and pressing the Ctrl key at the same time.

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, 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 and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: 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 Annexes include the [Statement of Work](#), [Bases of Payment](#), [Security Requirements Checklist and Security Guide](#), [Insurance Requirements](#), and [Bid Preparation and Evaluation](#).

The Forms include [DND 626 Task Authorization](#), [Federal Contractor's Program – Certification](#), [Substantiation of Technical Compliance](#), and [Bid Submission](#).

1.2 Summary

1.2.1 Janitorial Services – NANAIMO / NANOOSE BAY AREA

The Department of National Defence, NANAIMO / NANOOSE BAY AREA, has a requirement for janitorial cleaning services.

The [Contractor](#) must supply all labour, [Supervision](#), [Materials](#), [Equipment](#), and Transportation required to accomplish the janitorial cleaning services identified in this document, from 1 April 2018 to 31 March 2021 (includes two options for extension of one year each), in accordance with the requirements set out in Annex "A" - Statement of Work.

1.2.2 Security Requirements

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more

information on personnel and organization security screening or security clauses, Bidders should refer to the [Industrial Security Program \(ISP\)](#) of Public Works and Government Services Canada website.

1.2.3 Trade Agreements

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 Canadian Free Trade Agreement (CFTA).

1.2.4 Optional Site Visit / Bidders Conference

There is an optional site visit associated with this requirement. The Bidder, or their representative, must register prior to gaining access to sites. Consult Part 2 – Bidder Instructions.

1.2.5 Federal Contractors Program

The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and [Form B: 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 FIFTEEN (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](#) 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](#) (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: 60 days
Insert: 300 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.

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

2.3 Former Public Servant

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

Definitions

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

- a. an individual;
- b. an individual who has incorporated;
- 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 TEN (10) 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 / Bidders Conference

Participation in both the Site Visit and the Bidders Conference is optional. It is, however, highly recommended that the Bidder or their representative attend. Arrangements have been made for the site visit to be held at **NANAIMO / NANOOSE BAY, (CFMETR Nanoose Bay), BC on JULY 25 2017. The site visit will begin at 0945 hrs.** The Bidders Conference will take place immediately following. The scope of

the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.

Bidders must communicate with the Contracting Authority no later than **JULY 20 2017** confirm attendance and provide the name(s), and driver's license numbers of the person(s) who will attend, along with the name of the company.

Bidders who do not confirm attendance and who do not provide the name(s) of the person(s) who will attend as required will not be allowed access to the site. Bidders will be requested to sign an attendance sheet and must bring photo identification, such as a driver's license.

No alternative appointment will be given to bidders who do not attend or do not send a representative. Bidders who do not participate in the visit 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 (3 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; and
- (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](#) 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

Refer to [Annex "E" – Bid Preparation and Evaluation](#).

Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with [Annex "B" – Basis of Payment](#). The total amount of Applicable Taxes must be shown separately. Refer to [Annex "E" – Bid Preparation and Evaluation](#).

3.1.2 Electronic Payment of Invoices – Bid

Canada requests that Bidders complete option 1 or 2 below:

1. ☐ Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument is accepted:

- ☐ Direct Deposit

2. ☐ Electronic Payment Instruments will not be accepted for payment of invoices.

The Bidder is not obligated to accept payment by Electronic Payment Instruments.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.1.3 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

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

Refer to [Annex "E" – Bid Preparation and Evaluation](#).

4.1.2 Financial Evaluation

Refer to [Annex "B" – Basis of Payment](#), and [Annex "E" – Bid Preparation and Evaluation](#).

4.2 Basis of Selection – Highest Combined Rating of Technical Merit and Price

Refer to [Annex "E" – Bid Preparation and Evaluation](#).

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](#), 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

In accordance with the [Ineligibility and Suspension Policy](#), 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" information found here](#).

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 [Form B: 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.

5.2.3 Workers Compensation Certification - Letter of Good Standing

The Bidder must have an account in good standing with the applicable provincial or territorial Workers' Compensation Board.

The Bidder must provide, within FIVE (5) calendar days following a request from the Contracting Authority, a certificate or letter from the applicable Worker's Compensation Board confirming the Bidder's good standing account. Failure to comply with the request may result in the bid being declared non-responsive.

5.2.4 Status and Availability of Resources

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.

5.2.5 Education and Experience

Refer to SACC Manual Clause [A3010T](#) (2010-08-16), Education and Experience

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 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 7 - 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 7 - 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.

6.2 Bid Financial Security

1. Bidders must provide bid financial security consisting of:
 - a. a security deposit as defined in clause [E0008T](#), or
 - b. a bid bond form [PWGSC-TPSGC 504](#), which must be accepted as security by one of the bonding companies listed in [Treasury Board Contracting Policy, Appendix L](#), Acceptable Bonding Companies.
2. Security deposits in the form of government guaranteed bonds with coupons attached will be accepted only if all coupons that are unmatured, at the time the security deposit is provided, are attached to the bonds. Bidders must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.
3. If the financial security is in the form of a bill of exchange or a government guaranteed bond, the amount of the security deposit must be **\$3,700.00**.
4. If the financial security is a bid bond, the amount of the bond must be **\$3,700.00**.
5. Bidders who provide a security deposit as bid financial security must submit their bid under seal (does not apply in Quebec).

6.2.1 Security Deposit – Bid and Contract Financial Security Required

Refer to SACC Manual Clause [E0003T](#) (2014-09-25), Security Deposit – Bid and Contract Financial Security Required

6.3 Insurance – Proof of Availability Prior to Contract Award

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 7 – Resulting Contract Clauses.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

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

The Contractor must provide the Work in accordance with [Annex "A"- Statement of Work](#), and the Contractor's technical bid entitled _____, dated _____.

7.1.2 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

7.1.2.1 Task Authorization Process

1. The Project Authority will provide the Contractor with a description of the task using the form specified in FORM "A" – DND 626, Task Authorization Form.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority within THREE (03) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Bases of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.1.2.2 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$5,000.00, Applicable Taxes included, inclusive of any revisions. Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

7.1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

Refer to SACC Manual Clause B9031C (2011-05-16), Canada's Obligation – Portion of the Work – Task Authorizations

7.1.2.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31; and
- 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than FOURTEEN (14) calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the Contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

7.1.2.5 Task Authorization - Department of National Defence

The administration of the Task Authorization process will be carried out by Real Property Operations Section (CFB Esquimalt, Department of National Defence). This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

7.3 Security Requirements

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

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance to the level of SECRET**, issued by the Canadian Industrial Security Directorate (CISD), **Public Works and Government Services Canada (PWGSC)**.

2. The Contractor/Offeror personnel requiring access to sensitive work site(s) **must EACH hold a valid RELIABILITY STATUS or SECRET clearance, as required**, granted or approved by CISC/ PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISC/ PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and Security Guide, attached at [Annex "C" – Security Requirements Checklist and Security Guide](#);
 - (b) Industrial Security Manual (Latest Edition).

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from April 1 2018 to March 31 2021, inclusive.

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to TWO (2) additional ONE (1) year periods 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 Bases of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least SIXTY (60) 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.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Laura Muller
Title: Supply Officer
Public Works and Government Services Canada
Acquisitions Branch
Address: 800 Burrard St., Vancouver, BC

Cell: 604-363-1765
E-mail address: laura.muller@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 Project Authority

The Project Authority for the Contract is: *(inserted at contract award)*

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

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

7.5.3 Contractor's Representative

(To be completed by Bidder)

Name/title: _____
Telephone/email: _____
Alternate name/title: _____
Telephone/email: _____
Emergency name/title: _____
Telephone/email: _____
Accounting/Invoicing Contact Name: _____
Organization: _____
Address: _____
Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

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

7.7 Payment

7.7.1 Basis of Payment

7.7.1.1 Basis of Payment – Firm Unit Prices

For the Work described in Table 2: Standard Cleaning Schedule in Annex “A” – Statement of Work. In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price, for a cost of \$_____ (*insert the amount at contract award*).

Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.1.2 Basis of Payment – Firm Unit Prices – Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm prices in accordance with Task Authorization Pricing in Basis of Payment, in Annex “B”, as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (*insert the amount at contract award*). 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.

7.7.3 Monthly Payment

Refer to SACC Manual Clause [H1008C](#) (2008-05-12), Monthly Payment.

7.7.4 Inspection and Acceptance

The Project 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.

7.7.5 Liquidated Damages

If the Contractor fails to perform the services specified in the Contract, the Contractor agrees to pay to Canada liquidated damages which will be determined by the number of Base Cleaning staff necessary to perform the services. The funds owing will be charged according to the time involved, and the hourly rate(s) of the personnel required to complete the Work to the standard(s) listed in Table 5: Cleaning Descriptions and Performance Standards.

The amount of the liquidated damages must not exceed 2% percent of the firm monthly price per specific building(s) affected by Contractor nonperformance.

Canada and the Contractor agree that the amount stated above is their best pre-estimate of the loss to Canada in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.

Canada will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by Canada to the Contractor, any liquidated damages owing and unpaid under this section.

Nothing in this section must be interpreted as limiting the rights and remedies which Canada may otherwise have under the Contract.

7.8 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.

BCE Building 7
CFMETR Nanoose Bay
PO Box 188
Nanoose Bay, BC
V9P 9J9

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

7.9 Certifications and Additional Information

7.9.1 Certifications – Contract

Refer to SACC Manual Clause [A3015C](#) (2014-06-26), Certifications - Contract

7.9.2 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.

7.9.3 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.

7.9.4 SACC Manual Clauses

7.9.4.1 Canadian Forces Site Regulations

Refer to SACC Manual Clause [A9062C](#) (2011-05-16), Canadian Forces Site Regulations

7.9.4.2 Identification Badge

Refer to SACC Manual Clause [A9065C](#) (2006-06-16), Identification Badge

7.9.4.3 Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of three months under the same conditions to ensure the required transition. 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.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least THIRTY (30) calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

7.10 Applicable Laws

The 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), General Conditions – Higher Complexity – Services
- (c) Annex “A” - Statement of Work;
- (d) Annex “B” - Basis of Payment;
- (e) Annex “C” - Security Requirements Check List and Security Guide;
- (f) Annex “D” – Insurance Requirements;
- (g) the signed Task Authorizations; and
- (h) the Contractor's bid dated _____ (*insert date of bid*).

7.12 Insurance – Specific Requirement

The Contractor must comply with the insurance requirements specified in [Annex “D” – Insurance Requirements](#). 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.

7.13 Workers Compensation

Refer to SACC Manual Clause [A0285C](#) (2007-05-25), Workers Compensation

7.14 Security Deposit Definition – Contract

Refer to SACC Manual Clause [E0008C](#) (2014-09-25), Security Deposit Definition - Contract

7.15 Financial Security

1. The Contractor must provide the Contracting Authority with financial security within THIRTY (30) calendar days after the date of contract award. The financial security must be in the form of a security deposit as defined in clause [E0008C](#) representing 10% of the price for the entire period of the contract.
2. If, for any reason, Canada does not receive the security deposit in the amount set out above within the specified period, the Contractor will be in default. Canada may, at its discretion, retain the bid financial security and accept another bid, reject all bids or issue a new bid solicitation.

3. If the security deposit is in the form of government guaranteed bonds with coupons, all coupons that are unmatured at the time the security deposit is provided must be attached to the bonds. The Contractor must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.
4. If the security deposit is in the form of a bill of exchange, Canada will deposit the bill of exchange in an open account in the Consolidated Revenue Fund. Bills of exchange that are deposited to the credit of the Consolidated Revenue Fund will bear simple interest, calculated on the basis of the rates which are in effect during the period the deposit is held.
These rates are published monthly by the Department of Finance and are set to be equal to the average yield on 90-day Treasury Bills, less 1/8 of 1 percent. Interest will be paid annually or, when the security deposit is returned to the Contractor, if earlier. The Contractor may, however, request Canada to hold and not cash the bill of exchange, in which case no interest will become payable.
5. Canada may convert the security deposit to the use of Canada if any circumstance exists which would entitle Canada to terminate the Contract for default, but any such conversion will not constitute termination of the Contract.
6. When Canada so converts the security deposit:
 - a. the proceeds will be used by Canada to complete the Work according to the conditions of the Contract, to the nearest extent that it is feasible to do so and any balance left will be returned to the Contractor on completion of the warranty period; and
 - b. if Canada enters into a contract to have the Work completed, the Contractor will:
 - i. be considered to have irrevocably abandoned the Work; and
 - ii. remain liable for the excess cost of completing the Work if the amount of the security deposit is not sufficient for such purpose. "Excess cost" means any amount over and above the amount of the Contract Price remaining unpaid together with the amount of the security deposit.
7. If Canada does not convert the security deposit to the use of Canada before completion of the contract period, Canada will return the security deposit to the Contractor within a reasonable time after such date.
8. If Canada converts the security deposit for reasons other than bankruptcy, the financial security must be reestablished to the level of the amount stated above so that this amount is continued and available until completion of the contract period

ANNEX “A” - STATEMENT OF WORK

PART 1 - DESCRIPTION/SCOPE OF WORK

The **Contractor** must supply all labour, **Supervision, Materials, Equipment**, and Transportation required to accomplish the janitorial cleaning services listed herein to the satisfaction of the **Project Authority**, for the **Term of Contract**.

The site of the Work, will be referred to as the **Service Area**, includes Nanaimo, Canadian Forces Maritime Experimental and Test Ranges (CFMETR), and Winchelsea Isle.

The scope of the **Work** is outlined below within **Table 1: Building List and Descriptions**. Each building has a description of the area use and gross floor area (m²) to indicate its components and size. The columns that list the **Hard Surface Flooring** and **Carpeting** provide an estimate (m²) of the hard surface floors and carpeted areas within each building to be cleaned. The total area of these will not necessarily add up to the gross floor area because some areas do not need to be serviced – ie: mechanical, electrical rooms, shops, etc. (see **Non-Service Area**)

Area measurements given are to serve as a guide only; should any discrepancy arise, it is the **Contractor's** responsibility to obtain clarification. Upon Contract award, the **Contractor** will be provided with detailed floor plans of each building on the list.

Table 1: Building List and Descriptions

Nanaimo							
Building No.	Square Metres		Stalls			Area Use	Building Access Hours
	Total	Hard surface flooring	Bathroom	Shower	Urinals		
NMC 1157	452	452	2	0	1	Communications	0800-1600 M-F
NMC 1161	2239	2239	3	6	4	Armoury	0800-1600 M-F
NMC1160	4	4	1	0	0	Washroom	0800-1600 M-F
FIL 1	40	40	0	0	0	Office/Washroom	On Request

Canadian Forces Maritime Experimental and Test Ranges (CFMETR)							
Building No.	Square Metres			Stalls			Building Access Hours
	Total	Hard surface flooring	Carpet	Bathroom	Shower	Urinals	Area Use
1	461	461	0	3	1	2	Workshop 16:00 – 23:30 M-F
6	774	734	40	3	0	2	Administration 16:00 – 23:30 M-F
7	40	40	0	1	1	1	Workshop 16:00 – 23:30 M-F
25	16	16	0	1	1	0	Workshop/washroom 16:00 – 23:30 M-F
30	61	61	0	2	2	2	QHM 16:00 – 23:30 M-F
41	35	35	0	1	0	0	Main Gate House 16:00 – 23:30 M-F
34	69	69	0	2	2	1	Fire Hall 16:00 – 23:30 M-F
38	381	381	0	2	2	1	Special Projects On Request
TB-2	131	131	0	1	0	0	Lab/Office 16:00 – 23:30 M-F
31	60	60	0	1	0	0	MP Guard House 16:00 – 23:30 M-F
1	12	12	0	1	2	0	Dive Locker (Rm 15) On Request
TB208	45	45	0	0	0	0	Offices 16:00 – 23:30 M-F
TB207	45	45	0	0	0	0	Gym 16:00 – 23:30 M-F
1	70	70	0	0	0	0	Lab On Request

Winchelsea Isle							
Bldg #	Square Metres			Stalls			Building Access Hours
	Total	Hard surface flooring	Carpet	Bathroom	Shower	Urinals	Area Use
1	396	140	256	2	0	1	Operations 16:00- 23:30 T-F
9	50	30	20	1	1	0	Trailer 16:00- 23:30 T-F

6	9	9	0	0	0	0	Storage	On Request
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Note that the buildings marked with an asterisk have special requirements which are noted below in [Table 3: Special Building Requirements](#).

PART 2 - SCHEDULE OF WORK

2.1 General

The WORK must be carried out in accordance with the specific [Building Access Hours](#) outlined in [Table 1: Building List and Descriptions](#). The Contractor will be notified with adequate lead time if building access hours are changed due to operational requirements.

The hours and frequency of [Work](#) may be changed at the request of the [Contractor](#) and approval of the [Project Authority](#), or at the direction of [Project Authority](#).

An authorized representative of the [Contractor](#) must be personally available to attend meetings and to respond to inquiries within 24 hours of a request from either the [Project Authority](#) or the [Contracting Authority](#).

The [Contractor](#) must respond and provide onsite service (inside regular building access hours) during the same day of request. The [Contractor](#) must respond and provide onsite service within ONE (1) hour of being contacted in the case of an emergency (outside of regular building access hours). The [Contractor](#) must maintain a telephone and be reachable from 0600 to 2200 hours, Monday to Friday. The [Contractor](#) must also provide (an) [Emergency Telephone Number\(s\)](#). Use of paging devices is acceptable; however, if undue delays in response time occur due to the use of a paging device, the use of paging devices will be discontinued. Telephone answering machines are not an acceptable substitute for a paging or manned telephone service.

2.2 Standard Cleaning Schedule

The following table outlines the standard cleaning schedule for the [Work](#). Note that both the way and the standard to which each item/task is to be carried out is referenced within [Table 5: Cleaning Descriptions and Performance Standards](#).

Note that the standard schedule includes different frequencies for items/tasks (i.e. [Weekly](#), [Annually](#)). Regardless of the frequency, these items/tasks must be incorporated into a standard, flat monthly cost per building.

Note that the Contractor is responsible for any Work that arises as a result of minor spills, minor building maintenance and/or minor furniture moves.

Table 2: Standard Cleaning Schedule

Frequency	Item	Task
<u>DAILY</u>	<u>1.1 Building interior - waste and recycling</u>	Collect and dispose
	<u>1.2 Building interior – low and medium height surfaces</u>	Dust and clean
	<u>1.5 Building interior – walls/doors and vertical surfaces</u>	Clean
	<u>1.6 Building interior – Entrances and exterior surfaces, including foyers and sidewalks, within 1m</u>	Clean
	<u>1.7 Building interior – water fountains and touch points</u>	Clean and sanitize
	<u>2.1 Wet rooms – organic and sanitary waste</u>	Collect and dispose
	<u>2.2 Wet rooms – basins, fixtures, touch points, panels, walls, partitions, lockers, ledges, laundry equipment</u>	Clean and disinfect
	<u>2.4 Wet rooms – toilets and urinals</u>	Clean and descale
	<u>2.5 Wet rooms – dispensers</u>	Clean and refill
	<u>2.8 Wet rooms – floors, step-up areas, corners, wall bases, toilet bases</u>	Clean and wet mop
	<u>2.9 Wet rooms- mirrors</u>	Clean
	<u>3.1 Hard surface flooring – under desks and furniture</u>	Vacuum

	<u>3.2 Hard surface flooring – dry method mopping</u>		Dry method mopping
	<u>3.3 Hard surface flooring – wet method mopping</u>		Wet method mopping
	<u>3.8 Hard surface flooring – non-carpeted stairways</u>		Vacuum and wet mop
	<u>4.1 Carpets and matting – floors, entrance mats, and walk-off mats</u>		Vacuum
	<u>4.2 Carpets and matting – stairways, landings, risers</u>		Vacuum
	<u>4.3 Carpets and matting – general</u>		Remove stains and spot clean
	<u>5.1 Glass / Plexiglass / Lexan, Mirrors – all surfaces under/below 3m</u>		Clean glass surfaces
<u>WEEKLY</u>	<u>2.3 Wet rooms –grout and tile walls and panels</u>		Clean
	<u>2.7 Wet rooms – floor drains</u>		Clean and unclog
	<u>3.7 Hard surface flooring – grout and tile</u>		Clean
<u>MONTHLY</u>	<u>1.3 Building interior – air intake, exhaust grills, diffusers, HVAC, etc.</u>		Clean
	<u>1.4 Building interior – ceilings, lights</u>		Dust & Remove cobwebs
	<u>2.6 Wet rooms – shower curtains</u>		Clean and replace
<u>BI-ANNUALLY</u>	<u>3.4 Hard surface flooring – burnish</u>		Burnish
	<u>3.5 Hard surface flooring – finished/sealed</u>		Scrub and refinish

<u>ANNUALLY</u>		
	<u>3.6 Hard surface flooring – finished/sealed</u>	Strip and refinish

2.3 Special Building Requirements

Buildings with special requirements are listed below in [Table 3: Special Building Requirements](#). Should a conflict arise, the special requirements listed in Table 3 will take precedence over Table 2: Standard Cleaning Schedule.

Note that these requirements form part of the [Standard Cleaning Schedule](#), and must be incorporated into each building's total monthly cleaning cost.

Note that both the way and the standard to which each item/corresponding task is to be carried out is referenced in [Table 5: Cleaning Descriptions](#) and [Performance Standards](#).

Table 3: Special Building Requirements

Building(s)	Instructions
RAP25, RAP7, RAP34	<ul style="list-style-type: none">• All shower curtains in all wash places to be taken down and laundered twice monthly, an exchange set will be supplied by the user.
TB207	<ul style="list-style-type: none">• Gym floors must be swept daily• Mirrors/glass must be cleaned• Equipment must be wiped down with disinfectant.• Waste must be removed daily• Televisions must be dusted every Friday.• Clean exterior of the windows annually
RAP6, RAP1	

2.4 Task Authorizations

Task Authorizations are performed on an “as and when requested” basis, and are supplemental to the items/tasks scheduled in Table 2: Standard Cleaning Schedule and Table 3: Special Building Requirements. These requirements can be influenced by factors such as occupancy and usage issues, weather conditions, temporary closure, demolition, renovation, Biohazards, emergencies, spills, etc. For example, a major spill could result in the need to steam clean a carpet more than once per year. This may also require some Work to occur outside of regular Building Access Hours and/or on Weekends.

Note that Task Authorizations are not included in the standard, flat monthly cost per building, but are charged as per the appropriate line item listed in Annex “B” - Basis of Payment, 2.0 Task Authorization Pricing.

Table 4: Task Authorization Examples

<u>TASK AUTHORIZATIONS</u>	<u>3.5 Hard Surface Flooring – finished/sealed</u>	Scrub and Refinish
	<u>3.6 Hard Surface Flooring – finished/sealed</u>	Strip and Refinish
	<u>4.4 Carpets and Matting – general</u>	Steam Clean
	<u>4.5 Carpets and Matting – general</u>	Spin and Extract
	<u>6.1 Snow / Ice</u>	Remove

2.5 Holidays

Federal Statutory Holidays are not considered Daily Work unless otherwise stipulated. Provincial holidays are considered regular working days; this includes Family Day (British Columbia’s February holiday).

PART 3 - HEALTH AND SAFETY

3.1 General

For health and safety reasons, all Cleaning Personnel are required to have a fluent command of English (oral and written). A minimum of one Cleaning Personnel with First Aid Training and/or Certification must be on site and available at all times.

Cleaning Personnel must be informed, trained and equipped to observe all safety regulations required by the Canada Labor Code Part 2, Work Place Health and Safety, Work Safe BC, Workplace Hazardous Materials Information System (WHMIS), Safety Standard Operating Procedures, fire orders.

The Contractor must provide information to the Project Authority that defines opportunities for building occupants to reduce the need for more intensive cleaning processes or treatments (ie, reporting spills and making attempts to reduce clutter in personal spaces).

The Contractor must adjust cleaning practices and/or schedules to accommodate building occupants with special needs or sensitivities (to dust, chemicals, noise levels, etc.) and have a process in place to Work with management and Cleaning Personnel to mitigate the problem.

3.2 Hazards

Many buildings listed in this contract contain lead paint and asbestos. Common areas for asbestos include flooring, wall board (drywall) and lagging. It is the Contractor's responsibility to provide its Cleaning Personnel with awareness training to ensure materials containing these products are not inadvertently disturbed by janitorial activity (ie: use of abrasive floor/scrub pads). The Contractor must report to the Project Authority when and where there is a risk of disturbing such material or if they have disturbed such material due to janitorial activity.

The Contractor must have the ability to clean up Bio-hazardous Waste/Bodily Fluids on an "as and when requested" basis. The Contractor must be knowledgeable about and understand the risks associated with possible contamination and ensure all Cleaning Personnel have adequate personal protection to guard them from all hazards to which they may be exposed.

3.3 Fire Safety

Every building has a fire alarm system: it is the Contractor's duty to ensure all employees are familiar with the fire plans of all buildings, as well as the locations of two exit routes, fire alarm pull stations, fire extinguishers, and muster stations.

All individuals must be prepared to assist in an emergency by co-operating with others, and ensuring that visitors know how to protect themselves.

3.3.1 Prevention

The Contractor must observe, enforce, and adhere to all fire regulations and prevention practices, as set out by the Base Fire Chief.

The Contractor must not store any non-approved flammable substances on site. All litter, waste papers and sweepings must be picked up and put in the appropriate container equipped with a well-fitted lid. The Contractor must keep these areas neat and clean at all times in accordance with fire regulations.

- a) Janitor rooms and storage closets must be kept clean, neat and tidy at all times. Approved flammable materials must be stored in approved containers. Mops and dusters that have been treated with furniture polish, wax or oil must be kept in closed metal containers to prevent spontaneous combustion. Hot plates or electric utensils must not be used in rooms in which cleaning equipment is kept.
- b) Care must be taken when collecting combustible or flammable material, i.e., contents of ash trays, cigarette stands, sand pails, etc. Combustible or flammable material must be collected in appropriate metal containers.
- c) Individuals must report blocked exits, inoperative fire doors, missing extinguishers, and dangerous or defective equipment to the Safety Officer or Chief Fire Warden.

DND has a strict no-smoking policy that disallows smoking in any buildings or on the grounds except in designated smoking areas. This includes no smoking while transiting from one area to another on DND property.

3.3.2 Procedures

In the event that an individual smells smoke/gas, or sees fire, the nearest fire alarm must be activated. When the fire alarm sounds, close doors and windows, and evacuate the building immediately. Individuals must leave by the nearest safe exit and proceed to the designated muster station, and report to the fire warden. Individuals must remain at the muster station until instructed to return to Work.

In the event of an alarm being sounded, vacate the building by using the nearest safe fire exit and gather at the building fire muster area.

Damages caused because of lack of due care and observation of fire safety measures by Contractor's Cleaning Personnel, must be reimbursed by the Contractor or assessed against the Contractor and deducted from monies owed by Canada.

PART 4 – MATERIALS, CONSUMABLES, AND EQUIPMENT

The Contractor must provide all Materials, Consumables, and Equipment required to safely and properly perform all janitorial services. Cleaning supplies must be used only on the surfaces for which they were intended, as per the manufacturer's instructions.

4.1 Materials

All Cleaning Personnel must be trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures in accordance with WHMIS regulations and manufacturer specifications. The Contractor and Cleaning Personnel must provide and use any and all personal protective equipment required to safely perform the Work. This includes, but is not limited to, gloves, safety glasses, safety shoes, safety vests, and hearing protection.

The Contractor must provide notification to the Project Authority of any cleaning products used in the building, including a list of any and all chemicals that may be used. The notification must 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 (MSDS) 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 materials must only be used with the Project Authority's approval and must be removed from premises at the end of each workday.

All cleaning materials and the methods used must be suitable to the application intended and follow the manufacturer's recommendations. Use of products other than those approved by the Project Authority must be subject to random sampling and laboratory testing at the Contractor's expense. A MSDS and sufficient product information to permit an assessment must accompany all requests for approval. An up-to-date MSDS file must be maintained for all controlled products used by the Contractor. This file must be kept on site in the same location where the products are stored and must be easily accessible to Cleaning Personnel and the Project Authority (ie: fastened to an arch board on the exterior of the janitor's room).

Materials such as soaps, detergent, cleaning materials, waxes and sealers must be biodegradable, phosphate-free, low-odour, low volatile organic compound products for all general purpose cleaning, and comply with the latest issue of the Canadian General Standards Board specifications or meet the intent of the current specification unless specified otherwise. Cleaning agents and materials must be of the best industrial quality and meet the Environmental Choice Program Certification ("Eco-Logo") criteria or equivalent unless specified otherwise.

Although Green Products are preferred, the Project Authority will have the option of identifying some services where the use of "regular" products will be required instead of Green Products and these products must be supplied at no extra cost.

The use of abrasive cleaners is not acceptable and any such agents found on site at CFB Esquimalt will be confiscated without compensation. The use of strong detergents may be used where absolutely necessary to obtain the required cleaning results and with the permission of the Project Authority and notification of the end user. Damage resulting from the use or misuse of such agents or materials must be assessed against the Contractor and must be deducted from monies due to the Contractor by the Crown. It is the responsibility of the Contractor to ensure that cleaning products will not cause damage to the surface being cleaned or to the environment in and/or around CFB Esquimalt.

Damages caused because of lack of due care /observation of fire safety measures by Cleaning Personnel, must be reimbursed by the Contractor or will be assessed and costs deducted from monies due to the Contractor by Canada.

4.2 Consumables

The Contractor is responsible for supplying all consumables. An estimate of annual usages of the main consumables required can be found under "Consumables" in the Glossary. It is to be used as a guide only.

4.3 Equipment

The Contractor must supply all required Equipment in new or good condition, able to safely and efficiently perform the Work, certified for use in the application intended and approved by Canada Standards Association International / Underwriters' Laboratories of Canada. Equipment is subject to inspection by the Project Authority at any time. If Equipment is found to be defective, it must be removed from the work site and replaced or repaired within twenty-four (24) hours. The Contractor is responsible for the cost of all Equipment maintenance and repairs. Major repairs to the Equipment must be performed offsite.

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.

The Contractor must only supply floor polishers that are new or recently restored to good condition.

Equipment used on a daily basis will usually remain in the building. Storage space (if available), will be allocated by Project Authority. All of the Contractor's equipment must be clearly labelled with the Company Name. Cleaning equipment must be kept clean and in good repair.

Specialized equipment, used periodically by the Contractor must not be stored in any of the buildings without the prior approval of the Project Authority. Additionally, machinery and equipment must not block a passageway, or present a trip hazard. Caution signs must be placed adjacent

to the affected area on all approaches. These highly visible "Wet Floor" signs are used in accordance with industry norms when floors pose a potential slipping hazard. Signage must be removed as soon as the area no longer poses a hazard.

The Contractor must not use the facilities of the site for storage of materials or equipment for use elsewhere, nor must other operations of the Contractor be directed from DND property. The Contractor must not use any DND equipment (i.e. ladders etc.).

4.4 Janitor Closets

The Contractor must store all supplies, material, and equipment in janitor closets designated by the Project Authority. These spaces must be free of all Debris, dust, dirt, waste, empty containers, and unpleasant odours. Janitor closets must be kept clean, neat and tidy at all times.

All mops must be stored in a suspended position to allow free circulation of air around the mop heads.

Both wet and dry dusters/mops must be thoroughly cleaned daily to avoid odours and hygiene problems. All floor mops must be stored in a suspended position to allow free air circulation around the heads of the mops. Mop heads must be laundered at least once per week at a minimum.

All ladders, scaffolding, or other devices used to reach surfaces or objects, not otherwise accessible for the required cleaning operation must 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.

PART 5 - ENVIRONMENTAL POLICY AND WASTE DISPOSAL

The CFB Esquimalt Environmental Policy commits to managing the significant environmental aspects of operations to ensure the environmental impact is minimized and that pollution is prevented. The Contractor must reduce energy consumption by turning lights out upon completion of an area.

5.1 Recycling/Organics

The Contractor and Cleaning Personnel must observe and follow the recycling program as instructed by the Project Authority. CFB Esquimalt recycles waste paper, cardboard, mixed containers and participates in an organic collection program. It is the Contractor's responsibility to place recycled and organic materials from the indoor collection points into the appropriate outdoor containers. The Contractor is required to sort the

waste, and is responsible for any extra costs incurred by DND if the cleaning personnel deposit waste into the wrong container. Any contaminated organics or recycled material must be treated as waste and put in the appropriate container.

5.2 Waste

If at any time, waste collected during the course of this contract cannot be placed in the appropriate container, it must be transported to the nearest suitable container and the situation reported to the Project Authority no later than the next day between the hours 0730 – 1200 hours. Waste/organics spilled or left outside the collection container must be cleaned up by the Contractor immediately or cleaned up at the expense of the Contractor, to the satisfaction of the Project Authority. Collection containers must be kept covered at all times.

PART 6 – SECURITY

6.1 Personnel

The Contractor must present a list of Cleaning Personnel who will be working on site, to the Commissionaire(s).

Following CFB Esquimalt security regulations, picture ID is required to enter DND property; it must be visible, and carried at all times and produced upon request. The Contractor is responsible for obtaining Visitor Clearance Requests for all Cleaning Personnel and must forward the most current copy to the Project Authority.

The Contractor must provide the services of those person(s) named in its proposal and any additional personnel necessary to perform the Work and provide the services required under this Contract, unless the Contractor is unable to do so for reasons beyond the control of the Contractor. Should the Contractor, at any time, be unable to provide the services of the Cleaning Personnel in its proposal, the Contractor must obtain replacement personnel of similar ability and experience, who must be acceptable to the Project Authority and the Contracting Authority. In such cases, the Contractor must notify in writing both the Project Authority and the Contracting Authority and provide:

- a) the reason for the removal of the named Cleaning Personnel from the Work;
- b) the name of the proposed replacement(s);
- c) an outline of the qualifications and experience of the candidate(s); and
- d) accepted security clearance certification(s), as applicable.

Such notice must be sent at least THIRTY (30) days in advance of the date on which any replacement is to commence Work.

Any change to the terms and conditions of the Contract due to personnel replacement must be effected by a Contract amendment. Notwithstanding the foregoing, the Contractor is required to perform the Work and provide the services in accordance with the terms of the contract.

6.2 Keys

The Contractor must adhere to the following directives regarding keys.

- a) The Contractor and Cleaning Personnel are responsible for securing all doors and windows in work areas when vacating the building.
- b) Keys for each building may be made available to the Contractor if authorized and provided by the building representative. The Contractor must designate Cleaning Personnel responsible for signing out and returning keys.
- c) Keys must not be taken off DND property.
- d) Keys entrusted to the Contractor must be controlled and kept secure at all times.
- e) All doors, which must be unlocked to gain entry during working hours, must be kept locked during the performance of the cleaning service.
- f) The Contractor must be responsible for the cost of re-keying a building or room to which keys, while in the possession of the Contractor and Cleaning Personnel, have been lost.
- g) The Contractor must ensure DND picture identification passes are returned upon termination of this contract or termination of an employee.
- h) The Contractor must be aware that its vehicles and personnel are subject to random searches by the Military Police or commissionaires, while on DND property or while entering or leaving DND property.

PART 7 - REPORTING, PERFORMANCE, AND ENFORCEMENT

7.1 General

The Contractor must communicate to the Project Authority any maintenance issues discovered while performing cleaning operations.

The Contractor must communicate the presence of pests to the Project Authority.

The Contracting Authority and the Project Authority are responsible for monitoring the Contract for adherence to the Terms and Conditions.

7.2 Supervision

The Contractor must provide appropriate, on-site Supervision at all times.

Supervisors must have delegated authority to make commitments on behalf of the Contractor, and must be on-site during regular working hours. An Authorized Alternate (with the same level of delegated authority) may be appointed. These individuals must report to the Project Authority on an as required basis to review schedules, for briefing on special projects and to resolve any areas of potential conflict.

7.3 Work Inspection

On-site Supervisors must inspect the Work of the Cleaning Personnel and correct any deficiencies in a timely manner (see Contract Enforcement). The Project Authority has the right to make random inspections of the Contractor's Work without notice. The Contractor must inspect and correct any and all concerns of the Project Authority.

7.4 Performance Reporting

The quality of Work performance will be assessed using the standards outlined below within Table 5: Cleaning Descriptions and Performance Standards. The Contractor must provide a copy of these descriptions and performance standards to Supervisor(s) and all Cleaning Personnel for reference. Deficiencies must be recorded and reported by the Supervisor, who must provide written copies of this report to the Contractor, the Project Authority, and the Contracting Authority.

7.5 Contract Enforcement

Contract enforcement is a responsibility of the [Contracting Authority](#), in addition to the [Project Authority](#). The [Contractor](#) must be aware that under the terms of the Contract, poor performance, or serious deficiencies may be considered Contract default.

Poor performance or default will result in a first letter of notification to the Contractor. The Contractor will have 24 hours from notification to rectify the default. This 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 commence further action to recover losses (such as liquidated damages) and to apply the [Vendor Performance Corrective Measure Policy](#), in accordance with the terms of the Contract. There will be no "action steps" as outlined above for very serious poor performance or abandonment of the contract or bankruptcy, etc. The Technical 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 prior to any action being taken.

PART 8 - CLEANING REQUIREMENTS

8.1 General

The Contractor is responsible for carrying out the [Work](#) in accordance with [Table 2: Standard Cleaning Schedule](#), [Table 3: Special Building Requirements](#), [Table 4: Task Authorizations Examples](#), and [Table 5: Cleaning Descriptions and Performance Standards](#).

In the event that an item/activity is not listed, as in the case of a [Task Authorizations](#), the [Project Authority](#) will provide direction and assist with the interpretation of the specifications as related to performance standards.

8.2 Cleaning Descriptions and Performance Standards

The table below is comprised of the following sections:

- [1.0 BUILDING INTERIOR GENERAL AREAS](#)
- [2.0 WET ROOMS](#)
- [3.0 HARD SURFACE FLOORING](#)
- [4.0 CARPETING / MATTING](#)

5.0 GLASS / PLEXIGLASS / LEXAN
6.0 SNOW / ICE

Each section provides the item, activity, description, and the associated performance standard. [Please refer to Annex "A", Part 9 – Glossary/Concordance](#) for expanded definitions of included items/areas/surfaces.

Table 5: Cleaning Descriptions and Performance Standards

1.0 BUILDING INTERIOR GENERAL AREAS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
1.1 Building Interior - waste and recycling	<ul style="list-style-type: none">Collect and Dispose	<ul style="list-style-type: none">Use proper industry-standard waste handling carts to collect all waste, including soiled bags, and dispose into appropriate outside containers. The exception can only be made if it is evident that the container has not been usedContainers must be completely clean prior to relining with new bagsWaste collection containers:<ul style="list-style-type: none">Remove and collect all used garbage bag.Wipe exterior of container with a clean, damp color coded microfiber cloth.Reline with a new bag following industry standard methods.Dispose of garbage at designated exterior collection sites.	<ul style="list-style-type: none">Waste/recycling containers must be free from any material or liquid until next useWaste/recycling containers must be clean and odour-free until next useWaste/recycling containers must be returned to their proper locationAny office waste containers left in the hallway must be emptied and cleaned

		<ul style="list-style-type: none"> Recycling material must be collected by all occupants into source-segregated central collection areas inside the buildings. These recycling containers must be lined with bags for ease of collection. Cleaning personnel must monitor collection areas and transfer the bagged contents to the appropriate exterior recycling containers Recycling collection from source-segregated central collection containers: <ul style="list-style-type: none"> Remove bags from containers before the weight of the bag becomes unmanageable. Wipe exterior with a clean, damp color coded microfiber cloth. Transfer the recycling into the relevant containers outside of the building Dispose of used recycling bag through regular garbage <p>Note: cleaning personnel must empty individual recycle containers at individual work-sites/desks</p>	
1.2 Building Interior - low and medium height surfaces	<ul style="list-style-type: none"> Dust and Clean 	<ul style="list-style-type: none"> Dust infrastructure and ornamentals that includes but is not limited to: horizontal ledges, picture frames, awards, memorabilia/crests, window ledges/sills, moldings, sashes, exposed piping/conduit on walls, blinds/louvres, alarm bells, fire hose cabinets, office partitions, metal cubicle frames, lockers, under desks, areas around furniture (such as chairs, desks, filing cabinets, gym equipment, etc.) 	<ul style="list-style-type: none"> All infrastructure and ornamentals under 3 metres must be free of all debris, dust, cobwebs, dirt, stains, smudges, smears, streaks and water spotting as well as odours that could result from damp wiping

		<ul style="list-style-type: none"> • Ensure that dust and dust accumulation ("dust-bunnies") do not accumulate in areas that are reasonably accessible, such as under desks and light office furniture. Vacuum systems with industry standard dust removal attachment may be used to reach these areas • Clean counter tops and associated building infrastructure including hardware and fixtures <p>Note: feather dusters must not be used</p>	
1.3 Building Interior - air intake, exhaust grilles, diffusers. HVAC, etc.	<ul style="list-style-type: none"> • Clean 	<ul style="list-style-type: none"> • Clean all vents that are under/below 3 metres with a vacuum cleaner (equipped with a wand and brush attachment) or a color coded microfiber cloth 	<ul style="list-style-type: none"> • All vents under/below 3 metres must be free of all debris, dust, cobwebs, dirt, stains, smudges, smears, streaks and water spotting as well as odours that could result from damp wiping
1.4 Building Interior - ceilings, lights	<ul style="list-style-type: none"> • Dust and Remove cobwebs 	<ul style="list-style-type: none"> • Remove dust and cobwebs from ceilings and lights that are under/below 3 metres 	<ul style="list-style-type: none"> • Ceiling and lights areas under/below 3 metres must be free of all cobwebs and visible dust
1.5 Building Interior - walls/doors and vertical surfaces	<ul style="list-style-type: none"> • Clean 	<ul style="list-style-type: none"> • Clean and remove marks from vertical surfaces. Surfaces include, but are not limited to: walls, doors/trim, ledges, radiators/grilles, moldings, blinds/louvres, bracings • Clean with a vacuum cleaner (equipped with a wand and brush attachment) or a color coded microfiber cloth 	<ul style="list-style-type: none"> • All vertical surface areas under 3 metres must be free from non-permanent marks, scuff marks, dust, dirt, debris, cobwebs, stains, smudges, smears, streaks and water spotting as well as odours that could result from damp wiping

1.6 Building Interior - entrances and exterior surfaces, including foyers and sidewalks, within 1m	<ul style="list-style-type: none"> Clean 	<ul style="list-style-type: none"> Remove loose, dry surface soil, and other debris with a broom, within 1 metre of entrances. 	<ul style="list-style-type: none"> Exterior surfaces within 1 metre and Entrances, foyers, waiting areas, are to be kept free of all sand, debris, dust, and dirt, and without any water puddles Water and/or other cleaning solutions must not be allowed to pool
1.7 Building Interior - water fountains and touch points	<ul style="list-style-type: none"> Clean and Sanitize 	<ul style="list-style-type: none"> Clean and sanitize infrastructure touch points including water fountains, door knobs/handles, push/kick plates, panic hardware, switches/buttons, support bars, and hand railings, etc. <p>Note: Industry-standard techniques and germicidal detergent must be used</p>	<ul style="list-style-type: none"> All infrastructure touch points must be cleaned and sanitized Shine must be restored
2.0 WET ROOMS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
2.1 Wet Rooms - organic, and sanitary waste	<ul style="list-style-type: none"> Collect and Dispose 	<ul style="list-style-type: none"> Use proper industry-standard waste handling carts and collection methods to collect all organic, and sanitary waste including soiled bags and dispose into appropriate outside containers All containers must be emptied, cleaned, and relined with a new, clean bag 	<ul style="list-style-type: none"> All containers must be free of smudges, odours, dirt, debris, dust All waste and organic containers must be returned to their proper location

			<ul style="list-style-type: none"> All organic and sanitary waste must be disposed into the appropriate waste stream containers outside the building.
2.2 Wet Rooms - basins, fixtures, touch points, bathtubs, showers, panels, walls, partitions, lockers, ledges, laundry equipment	<ul style="list-style-type: none"> Clean and Disinfect 	<ul style="list-style-type: none"> Use touchless cleaning system to clean all sink basins, plumbing fixtures, exposed pipes/drains, backsplash, showers, and touch points, dispensers, including door handles, light plates/switches, etc. Clean all bathtubs, showers and shower floors <p>Note: industry-standard techniques and germicidal detergent must be used</p> <p>Note: sink basins are to be cleaned only if clear of occupants' personal items</p>	<ul style="list-style-type: none"> All items must be clean, sanitized, free of finger marks, spots, dust, streaks, stains, soap build-up, mildew, smudges, mould
2.3 Wet Rooms - grout and tile walls and panels	<ul style="list-style-type: none"> Clean 	<ul style="list-style-type: none"> Use touchless cleaning system to clean all areas with grout and tile 	<ul style="list-style-type: none"> Grout must have no visible buildup of dirt and mould at any time Floors must maintain a slip free surface
2.4 Wet Rooms - toilets and urinals	<ul style="list-style-type: none"> Clean and Descale 	<ul style="list-style-type: none"> Use touchless cleaning system to clean all interior and exterior surfaces of toilets and urinals including: fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping 	<ul style="list-style-type: none"> All surfaces including fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping must be clean and free of

		<ul style="list-style-type: none"> • Clean doors and wall area surrounding toilets and urinals at the end of the process • Descale toilet bowl with an industry-standard, non-acid bowl cleaner <p>Note: industry-standard techniques and germicidal detergent must be used</p> <p>Note: bowl cleaning tools with wire components must not be used; tank drop cleaners/jells or tablets must not be used; urinal maintainers (in disposable mats) may be used if necessary</p>	<p>spots, stains, finger marks, soap scum, odours and mildew/mould</p> <ul style="list-style-type: none"> • All water resulting from the touchless cleaning process must be properly collected
2.5 Wet Rooms - dispensers	<ul style="list-style-type: none"> • Clean and Refill 	<ul style="list-style-type: none"> • All dispensers must be cleaned with disinfectant, and refilled with the appropriate consumable 	<ul style="list-style-type: none"> • Dispensers must be free of all debris, dust, dirt, fingerprints, smudges, etc. • Dispensers must always be kept filled
2.6 Wet Rooms - shower curtains	<ul style="list-style-type: none"> • Clean and Replace 	<ul style="list-style-type: none"> • Shower curtains must be cleaned and replaced • Shower curtains must be replaced at first sign of damage 	<ul style="list-style-type: none"> • Shower curtains must be kept free of damage, stains and/or mould, product residue, marks, bodily fluids, at all times • All shower curtains must ensure a proper seal with the shower stall

2.7 Wet Rooms - floor drains	<ul style="list-style-type: none"> • Clean and Unclog 	<ul style="list-style-type: none"> • Use touchless cleaning system to clean and remove all debris from all floor drain covers • Pour a pail of clean water in all floor drains to ensure they are not blocked 	<ul style="list-style-type: none"> • All floor drains including drain covers must be free from blockages, debris and unpleasant odour
2.8 Wet Rooms - floors, step-up areas, corners, wall bases, toilet bases	<ul style="list-style-type: none"> • Clean and Wet Mop 	<ul style="list-style-type: none"> • Remove excess debris and dirt and mop • All floors must be cleaned with detergent solution, including any step-up areas, corners, wall bases, toilet bases and any other floor surface • All floors in areas where personnel may be in bare feet, such as in shower areas, change rooms, locker rooms must be wet mopped using germicidal detergent solution 	<ul style="list-style-type: none"> • All floors areas must be clean and free of scuffmarks, loose paper, mildew, mould, and water marks as well as unpleasant odours • Floors must maintain a slip free surface
2.9 Wet Rooms – mirrors	<ul style="list-style-type: none"> • Clean 	<ul style="list-style-type: none"> • Clean in accordance with section 5.0 below 	<ul style="list-style-type: none"> • Clean in accordance with section 5.0 below
3.0 HARD SURFACE FLOORING			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
3.1 Hard Surface Flooring - under desks and furniture	<ul style="list-style-type: none"> • Vacuum 	<ul style="list-style-type: none"> • Vacuum under desks and furniture 	<ul style="list-style-type: none"> • All areas must be free of all debris, dust, dirt, etc.
3.2 Hard Surface Flooring - dry method mopping	<ul style="list-style-type: none"> • Dry Method Mopping 	<ul style="list-style-type: none"> • Dust mops must 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"> • All areas must be free of all litter, debris, dirt, dust, and streaks

		<ul style="list-style-type: none"> • Move light, mobile furniture and non-personal items in order to reach entire floor area • Collect and remove loose debris from all hard surface floors with a broom or dust-mop • Use self-propelled power sweepers for large open areas that would be unreasonable to have a person sweep manually • Apply a sweeping compound 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
3.3 Hard Surface Flooring - wet method mopping	<ul style="list-style-type: none"> • Wet Method Mopping 	<ul style="list-style-type: none"> • Use either a self-propelled floor scrubber or a dual-water bucket and ringer system • Move light, mobile furniture (e.g., computer chairs) to reach entire floor area • Collect and remove loose debris from all hard surface floors (see 3.2 above) with a broom or dust-mop prior to wet mopping • Use self-propelled floor scrubbers for large open areas that would be unreasonable to have a person mop manually • The dual-water bucket and ringer system must have a main bucket with an industry-standard cleaning solution. The solution must be replaced prior to becoming visibly 	<ul style="list-style-type: none"> • All areas must be free of all debris, dust, dirt, surface stains, streaks, watermarks, water spotting, splashing, scars from equipment, non-permanent surface stains, soil, mop streaks, loose mop strands • Water and/or other cleaning solutions must not be allowed to pool under furniture legs and cabinets • Walls, baseboards and other surfaces must be free of splash marks

		contaminated and/or odorous. All rung water must be contained in the second collection bucket.	<ul style="list-style-type: none"> • All areas must be free of any objectionable odour due to contaminated mop and/or cleaning solution
3.4 Hard Surface Flooring – burnish	<ul style="list-style-type: none"> • Burnish 	<ul style="list-style-type: none"> • Mop hard surfaced floors including all open areas, around fixed furniture, and into corners • Move light, mobile furniture (e.g., computer chairs) to reach entire floor area • Use a high-speed burnisher (2000RPM Minimum) with the proper brush or pad to comply with manufacturer's recommendations <p>Note: floors that have been refinished must be burnished within 10 working days</p> <p>Note: spray products are not to be used during the process in an effort to minimize airborne contaminants</p>	<ul style="list-style-type: none"> • All areas must present an overall appearance of cleanliness, have a bright shine throughout and be free of all debris, dust, and dirt
3.5 Hard Surface Flooring - finished/sealed	<ul style="list-style-type: none"> • Scrub and Refinish 	<ul style="list-style-type: none"> • Move light, mobile furniture (e.g., computer chairs) to reach entire floor area • All areas must be machine-scrubbed using low speed floor machine scrubbers (300RPM Max) and proper brush or pad to comply with manufacturer's recommendations • Prior to applying floor sealer/finish, all areas must be scrubbed free of dirt, stains, scuff marks, splashing, cleaning solution and water accumulations 	<ul style="list-style-type: none"> • All areas must present an overall appearance of cleanliness with a shiny, reflective sheen • All areas must be free of all debris, dust, dirt, stains, watermarks, splashing, scars from equipment, and excess build-up of either wax or finish

		<ul style="list-style-type: none"> • Apply new sealer/finish fully and evenly to the entire visible surface area. Care must be taken while applying sealer/finish in order to minimise product seepage under fixed furniture and locked doors. Baseboards and furniture such as file cabinets and bookshelves must be wiped as part of this operation <p>Note: sealer/finish must never be applied to Marmoleum flooring</p> <p>Note: corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually</p>	<ul style="list-style-type: none"> • Sufficient coats of sealer/finish must be applied evenly to the entire surface area with no heavy accumulation along walls, baseboards, under doorways, and furniture
3.6 Hard Surface Flooring - finished/sealed	<ul style="list-style-type: none"> • Strip and Refinish Floors 	<ul style="list-style-type: none"> • Once any finished floor has been "scrubbed and refinished" multiple times and/or is deemed to require a complete resurfacing of floor finish; the Contractor is responsible to Strip and refinish the floor as part of routine maintenance at no extra cost. • Light mobile furniture (e.g., computer chairs) must be moved to reach entire floor area. • Strip floor to remove all layers of finish using proper industry standard methods and manufacturer's recommendations for the floor surface being stripped • All old finish must be removed and all residual stripping solution must be cleaned away and rinsed, using proper acid neutralizer. The floor must then be rinsed twice with clean cool water, followed each time by wet vacuuming. 	<ul style="list-style-type: none"> • All areas must be free of all debris, dust, dirt, stains, watermarks, splashing, scars from equipment, and excess build-up of either wax or finish • Sufficient coats of sealer/finish must be applied fully and evenly to the entire surface area with no heavy accumulation along walls, baseboards, under doorways, and furniture.

		<ul style="list-style-type: none"> • Apply new sealer/finish fully and evenly to the entire visible surface area. Care must be taken while applying sealer/finish in order to minimise product seepage under fixed furniture and locked doors. Baseboards and furniture such as file cabinets and bookshelves must be wiped as part of this operation. • Refinish must include 2 to 3 coats of finishing material (wax, etc.) • Apply four coats in corridors, entrances, and lobbies. Each coat must receive sufficient drying time before proceeding to the next phase <p>Note: ensure the flooring and adhesive is not disturbed</p> <p>Note: never use floor stripper on Marmoleum floors</p>	
3.7 Hard Surface Flooring - grout and tile	<ul style="list-style-type: none"> • Clean 	<ul style="list-style-type: none"> • Use touchless cleaning system to clean all grout in floors to clean all grout and tile floors 	<ul style="list-style-type: none"> • All areas must be free of all visible buildup of dirt and mould at any time, debris, stains, iron deposits, hard-water salts, etc.
3.8 Hard Surface Flooring - non-carpeted stairways	<ul style="list-style-type: none"> • Vacuum and Wet Mop 	<ul style="list-style-type: none"> • Use an industry standard backpack vacuum to clean all stairwells; include all stairs, landing, ledges, and any space where dust and dirt might settle • Mop all stairs, landings, nose cones, and risers 	<ul style="list-style-type: none"> • Stairs, risers and landings must be free of dust, debris, spots, and stains and present an overall appearance of cleanliness

4.0 CARPETS AND MATTING

ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
4.1 Carpets and Matting - floors, entrance mats, and walk-off mats	<ul style="list-style-type: none"> Vacuum 	<ul style="list-style-type: none"> Vacuum carpeted floors and surfaces Move non-personal items and light furniture as necessary to reach entire carpeted area, including edges, corners and under desks/tables 	<ul style="list-style-type: none"> All carpeted areas including edges and corners must be free of all debris, mud, dirt, slush, grit, salt, dust and minor spots/stains Walk-off mats and area underneath must be free of all debris, mud, dirt and dust, salt stain, sand, slush and/or water
4.2 Carpets and Matting - stairwells, landings, risers	<ul style="list-style-type: none"> Vacuum 	<ul style="list-style-type: none"> Use backpack vacuum cleaners to vacuum all areas in stairwells 	<ul style="list-style-type: none"> All areas must be free of all debris, dirt, dust
4.3 Carpets and Matting - general	<ul style="list-style-type: none"> Remove Stains and Spot Clean 	<ul style="list-style-type: none"> Spot clean minor stains immediately 	<ul style="list-style-type: none"> All areas must be free of all non-permanent, visible stains and minor spots, spills
4.4 Carpets and Matting – general	<ul style="list-style-type: none"> Steam Clean 	<ul style="list-style-type: none"> Steam clean carpet surfaces using an industry-standard truck mounted steam cleaning system. A portable steam cleaning machine may be required for hard to access areas Difficult stains must be spot cleaned during steam cleaning by using the spin and extract method (see 4.5) 	<ul style="list-style-type: none"> All visible carpeted area being must be free of all debris, dirt, dust, and minor spots/stains

		<ul style="list-style-type: none"> Move light, mobile furniture and non-personal items in order to reach entire floor area Use dehumidifiers and/or drying fans where necessary for faster drying <p>Note: spin and extract must be used and result in stains being removed prior to steam cleaning</p>	
4.5 Carpets and Matting - general	<ul style="list-style-type: none"> Spin and Extract 	<ul style="list-style-type: none"> Spin and extract method is used only during steam cleaning to provide additional support for difficult stains Apply an industry standard carpet cleaning solution to the area of the carpet to be treated and agitate with a low speed scrubber (300RPM max) in a circular motion. Complete the process by extracting water and dirt with a steam cleaning machine 	<ul style="list-style-type: none"> All visible carpeted area must be free of all debris, dirt, dust, and minor spots/stains. There is a possibility of deep carpet stains seeping back up to the surface and reappearing after a few days
5.0 GLASS / PLEXIGLAS / LEXAN / MIRRORS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
5.1 Glass / Plexiglas / Lexan, Mirrors - all surfaces under/below 3m	<ul style="list-style-type: none"> Clean Glass Surfaces 	<ul style="list-style-type: none"> Dust all glass surface areas using an untreated dust mop or vacuum cleaner with the appropriate attachments Use a color coded microfiber cloth and cleaning solution to remove marks and irregularities from surfaces 	<ul style="list-style-type: none"> All surface areas under/below 3 meters must be free of all debris, soil, dust, dirt, smears, streaks, cobwebs, watermarks, smudges, graffiti, pencil marks, mould, stains, mop marks, paint, tape and tape residue

		<ul style="list-style-type: none"> • Wipe dry with a clean color coded microfiber cloth • Clean both sides of interior glass surfaces <i>and</i> interior side of exterior glass surfaces with a color coded microfiber cloth and glass cleaner • Polish both sides of interior glass <i>and</i> interior side of exterior glass surfaces, with a clean dry color coded microfiber cloth • Clean the interior and exterior side of entrance/exit glass surfaces, including frames, sashes, sills and moldings, with a color coded microfiber cloth and glass cleaner • Doors and jambs, including door exteriors are to be kept free of finger marks and boot marks <p>Note: paper towels or abrasive products must not be used</p> <p>Note: only products identified as safe for use on glass / plastic / Plexiglas / Lexan surfaces must be used</p>	<ul style="list-style-type: none"> • There must be no damage arising from the window/glass surfaces cleaning to: <ul style="list-style-type: none"> ○ the glazing compound, or any special anti-glare coating that may be present on the glass surfaces, ○ the exterior building facings, and ○ shrubbery
6.0 SNOW / ICE			
6.1 Snow / Ice	<ul style="list-style-type: none"> • Remove 	<ul style="list-style-type: none"> • Apply ice-melter to snow and/or ice as per product instructions, within 1m of entrances 	<ul style="list-style-type: none"> • Designated areas must be made safe by 07:45 a.m. to prevent slipping hazard.

Note: any items moved during cleaning must be returned to their original location.

PART 9 – GLOSSARY / CONCORDANCE

ANNUALLY

Occurring once per calendar year.

BASE CLEANING STAFF

Employees of DND, responsible for cleaning specified areas on the base.

BI-ANNUALLY

Occurring twice during the calendar year.

BIO-HAZARDOUS WASTE / BODILY FLUIDS

Includes, but is not limited to: blood, urine, feces, saliva, vomit, sperm, and phlegm.

Note: It is the responsibility of the Contractor and Cleaning Personnel to use the correct WorkSafe BC procedures for cleaning to ensure there is no accidental/intentional contact with contamination. It is strongly recommended that the Contractor and Cleaning 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 pertaining to “Routine Practices” (a set of infection control strategies and standards designed to protect workers from exposure to potential sources of infectious diseases).

BLINDS

Includes, but is not limited to: Venetian, PVC, Mylar, aluminum and fabric blinds, both vertical and horizontal, as well as the surrounding casings.

BUILDING ACCESS HOURS

The hours that the building is accessible for the Contractor’s personnel to schedule and perform work. Access hours vary by building – refer to [Table 1: Building List and Descriptions](#), in the Contract.

BUILDING INTERIOR GENERAL AREAS

Includes, but is not limited to: building entrances, lobbies, stairwells/stairways, corridors, offices, cubicles, conference rooms, classrooms, common rooms, waiting areas.

CARPETING / MATTING

Includes, but is not limited to: all area rugs, walk off mats, wall to wall broadloom carpets, and carpet tile, located throughout contracted building areas.

CLEANING PERSONNEL

Employees of the Contractor, responsible for cleaning the specified Service Area

CONSUMABLES

Includes, but is not limited to: toilet paper, paper towel, hand soap, urinal maintainers, sani-bags, garbage bags, recycling bags, and replacement shower curtains. Consumables will be required to fit into the specific containers/receptacles/dispensers (such as soap and paper towel dispensers) provided by DND.

The following table is an annual usage estimate, and is to be used only as a guide:

Item	Amount
Urinal Screens	20 cases
Shower Curtains	20 units
Single Fold Paper Towel	100 cases

Multifold Paper Towel	20 cases
Toilet Paper small rolls	150 cases
Toilet Paper large rolls	30 cases
Hair and Body Wash Soap	100 cases
22x24 Plastic Bags	40 cases
30x38 Plastic Bags	40 cases
35x50 Plastic Bags	40 cases

CONTRACTING AUTHORITY

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. The name and contact information of the Contracting Authority may be [found here](#).

CONTRACTOR

The person, entity, or entities named in the Contract to supply goods, services, or both, to Canada. The Contractor will co-operate fully with other Contractors or workers sent onto the site by the Project Authority.

Note: No sub-contracting is permitted.

DAILY

Determined by the access hours of the building in question (e.g., if a building's access hours fall Monday – Friday, “daily” would mean Monday – Friday; if a building's access hours fall Sunday – Saturday, “daily” would mean Sunday – Saturday).

Statutory Holidays are excluded unless specified otherwise.

DEBRIS

Includes, but is not limited to: punched paper rounds, paper clips, thread, photocopy toner, dirt, and litter.

DND

Department of National Defence

EQUIPMENT

Includes, but is not limited to: vehicles, ladders, scrubbing machines, steam cleaning unit, mops, polisher, vacuums, brooms, dust mops, Touchless Cleaning Systems, and pails

FINISHED / SEALED FLOORING

Finished / Sealed Flooring includes hard surface flooring types such as Linoleum, Vinyl, Sheet Vinyl, Vinyl Composition Tile (VCT), Rubber, Marmoleum, Corlon, Tarkett, Raised Floor Tiles, and any other type of floor surface that bounces/springs back to shape.

GLASS / PLEXIGLASS / LEXAN

Includes, but is not limited to: all glass, Plexiglas, and Lexan surfaces including but not limited to - window and door glass within the building perimeter, including partitions, display cases, frames, sashes, sills, moldings, sidelights, entrance/exit windows, mirrors, doors, and jambs (including exterior doors)

GREEN PRODUCTS

The minimum standards established for the performance of green products must be in accordance with The Environmental Choice Program (ECP), Environment Canada's EcoLogo program, or the Green Seal as used in the United States of America, or other internationally recognized certification.

The Contractor must be able to provide products that meet Canada's Environmental Choice Program, or Green Seal's standards for Industrial and Institutional Cleaners (GS-37) or Industrial and Institutional Floor-Care Products (GS-40), or recognized International equivalent. Examples of these categories include, but are not limited to the following:

- General Purpose Cleaners
- Bathroom Cleaners
- Glass Cleaners
- Cleaners/Degreasers
- Carpet Shampoos
- Floor Cleaners
- Floor Care: Finishes and Strippers

HARD SURFACE FLOORING

This includes all types of floors not covered by carpeting such as Ceramic Tile, Marble, Slate, Terrazzo, Concrete, Brick, Wood, Laminated Wood lino, Wood, Vinyl Tile, Sheet flooring (waxed and non-waxed), Epoxy and suspended floors.

See NON-FINISHED / NON-SEALED flooring, and FINISHED / SEALED flooring

HVAC

Heating, ventilation, and air conditioning.

MATERIALS

Materials may include, but are not limited to, the following:

- Synthetic detergent, general purpose powder
- Synthetic detergent, general purpose liquid
- Paste wax
- Water emulsion wax;
- Tri-sodium phosphate
- Remover, for water-emulsion type floor wax
- Sweeping compound, oil base

- Sweeping compound, water base B
- Detergents, cleaning materials, sealers, waxes

MATERIAL SAFETY DATA SHEETS (MSDS)

MSDS for materials controlled by WHIMS must be clearly displayed for both access and inspection. More information on MSDS can be found: <https://www.ccohs.ca/oshanswers/legisl/msdss.html>

MICROFIBER DUSTERS/CLOTHS

Colour-coded cleaning/dusting cloths:

- Red or pink - for cleaning toilets and urinals. The cloth or brush used for the cleaning of toilets and urinals must not be used for any other purposes.
- Blue or green - for cleaning sinks, countertops, wiping down tables, and any other surface area where food is handled or stored
- White or yellow - for all other general dusting duty

Note: Only industry-standard washable, colour-coded microfiber dusters/cloths are acceptable

MONTHLY

Occurring once per month, during every month of the calendar year.

NON-FINISHED / NON-SEALED FLOORING

Non-finished / Non-sealed includes hard surface flooring types such as Ceramic Tile, Marble, Slate, Terrazzo, Concrete, Brick, Wood, Laminated Wood, Epoxy Resin, and any other type of hard surface flooring that does not move/give/spring back.

NON-SERVICE AREAS

The Contractor will not be required to clean the following areas, unless specified herein:

- exercise equipment (stationary bikes, fixed and free weights, treadmills, etc.)
- electrical and telecommunication closets

- workshops, hangers, mechanical, heating, ventilation rooms
- storage rooms/areas and garages
- interior of trophy and display cases
- office equipment
- coffee boats
- kitchen equipment (food preparation areas, appliances, microwaves, fridges, ranges)
- commercial water dispensing machines
- personal property
- work stations and cubicle walls
- replacement of fluorescent tubes and incandescent bulbs
- building exteriors beyond one (1) metre from entrances.

PROJECT AUTHORITY

The Project Authority is the representative of Real Property Operations Unit (Pacific) Section Esquimalt or the designated representative of the Real Property Operations Contracts Office, who is responsible for all matters concerning the technical content of the Work under the Contract.

The Project Authority will make regular inspections, and will be available to give advice and direction to ensure the specifications are observed and will assist with the interpretation of the specifications as related to cleaning standards and level of service. The Project Authority, unless requested to do so by the Contractor, or unless necessary to maintain order and discipline, must not interfere with the Contractor's Cleaning Personnel in the performance of their duties and must deal only with the Contractor or designated representative.

The Project Authority has the following rights:

- Authority to decide whether any part of the Work has been performed to the level of quality specified in the Contract;
- Authority to inspect, question, accept or reject the quality and quantity of any labor or material used in the execution of the Work;
- Authority to define the Contractor's area of responsibilities within the Contract;
- Authority to question the timing or scheduling of the various phases of the Work; and
- Authority to increase or decrease the scope of Work in accordance with the terms and conditions, or eliminate areas as required in conjunction with the Contracting Authority.
- The Project Authority the right to add or subtract buildings to the Service Area.

SERVICE AREA

The service area is the total area of the Work within the Contract and is represented by the aggregate total of the buildings within the contract.

The Project Authority has the right to add or subtract buildings or areas of WORK to or from the building list. When a building has been removed from the list, permanently or temporarily, the lot price for that building will be deducted from the monthly invoice. When a new building or area is added to the building list, the Project Authority must obtain an estimate from the Contractor.

SPOT CLEAN

Clean, as necessary, any spills, stains, streaks, water marks, fingerprints, dirt, dust, debris, cobwebs, splashings, scars from equipment, etc., in the areas/surfaces identified in this contract, using the appropriate cleaning tools and agents for the type of surface.

STATUTORY HOLIDAYS

- New Year's Day.....January 1
- Good Friday.....Friday preceding 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

SUPERVISION

The Contractor must provide experienced on-site full-time Supervisor(s) to oversee the Work of their Cleaning Personnel at all times. The Supervisor must be dedicated to the specific areas/buildings covered under this contract.

The Supervisor's duties will include training, guidance, quality control, instruction and other supervisory responsibilities. It is the responsibility of the Supervisor(s) to act as a point of contact between the cleaning personnel and the Contractor. The Supervisors must have delegated authority

to make commitments on behalf of the Contractor. The Supervisors must report to the Project Authority, as required (timing will be decided upon by mutual agreement), to review schedules, for briefing on special projects, task authorizations, and to resolve any areas of potential conflict. The Supervisor must investigate and respond within twenty four (24) hours of complaints from the Project Authority.

The Contractor must provide an experienced replacement Supervisor to cover any absences such as sick leave, training, vacation, etc. An authorized alternate, who in the absence of the Supervisor, will have the same level of delegated authority.

TASK AUTHORIZATIONS

The furnishing of all labor, material and equipment to carry out and properly perform floor care, general cleaning, biohazard and/or emergency cleaning, that is not included in the monthly building price. Services may include but are not limited to: floor finishing, stripping, machine scrubbing, burnishing, high-dusting (above 3 metres), degreasing walls and fixtures, and accommodation room cleaning.

All task authorizations are upon request. Task authorizations may require the Contractor to submit an estimate. Task Authorizations must not interfere with the Contractor's ability to fulfill the requirements within the Standard Cleaning Schedule.

TOUCHLESS CLEANING SYSTEM

An integrated cleaning system combining automatic chemical metering and injection, an indoor pressure washer, and a wet vacuum.

Touchless cleaning systems must be used in all washrooms, shower rooms and locker rooms covered under this contract with sufficient frequency to ensure zero buildup on washable surfaces and corners, plumbing and bathroom fixtures, exposed pipes, drain covers, privacy partitions, all tile and all grout. Touchless cleaning systems may also be used where practicable, on wall grout outside washrooms but only if there is no possibility of damage to building components and/or disruption to personnel.

Care must be taken while working with touchless cleaning systems near electrical devices, personal belongings and damageable infrastructure. The Touchless cleaning system's manufacturer's recommendations must be followed at all times.

VACUUM

Vacuum equipment must be equipped with motorised power head, heap filter, and crevice tool and must not exceed 65 decibels. Vacuums must be two (2) motor design (1 for suction, 1 for power head).

VENDOR PERFORMANCE CORRECTIVE MEASURE POLICY

The purpose of the Vendor Performance Corrective Measure Policy is to assist the PWGSC procurement community in mitigating procurement risk for future contracts and improving client service.

VISITOR CLEARANCE REQUEST

The Contractor is responsible for obtaining Visitor Clearance Requests for all Cleaning Personnel and must forward the most current copy to the Project Authority.

WEEKEND

Weekends consist of 0100 hours Saturday to 2400 hours Sunday, unless otherwise stated.

WEEKLY

Occurring once per week, during every week of the calendar year

WET ROOMS

Laundry, showers, locker rooms, washrooms, non-commercial kitchens (kitchenettes), and coffee/ lunch room areas. Note: coffee/lunch rooms in shop areas are not included unless the floor is finished/sealed.

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

The Contractor must comply with WHMIS standards and procedures. All Cleaning Personnel must be trained in WHMIS and 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. The Contractor must provide proof of WHMIS training for Cleaning Personnel when requested.

Cleaning Personnel 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.

WORK

The furnishing of all labour, materials and equipment to carry out and properly perform all (but not limited to) general light and heavy duty interior building cleaning, maid service, carpet cleaning, floor stripping, scrubbing, and finishing, interior window washing, and supply delivery services, within the Service Area.

All work referred to in this contract must be carried out as per Table 5: Cleaning Descriptions and Performance Standards. Note that any items moved during cleaning must be returned to their original location.

The work does not include cleaning service to controlled access areas/ buildings being serviced by Base cleaning staff.

The Contractor will not be reimbursed for any work initiated/done outside of the scope of work.

Any damage resulting from janitorial activity must be reported to the Project Authority at the earliest possible opportunity. This includes damage to electrical/computer wiring and connections. The Contractor must at all times provide and maintain an adequate and suitable means of saving the building and contents from damage or defacement during the course of the work; i.e., drop cloths, tarpaulins, etc. This includes damage to electrical/computer wiring and connections. The Contractor is solely responsible for any damage caused to the building and its contents as a result of janitorial activity. The Contractor is responsible to report to the Project Authority any flickering or burnt out lights/tubes, plumbing problems, broken glass, poorly operating dispensers/fixtures, etc

ANNEX “B” - BASIS OF PAYMENT

The prices are in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

Note that prices will not be adjusted in the future (see [Annex “E” – Bid Preparation and Evaluation](#)).

1.0 STANDARD CLEANING SCHEDULE PRICING

Standard Cleaning Schedule Pricing is a flat monthly price per building. This building price is inclusive of all equipment, transportation/delivery, materials, and labour (cleaning and supervision) to accomplish the items/activities within [Table 2: Standard Cleaning Schedule](#) and [Table 3: Special Building Requirements](#) in accordance with [Table 5: Cleaning Descriptions and Performance Standards](#).

Building	YEAR 01 A \$ per month	YEAR 02 B \$ per month	YEAR 03 C \$ per month	TOTAL for CONTRACT (A+B+C) multiplied by 12	OPTION YR 1 D \$ per month	OPTION YR 2 E \$ per month	EXTENDED TOTAL (A+B+C+D+E) multiplied by 12
Nanaimo							
NMC 1157							
NMC 1160							
NMC 1161							
FIL 1							
Canadian Forces Maritime Experimental and Test Ranges							
1							
6							
7							

Solicitation No. - N° de l'invitation
W6837-174149/A
Client Ref. No. - N° de réf. du client

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

Buyer ID - Id de l'acheteur
VAN797
CCC No./N° CCC - FMS No./N° VME

Building	YEAR 01 A \$ per month	YEAR 02 B \$ per month	YEAR 03 C \$ per month	TOTAL for CONTRACT (A+B+C) multiplied by 12	OPTION YR 1 D \$ per month	OPTION YR 2 E \$ per month	EXTENDED TOTAL (A+B+C+D+E) multiplied by 12
25							
30							
41							
34							
38							
TB 2							
31							
1							
TB 208							
TB 207							
Winchelsea Isle							
1							
9							
6							
Initial Value for Resulting Contract \$ _____				Extended Total: Standard Cleaning Schedule Pricing \$ _____			

2.0 TASK AUTHORIZATION PRICING

The estimated annual quantity (A) is to be used for example only and is not represent a guarantee of future. Task authorization price is inclusive of all equipment, transportation/delivery, materials, and labour (cleaning and supervision) to accomplish the task in accordance with [Table 5: Cleaning Descriptions and Performance Standards](#).

Task Authorization	Estimated Annual Quantity	Year 01	Year 02	Year 03	TOTAL for CONTRACT	Option YR 01	Option YR 02	EXTENDED TOTAL
	A	B	C	D	A multiplied by (B+C+D)	E	F	A multiplied by (B+C+D+E+F)
During Regular Building Access Hours	10	\$ /hr	\$ /hr	\$ /hr		\$ /hr	\$ /hr	
Outside Regular Building Access Hours	20	\$ /hr	\$ /hr	\$ /hr		\$ /hr	\$ /hr	
Initial Value for Resulting Contract \$ _____					Extended Total: Task Authorization Pricing \$ _____			

3.0 CONSUMABLES PRICING

Unit cost and markup for each year of the contract and option years 01 and 02. The price includes the wholesale unit cost and mark-up prices, as well as any associated delivery prices.

Items	Estimated Annual Quantity A	Year 01 B	Year 02 C	Year 03 D	TOTAL for CONTRACT A multiplied by (B+C+D)	Option YR 01 E	Option YR 02 F	EXTENDED TOTAL A multiplied by (B+C+D+E+F)
Urinal Screens 50 units per case	20	\$ / case	\$ / case	\$ / case		\$ / case	\$ / case	
Shower Curtains - 36" x 78" white fabric, antimicrobial	20	\$ / unit	\$ / unit	\$ / unit		\$ / unit	\$ / unit	
Single Fold Paper Towel – single ply with 268 sheets per package 15 packages per case	100	\$ / case	\$ / case	\$ / case		\$ / case	\$ / case	

Items	Estimated Annual Quantity A	Year 01 B	Year 02 C	Year 03 D	TOTAL for CONTRACT A multiplied by (B+C+D)	Option YR 01 E	Option YR 02 F	EXTENDED TOTAL A multiplied by (B+C+D+E+F)
Multifold Paper Towel 12 packages per case	20	\$ / case	\$ / case	\$ / case		\$ / case	\$ / case	
Toilet Paper - small rolls - single ply with 100 sheets per roll 48 rolls per case	150	\$ / case	\$ / case	\$ / case		\$ / case	\$ / case	
Large Toilet Paper – single ply sheets of 2000 sheets per roll 8 rolls per case	30	\$ / case	\$ / case	\$ / case		\$ / case	\$ / case	

Items	Estimated Annual Quantity A	Year 01 B	Year 02 C	Year 03 D	TOTAL for CONTRACT A multiplied by (B+C+D)	Option YR 01 E	Option YR 02 F	EXTENDED TOTAL A multiplied by (B+C+D+E+F)
Hair and Body Wash Soap – 1 litre units 6 units per case	100	\$ _____ / case	\$ _____ / case	\$ _____ / case		\$ _____ / case	\$ _____ / case	
22x24 Plastic Bags 1000 bags per case	40	\$ _____ / case	\$ _____ / case	\$ _____ / case		\$ _____ / case	\$ _____ / case	
30x38 Plastic Bags 500 bags per case	40	\$ _____ / case	\$ _____ / case	\$ _____ / case		\$ _____ / case	\$ _____ / case	

Items	Estimated Annual Quantity A	Year 01 B	Year 02 C	Year 03 D	TOTAL for CONTRACT A multiplied by (B+C+D)	Option YR 01 E	Option YR 02 F	EXTENDED TOTAL A multiplied by (B+C+D+E+F)
35x50 Plastic Bags 200 bags per case	40	\$ / case	\$ / case	\$ / case		\$ / case	\$ / case	
Initial Value for Resulting Contract \$					Extended Total: Consumables Pricing \$			

ANNEX "C" - SECURITY REQUIREMENTS CHECKLIST AND SECURITY GUIDE

1.0 SECURITY REQUIREMENTS CHECKLIST

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 DND		2. Branch or Directorate / Direction générale ou Direction CFB ESQUIMALT	
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 To provide daily janitorial duties including stripping/waxing floors and windows on request. Work to take place at various locations at the Department of National Defence facilities consisting of Nanaimo Armouries, 4872 Millinger Cres, CFMETR Nanoose in accordance with the Specifications herein during the period specified herein.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

PART A (continued) / PARTIE A (suite)			
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC Information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity. Dans l'affirmative, indiquer le niveau de sensibilité :			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
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 checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			
Special comments: Commentaires spéciaux : <u>As per CANFORGEN 118-14 Para 4.3.1 and Para 4.3.2</u>			
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? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
<input type="checkbox"/> No <input type="checkbox"/> 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?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> 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?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> 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?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> 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?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> 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?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			

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 PROTÉGÉE			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTRIGÉE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉE			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

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

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

☒ No
Non

☐ Yes
Oui

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

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée

« Classification de sécurité » au haut et au bas du formulaire.

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

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

☒ No
Non

☐ Yes
Oui

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

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée

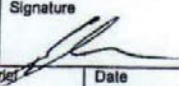
« Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Solicitation No. - N° de l'invitation
W6837-174149/A
Client Ref. No. - N° de réf. du client

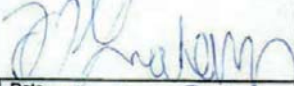
Amd. No. - N° de la modif.
000
File No. - N° du dossier

Buyer ID - Id de l'acheteur
VAN797
CCC No./N° CCC - FMS No./N° VME

PART D - AUTHORIZATION / PARTIE D - AUTORISATION
13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) Glen Poppe	Title - Titre Contracts Manager	Signature 
Telephone No. - N° de téléphone 250-468-5021	Facsimile No. - N° de télécopieur 250-468-5073	E-mail address - Adresse courriel Glen.Poppe@forces.gc.ca
		Date 28 Oct 2016

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature 
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date 24 Nov 2016


15. Are there additional instructions (Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

No ☐ Yes ☒
Non Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées) Anna Kulycka	Title - Titre Contract Security Division	Signature 
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date Dec. 28. 2016

Watermark: 9800 - 0050 - Industrial Security

2.0 SECURITY CLASSIFICATION GUIDE

Location	Buildings	Security Classification	Use
Nanaimo	NAN1161, NAN1157, NAN1160	Reliability	Mixed Use; Offices; Mess; Classrooms, Storage Areas, Drill Floor, Grounds
Fillinger Cres.	FIL1	Secret	Workshop, Grounds
Winchelsea Isle	WIN1, WIN6, WIN9	Reliability	Offices, Storage, Workshops, Cable Exchange, Generator Building, Cinesextant, Grounds, Jetties, Kitchen
	WIN1	Secret	Computer Room, Operations Centre
CFMETR	RAP1, RAP25, RAP30, RAP31, RAP34, RAP41, RAP6, RAP7, TB2	Reliability	Headquarters, Workshops, Storage, Offices, Valve Building, Gyms
	RAP38	Secret	Workshop, offices

ANNEX "D" – INSURANCE REQUIREMENTS

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. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.

m. 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.

ANNEX "E" – BID PREPARATION AND EVALUATION

PART 1 - BID PREPARATION

This section outlines the technical and financial components for bid preparation.

1.1 TECHNICAL BID

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. The technical bid includes both mandatory criteria and point rated criteria.

MANDATORY CRITERIA

Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the Work in compliance with the specific mandatory criteria listed below.

Where the information submitted is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation. As noted in article 05 of the Standard Instructions, Canada will evaluate only the documentation provided with a bidder's bid. Canada will not evaluate information such as references to Web site addresses where additional information can be found. Where Canada determines that the information provided is not complete for mandatory items, the Bidder will be considered non-responsive and disqualified.

i. Company Experience

The Bidder must have 2 (two) consecutive years of janitorial services experience within the last 5 (five) years on contracts of similar size and scope to the requirements identified in Annex "A" – Statement of Work.

The Bidder must demonstrate compliance by providing detailed examples of contract(s), including:

- Contract dates (MM/YYYY)
- Name of janitorial services client
- Location and approximate size (in m²) of cleanable area with description of use of area (e.g. office space, lab space)
- Name/title of reference
- Email address/telephone number of reference

Note to Bidder: References will be contacted to validate the information provided. If the information provided by the reference differs from the information provided by the Bidder, the information provided by the reference will take precedence.

ii. Training and Certification

The Bidder must explain how it meets the following training and certification requirements.

Manager(s) and On-site Supervisor(s) must have:

- WHMIS 1988 for Managers and Supervisors (Canadian Centre for Occupational Health and Safety)
- WHMIS 1988 Understanding MSDSs (Canadian Centre for Occupational Health and Safety)
- Health and Safety for Managers and Supervisors (Canadian Centre for Occupational Health and Safety)
- Standard First Aid for Industry (St. John's Ambulance, or other recognized provider)

iii. Supervisor Experience

The Bidder must explain how it meets the following experience requirements (such as resumes, references, etc.)

- Supervisor must have TWO (2) years of supervisory experience within the last FIVE (5) years

POINT RATED CRITERIA

Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the Work in compliance with the specific point-rated criteria listed below.

Where the information submitted is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation. As noted in article 05 of the Standard Instructions, Canada will evaluate only the documentation provided with a bidder's bid. Canada will not evaluate information such as references to Web site addresses where additional information can be found.

i. Supervisor Janitorial Experience

The Bidder should demonstrate how the on-site Supervisor has experience specific to supervising Cleaning Personnel in an industrial/commercial setting.

ii. Training and Certification Outline

The Bidder should provide an outline (500-word maximum) that details how cleaning personnel are trained and certified.

The outline should address processes such as orientation, training, development, and certifications, and how it will ensure that cleaning personnel have, at a minimum, the following mandatory certifications:

- WHMIS 2015: Understanding SDSs (Canadian Centre for Occupational Health and Safety)

- or [WHMIS 2015: For Workers](#) (Canadian Centre for Occupational Health and Safety);
- [Building Service Worker Level 1](#) – or higher (Camosun College, or other recognized provider).

Bidders are encouraged to list any additional certifications.

iii. Company Work Plan

The Bidder should provide a work plan (2000-word maximum) demonstrating the approach to the overall contract management to ensure the work performance adheres to the specifications outlined in the contract. The plan should address the following elements:

Organization and Management:

- The Bidder should provide a summary description of its organization that includes the company background, chain of command and roles and responsibilities within the organization. This should explain how the organization and management will meet contract requirements.

Staffing:

- The Bidder should demonstrate that sufficient staff will be provided on an on-going basis to meet the requirement, and describe how it will deal with recruiting, employee screening, absenteeism, and personnel turnover.

Supervision, monitoring, and performance:

- The Bidder should provide a description of the intended methods to supervise and monitor Cleaning Personnel to ensure the work performance and quality adheres to the specifications of the contract.

Transition Plan:

- The Bidder should explain how it would accomplish the transition from the current contract. This includes a transition timeline taking into consideration the time required for the Bidder to start work, the engagement of management and staff, orientation of new Cleaning Personnel, and coordination with the current provider for the removal of cleaning products, equipment, etc.

1.2 FINANCIAL BID

The financial bid includes the prices quoted within [Annex "B" – Basis of Payment](#). Note that the bid prices will not be subject to any future adjustments (such as increases in the Consumer Price Index or to minimum wage). It is the sole responsibility of the Bidder to consider potential increases in the costs associated with overhead, materials, labour, etc.

The Bidder has the opportunity to provide different prices for each year of the Contract and for each of the option years. Therefore, the price quoted by the Bidder must incorporate any projected increases.

PART 2 - EVALUATION

This section outlines the evaluation procedures for the technical and financial components of the bid.

The Basis of Selection is the Highest Combined Rating of Technical Merit and Price. The technical bid and the financial bid will be evaluated; the offer which presents the "Best Value" to Canada as calculated by a ratio of technical (70%) and financial (30%) will be recommended for a Contract.

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 60 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 100 points.
2. Bids not meeting "(a) or (b) or (c)" will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
6. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the Contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Note that the following table is an **EXAMPLE ONLY** and is to be used for reference for the calculations only. These amounts listed are not representative of the expected pricing nor of the technical points.

Table 6: Example of Basis of Selection - Highest Combined Rating

Highest Combined Rating Technical Merit (70%) and Price (30%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.7$

	Pricing Score	45/55 x 30 = 24.55	45/50 x 30 = 27.0	45/45 x 30 = 30.0
Combined rating		84.18	73.15	77.70
Overall rating		1 st	3 rd	2 nd

2.1 TECHNICAL EVALUATION

MANDATORY CRITERIA

The Bidder must meet all criteria for their bid to be declared responsive.

i. Company Experience

ii. Training and Certification

iii. Supervisor Experience

POINT RATED CRITERIA

The Bidder must score at least 60% of the maximum points available overall subject to point rating. Bids which fail to achieve these scores will be considered technically unacceptable and will be given no further consideration. Each line provides a description and the associated points. The total maximum points available is 100.

The points required to achieve the pass rate is 60 points.

i. Supervisor Janitorial Experience (Maximum Total Points = 20)

Points are awarded based on the number of months of experience outlined above:

- Less than 6 months = 0 points
- 6 months to 18 months = 5 points
- 19 months to 35 months = 10 points
- 36 months to 59 months = 15 points
- More than 60 months = 20 points

ii. Training and Certification Outline (Maximum Total Points = 30)

The point distribution is as follows:

- Unsatisfactory/no details provided = 0

- Incomplete and/or limited summary explaining training/certification to meet contract requirements. Several major deficiencies exist = 6
- Complete, but poor summary explaining training/certification to meet contract requirements. A few major deficiencies exist = 12
- Acceptable and/or adequate summary explaining training/certification to meet contract requirements. Several minor deficiencies exist = 18
- Good explanation summary explaining training/certification to meet contract requirements. A few minor deficiencies exist = 24
- Excellent, in-depth and specific summary explaining training/certification to meet contract requirements. No deficiencies exist = 30

iii. Company Work Plan (Maximum Total Points= 50)

The point distribution is as follows:

Organization and Management = Maximum 5 points

- Unsatisfactory/no details provided = 0
- Incomplete and/or limited summary explaining how the organization and management will meet contract requirements. Several major deficiencies exist = 1
- Complete, but poor summary explaining how the organization and management will meet contract requirements. A few major deficiencies exist = 2
- Acceptable and/or adequate summary explaining how the organization and management will meet contract requirements. Several minor deficiencies exist = 3
- Good explanation summary explaining how the organization and management will meet contract requirements. A few minor deficiencies exist = 4
- Excellent, in-depth and specific summary explaining how the organization and management will meet contract requirements. No deficiencies exist = 5

Staffing = Maximum 20 points

- Unsatisfactory/no details provided = 0
- Incomplete and/or limited summary explaining staffing sufficiency, and problem mitigation. Several major deficiencies exist = 4
- Complete, but poor summary explaining staffing sufficiency, and problem mitigation. A few major deficiencies exist = 8
- Acceptable and/or adequate summary explaining staffing sufficiency, and problem mitigation. Several minor deficiencies exist = 12
- Good explanation summary explaining staffing sufficiency, and problem mitigation. A few minor deficiencies exist = 16
- Excellent, in-depth and specific summary explaining staffing sufficiency, and problem mitigation. No deficiencies exist = 20

Supervision, monitoring, and performance = Maximum 15 points

- Unsatisfactory/no details provided = 0
- Incomplete and/or limited summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. Several major deficiencies exist = 3
- Complete, but poor summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. A few major deficiencies exist = 6
- Acceptable and/or adequate summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. Several minor deficiencies exist = 9
- Good explanation summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. A few minor deficiencies exist = 12
- Excellent, in-depth and specific summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. No deficiencies exist = 15

Transition Plan = Maximum 10 points

- Unsatisfactory/no details provided = 0
- Incomplete and/or limited summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several major deficiencies exist = 2
- Complete, but poor summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few major deficiencies exist = 4
- Acceptable and/or adequate summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several minor deficiencies exist = 6
- Good explanation summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few minor deficiencies exist = 8
- Excellent, in-depth and specific summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. No deficiencies exist = 10

2.2 FINANCIAL EVALUATION

The prices within the financial bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included, in accordance with [Annex "B" – Basis of Payment](#). The bid that has the lowest aggregate price will score the maximum 30% allocated in the Overall Contractor Ranking.

Note that for evaluative purposes, the extended totals from the prices within the Basis of Payment will be used to form the Total Bid Evaluated Price.

The Total Bid Evaluated Price will be calculated by adding together the totals of the following items from the Basis of Payment:

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Item	Extended Totals
1.0 <u>Extended Total: Standard Cleaning Schedule Pricing</u>	
2.0 <u>Extended Total: Task Authorization Pricing</u>	
3.0 <u>Extended Total: Consumables Pricing</u>	
TOTAL BID EVALUATED PRICE	\$

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FORM "A" - DND 626 TASK AUTHORIZATION FORM

**TASK AUTHORIZATION
AUTORISATION DES TÂCHES**

All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. – N° du contrat <hr/> Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente
To – À 	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract. À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.	
Delivery location – Expédiez à	Date _____ for the Department of National Defence pour le ministère de la Défense nationale	
Delivery/Completion date – Date de livraison/d'achèvement		
Contract item no. N° d'article du contrat	Services	Cost Prix
	GST/HST TPS/TVH	
	Total	
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract. NE S'APPLIQUE QU'ÀUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.		
_____ for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux		

**Instructions for completing
DND 626 - Task Authorization**

Contract no.

Enter the PWGSC contract number in full.

Task no.

Enter the sequential Task number.

Amendment no.

Enter the amendment number when the original Task is amended to change the scope or the value.

Increase/Decrease

Enter the increase or decrease total dollar amount including taxes.

Previous value

Enter the previous total dollar amount including taxes.

To

Name of the contractor.

Delivery location

Location where the work will be completed, if other than the contractor's location.

Delivery/Completion date

Completion date for the task.

for the Department of National Defence

Signature of the DND person who has delegated Authority for signing DND 626 (level of authority based on the dollar value of the task and the equivalent signing authority in the PAM 1.4). **Note:** the person signing in this block ensures that the work is within the scope of the contract, that sufficient funds remain in the contract to cover this task and that the task is affordable within the Project/Unit budget.

Services

Define the requirement briefly (attach the SOW) and identify the cost of the task using the contractor's quote on the level of effort. The Task must use the basis of payment stipulated in the contract. If there are several basis of payment then list here the one(s) that will apply to the task quote (e.g. milestone payments; per diem rates/labour category hourly rates; travel and living rates; firm price/ceiling price, etc.). All the terms and conditions of the contract apply to this Task Authorization and cannot be ignored or amended for this task. Therefore it is not necessary to restate these general contract terms and conditions on the DND 626 Task form.

Cost

The cost of the Task broken out into the individual costed items in **Services**.

GST/HST

The GST/HST cost as appropriate.

Total

The total cost of the task. The contractor may not exceed this amount without the approval of DND indicated on an amended DND 626. The amendment value may not exceed 50% (or the percentage for amendments established in the contract) of the original value of the task authorization. The total cost of a DND 626, including all amendments, may not exceed the funding limit identified in the contract.

Applicable only to PWGSC contracts

This block only applies to those Task Authorization contracts awarded by PWGSC. The contract will include a specified threshold for DND sole approval of the DND 626 and a percentage for DND to approve amendments to the original DND 626. Tasks that will exceed these thresholds must be passed to the PWGSC Contracting Authority for review and signature prior to authorizing the contractor to begin work.

Note:

Work on the task may not commence prior to the date this form is signed by the DA Authority - for tasks within the DND threshold; and by both DND and PWGSC for those tasks over the DND threshold.

**Instructions pour compléter le formulaire
DND 626 - Autorisation des tâches**

N° du contrat

Inscrivez le numéro du contrat de TPSGC en entier.

N° de la tâche

Inscrivez le numéro de tâche séquentiel.

N° de la modification

Inscrivez le numéro de modification lorsque la tâche originale est modifiée pour en changer la portée.

Augmentation/Réduction

Inscrivez le montant total de l'augmentation ou de la diminution, y compris les taxes.

Valeur précédente

Inscrivez le montant total précédent, y compris les taxes.

À

Norm de l'entrepreneur.

Expédiez à

Endroit où le travail sera effectué, si celui-ci diffère du lieu d'affaires de l'entrepreneur.

Date de livraison/d'achèvement

Date d'achèvement de la tâche.

pour le ministère de la Défense nationale

Signature du représentant du MDN auquel on a délégué le pouvoir d'approbation en ce qui a trait à la signature du formulaire DND 626 (niveau d'autorité basé sur la valeur de la tâche et le signataire autorisé équivalent mentionné dans le MAA 1.4). **Nota :** la personne qui signe cette attache de signature confirme que les travaux respectent la portée du contrat, que suffisamment de fonds sont prévus au contrat pour couvrir cette tâche et que le budget alloué à l'unité ou pour le projet le permet.

Services

Définissez brièvement le besoin (joignez l'ET) et établissez le coût de la tâche à l'aide de la soumission de l'entrepreneur selon le niveau de difficulté de celle-ci. Les modalités de paiement stipulées dans le contrat s'appliquent à la tâche. Si plusieurs d'entre elles sont prévues, énumérez ici celle/celles qui s'appliqueront à la soumission pour la tâche à accomplir (p.ex. acompte fondé sur les étapes franchies; taux quotidien ou taux horaire établi selon la catégorie de main-d'œuvre; frais de déplacement et de séjour; prix fixe ou prix plafond; etc.). Toutes les modalités du contrat s'appliquent à cette autorisation de tâche et ne peuvent être négligées ou modifiées quant à la tâche en question. Il n'est donc pas nécessaire de répéter ces modalités générales afférentes au contrat sur le formulaire DND 626.

Prix

Mentionnez le coût de la tâche en le répartissant selon les frais afférents à chaque item mentionné dans la rubrique **Services**.

TPS/TVH

Mentionnez le montant de la TPS/TVH, s'il y a lieu.

Total

Mentionnez le coût total de la tâche. L'entrepreneur ne peut dépasser ce montant sans l'approbation du MDN, formulaire DND 626 modifié à l'appui. Le coût de la modification ne peut pas être supérieur à 50 p. 100 du montant initial prévu dans l'autorisation de tâche (ou au pourcentage prévu dans le contrat pour les modifications). Le coût total spécifié dans le formulaire DND 626, y compris toutes les modifications, ne peut dépasser le plafond de financement mentionné dans le contrat.

Ne s'applique qu'aux contrats de TPSGC

Le présent paragraphe s'applique uniquement aux autorisations de tâche accordées par TPSGC. On inscrira dans le formulaire DND 626 un plafond précis qui ne pourra être approuvé que par le MDN et un pourcentage selon lequel le MDN pourra approuver des modifications au formulaire DND 626 original. Les tâches dont le coût dépasse ces plafonds doivent être soumises à l'autorité contractante de TPSGC pour examen et signature avant qu'on autorise l'entrepreneur à débiter les travaux.

Nota :

Les travaux ne peuvent commencer avant la date de signature de ce formulaire par le responsable du MDN, pour les tâches dont le coût est inférieur au plafond établi par le MDN, et par le MDN et TPSGC pour les tâches dont le coût dépasse le plafond établi par le MDN.

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FORM "B" - FEDERAL CONTRACTORS PROGRAM – CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

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)

FORM "C" – SUBSTANTIATION OF TECHNICAL COMPLIANCE

GENERAL INSTRUCTIONS

This form, using Annex "A" – STATEMENT OF WORK as a base, has been formatted specifically to prompt the bidder to provide the appropriate response for each criteria. Using the form to provide this information is not mandatory, but it is recommended. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. It will be to your advantage to furnish as much detail as possible to support the specifications your comments / claims of compliance for each criteria.

Bidders should note that failure to demonstrate any capability to which they claim compliance will result in their proposal being considered non-responsive. Refer to Annex "E" – BID PREPARATION AND EVALUATION.

MANDATORY CRITERIA	BIDDER'S RESPONSE
<p>Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the Work in compliance with the specific mandatory criteria listed below</p>	<p>Provide details requested and supporting documents with the reference page number</p>
<p>i. Company Experience</p> <p><i>Reference 1:</i></p> <p>Contract dates (MM/YYYY)</p> <p>Name of janitorial services client</p> <p>Location and approximate size (in m²) of cleanable area with description of use of area (e.g. office space, lab space)</p> <p>Name/title of reference</p> <p>Email address/telephone number of reference</p> <p><i>Reference 2:</i></p>	

<p>Contract dates (MM/YYYY)</p> <p>Name of janitorial services client</p> <p>Location and approximate size (in m²) of cleanable area with description of use of area (e.g. office space, lab space)</p> <p>Name/title of reference</p> <p>Email address/telephone number of reference</p>	
<p>ii. Training and Certification</p> <p>Manager(s) and On-site Supervisor(s) must have:</p> <p><u>WHMIS 1988 for Managers and Supervisors</u> (Canadian Centre for Occupational Health and Safety)</p> <p>Date achieved (Manager)</p> <p>Date achieved Supervisor(s)</p> <p><u>WHMIS 1988 Understanding MSDSs</u> (Canadian Centre for Occupational Health and Safety)</p> <p>Date achieved (Manager)</p> <p>Date achieved Supervisor(s)</p> <p><u>Health and Safety for Managers and Supervisors</u> (Canadian Centre for Occupational Health and Safety)</p> <p>Date achieved (Manager)</p> <p>Date achieved Supervisor(s)</p> <p><u>Standard First Aid for Industry</u> (St. John's Ambulance, or other recognized provider)</p> <p>Date achieved (Manager)</p> <p>Date achieved Supervisor(s)</p>	

iii. Supervisor Experience Supervisor must have TWO (2) years of supervisory experience within the last FIVE (5) years	
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POINT RATED CRITERIA Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the Work in compliance with the specific point-rated criteria listed below.	BIDDER'S RESPONSE Provide details requested and supporting documents with the reference page number
i. Supervisor Janitorial Experience The Bidder should demonstrate how the on-site Supervisor has experience specific to supervising Cleaning Personnel in an industrial/commercial setting.	
ii. Training and Certification Outline The Bidder should provide an outline (500-word maximum) that details how cleaning personnel are trained and certified.	
iii. Company Work Plan Organization and Management Staffing Supervision, monitoring, and performance Transition Plan	

FORM "D" - BID SUBMISSION FORM

Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003]		
Board of Directors Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
Signature of Authorized Representative of Bidder		

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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.

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

Solicitation No. W6837-174149/A
