



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving Box/Boîte de Réception des
Soumissions

1st Floor/1^{ère} étage, Suite 1212

100-1045 Main Street

Moncton

New Brunswick

E1C 1H1

Bid Fax: (506) 851-6759

INVITATION TO TENDER

APPEL D'OFFRES

**Tender 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.

Soumission 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 et 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

Acquisitions NB/PEI (Moncton Office) – Bureau
d'acquisitions N.-B./Î.-P.-É. (Moncton)
1045 Main Street / 1045, rue Main
Moncton
New Bruns
E1C 1H1

Title - Sujet Building Janitorial Services	
Solicitation No. - N° de l'invitation EC645-190392/A	Date 2018-09-06
Client Reference No. - N° de référence du client EC645-190392	GETS Ref. No. - N° de réf. de SEAG PW-\$PWJ-014-5445
File No. - N° de dossier PWJ-8-41043 (014)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-10-17	
Time Zone Fuseau horaire Atlantic Daylight Saving Time ADT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Ellis-Herring (PWJ), Alison	Buyer Id - Id de l'acheteur pwj014
Telephone No. - N° de téléphone (506) 639-6385 ()	FAX No. - N° de FAX (506) 851-6759
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA Macqtaquac Biodiversity Facility Fish Hatchery Lane French Village- York New Brunswick E3E 2C6 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

**Building Janitorial Services
Mactaquac Biodiversity Facility
French Village, NB**

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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PWJ014

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

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

1.2 Requirement

Public Works and Government Services Canada (PWGSC) has a requirement for the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory cleaning/janitorial services at the Mactaquac Biodiversity Facility located in French Village, New Brunswick. The Service Contract is required for one year from date of award with an option to extend up to for three additional one year periods. The services must be provided in accordance with the Statement of Work attached at Annex "G".

1.3 Debriefings

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

1.4 Trade Agreements

The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA) and the Canadian Free Trade Agreement (CFTA).

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2018/05/222) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.1.1 SACC Manual Clauses

SACC Reference	Section	Date
C9000T	Pricing	2010/08/16

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 in the bid solicitation.

2.2.2 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at Mactaquac Biodiversity Facility, 114 Fish Hatchery Lane, French Village, NB E2E 2C6 on October 2, 2018. The site visit will begin at 10:00 ADT, in front of the administration building.

Bidders must communicate with the Contracting Authority no later than Friday, September 28, 2018 to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

2.3 Former Public Servant

Former Public Servant - Competitive Bid

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 FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause,

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

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

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

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force 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 seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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 Insurance Requirements – G1007T (2016-01-28)

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 Annex "D".

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.

2.7 Workers Compensation Certification - Letter of Good Standing – A0285T (2012-07-16)

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

The Bidder must provide, within seven (7) days following a request from the Contracting Authority, a certificate or letter from the applicable Workers' Compensation Board confirming the Bidder's good standing account. Failure to comply with the request may result in the bid being declared non-responsive.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Due to the nature of the bid solicitation, bids transmitted by epost Connect service will not be accepted.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid. It is required that the bids follow the response format/instructions as detailed below:

Section I: Technical Bid

No Technical Bid required as part of this requirement.

Section II: Financial Bid

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

3.1.1 Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "C" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "C" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

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

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 and Basis of Selection

Bids will be evaluated in accordance with the **Evaluation Criteria and Basis of Selection** specified in

Annex "A" and Basis of Payment specified in **Annex "B"**. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public 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, granted or approved by CISD/PWGSC. Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by CISD, PWGSC, the Contractor personnel **MAY NOT ENTER** sites without an escort.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - a. Security Requirements Check List and security guide (if applicable), attached at Annex F;
 - b. Industrial Security Manual (Latest Edition).

6.2 Statement of Work

Statement of Work - Contract

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

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

2010C (2018/06/21), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The Work is to be performed during the period from date of award to October 31, 2019.

6.4.2 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Alison Ellis-Herring
Title: Supply Specialist
Public Services and Procurement Canada
Acquisitions Branch
Address: 3 Queen St.
Charlottetown, PE
C1A 4A2

Telephone: (902) 314-1061
Facsimile: (902) 566-7514
E-mail address: alison.ellis-herring@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.

6.5.2 Project Authority

The Project Authority for the Contract is: *Will be made available at time of award.*

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

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

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

6.5.3 Contractor's Representative (Offeror please complete)

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

6.6 Proactive Disclosure of Contracts with Former Public Servants

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

6.7 Payment

6.7.1 Basis of Payment

Basis of payment is in accordance with Annex "B" and section 12, Payment Period, of the 2010C (2018-06-21), General Conditions - Services (Medium Complexity).

6.7.2 Limitation of price

SACC Manual clause [C6000C](#) (2017/08/17) Limitation of price

6.7.3 Monthly Payment

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

6.7.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

6.8 Invoicing Instructions

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

6.9 Certifications and Additional Information

6.9.1 Compliance

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

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **New Brunswick**.

6.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2010C (2018/06/21), General Conditions - Services (Medium Complexity);
- (c) Annex G, Statement of Work;
- (e) Annex F, Security Requirements Check List;
- (f) the Contractor's bid dated _____

6.12 SACC Manual Clauses

SACC Reference	Section	Date
A9068C	Government Site Regulations	2010/01/11
A0285C	Workers Compensation	2007/05/25
A7017C	Replacement of Specific Individuals	2008/05/12
A2000C	Foreign Nationals (Canadian Contractor)	2006/06/16
A2001C	Foreign Nationals (Foreign Contractor)	2006/06/16

6.13 Insurance - Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex D. 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 seven (7) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

ANNEX "A" EVALUATION CRITERIA AND BASIS OF SELECTION

Bids received will be assessed in accordance with the entire requirement of the bid solicitation.

1. Mandatory Criteria

1. Submission of firm prices/rates for the period of date of award to October 31, 2019 and three (3) option years in accordance with Invitation to Tender.
2. A duly completed and signed Invitation to Tender including all Addenda.
3. Within seven (7) days of request from contracting authority and prior to award of Service Contract, provide proof that Bidder has an account in good standing with the Provincial Workers Compensation Board/Commission.
4. Within seven (7) days of request from Contracting Authority and prior to award of the Service Contract, Contractor must provide proof of \$2 Million General Liability Insurance.
5. The Contractor will be an established Janitorial Contracting Company with a minimum of (2) two years proven Janitorial Contracting Experience. Proof will be required within seven (7) days of request from Contracting Authority and prior to award of the Service Contract.

2. 2007/05/25 A0069T Basis of Selection - Mandatory Requirements Only

A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will recommended for award of a contract.

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EC645-190392

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VME

ANNEX "B" BASIS OF PAYMENT

The following requirement must be strictly adhered to: **Failure to do so shall render the bidder's proposal as non-responsive.**

It is mandatory that the bidders submit firm rates for the Period of the Service Contract for all items listed hereafter. Unit Price Tables, will be considered as the bidder's Financial Proposal.

Each item specified in the Unit Price Tables, includes wages, traveling time and costs, allowances, supervision, liabilities as employer, insurance, and the use of all tools, tackle, etc., overhead, profit, and all other liabilities whatsoever.

The prices inserted in the Unit Price Tables, includes all applicable federal, provincial and municipal taxes. However, they do not include any amount for the Goods and Services Tax (GST)/Harmonized Sales Tax (HST). The appropriate GST/HST amounts will be paid by Her Majesty to the Offeror in addition to the amount paid against the amount of the contract.

Annex B – Basis of Payment UNIT PRICE TABLE

BASIS OF PAYMENT/PRICING:

Pricing will be per building per month. Should the resulting contract have to be reduced due to a building no longer requiring services (either due to downsizing or demolition etc.), the contract would be reduced by the cost per month of that particular building to the end of the contract period.

PRICING: THE COST PER MONTH SHALL INCLUDE ALL CLEANING SERVICES AS DETAILED IN SPECIFICATIONS PER BUILDING.

PERIOD: Date of award – October 31, 2019

ITEM	CLASS OF SERVICE	UNIT OF MEASURE	ESTIMATED QUANTITY	PRICE/ UNIT	TOTAL / YR.
1	Administration Building: Lump Sum price per month for Routine Cleaning, Emergency and Maintenance Cleaning including annual steam cleaning of carpets where applicable and scrubbing and resealing of hard flooring. The Change Room and Dry Lab areas should be included with this pricing.	Per Month	12		
2	PSPC Office above Garage	Per Month	12		
3	Early Rearing Facility (Seasonal April 1 – June 30)	Per Month	3		
4	Tourism Facility (Seasonal Mid May – End October)	Per Month	6		
5	Project Cleaning / Task Authorization: Extra cleaning as requested by the Departmental Representative for work including, but not limited to: overtime premium, function cleaning (as requested) floor stripping, waxing, resealing, steam cleaning, cleaning of ceilings over 1.8 M, etc.	hourly	100		
TOTAL AMOUNT (HST Extra)					\$

Note:

The estimated quantity entered in Item 5 is an estimate only for service as and when required and does not infer the entire quantity will be utilized or that the quantities may not be exceeded.

First Option Year

PERIOD: November 1, 2019 to October 31, 2020

ITEM	CLASS OF SERVICE	UNIT OF MEASURE	ESTIMATED QUANTITY	PRICE/ UNIT	TOTAL / YR.
1	Administration Building: Lump Sum price per month for Routine Cleaning, Emergency and Maintenance Cleaning including annual steam cleaning of carpets and scrubbing and resealing of hard flooring. The Change Room and Dry Lab areas should be included with this.	Per Month	12		
2	PSPC Office	Per Month	12		
3	Early Rearing Facility (Seasonal April 1 – June 30)	Per Month	3		
4	Tourism Facility (Seasonal Mid May – End October)	Per Month	6		
5	Project Cleaning / Task Authorization: Extra cleaning as requested by the Departmental Representative for work including, but not limited to: overtime premium, function cleaning (as requested) floor stripping, waxing, resealing, steam cleaning, cleaning of ceilings over 1.8 M, etc.	hourly	100		
TOTAL AMOUNT (HST Extra)					\$

Note:

The estimated quantity entered in Item 5 is an estimate only for service as and when required and does not infer the entire quantity will be utilized or that the quantities may not be exceeded.

Second Option Year

PERIOD: November 1, 2020 to October 31, 2021

ITEM	CLASS OF SERVICE	UNIT OF MEASURE	ESTIMATED QUANTITY	PRICE/ UNIT	TOTAL / YR.
1	Administration Building: Lump Sum price per month for Routine Cleaning, Emergency and Maintenance Cleaning including annual steam cleaning of carpets and scrubbing and resealing of hard flooring. The Change Room and Dry Lab areas should be included with this.	Per Month	12		
2	PSPC Office	Per Month	12		
3	Early Rearing Facility (Seasonal April 1 – June 30)	Per Month	3		
4	Tourism Facility (Seasonal Mid May – End October)	Per Month	6		
5	Project Cleaning / Task Authorization: Extra cleaning as requested by the Departmental Representative for work including, but not limited to: overtime premium, function cleaning (as requested) floor stripping, waxing, resealing, steam cleaning, cleaning of ceilings over 1.8 M, etc.	hourly	100		
TOTAL AMOUNT (HST Extra)					\$

Note:

The estimated quantity entered in Item 5 is an estimate only for service as and when required and does not infer the entire quantity will be utilized or that the quantities may not be exceeded.

Third Option Year**PERIOD:** November 1, 2021 to October 31, 2022

ITEM	CLASS OF SERVICE	UNIT OF MEASURE	ESTIMATED QUANTITY	PRICE/ UNIT	TOTAL / YR.
1	Administration Building: Lump Sum price per month for Routine Cleaning, Emergency and Maintenance Cleaning including annual steam cleaning of carpets and scrubbing and resealing of hard flooring. The Change Room and Dry Lab areas should be included with this.	Per Month	12		
2	PSPC Office	Per Month	12		
3	Early Rearing Facility (Seasonal April 1 – June 30)	Per Month	3		
4	Tourism Facility (Seasonal Mid May – End October)	Per Month	6		
5	Project Cleaning / Task Authorization: Extra cleaning as requested by the Departmental Representative for work including, but not limited to: overtime premium, function cleaning (as requested) floor stripping, waxing, resealing, steam cleaning, cleaning of ceilings over 1.8 M, etc.	hourly	100		
TOTAL AMOUNT (HST Extra)					\$

Note:

The estimated quantity entered in Item 5 is an estimate only for service as and when required and does not infer the entire quantity will be utilized or that the quantities may not be exceeded.

Summary

1 Year Contract	\$ _____
1 st Option Year	\$ _____
2 nd Option Year	\$ _____
3 rd Option Year	\$ _____
TOTAL	\$ _____

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ANNEX “C” to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts any of the following Electronic Payment Instrument(s):

- ☐ () VISA Acquisition Card;
- ☐ () MasterCard Acquisition Card;
- ☐ () Direct Deposit (Domestic and International);
- ☐ () Electronic Data Interchange (EDI);
- ☐ () Wire Transfer (International Only);
- ☐ () Large Value Transfer System (LVTS) (Over \$25M)

ANNEX “D” INSURANCE REQUIREMENTS

Commercial General Liability Insurance

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 Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

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ANNEX “E”

COMPLETE LIST OF EACH INDIVIDUAL WHO ARE CURRENTLY DIRECTORS AND/OR OWNERS OF THE BIDDER

NOTE TO BIDDERS: WRITE DIRECTORS' AND/OR OWNERS' SURNAMES AND GIVEN NAMES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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ANNEX "F"

SECURITY REQUIREMENTS CHECK LIST



Government
of Canada

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du Canada

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Security Classification / Classification de sécurité

Unclassified

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine Public Services and Procurement Canada		2. Branch or Directorate / Direction générale ou Direction Property and Facilities Management
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 Mactaquac Biodiversity Facility - Cleaning Standing Offer		
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"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité

Unclassified

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? 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 Non	<input type="checkbox"/> Yes Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes 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 type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
	<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
	<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			
Special comments: Commentaires spéciaux :				
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.				

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS		
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
PRODUCTION		
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)		
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui



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PART C (continued) / PARTIE C (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret COSMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens																
Production																
IT Media Support TI																
IT Link Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Brian Kohler		Title - Titre Technical Facilities Manager	Signature
Telephone no. - N° de téléphone (506) 529-5988	Facsimile - Télécopieur (506) 529-8387	E-mail address - Adresse courriel Brian.Kohler@pwgsc-tpsgc.gc.ca	Date 2018-05-17
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Pierrelette Boutin		Title - Titre Chief Security	Signature
Telephone no. - N° de téléphone (902) 496-5630	Facsimile - Télécopieur (902) 496-5077	E-mail address - Adresse courriel Pierrelette.boutin@pwgsc-tpsgc.gc.ca	Date May 18, 2018
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone no. - N° de téléphone () -		Facsimile - Télécopieur () -	E-mail address - Adresse courriel Date
17. Contracting Security Authority / Autorisé contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) Denis Leconte		Title - Titre Contract Security Officer	Signature
Telephone no. - N° de téléphone 613 952 7907	Facsimile - Télécopieur 613 948 1712	E-mail address - Adresse courriel denis.leconte@TPSGC- PWGSC.GC.CA	Date June 11/2018

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ANNEX "G"

STATEMENT OF WORK



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

**PUBLIC WORKS AND GOVERNMENT SERVICES CANADA
(PWGSC)**

**PROPERTY AND FACILITIES MANAGEMENT SERVICES
(PFMS)**

**STATEMENT OF WORK
FOR
BUILDING JANITORIAL SERVICES**

FOR

**MACTAQUAC BIODIVERSITY FACILITY
114 Fish Hatchery Lane
French Village, NB E2E 2C6**



**DESCRIPTION: STATEMENT OF WORK
BUILDING JANITORIAL SERVICES**

**LOCATION OF WORK: MACTAQUAC BIODIVERSITY FACILITY
114 FISH HATCHERY LANE
FRENCH VILLAGE, NB E2E 2C6**

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DEFINITIONS:

As Required	Frequencies are subject to change at any time without warning in order to maintain the established cleaning standard. When the frequency of a cleaning operation is "As Required (AR)", the final decision as to when this service shall be carried out will be made by the Client with the approval of the Departmental Representative.
Building	See 'Facility'
Clean	For the width and breadth of the surface in question, it shall be free of foreign matter down to the original surface or last protective coating.
Cleaning Staff	See cleaner – Annex "B".
Cleaning Supervisor	See 'Cleaning Working Supervisor' – See Annex "B".
Client	Employees of: Public Works and Government Services Canada / Public Services and Procurement Canada The Department of Fisheries and Oceans
Complete and satisfactory cleaning services	The continual janitorial, cleaning and minor maintenance procedures as specified in this document to the satisfaction of the Client and the PSPC Representative
Contract Area	The area to be serviced under this contract is the Mactaquac Biodiversity Facility and the Early Rearing Facility.
Contractor	The janitorial/cleaning service contract holder or any representative thereof.
Departmental Representative	An employee assigned to oversee the terms of this contract, and be the liaison between the Contractor and PWGSC.
Entity	Includes any individual or group that is responsible for a 'Function.'
Facility	The complex of buildings so named the Mactaquac Biodiversity Facility.
Hot Work	Any work where flame is used or a source of ignition may be produced.
Inspector	The Cleaning Contract Inspector that acts on behalf of the Departmental Representative to oversee janitorial service delivery.
Janitorial Staff	See 'The Contractor'.
Litter	Any discarded material foreign to the environment including but not limited to the following: <ul style="list-style-type: none">- Paper- Bottles- Wood- Leaves- Plastic/paper bags- Beverage- Broken glass- Scattered bricks and stones- Pieces of metal- Empty containers

	- Cloth	- Cigarette butts (outside smoking areas)
Normal Working Days/Hours	As defined in Section 4. Special requirements, 4. Building Cleaning Operations and 8. Cleaning between 16:00-22:00	
PSPC	Public Services and Procurement Canada, also known as Public Works and Government Services Canada.	
PWGSC	Public Works and Government Services Canada also known was Public Service and Procurement Canada.	
Site Manager	<p>The employee of the Contractor who is designated by the Contractor to act as a liaison person between the Departmental Representative and the Contractor for the purposes of:</p> <ul style="list-style-type: none"> a) decision-making in matters of priority in the execution of the cleaning duties; b) supervising to ensure that the cleaning tasks are performed in accordance with the contract specifications; c) overseeing the conduct/deportment of the Contractor's employees; d) daily inspections of the facilities; and e) shall wear a distinctive uniform. 	
Supervisor	See 'Working Supervisor' – See Annex "B".	
WHMIS	Workplace Hazardous Materials Information System	
Working Supervisor	A Contractor representative who may be assigned, janitorial or cleaning duties combined with supervisory duties.	

GENERAL REQUIREMENTS:

- | | |
|---|--|
| 1. Description of Work | <p>.1 Scope of work under this 1 year Contract comprises the furnishing of all labour, materials, tools, supervision and equipment necessary for complete and satisfactory cleaning/janitorial services as specified herein located at Mactaquac Biodiversity Facility.</p> <p>.2 This Contract consists of a one (1) year contract with three (3) one (1) year options.</p> |
| 2. Inspection | <p>.1 The Contractor shall notify the Departmental Representative when each major operation listed in the Schedule of Operations is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable.</p> <p>.1 Administration Building (Year Round), including Change Room and Dry Lab Area</p> <p>.2 PSPC Office Above Garage (Year Round)</p> <p>.3 Early Rearing Facility (April 1 – June 30th)</p> <p>.4 Tourism Facility (Seasonal, mid – May until October 31), including Sorting Facility area.</p> |
| 4. Examination of Premises | <p>.1 All parties tendering should examine the site of the proposed work prior to submitting their tenders, become thoroughly acquainted with same and obtain any and all information that may be necessary to properly execute contract.</p> <p>.2 Mandatory site visit required and will be scheduled with Procurement Officer.</p> |
| 5. Codes and Legislated Requirements | <p>.1 The following codes and standards in effect at the time of award are subject to change/revision. The latest editions of each must be enforced during the term of the contract:</p> <p>In the event of a conflict between any of the above codes or standards the most stringent shall apply:</p> <p>.1 Canada Labour Code, Part II.</p> <p>.2 National Building Code of Canada.</p> <p>.3 National Plumbing Code.</p> <p>.4 Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.</p> <p>.5 National Fire Code.</p> <p>.6 Canadian Construction and Canada Labour Safety Codes; Provincial Government, Workers' Compensation Board; and Municipal Statutes and Authorities.</p> <p>.7 Canadian Electrical Code, Part 1, CSA C22.1.</p> <p>.8 Canadian Environmental Protection Act.</p> <p>.9 Safety Code for Window Cleaning Operations, CAN/CSA-Z91.</p> |

- .10 Fall – Arresting Devices and Vertical Lifelines
CAN/CSA Z259.2.1
- .11 Safety Belts and Lanyards CAN/CSA Z259.1.
- .12 Provincial Occupational Health & Safety Act.
- .13 The Contractor is responsible to be familiar with the relevant Codes and standards and to ensure that all work undertaken on behalf of Public Services and Procurement Canada is completed in a safe manner.
- .14 Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), American Society for Testing Materials (ASTM) and referenced organizations.
- .15 The Contractor can obtain addresses for codes and standards from the Departmental Representative upon request.
- .16 In the event of a conflict between any of the above codes or standards the most stringent shall apply.
- .17 These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The Contractor shall be fully familiar with their contents and requirements as related to the work and materials specified.

- 6. Materials and Equipment**
- .1 All materials used in the work must conform to Canadian General Standards Board Standards.
 - .2 The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him/her for use in the work and he/she may be required to provide samples of materials from his/her stock for testing purposes.
 - .3 Equipment and materials to be CSA certified and manufactured to standard quoted. Vacuum cleaners to be new or in new condition, be equipped with a power nozzle and have a filtration system capable of trapping 99% of the dust (i.e. Hepa or Microtex filter). A wet/dry vacuum cleaner is to be kept on site in each building for cleaning mats and accidental spills. These vacuum cleaners shall have an air flow of not less than 100 cfm and a noise level of less than 70 dB.
 - .4 Where there is no alternative to supplying equipment which is not CSA certified, obtain special written approval from an independent testing agency recognized by the Provincial Department of Labour. Pay cost for obtaining approval.
 - .5 Use only materials, equipment and products that are environmentally friendly and scent free, and have been approved by the Departmental Representative for work under this Contract.

- .6 Deliver, store and maintain materials with manufacturer's seals and labels intact.
- .7 Store materials in accordance with manufacturer's and supplier's instructions.
- .8 Do not store materials on-site without the Departmental Representative's approval.
- .9 Floor buffer/stripper machine shall remain on-site, in good working order, for the duration of this contract.
- .10 Public Services and Procurement Canada accepts no responsibility for materials or equipment stored on-site.
- .11 Contractor shall not place mop pails, mops, brooms, soap or other equipment where it is hazardous to personnel movement.
- .12 Contractor is not permitted to use ladders, scaffolds, until these have been inspected and found safe to use. Contractor shall be instructed that this equipment is to be used in the approved manner.
- .13 At times of inclement weather, entrance ways, lobbies, etc., are to be monitored by day staff and kept free of hazards; i.e. wet floor, slush, sand, salt, etc.

7. Safety

- .1 The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
- .2 In particular, the Contractor shall comply with the WHMIS legislation which requires the employer to provide detailed worker education and potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. All containers holding product deemed under WHMIS to be hazardous must bear correct WHMIS label(s).
- .3 The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The Departmental Representative reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.
- .4 Deliver, store and maintain packaged material and equipment with manufacturer's seals and labels intact.

- .5 Store material and equipment in accordance with supplier's instructions.
- .6 Contractor shall not place mop pails, mops, brooms, soap or other equipment where it is hazardous to personnel movement.
- .7 Contractor is not permitted to use ladders, scaffolds, until these have been inspected and found safe to use. Contractor shall be instructed that this equipment is to be used in the approved manner.
- .8 At times of inclement weather, entrance ways, lobbies, etc. are to be monitored by day staff and kept free of hazards; i.e. wet floor, slush, sand, salt, etc.
- 8. Workforce Qualifications**
 - .1 The Contractor must provide proof that employees, including supervisors, are WHMIS trained. Employees must be retrained in accordance with Provincial and Federal standards as required.
 - .2 The Contractor must provide proof that employees have received training in fall protection if the employees are required to work off of an unprotected work surface higher than 2.1 meters.
 - .3 The Contractor must have one person with Standard First Aid/CPR on site while employees are required to work. The Contractor must provide proof of employees that are trained in accordance with Provincial standards
- 9. Conversion of Floor Covering**
 - .1 There will be no adjustment to the Contract amount where the existing floor covering is converted to another type during the term of the Contract.
- 10. Space Assigned**
 - .1 The Departmental Representative shall provide the Contractor with such space as is considered necessary by Departmental Representative for the performance of the Contractor's duties.
 - .2 The Contractor must not list, publicize or use the address or telephone numbers on site in any fashion for business purposes. The Contractor shall supply staff with cell phones.
 - .3 The Department will not be responsible for damage to the Contractor's supplies, material or equipment in the building nor for the employees' personal belongings brought into the building while employed by the Contractor.
 - .4 The Contractor must supply all devices deemed necessary to store, handle and transport the Contractor's equipment and supplies.

- .5 All space assigned to Contractor for supplies and material must have updated Material Safety Data Sheets (MSDS) within the room. This is to remain on site at all times.

11. Personnel

- .1 The Contractor will provide the Departmental Representative with a list of all people working on the premises, complete with a copy of their licenses, where applicable, and will update the list immediately when personnel change.
- .2 The Contractor and his/her personnel must adhere to the Federal Government "No Smoking" policy while in Federal facilities.

12. Security Clearance

- .1 The required security clearance level for this Contract is **Reliability Status**.
- .2 It is the Contractor's responsibility to initiate the security screening required for the personnel and the Contractor will not have access to the work site until the resources (i.e.: "personnel") have the necessary clearance.
- .3 The Canadian and International Industrial Security Directorate (CIISD) of Public Services and Procurement Canada (PSPC) is responsible for administering the Industrial Security Program in Canada.
- .4 The Contractor shall ensure an adequate number of extra employees are security cleared to cater to shortages due to illness, holidays and transfer. Employees without security clearances shall NOT be employed in the buildings where security clearances are required.
- .5 Prior to commencing work, the Contractor shall provide the Departmental Representative with proof positive that all submissions required by Public Services and Procurement Canada to initiate security clearance procedures have been completed.
- .6 This list shall be made available to PSPC's Departmental Representative. The list shall be signed by the Contractor and shall contain the following information:
This list shall be made available to PSPC's Departmental Representative. The list shall be signed by the Contractor and shall contain the following information:
 - .1 Employee's name;
 - .2 His/her social insurance number
 - .3 Position;
 - .4 Specific buildings where employee works, if applicable;
 - .5 Employee's current security clearance
 - .6 Status of employee's visit clearance request, if applicable;
 - .7 All sub-contractor's - same as items listed above.

- .7 The Contractor shall provide proof of the information contained within the list to the Departmental Representative upon demand. PSPC reserves the right to have removed from the site those personnel who do not meet security requirements
- 13. Access to Buildings**
- .1 Only those employees whose names appear on the Contractor's security clearance list will be allowed access to the site of work. No other persons accompanying employees will be allowed on-site.
- .2 All cleaning staff employed by the Contractor, regardless of hours of work **must sign IN and OUT**; and enter the times of arrival and departure in registers or on sheets so provided at the security guard's control desk or other designated area. In the event of a dispute and the absence of other evidence, the register will be regarded as evidence of hours of work. **Failure to sign "OUT" will render the entry invalid.**
- 14. Security - Keys**
- .1 All keys entrusted to the Contractor during the fulfillment of his/her Contract are to kept fully protected and secure at all times.
- .2 **Duplication of keys is strictly prohibited.**
- 15. Log**
- .1 A log book **must** be maintained in the facility by the Contractor, in which he/she shall record on a daily basis, all of the work performed other than the normal day-to-day cleaning. This log book shall always be made available for review by the Departmental Representative as required.
- .2 The Contractor will log any activities they were unable to complete or perform as a result of refused access.
- .3 The Contractor will post a cleaning schedule in each building for Operations and Frequencies.
- 16. Quality Standards**
- .1 The Quality Standards (see Section 6), where applicable, must be adhered to strictly. Inspections made by the Departmental Representative or his representative will be based on these standards.
- 17. Product Approvals**
- .1 The Contractor shall ensure that all controlled products used in the performance of the work are classified and labelled according to the Workplace Hazardous Materials Information System (WHMIS).
- .2 The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS)

- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
 - .5 The Contractor is to:
 - .1 Supply a copy of MSDS sheets for Building(s) WHMIS station.
 - .2 Mark these MSDS sheets with their company name
 - .3 Maintain and update these MSDS as required.
 - .6 All produces shall be of Environmentally-Friendly (Green), scent-free, and adhere to the site Air Quality Guidelines. These products shall be supplied with no extra cost of the contract and be subject to the final approval of the Departmental Representative.
- 18. Contractor Responsibilities**
- .1 The Contractor must maintain and provide PSPC with current phone and email to be able to provide response to requests for service from the local PSPC Representative.
 - .2 The Contractor must provide service during specified regular working hours, silent hours and weekends.
 - .3 The Contractor will advise the Departmental Representative of the telephone number at which he/she or his/her representative may be contacted at any time.
 - .4 The Contractor must not refuse any call for service requested by a Departmental Representative and the time lapse between call out and start of work must **not exceed one (1) hour**. After this time, if not responsive, the Representative may call in another contractor to complete the work.
 - .5 Contractor prior to commencement of work, must sign in a log book on site indicating arrival and departure times.
 - .6 Cost of emergency services must be included in the Contract amount.
 - .7 The Contractor must supply the onsite "Work Supervisor" with a cell phone to permit immediate access to service if and when required.
- 19. High Cleaning**
- .1 The contractor must ensure, once a year any cleaning over 6 ft. but not exceeding the 12ft maximum. Such things include but not limited to: air diffusers, ceiling grills, air conditioning duct, inside windows, high window sills, door frames and doors etc.

SAFETY REQUIREMENTS:

- 1. Compliance Requirements**
 - .1 Comply with the Canada Labour Code Part II and the Canada Occupational Health and Safety Regulations.
 - .2 Comply with the Provincial Occupational Health and Safety Act and supporting Occupational General Safety Regulations as amended from time to time.
- 2. Submittals**
 - .1 Prior to Award, the successful Contractor is to provide within seven (7) calendar days after closing:
 - .1 Certification letter of good standing from Worker's Compensation Board.
 - .2 Signed statement by Owner of company that the company will maintain Worker's Compensation Board coverage for the life of the Standing Offer Agreement (SOA/Service Contract (SC), including sub-contractor.
 - .2 Before Work Begins: The successful Contractor is to provide documentation:
 - .1 A copy of the company's site specific safety plan.
 - .2 The Contractor and his/her personnel must adhere to the Federal Government 'NO SMOKING' Policy while in Federal facilities and/or Scent Free Policy if applicable.
 - .3 All sub-contractors shall adhere to the above provisions.
- 3. Training**
 - .1 Before Work Begins: The successful Contractor is to provide documentation:
 - .1 Certification of training for safety for all personnel that will be involved with the Standing Offer Agreement/Service Contract. Updated list complete with licenses shall be kept on site including personnel changes.
 - .2 Training for workers must include (but not limited to):
 - .1 Safe operation of tools and equipment.
 - .2 Proper wearing and use of personal protective equipment (PPE).
 - .3 Safe work practices and procedures of their given work tasks or function.
 - .4 Site conditions and minimum site safety rules.
- 4. Disciplinary Procedures for Safety Violations**
 - .1 Contractors must have their own written disciplinary procedures for violation or noncompliance for work site safety rules.

- .2 First Violation: Verbal warning issued to the Contractor for the first violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and PSPC).
 - .3 Second Violation: Written warning to Contractor for second violation of a safety regulation, rules, policy and procedures. (Violation will be documented on contract file, copy to Contractor and PSPC).
- 5. Asbestos**
- .1 Within the confines of the site, the provision of products containing fibrous asbestos materials is prohibited.
 - .2 Demolition or disturbance of spray or trowel-applied asbestos can be hazardous to health. Should material resembling spray or trowel-applied asbestos be encountered in course of work, stop work and notify the Departmental Representative immediately. Do not proceed until written instructions have been received from the Departmental Representative.
- 6. Confined Spaces**
- .1 All work in confined spaces must be carried out in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
 - .2 The Contractor to provide and maintain all equipment as required by any person to enter and/or perform work in a safe manner, in compliance with the Canada Occupational Safety and Health Regulations, Part XI.
 - .3 The Contractor to provide and maintain training, as required by the Canada Occupational Safety and Health Regulations, Part XI.
 - .1 The Contractor and/or his employees shall provide proof of training and qualifications when requested by the Departmental Representative.
 - .4 The Contractor to provide the Departmental Representative with a copy of an "Entry Permit" for each and every entry into the confined space to ensure compliance with the Canada Occupational Safety and Health Regulations, Part XI.
 - .5 The Contractor to have a hazard assessment of the confined space performed.
 - .1 The Contractor to provide the Departmental Representative with a copy of the hazard assessment.
- 7. Fall Protection**
- .1 All work carried out above the mandatory height restrictions, from unguarded structure and/or scaffolding, must be done in compliance with the Canada Occupational Safety and Health Regulations, Part XI.

8. Safety Plan

- .2 The components of a fall protection system shall meet the standards as outlined in the Canada Occupational Safety and Health Regulations, Part XII, Section 12.10 (2).
- .3 The Contractor is to ensure fall protection equipment is maintained, inspected and tested by a qualified person as required by the Canada Occupational Safety and Health Regulations, Part XII, Section 12.3.
- .1 The Contractor must provide a copy of their company's Occupational Health and Safety Policy and Program. It must meet the requirements of the Provincial Occupational Health and Safety Acts. The Departmental Representative shall instruct the Contractor where the Federal Standards apply.
- .2 The Contractor must perform site hazard assessments to establish site specific safe work practice procedures for the safety and wellbeing of his/her employees. Copies must be made available to the Departmental Representative upon request.
- .3 All copies of the formal Hazard Assessments conducted by the Contractor throughout the duration of the work must be retained and made available to the Departmental Representative immediately upon request.
- .4 It is the Contractor's responsibility to be familiar with all applicable Safety Acts, Regulations, Codes and contract requirements. These must be identified and addressed in the Safety Plan, by identifying Standard Operating Procedures (SOP) and safe work practices (SWP) which incorporate clear and specific control measures, applicable rules, procedures and practices, all of which shall become mandatory.
- .5 Post the Safety Plan at a common location on the site visible to all workers and persons accessing the site. Ensure that all employees, including sub-contractors' personnel, are advised of such Safety Plan and of the posted location.
- .6 The Contractor must ensure all workers and authorized persons entering the work site are notified of and abide by the posted Safety Plan, safety rules, procedures, safe work practices and applicable Safety Acts, Regulations, and codes. Any person not complying with these shall not be permitted on the site.
- .7 The Contractor must ensure that all applicable personal protective equipment (PPE) is used.
- .8 The Departmental Representative shall coordinate arrangements for the Contractor to be briefed on site safety within fourteen (14) days of award of Standing Offer Agreement/Service Contract.

9. Product Approvals

- .1 The Contractor shall ensure that all controlled products used in the performance of the work are classified and labeled according to the Workplace Hazardous Materials Information System (WHMIS).
- .2 The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
- .5 The Contractor is to:
 - .1 supply a copy of MSDS sheets for Building(s) WHMIS station;
 - .2 mark the MSDS Book with their company name;
 - .3 maintain and update these MSDS as required;
 - .4 install in all janitorial rooms on back of door.
- .6 All products shall be of Environmentally-Friendly (Green), scent-free. These products shall be supplied with no extra cost to the contract and be subject to the final approval of the PSPC Representative.

10. Disposal of Wastes

- .1 Do not bury rubbish and waste materials on site unless approved by PSPC Representative.
- .2 Do not dispose of waste or volatile materials, such as mineral spirits, oil or paint thinner into waterways, storm or sanitary sewers.

ENVIRONMENTAL PROTECTION:

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| 1. Environmental | .1 | All work is to be performed in accordance with the Federal Environmental Protection Act and the Provincial Environmental Acts and Regulations. |
| 2. Disposal of Wastes | .1 | Do not bury rubbish and waste materials on site unless approved by the Departmental Representative. |
| | .2 | Do not dispose of waste or volatile materials, such as mineral spirits, oil or paint thinner into waterways, storm or sanitary sewers. |
| 3. Open Fire | .1 | Fires on site are not permitted. |

SPECIAL REQUIREMENTS:

- 1. Supplies**
 - .1 The Contractor is responsible to supply all cleaning materials, tools, equipment and supplies for the total cleaning contract. The supplies shall include, but are not restricted to: paper towel, 2-ply toilet paper, liquid and bar hand soap, sani-bags, deodorant pucks, garbage bags, liquid germicidal soap, rubber gloves, operating gloves, glass cleaner, cleaning detergents, scouring materials, wax and sealers. All supplies MUST be first quality and approved by the Departmental Representative
 - .2 All products shall comply with site Air Quality Guidelines.
 - .3 It must be the Contractor's responsibility to ensure that all supplies are restocked for one month in advance.
 - .4 The Contractor must supply an acceptable commercial quality wet/dry vacuum as described in Section # 1, Item 7.3.
- 2. Uniforms**
 - .1 All cleaning personnel employed under this contract must be uniformed as follows:
 - .1 **Supervisor and Duty Cleaners** – Industrial type matching shirt and trousers or coveralls with the company name or crest affixed to the shirt or coveralls.
 - .2 **Cleaning Staff** - Industrial type matching shirt and trousers or coveralls with the company name or crest affixed to the shirt or coveralls.
 - .2 Picture ID's must be worn while on-site. This must be located attached in a visual place on the uniform.
- 3. Building Security Locking & Unlocking**
 - .1 All doors to rooms, offices, labs, etc which must be unlocked by the Contractor's employees, must be locked immediately upon leaving.
- 4. Building Cleaning Operations**
 - .1 **Cleaning**
 - .1 Cleaning (including all vacuuming and use of cleaning agents) to take place between (16:00-22:00) Monday to Friday. Any cleaning requirements not performed due to absenteeism by contractor must be completed by next business day by 08:30.
 - .2 Where individual offices are equipped with light switches and they are unoccupied, lights are to be turned on when entering to clean the office, and switched off, immediately on leaving the office to proceed to clean the next office.
 - .3 Prior to award of Contract, the Contractor will submit his/her plan of operation in writing to conform with the routine cleaning, scheduled operations and special cleaning conditions.
 - .4 Heavy cleaning (stripping, waxing, carpet shampooing) to be done after 16:00, or during weekend hours. Closure of areas

or hallways need 48 hour notice. The Contractor shall coordinate all heavy cleaning through the Departmental Representative who shall advise the client.

- 5. Contract Staff**
- .1 The Contractor will quote an hourly rate for additional labour on an as and when required basis for such services as furniture moving, special cleanups, etc.
 - .2 All contract cleaning staff are to have authority to carry out directions coordinated through the Departmental Representative.
 - .3 The Contractor must equip his superintendent with a pager or similar communication device so he may be contacted by the Departmental Representative during the work day. An after-hours number for call outs shall be supplied.
- 6. Excluded Areas**
- .1 The following do not form part of this cleaning contract:
 - .1 Cleaning of exterior windows, except entrances.
 - .2 Office machines and personal property of occupants.
 - .3 Plants.
 - .4 Machinery in Workshops
 - .5 Experimental Laboratory Areas (to be identified by DFO staff)
 - .6 High dusting over 3.0 meters in height.
- 7. Special Cleaning Conditions, Etc.**
- .1 Bi-monthly – cleaning of walls in kitchen and exteriors of kitchen equipment.

GLOSSARY OF TERMS

CATEGORY & TYPE	OPERATION	DETAILED INFORMATION
1 <u>FLOORING:</u> ALL	Sweeping	Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvents, use a solvent based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used to ensure no streaks are left on the floor.
	Spray Buffing (Spray Clean)	Consists of spraying a spray buff on a swept floor, approximately 50 cms ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed.
	Wet or Dry Scrub (Semi-Stripping)	Consists of removing the top layer or layers of floor finish using either the wet (use minimum amount of water) or dry scrub method of the application of two (2) coats of a self-polishing, non-slip metal interlocked floor finish to the dry, clean floor. Complete operation by cleaning baseboards.
	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water.
		Note: <ol style="list-style-type: none"> .1 Floor sealer to be applied up to the baseboards. .2 Floor finishes to be applied up to 30 cms from the baseboards except for the last coat which will be applied right up to the baseboards. .3 Each coat of finish to be laid in the opposite direction from the previous coat. .4 Baseboards to be cleaned after each scheduled operation to remove streaks and splashes. .5 When using either the Wet scrub or Wet strip method, use a minimum amount of solution. .6 When using a Dry scrub or Dry strip method, damp mop the floor before applying sealer or finish. .7 When using the Wet scrub or Wet strip method, rinse the floor twice before applying sealer or finish.

<ul style="list-style-type: none"> - Offices - Washrooms - Laboratories - Corridors - Entrances - Lobbies 	Strip & Refinish	Consists of moving furniture, sweeping floor, stripping by using either the Wet or Dry method to remove all layers of finish. Apply a minimum of one (1) coat of a water base sealer and three coats of a self-polishing, non-slip, metal interlocked floor finish. Complete operation by cleaning baseboards.
	Polish or Buff	Consists of covering the full floor area with a machine or brush or pad to restore surface shine.
	Damp Mop	Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.

Terrazzo, Quarry Tile, Unpainted Concrete:

ENTRANCES AND LOBBIES	Strip & Refinish	Same as for Resilient floors.
WASHROOMS	Machine Scrub	As above EXCEPT rinse with a germicidal solution.
WASHROOMS	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing with a germicidal solution and picking up the rinse solution.
WASHROOMS	Strip & Refinish	Consists of sweeping floor, stripping using either the Wet or Dry strip method to remove all layers of finish. Applying a minimum of one coat of a water based sealer and two coats of a self-polishing, non-slip, metal interlocked floor finish.
WASHROOMS	Patrol Cleaning	Consists of picking up litter, wiping hand basins including wall surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers.

Unpainted Concrete:

MOST	Strip & Refinish	Consists of sweeping, stripping and applying one coat of an approved sealer.
2. RUGS & CARPETING	Vacuum	Consists of removing dust, dirt and litter using an upright or canister type of vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.
	Stain Remover	Consists of identifying the type of stain by look, feel or odour and the removal using the appropriate remover in accordance with instructions in commercially available spot remover kits.
WALK OFF MATS	Vacuum	Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner equipped with the appropriate floor tools.

	Salt Stain Remover	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed.
	Shampoo	Consists of vacuuming, stain removal and shampooing using either a machine agitated dry foam or jet extractor method. Hose washing may be used only if specified by the manufacturer and in accordance with his instructions.
3. WALLS	Dust	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.
	Spot Clean	Consists of removing fingerprints, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.
4. CEILINGS (Soft acoustical tile)	Vacuum	Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.
5. DRAPES	Vacuum	Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.
6. VINYL & LEATHERETTE UPHOLSTERY	Clean & Polish	Consists of removing soil marks and stains using an approved cleaner.
7. AIR GRILLES & AIR DIFFUSERS	Vacuum	Consists of removing dust and dirt using a vacuum cleaner equipped with a wand and brush attachment or wipe with a damp sponge and dry with a clean cloth.
	Wash	Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.
8. LUNCH & REST ROOM	Patrol Clean	Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc., damp wiping of sinks, counters and fixtures, emptying and cleaning of ash trays, picking up debris from floor, emptying garbage cans and waste receptacles.

QUALITY STANDARDS

1. EXTERIOR

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| Area Policing
(Litter Pickup) | .1 | Sidewalks, driveways, lawn areas, loading docks, entrances and other areas within 8 meters of the building, should be free of paper and other debris after policing. |
| Sweeping | .2 | Entrance sidewalks, loading dock, and other designated areas should be swept. |
| Ash Tray or Urn | .3 | Ash tray or urn should be empty, clean and in place |
| Entrances | .4 | After washing exterior walls and soffits, a clean surface free from grime, soap and water streaks should be presented. |

2. FLOOR MAINTENANCE

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| Sweeping | .1 | There should be no dirt, trash nor other matter left in corners, behind nor under free standing radiators, under furniture, behind nor under other movable items, nor behind doors. |
| | .2 | Floors should be free of dust film. |
| | .3 | There should be no dirt left where sweepings were picked up. |
| Damp and Wet Mopping | .1 | All mopped areas should be clean and free of surface stains, mop streaks and loose mop strands. |
| | .2 | Walls, baseboards and other surfaces should be free of watermarks and splashes. |
| | .3 | Water or other cleaning solution should not have been allowed to collect under furniture legs and cabinets. |
| Spray Buffing | .1 | There should be neither dust nor dirt left on the floor after spray buffing. |
| | .2 | There should be no muddying or rippling effect caused by over spraying. |
| | .3 | The floor should present an overall appearance of cleanliness. |
| | .4 | Baseboards and equipment should be free of spray residue. |
| Scrubbing/Cleaning | .1 | There should be no surface dirt or stains visible following the scheduled scrubbing operation. |
| | .2 | There should be no wax or finish buildup on the floor surface following the stripping operation. |

	.3	The furniture (excluding file cabinets) should have been moved for complete floor coverage.
	.4	Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.
Finishing (Application of Wax or Floor Finish)	.1	The floor should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application.
	.2	The floor should be clean and bright looking including in corners and under furniture.
	.3	There should be no residue on walls, baseboards, furniture and other surfaces.
	.4	Furniture and equipment should be relocated to where it was prior to the waxing operation.
Miscellaneous	.1	Chairs, wastepaper baskets, etc., should not be placed on desks or tables during cleaning operations.
3. CARPETS AND RUGS		
Vacuuming and/or Carpet Sweeping	.1	Carpets and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.
	.2	T-Mats should be clean and carpet or rug area around and under T-Mat should be free of dust and dirt.
	.3	Floor area under immediate edge of rugs should be free of dirt and dust.
	.4	Base floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators.
	.5	All furniture and equipment moved during the cleaning operation should be returned to its original location.
4. LOBBY, ENTRANCE AND CORRIDOR CLEANING		
Sweeping	.1	See Section 6 Paragraph.2.
Damp and Wet Mopping	.1	See Section 6 Paragraph.2.
Spray Buffing	.1	See Section 6 Paragraph.2.
Scrubbing/Stripping	.1	See Section 6 Paragraph.2.
Finishing	.1	See Section 6 Paragraph.2.
Dusting	.1	Lobby furniture should be free of dust, fingerprints and stains.
	.2	Baseboards, radiators, grills, window stools and other fixtures should be free of dust.

Walls	.1	Walls should be free of fingerprints, smudges and any other defacing marks.
Glass Doors and Side Lights	.1	There should be no streaks or smears on glass and the door frame should be clean.
	.2	There should be no water on the floor, sills or stools.
Polishing	.1	Door knobs, push bars, kick plates, railings, doors and other surfaces should be clean and polished.
Miscellaneous	.1	Foot grills and recessed pans should be free of dirt and debris after scheduled cleaning.
	.2	Walk-off mats should be clean and dry.
	.3	Lobby and entrances should be free of debris.
	.4	Notice boards and interior of fire-hose cabinets including glass should be clean.
5. ROOM CLEANING		
Trash Removal	.1	All wastepaper receptacles should be empty, clean and in place.
Sweeping	.1	See Section 6 Paragraph.2.
Dusting	.1	There should not be any dust or dust streaks on desks or other office furniture.
	.2	Glass tops on desk and tables should be clean and free of fingerprints and stains.
	.3	All pictures, plaques, etc. should be free of dust.
	.4	Corners and crevices should be free of dust.
	.5	Radiators, window stools, door ledges, frames, louvers, baseboards and partition ledges should be free of dust.
Spot Cleaning	.1	Walls, doors, door frames, door and partition glass should be free of fingerprints.
Damp Wiping	.1	Mirror, ash trays, and all other glass should be clean and free of dust, dirt streaks and spots.
Vacuuming and/or Carpet Sweeping	.1	See Section 6 Paragraph.2.

6. WASHROOM CLEANING AND SERVICING

Trash Removal	.1	All paper and garbage receptacles should have been emptied, plastic bags should have been replaced, if required, and the exterior surface wiped clean.
Supplies	.1	All dispensers of supplies should be filled.
Sanitary Receptacles	.1	All sanitary receptacles should be empty and a disposal bag replaced, if required.
	.2	All sanitary receptacles should be free of odour, spots, stains and fingerprints removed.
Fixtures	.1	All surfaces of wash basins and all exposed piping should be free of dust, dirt spots and stains
	.2	All surfaces of flush tank toilet seats, bowls and urinals should have been disinfected.
Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges	.1	All dispensers, shelves, shelf brackets and ledges should be free of fingerprints, dust and stains.
	.2	All mirrors should be clean
	.3	Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould.
Floors	.1	Floors, including corners should be free of dirt, dust, marks, paper and mop strings, water and mop marks. Baseboards and coves should be clean. Floors should have been disinfected.
Sweeping	.1	See Section 6 Paragraph 2.
Damp and Wet Mopping	.1	See Section 6 Paragraph 2.
Scrubbing / Stripping	.1	See Section 6 Paragraph 2.
Finishing	.1	See Section 6 Paragraph 2.

7. STAIRWAY CLEANING

Vacuuming / Dusting	.1	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris.
	.2	Stair railings, ledges, door mouldings, radiators, window stools and grills should be free of dust.
Cleaning, Polishing and Wall Spotting	.1	Glass, wood and metal surfaces should be clean and free of all marks and dirt.
	.2	Handrails, doorknobs and other surfaces should be clean and polished where applicable.

	.3	Walls up to a standing height should be free of all marks.
Mopping and Stripping	.1	Stair landings, treads, risers, walls and baseboards should be clean and free of watermarks and splashing from cleaning and finishing solutions.
8. HIGH CLEANING	(On completion of Scheduled Operation). This refers to high cleaning below 3.0 meters height.	
Clocks		Glass should be clean and free of streaks Edges should be wiped free of dust
Lockers		Tops should be free of dust.
Pictures and Plaques		Glass should be clean and free of streaks Edges should be wiped free of dust
Tops of Partitions		Should be free of dust.
Venetian Blinds		Both sides of slats should be clean and free of dust. Window frames and adjoining area should be free of dust.
Wall or Ceiling Ventilator		Should be free of dust
Exhaust Fans		Framework around ventilator should have been wiped clean Wall area around fan should be free of dust.
9. WINDOW, PARTITION AND SHOW CASE	(On completion of Scheduled Operation).	
Glass Cleaning		Glass should be clean and free of streaks Sash, sill and stool should be clean and free of watermarks Items moved during the cleaning operation should have been replaced to original location.
10. GARABGE ROOMS		Floors should be clean and free of debris Wastepaper and garbage should be properly stored in the designated fireproof space. Empty garbage and recycling containers should be cleaned and free of odors.
11. CONTRACTOR'S SPACE AND JANITOR CLOSETS		All floors should be clean All fixtures and walls should be free of dust and stains. Mop pails/trucks should be empty and free of odors There should be no wastepaper, garbage or empty containers in Janitor Closets.

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Exterior Surfaces - General Main Entrance Area Only. Main entrance should be swept daily.	Walls, doors and windows at street level	Remove graffiti and posters Clean	X						
	Ornamental metal work, metal entrance doors & push bars	Clean and Polish	X						
	Steps, landings for entrances doors	Clean steps, and landings	X						
	Aluminium fittings, signs, name plates, plaques, latches, pull handles, push and kick plates Grounds cleaning	Clean and Polish		X					
Exterior Surfaces	Glass & sashes in entrance sidelights	Pick up litter within 8 meters of building Clean both sides	X						
	Name plates, plaques, latches, pull handles, push and kick plates	Clean and Polish		X					
	Notice boards, Chalkboards, Whiteboards	DO NOT CLEAN boards containing written Information. Dry clean using approved product, clean troughs & vacuum erasers.							As requested
Interior Services - General	High ledges, tops of cabinets, partitions, doors, exposed pipes, etc. under 2.5 metres high	Dust and wipe		X					
	Fire hose cabinets, display areas	Spot clean	X						Tuesday, Thursday
	Fire extinguishers	Wash and Polish		X					
		Dust		X					
		Damp wipe			X				
	Radiators	Dust and damp , wipe behind & underneath		X					
		Wash			X				
	Walls, partitions and baseboards	Spot clean, dust.		X					
		Wash, vacuum fabric.						X	

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Ledges and mouldings	Dust	X						
	Ceiling air diffusers, air intake grills	Vacuum Wash		X			X		
	Door & Door frames	Clean & dust		X					
	Door kick plates, hand plates and latches	Clean Polish							Tuesday, Thursday
	Door grills	Vacuum Wash		X					
	Drinking fountains & owned water coolers	Wash and disinfect with odourless product (outside only)	X				X		
	Pictures, murals, clocks	Clean		X					
	Counters	Damp wipe & polish	X						
	Counter facings, metal wickets, glass and wood partitions	Clean		X					
	Dry garbage	Remove from building, and place in exterior receptacles Dust & wash containers	X				X		As required
	Hallway recycling centres (recyclables, compost, cardboard, etc)	Remove from building and place in appropriate exterior receptacles	X						As required
	Windows and glass partitions including fire doors	Spot clean & remove all foreign substances Wash both sides of glass	X						
	Shredding machines	Empty and remove to outside receptacle				X			As required
	Light Fixtures	Remove insects, debris and wash the fixture and tubes				X			
	Walls	Spot clean Wash							As required
	Carpets	Vacuum and pick up litter	X					X	

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
		Spot clean, report spots that require special clean products Steam clean		X					Report to the Departmental Representative.
							X	X	And as requested by the Departmental Representative as per Unit price table.
		Sweep using dust control method	X						
		Damp mop to remove spillage							As required
		Remove gum and other foreign residue	X						
		Machine scrub floors						X	
		Wash floors		X					
		Supply & install correct size plastic bags							Monday / Wednesday / Friday
		Empty & damp wipe exterior	X						
		Wash & disinfect					X		
Computer Room(s) & Printer Room	General Floors	Vacuum twice with industrial type, wet & dry vacuum cleaner equipped with proper floor tools & sufficient suction to remove wet or dry sand, water, etc.	X						And as required
		Clean in designed area		X					
		Remove, clean floor & reinstall	X						
		Shampoo all mats		X					In winter months
		Garbage removal							Monday / Wednesday / Friday
		Vacuum floor, dust horizontal surfaces.		X					
		Damp mop floor using a germicidal solution			X				
		Clean and dry wipe	X						
		Sweep and wet mop	X						
		Wash & disinfect	X						
Janitor Rooms	Floors								
	Sinks								

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Contractor's Space	Mops	Washed clean and stored	X						
	Equipment & supplies	Keep clean & stored neatly	X						WHMIS Sheets must be used
	Walls & shelves	Wash				X			
	Room	Maintain as per corresponding areas	X						
	Terrazzo, marble or resilient surfaces	Wet or dry scrub and refinish		X					Twice per week
Offices, Multi-purpose areas		Sweep, remove foreign residue & spills							Twice per week
		Strip & reseal all floors as requested							As requested by PSPC, Unit Price Table
	General cleaning	Sweep and keep clean of litter & foreign residue	X						
		Dust handrails, vertical grills, baseboards, stringers and ledges		X					
		Damp mop		X					
Stairs and Landings	Handrails	Wipe and Polish		X					
	Stairwell	Clean							Tuesday, Thursday
	Carpets	Vacuum		X					Tuesday, Thursday
		Spot clean		X					
		Steam clean						X	And then as requested by the Tech. Fac. Mgr. in accordance with Unit Price Table.
Entrances, Lobbies, Vestibules & Foyers	Floors	Sweep, vacuum & keep clean of litter	X						And as required during Functions
		Sweep, wash and spray buff	X						And additional damp mopping as necessary
		Wax				X			
		Remove salt, sand and water	X						And as required
	Walls	Spot clean							As required
Cleaning Tender - 2018 Mactaquac Biodiversity Facility		Wash						X	
	Foot grilles, recessed pans, drains and mats	Clean , vacuum & remove foreign residue	X						

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Doors	Spot clean all glass inside and out	X						And as required
		Wash and Polish inside and out							Tuesday, Thursday, Friday
		Clean door frames							Tuesday, Thursday
	Entrance Mats	Vacuum	X						
		Spot clean	X						As required
		Wet vac							As required
		Clean							As required depending on weather
		Removed or rolled up to complete floor cleaning operation		X					
	Glass windows and metal surrounds	Clean both sides		X					
	Floors	Sweep	X						
Corridors, Halls & Elevator Lobbies		Damp mop and buff	X						
		Damp mop to remove spillages or salt.	X						And as required
		Spray buff		X					
		Strip and Refinish and wax						X	And as requested by the Tech. Fac. Mgr. in accordance with Unit Price Table.
	Carpets	Vacuum	X						As required
Dry Laboratories		Spot clean							
		Steam clean						X	And as requested by Departmental Rep in accordance with Unit Price Table.
		Sweep using dust control method		X					
		Damp mop using dust control		X					
		Spray buff traffic areas			X				
		Wet or dry scrub and refinish							As requested in accordance with Unit Price Table.
		Extra strip & refinish.							As requested in accordance with Unit Price Table.

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Furniture and fixtures	Telephones & intercom instruments	Dust		X					
	Boardroom & executive furniture	Dust & remove finger marks and stains	X						
	Mirrors, windows and glass doors	Clean and polish		X					
	Empty stacks and shelves	Dust							Every second week
	Pictures & Wall hangings	Dust (exclude paintings & art objects)							Every second week
	Walls and / or	Spot clean							As required
	Vertical surfaces	Dust and remove stains		X					
	Free standing screens	Dust							Every second week
	Boardroom & executive furniture	Clean & polish		X					
	Lockers, storage cabinets.	Dust tops							Every second week
	Artificial plants	Damp wipe, dust & remove debris from containers		X					
	Public clothes closets	Clean interior			X				
	Boot trays and boot shelves	Wash during inclement weather		X					as required
	Upholstered furniture	Vacuum			X				
	All glass & furniture covers	Remove, clean & reinstall							Every second week
	Bookcase glass	Clean & polish both sides			X				
	Upholstered & Leather products in executive offices, boardrooms & waiting areas	Clean using approved leather, vinyl & leatherette upholstery product				X			
	Upholstered free standing screens	Vacuum					X		
	Desk Wells	Dust ledges inside		X					
	Venetian Blinds & drapes	Vacuum				X			
Offices & meeting rooms	Carpets and rugs	Spot clean							As required
		Vacuum traffic lanes		X					Twice per week

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
		Steam clean						X	And as requested by Departmental Rep in accordance with Unit Price Table.
	Hard Floors	Dust and sweep	X						
		Spray buff							As required
		Spot clean		X					As required
		Wash		X					
		Wax						X	And as requested by Departmental Rep in accordance with Unit Price Table.
	Furniture	Vacuum upholstered furniture			X				
		Dust and damp wipe horizontal and vertical surfaces			X				
	Bookcases	Dust exposed areas including ends of books		X					
		Clean and Polish glass doors		X					
Washrooms	Sign-in checklist sheet, on inside of door	Supply and sign sheet as completed	X						
		Plumbing repairs required - notify PSPC	X						
	Floors	Scrub and disinfect germicidal detergent	X						
		Flush floor drains	X						
		Wash and disinfect drain covers		X					
		Machine scrub with germicidal solution		X					
		Strip, refinish floors					X		As requested in accordance with Unit Price Table.
		Clean both sides & disinfect with germicidal detergent, descale	X						
	Toilet seats	Descal	X						
	Toilet bowls	Replenish toilet paper as required	X						

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
	Urinals	Remove screens, clean drains, replace, descale			X				
	Walls	Wash and disinfect & remove graffiti		X					And as required
	Body contact points (e.g. water taps, receptacles, dispensers, door plates, toilet seats, flush tanks and valves etc.	Damp wash and disinfect with germicidal detergent, replenish empty dispensers.	X						
	Sani-cans, refuse & wastepaper receptacles	Empty, wash, disinfect and replace bags	X						
	Toilet partitions, partition doors & ceramic walls	Damp wash both sides germicidal detergent		X					
	Exposed piping	Damp wash with germicidal detergent		X					
	Waste paper	Remove and discard	X						
	Soap, toilet paper, sani-bags, paper towel, etc	Supply & replenish sufficient quality supplies as required	X						and as required
	Refuse receptacles (may be lined)	Wash and disinfect (Contractor may supply plastic liners, in which case washing & disinfecting need only be done monthly.)	X						
	Ceilings	Wash with germicidal detergent						X	
	Sinks	Clean & Disinfect	X						
	Bathroom Counters, shelves, and ledges	Clean and Disinfect	X						
	Mirrors	Clean & Polish	X						
	Walls	Wash		X					as required
	Inventory / Damages	Report unserviceable or missing inventory. Note damages and evidence of smoking.	X						
Washroom	Shower floors and walls	Scrub and disinfect all surfaces		X					
Shower Stalls		Shine all fixtures	X						
	Shower curtain	Advise PSPC when changing /replacement is required		X					

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Lunchrooms, Rest areas	Patrol	Check for additional required cleaning	X						
	Carpets and rugs	Spot clean							as required in accordance with the Unit Price Table
		Vacuum	X						
		Steam clean						X	as required in accordance with Unit Price Table
	Walls, doors, partitions & exterior of cupboards	Spot clean	X						As required
		Wash		X					
	Floors	Sweep, wash & buff	X						
		Wet scrub and refinish		X					
		Strip and Refinish						X	as requested in accordance with Unit Price Table
	Furniture	Vacuum upholstered furniture		X					
		Vertical dust		X					
		Horizontal dust		X					Tuesday, Thursday
	Garbage cans & paper receptacles	Clean and Polish		X					
		Empty & replace plastic bags	X						as required
		Supply and replenish	X						
	Furniture, tables chairs	Wash	X						
		Wash with anti-bacterial cleaner	X						
	Counter, sinks								

CLEANING SUPERVISOR WORK DESCRIPTION

Title: Cleaning Supervisor

Mission: To deliver cleaning services, ensuring occupant satisfaction.

Liaises with: Departmental Representative.

Miscellaneous Requirements

- Supervisor must have extensive knowledge of appropriate cleaning requirements, standards, material and equipment.
- Supervisor must have knowledge of safety procedures and policies, organizational and interpersonal skills and a general knowledge of WHMIS.

Primary Function

- The supervisor will oversee the performance of the building's cleaning staff and will be the primary liaison person with the Departmental Representative.
- This supervisor may be assigned cleaning duties combined with supervisory duties. The Cleaning Supervisor must be given the flexibility required to ensure subordinates accomplish assigned duties within the time allowed/expected.
- The Cleaning Supervisor will be responsible for the coordination and overall standard of cleanliness for the entire complex.

Responsibilities

- Routinely carry out random room inspections on cleaning staff to ensure high standards of cleanliness are met.
- Complete inspection report and pass to the Departmental Representative for action and filing.
- Report any damage or missing items/shortages to the Departmental Representative on a daily basis.
- Ensure all Janitorial stations are clean and well stocked.
- Provide hospitable, recognition and courteous, efficient and accurate services through actions, responses, decisions and communication that exceeds the anticipated and expressed expectations of all guests and DFO personnel.
- Coordinate and follow up on relative instructions to the Departmental Representative and DFO personnel.
- Report all Lost & Found items to the Departmental Representative
- Ensure the daily accuracy of Time Sheets and the Time Log.
- Manage staffing levels, preparing work schedules in accordance with workload levels and accurately anticipating service needs.
- Maintain excellent 2-way communications with DFO staff; follow up with the Departmental Representative, other PSPC staff and other supervisors.
- Make every effort to address and rectify Client complaints.
- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.

- Effectively respond to all reasonable additional assignments as determined by the Departmental Representative.
- Assist in maintaining all Facility properly by reporting all maintenance requirements observed daily during shift.
- Develop and maintain up-to-date knowledge of floor stripping and waxing, buffing, window cleaning, carpet shampooing and upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum wastage, correct usage and storage, and optimum cleanliness of equipment.
- Ensure environmental procedures for waste disposal/recycling are adhered to in accordance with Environmental Policy.
- Coordinate with Contractor head office for proper billing of functions.
- Report deficiencies and DFO complaints to the Departmental Representative.

Contractor

Date

Departmental
Representative

Date

CLEANER WORK DESCRIPTION

Title: Cleaner

Mission: To maximize satisfaction while performing assigned cleaning tasks to maintain rooms, public areas and back of house areas ensuring the cleanliness of these areas meets the established standards of the Departmental Representative and DFO Facility Support Officer.

Responsible to: Cleaning Supervisor

Responsibilities

- As required, provide service as per the contract specifications.
- Carry out daily cleaning duties as detailed on the worksheet for the scheduled shift
- Develop and maintain up-to-day knowledge of floor stripping and waxing, buffing, window cleaning, carpet shampooing, upholstery cleaning and other related duties as assigned.
- Develop and maintain knowledge of the proper usage of all cleaning supplies as outlined in the WHMIS legislation and to maintain supplies and equipment with care ensuring minimum of wastage, correct usage and storage, and optimum cleanliness of equipment.
- Develop and maintain an excellent working relationship with the Departmental Representative and DFO personnel.
- Ensure efficient Lost and Found service by identifying, recording, reporting and delivering all found items to the PSPC Departmental Representative
- Assist in maintaining all DFO property by reporting all maintenance needs observed during shift to Supervisors.
- Be cross-trained in all of the cleaning tasks and be available to work flexible shifts including evenings or weekends as required.
- Develop confidence through an increasing ability to make appropriate decisions to gain the loyalty of satisfied and dissatisfied of DFO staff.
- Exceed the anticipated and expressed expectations of all staff and guests.
- Develop and maintain a thorough knowledge of all service facilities and features of the DFO facilities.
- Be fully conversant and compliant at all times with all safety regulations referenced in this document, and to report on all incidents, accidents, near misses and safety hazards.
- Respond to all reasonable additional assignments determined by the Cleaning Supervisor or PSPC Departmental Representative

- Report deficiencies and guest complaints to the Cleaning Supervisor and the Departmental Representative.

Light Duty Cleaner - dusts, vacuums, duties include full cleaning services to designated offices, cleans washrooms, showers, tubs, sinks, windows, blackboards, furniture, floors and walls.

Heavy Duty Cleaner - same duties as a Light Duty Cleaner plus stripping, waxing, scrubbing and buffing of floors. Removes garbage to outdoor storage.

Additional Miscellaneous Labour - includes moving furniture, setting up rooms for various uses, recycling material pickup and other general tasks.

Contractor

Date

Departmental
Representative

Date

PERFORMANCE EVALUATION - CLEANING CHECKLIST

Building: _____ Date: _____

Scoring Chart:

4 – Above average 3 – Good Quality Service 2 – Cleaner needs direction 1 – Cleaning not completed

Area	Score	Notes
Glass (Interior)		
Dusting		
• Furniture		
• Baseboards		
Coffee Stations		
• Counters		
• Cabinets		
• Tables		
Walls		
• Switch Plates		
• Doors		
• Door Frames		
Sweeping and Mopping		
• Under desks		
• Edges		
Vacuuming (under desks and edges)		
Janitor Closet (neat and Tidy)		
Bathrooms		
• Floors		
• Toilets		
• Sinks and vanity		
• Faucets		
• Heaters		
• Vents		
• Door Handles		
• Light Switches		
• Showers (if Applicable)		
Boardrooms		
• Tables (including legs)		
• Chairs (including legs)		
• Walls		

• Door knobs		
• Light Switches		
• Floors (under tables)		
• Dusting Furniture		
• Counters (if applicable)		
Stairwell		
• Sweep including edges and behind pipes		
• Mop including edges		
• Clean banister (including bottom)		
• Window sills		

Contractor
Representative

Date

Departmental
Representative

Date