



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Travaux publics et Services gouvernementaux  
Canada

Place Bonaventure, portail Sud-Oue

800, rue de La Gauchetière Ouest

7<sup>e</sup> étage, suite 7300

Montréal

Québec

H5A 1L6

FAX pour soumissions: (514) 496-3822

## REQUEST FOR PROPOSAL

## DEMANDE DE PROPOSITION

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

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

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Travaux publics et Services gouvernementaux Canada

Place Bonaventure, portail Sud-Oue

800, rue de La Gauchetière Ouest

7<sup>e</sup> étage, suite 7300

Montréal

Québec

H5A 1L6

<b>Title - Sujet</b> Janitorial Services - Quebec Base	
<b>Solicitation No. - N° de l'invitation</b> EE517-180764/A	<b>Date</b> 2018-11-22
<b>Client Reference No. - N° de référence du client</b> EE517-180764	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MTC-775-15115	
<b>File No. - N° de dossier</b> MTC-8-41115 (775)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-01-08</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Heure Avancée de l'Est HAE
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Aguilera, Maria Pia	<b>Buyer Id - Id de l'acheteur</b> mtc775
<b>Telephone No. - N° de téléphone</b> (514) 592-3823 ( )	<b>FAX No. - N° de FAX</b> (514) 496-3822
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> PWGSC/TPSGC ESC 1 - MPO / TRANSPORT CST 1 - DFO / TC 1550, AVENUE ESTIMAUVILLE QUEBEC Québec G1J0C7 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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### **Support the use of apprentices**

Through Canada's Economic Action Plan 2013, the Government of Canada proposes to support the employment of apprentices in federal construction and maintenance projects. To support this initiative, a voluntary certification signaling the Contractor's commitment to hire and train apprentices is available at Annex "K".

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**List of Annexes:**

Annex "A"	Cleaning Specifications
Annex "B"	Pricing Schedule
Annex "C"	Building Description
Annex "D"	Specific Requirements
Annex "E"	Evaluation Procedures and Basis of Selection
Annex "F"	Reference Letter Template
Annex "G"	Evaluation Table Annex "H" Security Requirements Check List
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## **TITLE: HOUSEKEEPING, QUEBEC BASE**

### **PART 1 - GENERAL INFORMATION**

#### **1. Introduction**

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

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

The Annexes include the Cleaning Specifications, the Pricing Schedule, the Building Description, the Specific Requirements, the Evaluation Procedures, the Basis of Selection, the Reference Letter Template, the Evaluation Table, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, and the Voluntary Certification to Support the Use of Apprentices and any other annexes.

#### **2. Summary**

Provide cleaning and maintenance services, including supply of labor, materials, and equipment on behalf of the Department of Fisheries and Oceans (DFO) at 101 Champlain Blvd. Quebec (Quebec) Canada. Services must be provided in accordance with the general requirements attached at Annex "A". The contract period is 2 years with the possibility of 3 individual option years.

There is a security requirement associated with this requirement. For additional information, consult Part 6 – Security, Financial and Other Requirements and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada(<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website".

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA)."

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The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled [Federal Contractors Program for Employment Equity - Certification.](#)

### **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 of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

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## PART 2 - BIDDER INSTRUCTIONS

### 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 (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: sixty (60) days

Insert: one hundred twenty (120) days

### 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.

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

### 3. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to 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:

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

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"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 as defined above?

YES ( ) NO ( )

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

- (1) name of former public servant;
- (2) 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.

#### **4. Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

## 5. Applicable Laws

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

The Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.

## 6. Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for site visit to be held on December 13<sup>th</sup>, 2018 at 10:00 AM at 101 Champlain Boulevard in Quebec City (gate of main entrance).

Bidders must arrive at least 20 mins before the start of the visit, in order to present themselves at the gate, register and obtain a "visitor" parking permit.

**Bidders are asked to communicate with the Contracting Authority no later than two days before the scheduled visit to confirm attendance and provide the names of the person(s) who will attend.**

Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit. Bidders who do not attend or send a representative will not be given an alternative appointment and their bids will be rejected as non-compliant. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

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

- Section I: Technical Bid (2 hard copies)
- Section II: Financial Bid (1 hard copy)
- Section III: Certifications (1 hard copy)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

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

#### Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

#### Section II: Financial Bid

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

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### **Section III: Certifications**

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

#### **3.2 Electronic Payment of Invoices – Bid**

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

If Annex "I" 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.

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## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the \_\_\_\_\_ (*insert "technical", if applicable, "financial", if applicable*) evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### 1.1 Technical Evaluation

##### 1.1.1 Mandatory Technical Criteria

- 1. Attendance at the mandatory site visit;
- 2. Security Clearance of Designated Organization Screening, at bid closing, in accordance with Part 6, Security Requirements;

##### 1.1.2 Point Rated Technical Criteria

See Annex E and F

### 2. Basis of Selection

- 1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory technical evaluation criteria; and
  - c. Obtain a minimum score of 60% for each technical criterion evaluated, with a minimum score of 70% for all of the technical criteria.
- 2. Bids not meeting (a) (b) and (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

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## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

### 5.1 Certifications Required with the Bid

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

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

### 5.2 Certifications Precedent to Contract Award and Additional Information

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

#### 5.2.1 Integrity Provisions – Required Documentation

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

#### 5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

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

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

### 5.2.3 Additional Certifications Precedent to Contract Award

#### 5.2.3.2 Status and Availability of Resources

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

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

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## PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirement

1. At the date of bid closing, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. For additional information on security requirements, bidders should refer to the [Canadian Industrial Security Directorate \(CISD\), Industrial Security Program](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

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## PART 7 - RESULTING CONTRACT CLAUSES

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

### 1. Statement of Work

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

### 2. Standard Clauses and Conditions

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

Field Code Changed

#### 2.1 General Conditions

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

### 3. Security Requirement

The following security requirement (SRCL and related clauses) applies and form part of the Contract.

#### SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE N° EE517-180764

1. The Contractor/Offor 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/Offor personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offor must comply with the provisions of the:
  - a. Security Requirements Check List and security guide (if applicable), attached at Annex "H";
  - b. Industrial Security Manual (Latest Edition).

### 4. Term of Contract

#### 4.1 Period of the Contract

The Work is to be performed during the period of February 1st 2019 to January 31st 2021.

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## 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 periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

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

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

- <http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chropt=1&lang=eng>;
- <http://www.statcan.gc.ca/daily-quotidien/130823/dq130823a-eng.htm>; or
- <http://www5.statcan.gc.ca/cansim/pick-choisir?lang=eng&p2=33&id=3260020>

## 5. Authorities

### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Maria Aguilera  
Title: Supply Specialist  
Public Works and Government Services Canada  
Address: Place Bonaventure, Portal South-West  
800 de la Gauchetiere West, suite 7300  
Montreal (QC), H5A 1L6  
Telephone: 514-592-3823  
Facsimile: 514-496-3822  
E-mail address: mariapia.aguilera@tpsgc-pwgsc.gc.ca

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

### 5.2 Project Authority

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_

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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.

### 5.3 Contractor's Representative

Name : \_\_\_\_\_

Title : \_\_\_\_\_

Organisation : \_\_\_\_\_

Address : \_\_\_\_\_

Telephone : \_\_\_\_\_

Facsimile : \_\_\_\_\_

E-mail address : \_\_\_\_\_

### 6. Proactive Disclosure of Contracts with Former Public Servants

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

### 7. Payment

#### 7.1 Basis of payment: Cost reimbursable – Limitation of expenditure

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of payment in annex "B", to a limitation of expenditure of \$\_\_\_\_\_ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

#### 7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$\_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor

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unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

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

whichever comes first.

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

### 7.3 Determination of Cost

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract shall be calculated using the firm monthly rate per m<sup>2</sup> identified in Pricing Schedule, and in accordance with the following formula:

The firm monthly rate per m<sup>2</sup> in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m<sup>2</sup>. The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

### 7.4 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)

### 8. Invoicing Instructions

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.

### 9. Certifications

#### 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

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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.

## 9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

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

## 10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Quebec

## 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), Services (medium complexity);
- (c) Annex "A", Cleaning Specifications
- (d) Annex "B", Pricing Schedule
- (e) Annex "C", Building Description
- (f) Annex "D", Specific Requirements
- (g) Annex "E", Evaluation Procedures and Basis of Selection
- (h) Annex "F", Reference Letter Template
- (i) Annex "G", Evaluation Table
- (j) Annex "H", Security Requirements Check List
- (k) Annex "I", Electronic Payment Instruments
- (l) Annex "J", Federal Contractors Program for Employment Equity - Certification
- (m) Annex "K", Voluntary Certification to Support the Use of Apprentices
- (n) the Contractor's bid dated \_\_\_\_\_, as clarified on \_\_\_\_\_ "[or](#)", as amended on \_\_\_\_\_ "

## 12. Insurance – Specific Requirements

### 12.1 Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in the **following article 13.2 Commercial General Liability Insurance**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the

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insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

### 13.2 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 Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
  - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - (l) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

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### 13. Contract Financial Security - Janitorial Services

1. The supplier must provide to Canada one of the following contract financial securities within 30 calendar days after the date of contract award:
  - (a) a certified cheque to the Receiver General for Canada in the amount of 10 percent of the contract price; or
  - (b) an irrevocable standby letter of credit as defined in clause E0008C in the amount of 10 percent of the contract price.
2. If Canada does not receive the required financial security within the specified period, Canada may terminate the contract for default pursuant to its default provision.

#### 13.1 SACC Manual clause E0008C (2018-06-21) Financial Security Definition

### 14. Government Site Regulations

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

### 15. Voluntary Reports for Apprentices Employed during the Contract

The Contractor should compile and maintain records on the number of apprentices that were hired to work on the contract and their trade specialty.

The Contractor should provide this data in accordance with the format below. If no apprentices were hired during the contract period, the Contractor should still provide a "nil" report.

The data should be submitted to the Contracting Authority 6 months after contract award or at the end of the contract, whichever comes first.

Number of apprentices hired	Trade specialty

(Add lines if needed)

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**ANNEX "A"**

**CLEANING SPECIFICATIONS**  
*(see document attached)*

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**ANNEX "B"**

**PRICING SCHEDULE**  
*(see document attached)*

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**ANNEX “C”**

**BUILDING DESCRIPTION**  
*(see document attached)*

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**ANNEX "D"**

**SPECIFIC REQUIREMENTS**  
*(see document attached)*

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**ANNEX "E"**

**EVALUATION PROCEDURES AND BASIS OF SELECTION**  
*(see document attached)*

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**ANNEX "F"**

**REFERENCE LETTER TEMPLATE**  
*(see document attached)*

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**ANNEX “G”**

**EVALUATION TABLE**  
*(see document attached)*

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**ANNEX "H"**

**SECURITY REQUIREMENTS CHECK LIST**  
*(see document attached)*

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**ANNEX "I" to PART 3 OF THE BID SOLICITATION**

**ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts to be paid by 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)

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## ANNEX "J"

### FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY- CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

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

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

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

OR

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

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

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

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## ANNEX "K"

### Voluntary Certification to Support the Use of Apprentices

1. To encourage employers to participate in apprenticeship training, Contractors bidding on construction and maintenance contracts by Public Works and Government Services Canada (PWGSC) are being asked to sign a voluntary certification, signaling their commitment to hire and train apprentices.
2. Canada is facing skills shortages across various sectors and regions, especially in the skilled trades. Equipping Canadians with skills and training is a shared responsibility. In Economic Action Plan (EAP) 2013, the Government of Canada made a commitment to support the use of apprentices in federal construction and maintenance contracts. Contractors have an important role in supporting apprentices through hiring and training and are encouraged to certify that they are providing opportunities to apprentices as part of doing business with the Government of Canada.
3. Through the Economic Action Plan 2013 and support for training programs, the Government of Canada is encouraging apprenticeships and careers in the skilled trades. In addition, the government offers a tax credit to employers to encourage them to hire apprentices. Information on this tax measure administered by the Canada Revenue Agency can be found at: [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca). Employers are also encouraged to find out what additional information and supports are available from their respective provincial or territorial jurisdiction.
4. Signed certifications will be used to better understand contractor use of apprentices on Government of Canada maintenance and construction contracts and may inform future policy and program development.
5. The Contractor hereby certifies the following:

*In order to help meet demand for skilled tradespeople, the Contractor agrees to use, and require its subcontractors to use, reasonable commercial efforts to hire and train registered apprentices, to strive to fully utilize allowable apprenticeship ratios<sup>1</sup> and to respect any hiring requirements prescribed by provincial or territorial statutes.*

The Contractor hereby consents to this information being collected and held by PWGSC, and Employment and Social Development Canada to support work to gather data on the hiring and training of apprentices in federal construction and maintenance contracts.

<sup>1</sup> The journeyperson-apprentice ratio is defined as the number of qualified/certified journeypersons that an employer must employ in a designated trade or occupation in order to be eligible to register an apprentice as determined by

Solicitation No. - N° de l'invitation  
EE517-180764A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur  
MTC775

Client Ref. No. - N° de réf. du client  
EE517-180764

File No. - N° du dossier  
MTC-8-41115

CCC No./N° CCC - FMS No./N° VME

provincial/territorial (P/T) legislation, regulation, policy directive or by law issued by the responsible authority or agency.

*Name:*

*Signature:*

*Company Name:*

*Company Legal Name:*

*Solicitation Number:*

*Optional information to provide:*

*Number of apprentices planned to be working on this contract:*

*Trades of those apprentices:*

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## **APPENDIX A**

### **CLEANING SPECIFICATIONS**

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2. Quality Standards

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## SECTION 1

### SPECIAL CONDITIONS

<b>1. Building Cleaning Operations</b>
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#### **.1 General**

- .1 The work that was previously established with the Ministerial Representative will be inspected every three months by the Contractor's Representative by completing an inspection report to determine whether the work is acceptable. It is recommended (but not mandatory) that the Ministerial Representative be present during the inspections.
- .2 When days of the week specified in Appendix A fall on a holiday, the Contractor shall perform the operations the first working day thereafter.
- .3 Conversion of Flooring
  - .1 There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.
- .4 During the day and the evenings, the contractor shall maintain on site sufficient working staff to execute all cleaning requested in the specifications, including periodic and routine (regular) cleaning, all special requirements and emergencies.
- .5 A qualified foreman or team leader must be on site at all times during the cleaning operations in order to insure a proper execution of the work along with a constant communication line between the Ministerial Representative and the contractor, in case of emergencies
- .6 The will equip the foreman, team leader or a designated employee with a communication device so that he may be contacted whenever necessary during building occupancy hours.
- .7 All day and evening foreman or leader shall follow the Ministerial Representative's directives, whether or not the specifications are altered slightly.
- .8 From Monday to Friday inclusive, the day cleaning must begin at 7 a.m. and be completed at 4 p.m. These hours could be modified according to the Ministerial Representative's directives.
- .9 The Contractor must ensure a physical presence from 7 a.m. to 6 p.m., Monday to Friday, inclusively.
- .10 Regular cleaning must be done in the evening or at night, from Monday to Friday, inclusively.

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- .11 Cleaning operations should be carried out in such a manner that no more than 25% of the building will be illuminated while cleaning operations are under way during unoccupied hours, i.e.: work should be completed on each floor or in each section of a floor and lights switched off in that area before other work may begin. When private offices have their own switches, turn the lights on and off when entering and leaving the room.

## **.2 Scheduled Cleaning Operations**

- .1 Appendix A establishes the Scheduled Cleaning Operations to be performed during the Contract Term and to be repeated in each extension period of the Contract Term.
- .2 Scheduled Cleaning Operations shall be completed by the Contractor in the months specified in Appendix A.
- .3 Special arrangements for security access must be scheduled and approved by the Ministerial Representative. The Contractor must give the Ministerial Representative seven days' notice of the scheduled work so that occupants can be informed.

## **.3 Inspection of Scheduled Cleaning Operations**

- .1 The Contractor must abide to the Scheduled Cleaning Operations included in Appendix A of the present specifications. The Contractor must also notify the Ministerial Representative immediately upon completion of these operations so that these may be inspected and that proper corrective measures may be initiated, should this be necessary. The Contractor must inspect the job done before informing the Ministerial Representative.

## **.4 Emergency Cleaning**

- .1 To request emergency cleaning and repairs contact the Lessee's National Service Call Centre at 1-800-463-1850.
- .2 Emergency (On Call) Cleaning means:  
The Contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on site within 1 hour of notification.

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## 2. Health & Safety

- .1 All health and safety requirements (pertaining to accident prevention and fire hazards) set forth in National, Provincial and Municipal codes and/or prescribed by the authorities having jurisdiction shall be complied with. In addition, the Contractor's employees and/or contractors shall be appropriately trained with respect to knowledge or the aforementioned requirements, and with respect to implementation and compliance with same in a competent manner.

Comply at all times with the Act and abide by all health and safety requirements (pertaining to accident prevention and fire hazards), set forth in national, provincial and municipal codes and/or prescribed by the relevant authorities. In addition, employees and/or contractors and/or sub-contractors shall be appropriately trained with respect to the aforementioned requirements and with respect to implementation and compliance with same in a competent manner. Furthermore, the Contractor must comply with all other requirements of these specifications.

- .2 By accepting this contract, the Contractor agrees to assume all of the responsibilities that normally fall to the prime contractor and employer under the Quebec Act Respecting Occupational Health and Safety and to act as the work supervisor.
- .3 The Contractor must manage its activities in such a way that the health and safety of its staff, the occupants of the building or facility and the public, as well as protection of the environment, always take precedence over matters related to cost and work schedules.
- .4 At least ten (10) days before the start of the contract, the Contractor must submit to the department's representative a prevention program specific to the work likely to be done in the building. The Contractor must subsequently update its prevention program if the work proceeds differently from the original plan. The Ministerial Representative may, after receiving the program and at any time during the contract, require that the program be modified or supplemented in order to better reflect workplace conditions. The Contractor shall then make the necessary changes prior to the start of work.

This program must be based on the risks identified and must take into account the information and requirements contained in these specifications. The program shall be in effect for the entire term of the contract and shall meet the following requirements:

- Identify the risks specific to each category of task to be performed in execution of the contract and the corresponding preventive measures, based on regulatory requirements. Identify the person responsible for implementing preventive measures;
- Take into account the risks that may affect the health and safety of the workers as well as the health and safety of the occupants of the building or facility and of the public; and

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- Include a work site inspection checklist based on the hazards you identified.
- .5 Before using an elevating platform, submit a certificate of mechanical compliance signed by a certified mechanic to the Ministerial Representative.
  - .6 Regardless of how many workers are assigned to the work, designate one person to act as the workplace health and safety representative, and give this person the necessary authority to order the stoppage and resumption of work as this person deems necessary for health and safety purposes.
  - .7 Follow first aid and first responder standards in compliance with applicable policies and regulations, as well as any other provision of these specifications.
  - .8 Ensure that your workers have received the training and information that they need to perform their work safely, that all of the required protective equipment and tools are available, that they comply with all applicable standards, acts and regulations, and that they are used.
  - .9 Become familiar with the building's or facility's emergency plans and train and inform your employees so that they are able to apply these plans.
  - .10 Inform your workers that they have the right to refuse any work that poses a danger to their health or safety.
  - .11 Mark off your work area, control access to it and barricade it as needed using methods approved by the Ministerial Representative.
  - .12 Take the necessary measures to keep the workplace clean and orderly throughout the work and ensure that the workplace is free of any hazards at the end of each work day.
  - .13 When a worker is carrying out a task alone in an isolated area where it is impossible to ask for assistance, identify the hazards specific to the situation and provide the Ministerial Representative with a procedure for preventing such hazards and obtaining help in an emergency.
  - .14 In case of an unforeseen incident, take all necessary measures, including cessation of work, to safeguard the health and safety of workers and the public, and contact the Minister's Representative as soon as possible.

### **3. Security**

- .1 The Contractor shall provide to the Lessee the full name, address, telephone number and date of birth of each member of the Cleaning staff that he intends to employ at least sixty (60) days prior to commencement of the Contract.

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- .2 All of the Cleaning staff will have to be security cleared to level \_\_\_\_\_ in order to gain access to the premises.

In addition to the regular work force, maintain standby personnel (25% of regular work force) to replace regular employees in case of sickness, vacation leave, etc.

The Contractor must inform the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC) of any changes to this list and submit, if applicable, a new list so CISD can obtain security clearance at the required level to enable the Contractor to replace the employees who have left.

- .3 All cleaning staff 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 guards control desk or other designated area.

\*PWGSC's CLIENT department will provide employees with an ID card, as per the security standards in place, that must be visible when worn on their uniforms when on duty.

\*Only employees who have obtained security clearance and whose names are on the Contractor's pay list are granted access to the work site.

- .4 The Contractor is responsible for the security of the accommodation to the extent of locking and unlocking of access doors and the inspection of windows to ensure they are closed and locked on completion of cleaning operations before leaving the premises.
- .5 Doors shall be locked and unlocked at the times required to facilitate the work of the occupying departments.
- .6 All doors to rooms, private or general offices, etc., which must be unlocked by the cleaning staff must be relocked after the performance of their duties.
- .7 Taking pictures and/or making videos on the site, inside or outside the buildings, is **PROHIBITED**.
- .8 Smoking on the site, inside or outside the buildings, is **PROHIBITED**, except in designated places outside.

#### 4. Cleaning products & Equipment

- .1 The Contractor shall ensure that all products used in the work place are classified and labeled according to the Workplace Hazardous Materials Information Systems (WHMIS) legislation which requires the employer to provide detailed worker education potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely.

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- .2 A copy of the Material Safety Data Sheets (M.S.D.S.) for all products and materials used in buildings will be given to the Ministerial Representative at time of entry to the building. A binder with the copies of the M.S.D.S. shall be maintained by Contractor in the building and updated when new products are purchased. This binder shall be made available for the Ministerial Representative upon request.
  - .3 The Contractor shall use only products that are environmentally friendly, such as products with the environmental choice logo (Canadian) or the green seal logo (US). In addition the Contractor shall use only odourless hypoallergenic soaps and products.
  - .4 The Contractor shall ensure that all equipment used to perform the services is in a state of good repair. The Ministerial Representative reserves the right to have equipment which is judged to be defective or not suitable, taken out of service and the Contractor shall supply suitable replacement equipment within one working day.
  - .5 Combustion engine devices are prohibited in the building.
  - .6 At the request of the Ministerial Representative, the Contractor must submit a complete list of all materials and equipment used to carry out the work, including their manufacturers' names, their sources and their composition. The Contractor must also submit technical and/or safety data sheets for the products used, and samples of the materials used may be required for testing.
  - .7 The Government of Canada is not responsible for the damage and/or loss and/or theft of material and equipment in the building and belonging to the Contractor or for personal effects that are brought into the building by the Contractor's employees.
  - .8 The Contractor will be provided with the space deemed necessary by the Ministerial Representative so that the work can be completed under the appropriate conditions.
  - .9 All replacement material and/or equipment must be identical to that already installed. If the same product is not available, the supplier must obtain approval from the Ministerial Representative to install a similar or superior product. Under no circumstances will an inferior product be approved. If the building does not have a piece of equipment that the supplier deems would be beneficial for the Department to have, the supplier must submit a written request to the Ministerial Representative and receive confirmation before going ahead with the installation. At the end of the contract, all material and/or equipment installed will have to remain on site, and no monetary compensation will be given to the supplier.

## **5. Uniforms**

- .1 All cleaning staff working on the premises shall be suitably uniformed at all times as follows:
  - .1 Industrial type matching shirt and trousers, coveralls or duster coat. The company name or crest to be affixed to the shirt, coveralls or coat.

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- .2 Clean uniforms shall be worn at all times.
  - .3 The appearance of the uniforms shall be acceptable by the Ministerial Representative.
  - .4 Access to Contractd Premises shall be denied to any non-uniformed cleaning staff except in emergency call-back situation.

## **6. Communication**

- .1 All of the Contractor's employees must be able to effectively communicate orally in French.
- .2 The Contractor will provide its foreman, team lead or employee with a pager, a walkie talkie or a similar communication device to be reached, when necessary, by the Ministerial Representative when the building is occupied.
- .3 For any requests for information, the Contractor must go through the Ministerial Representative. **Requests must not be directed to the occupants.**
- .4 **Contact the NSCC at 1-800-463-1850** for any requests for emergency repairs or action concerning the building's heating, plumbing, electrical system and water lines.
- .5 Your staff, including sub-contractors, are **PROHIBITED** from answering any questions and/or communicating with external media, such as newspapers, radio, television, Facebook and Twitter, regarding the workplace and what happens inside the site.
- .6 **Immediately report** all external media requests for information to the Ministerial Representative.

## **7. Contractor's responsibility**

- .1 The Contractor is responsible for any damage to the site, whether by the Contractor, its employees and/or sub-contractors.
- .2 The Contractor must comply with the work schedule indicated herein and have sufficient staff to complete the tasks.

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## SECTION 2

### OPERATIONS AND FREQUENCES

#### 1. Exterior cleaning

##### .1 Daily

- .1 Remove graffiti and posters from exterior walls, doors and windows at ground levels.
- .2 Clean and polish outside metal mail slot receivers, aluminum fittings, metal work, entrance doors and push bars.
- .3 Clean glass and sashes on both sides of entrance and exit doors.
- .4 Sweep and keep clear of litter (cigarette butts, paper, leaves, etc.) all entrances, exit ramps for the handicapped, loading platforms, podiums and stairs of each building.
- .5 Empty contents of ash trays, sand urns and butt stops into a separate metal container, supplied by Contractor. Clean and polish chrome parts.
- .6 Replace silica sand in sand urns as required.
- .7 Empty and damp wipe exterior of all waste receptacles, supply and insert new plastic bags of correct size.

##### .2 Weekly

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

##### .3 Scheduled Cleaning Operations

- .1 Clean marble, granite, glazed walls and columns at entrance areas, once per year, as per Appendix A.

#### 2. Floors (all types)

##### .1 General

- .1 Supply and visibly locate bilingual "DANGER" signs when performing wet floor cleaning operations.
- .2 Furniture and wastepaper baskets **are not** to be placed on desks, tables or work benches during cleaning operations.
- .3 Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.
- .4 When performing floor cleaning operations, cables to computers and other related equipment shall **not be disturbed**.
- .5 "Cleaning equipment is not to be plugged into any computer equipment or coloured outlets (Yellow/Orange)".

##### .2 Daily

- .1 Sweep and damp-mop all floors (hardwood floors – minimum water) with wood cleaner.
- .2 Remove gum and all other foreign residue from all floors.
- .3 Clean up trash, spills and garbage, including cardboard boxes, and place in appropriate area.

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### **.3 Monthly**

- .1 Pour a bucket of clean water down floor drains.

## **3. Floors – Resilient, terrazzo, marble, ceramic and vitreous tiles**

### **.1 Scheduled cleaning**

- .1 Scrub and spray-buff floors four times a year as per Appendix A.
- .2 Strip and refinish floors four times a year as per Appendix A.

## **4. Floors - Concrete**

### **.1 Work Areas and Active Storage Areas**

#### **.1 Daily**

- .1 Remove all cardboard boxes and dispose of in designated area.

## **5. Carpeting and Rugs**

### **.1 General**

- .1 The Contractor shall use “COMMERCIAL HEAVY-DUTY VACUUM CLEANERS” with the following features:
  - 1. Maximum noise levels ( low 51 db and high 59db)
  - 2. Maximum 0.3 micron particulate filter (hepa type)
  - 3. Minimum 90.2 inches of water lift
  - 4. Power head
  - 5. Proper tools/accessories for floors and furniture
- .2 The contractor shall use “ COMMERCIAL SINGLE SPEED POLISHER (BUFFER)WITH A SOLUTION TANK “with the following feature;
  - 1. Maximum speed of 175 rotation per minute.
- .3 The Contractor shall use " HIGH PERFORMANCE HOT WATER EXTRACTORS " with the following features:
  - .1 Minimum of 110 psi -solution pump.
  - .2 Minimum of 137 inches of water lift.
  - .3 Minimum of 10 gallon solution tank.
  - .4 Minimum of 14.5 gallon recovery tank.

### **.2 Daily**

- .1 Clip loose threads during vacuuming operation.
- .2 Remove spots and stains from carpeting and rugs using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after observation or notification. Report spots on carpeting and rugs that cannot be

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removed by normal means and any damage to or lifting of carpeting to the Ministerial Representative.

**.3 Offices/Office Areas**

**Daily**

- .1 Pick up litter (paper, paper clips, elastics, etc.).

**Weekly**

- .1 Vacuum traffic lanes, desk wells and common areas.

**.4 Conference Rooms, Board Rooms, Corridors and Elevator Lobbies**

- .1 Vacuum daily.

**.5 Scheduled Cleaning Operations**

- .1 Clean all carpets and rugs using the **Dry Foam and light Hot Water Extraction Method**, twice per year, as per Appendix A.

<b>6. Entrance Mats</b>
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**.1 General**

- .1 The Contractor shall use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc., from the mats.
- .2 The Contractor shall provide mats with directional patterns for the reception area of the building. The Contractor shall install, maintain, remove, clean both sides of mats and store them in a designated area when not in use.
- .3 Mats shall be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Ministerial Representative may shorten or extend the period.
- .4 Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.
- .5 The quantity, type, size and location shall be acceptable to the Ministerial Representative.
- .6 Prior to storing, each walk away mat shall be cleaned using the **Dry Foam and Hot Water Extracting Method** and shall be dried.

**.2 Twice Daily**

- .1 Vacuum mats at 9 a.m. and at 2 p.m.. During inclement weather vacuum mats more often when necessary.

**.3 Weekly**

- .1 Clean all entrance mats using the "Dry Foam & Hot Water Extraction Method" followed by hot water extraction.
- .2 Vacuum boot trays and/or mats.

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## **7. Entrances, Exits, Lobbies, Main Floor Elevator Lobbies and Adjacent Corridors**

### **.1 Daily**

- .1 Clean both sides of door glass and push bars.
- .2 Remove gum, spider webs and other foreign residue.
- .3 Sweep floors. Provide additional damp mopping of floors during inclement weather.
- .4 Vacuum on each floor.

### **.2 Weekly**

- .1 Clean both sides of all glass windows and wood or metal surrounds.
- .2 Empty the content and/or receptacles of electric boot wash stations. Clean and polish chrome.

### **.3 Once monthly during summer and twice per month during winter**

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

## **8. Elevators**

### **.1 Daily**

- .1 Scrape and vacuum door sill/track grooves in both the cab and on each landing.
- .2 Sweep and damp mop floors when mats are not in use.

### **.2 Weekly**

- .1 Clean and polish the interior and exterior of cabs, doors, door frames and walls, including control panels.

## **9. Stairs & Landings**

### **.1 Daily**

- .1 Sweep and damp mop stairs and landings.
- .2 Remove gum and other foreign residue.
- .3 Clean handrails, balusters, balustrades, baseboards, stringers and ledges.
- .4 Vacuum carpeted stairs and landings.

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## 10. Miscellaneous

### .1 Weekly

- .1 Clean frame and glass of notice boards and directory boards.
- .2 Clean display case glass and remove tape and tape residue.

### .2 Monthly

- .1 Clean and polish all decorative metal surfaces.
- .2 Damp-wipe window ledges, radiators and convactor covers.

### .3 Scheduled Cleaning Operations

- .1 Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 metre or higher using a back pack vacuum cleaner, twice per year, as per Appendix A.

The Contractor must use INDUSTRIAL HEAVY-DUTY BACK PACK VACUUMS with the following features:

- .1 Maximum noise level of 60 dB;
  - .2 Maximum 0.3 Micron particulate filter (HEPA type);
  - .3 Minimum of 102 inches of water lift; and
  - .4 Proper accessories
- .2 Clean all air intake grills and air diffusers, twice per year, as per Appendix A. (All air intake grills and air diffusers shall not be removed during cleaning operations).

## 11. Washrooms

### .1 General

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

### .2 Daily

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

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**.3 Weekly**

- .1 Descal toilet bowls and urinals.
- .2 Wash and disinfect waste receptacles including metal containers.

**.4 Monthly**

- .1 Wash both sides of partitions, partition doors, and ceramic walls enclosed by the partitions.

**.5 Scheduled Cleaning Operations**

- .1 Wash all walls, twice per year, as per Appendix A.
- .2 Clean all air intake grilles and air diffusers twice a year as per Appendix A.

**12. Locker Rooms**

**.1 Daily**

- .1 Empty waste receptacles.
- .2 Sweep and damp mop floors.

**.2 Weekly**

- .1 Dust exposed surfaces of lockers including tops. Remove marks and stains from front and sides.

**.3 Monthly**

- .1 Wash metal base of windows and window ledges.
- .2 Remove stains from walls, doors and door frames

**.4 Scheduled Cleaning Operations**

- .1 Wash the exterior of lockers and interior of vacant lockers, twice per year, as per Appendix A.

**13. Showers**

**.1 General**

- .1 Take care not to obstruct floor drains at all times.

**.2 Daily**

- .1 Remove all pieces of soap.
- .2 Wipe down walls.
- .3 Scrub floor and duck boards.
- .4 Polish handles, shower heads and other fixtures.

**.3 Weekly**

- .1 Wash walls, shower curtains and shower doors to remove soap residue.
- .2 Scrub floors to remove soap residue.

#### **.4 Scheduled Cleaning Operations**

- .1 Clean all air intake grilles and air diffusers twice a year as per Appendix A.

### **14. Kitchens, Kitchenettes, Lunchrooms and Rest Areas**

#### **.1 General**

- .1 Patrol clean twice daily at 1000 and 1400 hours.
- .2 Cleaning does not include vending machines.

#### **.2 Daily**

- .1 Dust all surfaces.
- .2 Wash all furniture, tables, chairs, sinks, etc.
- .3 Vacuum and spot clean carpeting.
- .4 Supply and replenish all soap and paper towel dispensers.
- .5 Empty, wash and disinfect garbage cans, waste receptacles and replace plastic bags.

#### **.3 Weekly**

- .1 Clean the interior and exterior of appliances, including refrigerators, toaster ovens, microwave ovens, stoves, toasters, coffeemakers and kettles.
- .2 Spot-clean all walls, floors and exterior of cupboards.

### **15. Infirmary**

#### **.1 Monthly**

- .1 Dust all furniture.
- .2 Empty and disinfect all waste receptacles.
- .3 Spot clean walls.
- .4 Wash and disinfect all toilet accessories including sinks, toilet bowls, mirrors, dispensers, etc.
- .5 Supply and replenish soap, toilet paper, linen and paper towel dispensers.

### **16. Furniture & Fixtures**

#### **.1 Preliminary Instructions**

- .1 Papers and files left on furniture shall not be disturbed by the cleaning staff.

#### **.2 Weekly**

- .1 Dust and spot clean all boardroom, executive office and entrance/vestibule furniture.
- .2 Damp wipe counters and spot clean facings.
- .3 Dust and remove stains from all surfaces.
- .4 Dust empty stacks, shelves, pictures and wall hangings (excluding paintings and art objects).
- .5 Remove spots, stains and gum from upholstered furniture

**.3 Monthly**

- .1 Vacuum all upholstered furniture.
- .2 Dust and clean top of shelves and cabinets

**.4 Scheduled Cleaning Operations**

- .1 Clean all leather, vinyl and leatherette upholstered furniture, once per year, as per Appendix A.
- .2 Clean inside of cabinets, once per year, per Appendix A.

**17. Blinds and Drapes**

**.1 Scheduled Cleaning**

- .1 Vacuum blinds, twice per year, as per Appendix A.
- .2 Damp wipe blinds, once per year, as per Appendix A.

**18. White Boards**

**.1 General**

- .1 **CAUTION! DO NOT CLEAN** boards containing written information.
- .2 Do not use oiled or dust treated cloths when cleaning boards.

**.2 Daily**

- .1 Dry clean white boards.

**.3 Weekly**

- .1 Damp-wipe frames of paintings.

**19. Waste Receptacles**

**.1 Daily**

- .1 Empty waste receptacles.

**.2 Weekly**

- .1 Supply and install plastic bags of correct size when dirty or torn in waste receptacles.

**.3 Scheduled Cleaning Operations**

- .1 Wash and disinfect interior and exterior of waste receptacles, 4 times per year, as per Appendix A.

---

## **20. Interior Glass**

### **.1 Weekly**

- .1 Remove tape, and spot clean all door glass, partition glass, glass topped furniture, bookcase glass, mirrors, draft deflectors and display boards.
- .2 Clean mirrors and both sides of door glass.

### **.2 Monthly**

- .1 Clean both sides of partition glass.

## **21. Walls, Partitions, Baseboards and Ceilings**

### **.1 Daily**

- .1 Spot clean walls and partitions.
- .2 Remove cobwebs from ceilings

### **.2 Weekly**

- .1 Dust marble walls, columns and frames.
- .2 Spot clean fabric and carpeted walls, columns and partitions.
- .3 Damp wipe baseboards, ledges and mouldings.

### **.3 Scheduled Cleaning Operations**

- .1 Vacuum fabric and carpeted walls, columns and partitions, twice per year, as per Appendix A.
- .2 Clean walls, columns, frames and marble baseboards, once per year, as per Appendix A.

## **22. Doors and Door Frames**

### **.1 Daily**

- .1 Spot clean doors and door frames.
- .2 Dust door grills.

### **.2 Weekly**

- .1 Clean push bars, kick plates and hand plates.
- .2 Damp wipe doors and door frames.
- .3 Wash door grills.

## **23. Emergency Fire Equipment**

### **.1 Scheduled Cleaning Operations**

- .1 Clean interior and exterior of fire hose cabinets including glass and related equipment, twice per year, as per Appendix A.
- .2 Clean fire extinguishers, once per year, as per Appendix A.

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## 24. Electronic Data Processing Areas

See specific needs in Appendix D.

### .1 General

- .1 Area includes tape library, computer room, key edit, equipment room, computer output microfiche room, printer room and attached washrooms.
- .2 Flooring - Antistatic tiles. This flooring shall not have a floor finish applied to it.
- .3 The vacuum cleaner used in this area shall be of the industrial canister type equipped with a three prong grounded plug and non-metallic floor tools. The filter is to be cleaned prior to each operation.
- .4 **CAUTION!** Malfunctioning equipment shall be immediately removed from the area and replaced so that the extremely sensitive nature of the computer equipment is not affected.
- .5 Damp mopping - Use a mop, well wrung out in clean water so that there will be no seepage under the equipment or between the tiles.
- .6 Food and beverages are **NOT** permitted in the E.D.P. areas.
- .7 While performing the underfloor cleaning, cabling shall be disturbed as little as possible.
- .8 Cleaning equipment shall **NOT** be plugged into any computer equipment or coloured electrical outlets (yellow/orange).
- .9 **DO NOT** place anything on top of computer equipment.

### .2 Daily

- .1 Empty waste receptacles.

### .3 Weekly

- .1 Vacuum and damp mop entire floor.

## 25. Telephone and telecommunication Rooms

See specific needs in Appendix D.

### .1 Scheduled Cleaning Operations

- .1 Access will be given to cleaning staff to sweep all floors once a year as per Appendix A.

## 26. Contractor's Space

### .1 General

- .1 All equipment must be in good working order. If it is not, the Contractor must dispose of it immediately. No on-site repairs will be tolerated.

### .2 Daily

- .1 Keep all equipment clean and materials neatly stored.
- .2 Wash all mops before hanging and storing them.

### **.3 Scheduled Cleaning Operations**

- .1 Wash walls and shelves, twice per year, as per Appendix A.

## **27. Light fixtures**

### **.1 General**

- .1 Replace burnt-out and flickering tubes, incandescent bulbs, mercury vapour bulbs and halogen bulbs both indoor. Replace using new material of the same type and power.
- .2 Clean lenses and the interior and exterior of light fixtures when replacing tubes and bulbs.
- .3 Clean lenses when there are insects.

## **28. Workshops**

### **.1 Scheduled Cleaning Operations**

- .1 Floor cleaning shall be performed with a motorized industrial floor sweeper and scrubber, equipped for wet and dry pick-up, 4 times per year, as per Appendix A.
- .2 Remove, pull out bucket/receptacle, empty, clean and replace, 4 times per year, as per Appendix A. During inclement weather perform this operation more frequently.

## **29. Recycling, recycling containers and multi-use installations**

### **.1 Daily**

- .1 Collect paper from paper recycling containers when they are three-quarters (3/4) full and place in designated containers outside.

### **.2 Weekly**

- .1 Collect all recyclable material from multi-material recycling stations by replacing the clear plastic storage bag with a new bag.
- .2 Clean the exterior of the multi-material recycling stations.

### **.3 Monthly**

- .1 Wash and disinfect the interior and exterior of the central paper collection containers and multi-material recycling stations.

## **30. Windows – interior and exterior**

### **.1 Weekly**

- .1 Clean interior and exterior windows of gatehouse.

### **.3 Monthly**

- .1 Wash metal base of windows and window ledges.

---

## **.2 Scheduled Cleaning**

- .1 Clean interior windows up to a height of 3 meters, twice a year, as per Appendix A.

### **31. Electrical and mechanical rooms**

#### **.1 General**

- .1 Food and beverages are **NOT** permitted in these areas.
- .2 Do **NOT** move any objects. A PWGSC employee must supervise the movement of any object.
- .3 All other sections in the specifications apply except for the following:

#### **.2 Daily – exterior only**

- .1 Spot-clean doors and door frames (exterior only).

#### **.3 Scheduled cleaning**

- .1 Clean push bars, kick plates and hand plates twice a year as per Appendix A.
- .2 Damp-wipe doors and door frames twice a year as per Appendix A.
- .3 Clean all air intake grilles and air diffusers twice a year as per Appendix A.
- .4 Dust machines and ducts twice a year as per Appendix A.
- .5 Clean interior and exterior of light fixtures twice a year as per Appendix A
- .6 Clean floors with a motorized industrial floor sweeper/scrubber equipped for wet and dry pickup that is battery-operated four times a year as per Appendix A.

**Note: Scheduled cleaning will be performed and delivered solely under the direction of technical and operations staff. Depending on availability, cleaning may be performed during the day or in the evening.**

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## SECTION 3

### DEFINITION OF TERMS AND QUALITY STANDARDS

The Definition of Terms and Quality Standards described in Section 3 shall be strictly adhered to. All inspections made by the Ministerial Representative shall be rated according to these Quality Standards.

#### 1. DEFINITION OF TERMS

- 1. Routine Cleaning Operations**  
Cleaning operations which are specified to be performed monthly or more frequently such as weekly or daily.
- 2. Patrol Cleaning Operations**  
All obvious trash and spillage shall be removed and dispensers replenished, so that the area presents a neat appearance.
- 3. Scheduled Cleaning Operations**  
Cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually as stated in Appendix "A".
- 4. Flight of Stairs**  
Includes steps and risers situated between two floor levels including landing(s) and leading to the Contractd Premises, if applicable.
- 5. Products**  
Products consist of items such as light bulbs and fluorescent tubes, toilet tissue, paper hand towels, hand soap, deodorant blocks, plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the Contractd Premises and common areas of the Building.
- 6. Trash**  
Includes the contents of ashtrays, waste receptacles, sand urns and sani-cans. Also paper clips, paper, mop strings, pins, staples and discarded items on the floor or furniture.
- 7. Ministerial Representative**  
Means that person identified by the Ministry, from time to time, as its Representative to act for the Ministry in all matters associated with any Sub-agreements.

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**8. High Traffic Areas ( includes)**

Entrance lobbies, elevator lobbies, corridors and traffic aisles in open office areas.

**9. Recycling Containers and Multi-use Recycling Installations**

These containers and installations are used to collect recyclable materials such as metal, glass, plastics, styrofoam, paper, cardboard, etc..

<b>2. QUALITY STANDARDS</b>
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The Quality Standards, in this section, where applicable, shall be strictly adhered to.

All inspections made by the Ministerial Representative shall be rated according to these standards.

**1. Sweeping**

All areas shall be free of trash and soil.

**2. Dust Mopping**

All areas shall be free of dust film and all furniture shall be relocated to its original location.

**3. Damp Mopping**

All areas shall be clean and free of surface stains, mop streaks and loose mop strands. Walls, baseboards and other surfaces shall be free of watermarks and splashing.

**4. Wash Floors**

All areas shall be free of dirt, stains, mop strands, splashing and cleaning solution.

**5. Machine Scrub**

All areas shall be free of dirt, stains, splashing and cleaning solutions.

**6. Spray Buffing**

All areas shall present an overall appearance of cleanliness, have a shine and be dust free.

**7. Buff Floors (Restore)**

All areas shall present an overall appearance of cleanliness, have a shine and be dust free.

**8. Wet Scrub (Recoat)**

All areas shall have an overall appearance of cleanliness and an even shine and be free of minor scrapes and marks.

**9. Strip and Refinish**

All areas shall present an overall appearance of cleanliness, a deep clean look and a crisp even shine and be free of scrapes and marks.

**10. Strip and Reseal**

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All areas shall present a clean appearance and shall be free of dirt, stains and marks.

**11. Vacuuming**

**.1 Carpet**

All carpet surfaces shall present an overall appearance of cleanliness and shall be free of dust, dirt and soil.

**.2 Walk-away Mats**

Walk-away mats shall be clean and free of dust and dirt.

**.3 Upholstered Furniture**

Upholstered furniture shall be free of dust, dirt and other debris.

**12. Stain Removal**

All carpets, walk-away mats and upholstered furniture shall have no visible stains and no discoloration after stain removal operation.

**13. Hot Water Extraction Method**

All carpets, walk-away mats and upholstered furniture shall be clean and free of dust, dirt, sand, slush, salt and water.

**14. Cleaning Floor Grills**

All foot grills and recess pans shall present a clean appearance and be free of dirt, soil and trash.

**15. Cleaning of Notice Boards and Fire Hose Cabinets**

All notice boards and fire hose cabinets, including glass, shall be free of dust and stains.

**16. Glass Cleaning**

All glass shall be clean on both sides and free of streaks and finger marks.

**17. Cleaning of Stairways and Landings**

All areas shall present an overall appearance of cleanliness and be free of dirt, dust, streaks and trash.

**18. Elevator Cleaning**

All elevator cab surfaces shall be free of dust, marks and soil. Walls, ceilings, floors, handrails and doors shall be free of soil film, producing a freshly washed appearance.

**19. Dusting**

**.1 Furniture, Fixtures and Equipment**

All surfaces shall be free of dust, streaks and finger marks.

**.2 High Dusting**

All surfaces shall be free of dust accumulation.

**.3 Blinds and Drapes**

Blinds and drapes shall be free of dust, cobwebs, water marks and loose soil.

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**20. Metal Cleaning**

All metal surfaces shall be free from marks, stains and have a clean shine.

**21. Cleaning of Washrooms**

**.1** All washrooms shall have a clean scent and no odour at all. All surfaces shall be free of stains, water marks, scale and shall be clean and bright.

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

**22. Waste Receptacles**

All waste receptacles shall be empty and the exterior surface wiped clean.

**23. Cleaning of Whiteboards**

All surfaces shall be wiped clean and chalk tray shall be clean and free of dust.

**24. Cleaning of Sand Urns and Ashtrays**

All trash shall be removed from urns and ashtrays and surfaces shall be clean with no visible stains or build up.

**25. Cleaning of Air Grills and Air Diffusers**

All air grills and air diffusers shall present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.

**26. Cleaning of Light Fixtures**

All light fixtures shall be free of dust, dirt, stains and streaks.

**27. Cleaning of Garbage Rooms**

Garbage rooms and empty garbage containers shall be clean and free of odours.

**28. Contractor's Space**

All surfaces shall be free of waste paper, garbage, dust, stains and free of odours.

## APPENDIX A TO SECTION 2

### SCHEDULED CLEANING OPERATIONS

SECTION	POINT	OPERATION	J A N	F E B	M A R	A P R	M A Y	J U N E	J U L Y	A U G	S E P	O C T	N O V	D E C
Exterior cleaning	1.3.1	Clean marble, granite, glazed walls and columns at entrance areas						X						
Floors - Resilient, terrazzo, marble, ceramic and vitreous tiles	3.1.1	Scrub floors.		X			X			X			X	
	3.1.2	Strip and refinish floors.					X							
Carpeting and rugs	5.5.1	Clean all carpets and rugs using the Dry Foam and light hot water extraction method				X						X		
Miscellaneous	10.3.1	Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 meters or higher				X						X		
	10.3.2	Clean all air intake grills and air diffusers				X						X		
Washrooms	11.5.1	Wash all walls			X						X			
	11.5.2	Clean all air intake grilles and air diffusers.			X						X			
Locker Rooms	12.4.1	Wash the exterior of lockers and interior of vacant lockers			X						X			
Showers	13.4.1	Clean all air intake grilles and air diffusers.			X						X			
Furniture & Fixtures	16.5.1	Clean all leather, vinyl and leatherette upholstered furniture		X										
	16.5.2	Clean inside cabinets		X										
Blinds and Drapes	17.1.1	Vacuum blinds	X								X			
	17.1.2	Damp wipe blinds					X							
Waste receptacles	19.3.1	Wash and disinfect interior and exterior of waste receptacles			X			X			X			X

SECTION	POINT	OPERATION	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC
Walls, Partitions, Baseboards	21.3.1	Vacuum fabric and carpeted walls, columns and partitions	X						X					
	21.3.2	Clean walls, columns, frames and marble baseboards							X					
Emergency Fire Equipment	23.1.1	Clean interior and exterior of fire hose cabinets, including glass and related equipment					X					X		
	23.1.2	Clean fire extinguishers					X							
Telephone and telecommunication rooms	25.1.1	Sweep floors							X					
Contractor's space	26.3.1	Clean walls and shelves				X						X		
Workshops	28.1.1	Clean floors	X			X			X			X		
	28.1.2	Clean bucket/receptacle	X			X			X			X		
Interior windows	30.2.1	Clean interior windows					X					X		
Electrical and mechanical	31.3.1	Clean push bars, kick plates and hand plates.				X						X		
	31.3.2	Damp-wipe doors and door frames.				X						X		
	31.3.3	Clean all air intake grilles and air diffusers.				X						X		
	31.3.4	Dust machines and ducts.				X						X		
	31.3.5	Clean interior and exterior of light fixtures.				X						X		
	31.3.6	Clean floors with a motorized industrial floor sweeper/scrubber equipped for wet and dry pickup that is battery-operated.	X			X			X			X		

**APPENDIX B**  
**PRICING SCHEDULE**

**PRICING SCHEDULE 1**

All-inclusive firm rate for routine cleaning in the schedule, in accordance with the terms and conditions specified in the Statement of Work, Appendix A.

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

<b>1.1 ----- Building 100 (Administrative Building)</b>					
<b>Period</b>	<b>Cleanable Area</b>	<b>Firm Monthly Rate per m2</b>	<b>Firm Monthly Rate</b>	<b>Firm Number of Months</b>	<b>Firm Yearly Rate</b>
Years one and two	3,191 m2 x	\$_____ =	\$_____ x	12 =	\$_____
<b>1.1 SUBTOTAL:</b>					<b>\$_____</b>

<b>1.2 ----- Building 200 (Customs, Heritage Building)</b>					
<b>Period</b>	<b>Cleanable Area</b>	<b>Firm Monthly Rate per m2</b>	<b>Firm Monthly Rate</b>	<b>Firm Number of Months</b>	<b>Firm Yearly Rate</b>
Years one and two	1,065 m2 x	\$_____ =	\$_____ x	12 =	\$_____
<b>1.2 SUBTOTAL:</b>					<b>\$_____</b>

<b>1.3 ----- Building 300 (Guard House)</b>					
<b>Period</b>	<b>Cleanable Area</b>	<b>Firm Monthly Rate per m2</b>	<b>Firm Monthly Rate</b>	<b>Firm Number of Months</b>	<b>Firm Yearly Rate</b>
Years one and two	15 m2 x	\$_____ =	\$_____ x	12 =	\$_____
<b>1.3 SUBTOTAL:</b>					<b>\$_____</b>

1.4 ----- Building 400 (Depot 18)					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Firm Number of Months	Firm Yearly Rate
Years one and two	3,999 m2 x	\$_____ =	\$_____ x	12 =	\$_____
1.4 SUBTOTAL:					\$_____

1.5 ----- Building 500 (Workshops)					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Firm Number of Months	Firm Yearly Rate
Years one and two	3,483 m2 x	\$_____ =	\$_____ x	12 =	\$_____
1.5 SUBTOTAL:					\$_____

1.6 ----- Building 900 (Heliport)					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Firm Number of Months	Firm Yearly Rate
Will be added as an option as needed.					

1.7 ----- South Guard House					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Firm Number of Months	Firm Yearly Rate
Will be added as an option as needed.					

**PRICING SCHEDULE 2**

All-inclusive firm prices and rates taking into account overhead, profit margin and all costs relating to additional cleaning and emergency cleaning operations, AS REQUIRED AND ON REQUEST.

**2.1) LABOUR:** Our firm hourly rate per skilled employee is established as follows:

	<b>RATE FOR YEARS 1 and 2</b>
	\$_____/Hour

**IN CASE OF AN ERROR IN THE EXTENSION OF PRICES, THE UNIT PRICE WILL GOVERN. CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.**

## **ANNEX C**

### **DETAILED BUILDING DESCRIPTIONS**

#### **1) BUILDING 100 (ADMINISTRATION BUILDING)**

##### **Dimensions and quantities**

- On the 4th floor, there are two (2) operational areas, namely the “Maritime Communications and Traffic Services – MCTS” and the “Regional Operations Centre – ROC,” which cover over half of the floor. They are classified as “civil security” and are in operation 24 hours a day, 7 days a week. These areas are secured by an access-card system with more restricted conditions than the rest of the building. For staff only.
- A dining room for the operational area on the 4th floor, area of 15 m<sup>2</sup>.
- Open-plan offices separated by screens (partitions), total area of 2,275 m<sup>2</sup> on four (4) floors and comprising 325 workstations.
- Twenty-two (22) closed offices with an average area of 13 m<sup>2</sup> each, on four (4) floors; 286 m<sup>2</sup>.
- Two (2) server rooms, one on the 4th floor (electronic equipment and server room) and the other on the 2nd floor (server room); access secured by an access-card system, but must be accompanied by an IT specialist (55 m<sup>2</sup>).
- Five (5) conference rooms for a total area of 85 m<sup>2</sup> and a room for operational emergencies that has secure access.
- One (1) cafeteria 55 m<sup>2</sup> in size with tables and chairs.
- Eight (8) washrooms for men and women on four (4) floors for a total area of 100 m<sup>2</sup> (toilet stalls, urinals and handbasins).
- Corridors, common areas and main entrance on four (4) floors for a total area of 220 m<sup>2</sup>.
- One (1) staircase connecting five (5) floors, one (1) staircase connecting four (4) floors and two (2) elevators.
- Other types of room such as the stationery room, electrical/mechanical and telephone rooms, etc. (approximately 100 m<sup>2</sup>).

**Note: All dimensions are in square metres, and quantities are approximate.**

##### **Interior features**

- The floors in the main entrance, entrance hall, elevator halls and washrooms are covered with ceramic tiles.
- Most of the floor surface in the office areas is carpeted except on the fourth floor.
- Raised panel flooring with a laminate covering on the fourth floor.
- The cafeteria floor is covered with vinyl tile.
- Most of the ceilings consist of acoustic tile.
- The ceiling in the elevator halls consists of a metal mesh grill.
- Some metal aluminum laminated ceilings in the washrooms.
- The doors opening into the main entrance hall and the elevator halls on the floors are glass and aluminum doors.
- All windows have vertical PVC blinds.
- The staircases are scissor stairs, and the steps are painted concrete.
- The interior partitions consist mostly of gypsum plasterboard.
- The open-plan office workstations are separated by screens.

#### **2) BUILDING 200 (CUSTOMS) – HERITAGE BUILDING**

##### **Dimensions and quantities**

- Access to this building is entirely secured by an access-card system.
- The basement consists of storage areas, mechanical/electrical rooms and corridors for an area of 285 m<sup>2</sup>.
- Seven (7) open-plan offices for a total area of 240 m<sup>2</sup>.
- Three (3) meeting rooms for a total area of 150 m<sup>2</sup>.
- Corridors and halls for traffic, for an area of 152 m<sup>2</sup>.
- Six (6) washrooms on two (2) floors (toilets and handbasins), for an area of 45 m<sup>2</sup>.
- One (1) kitchenette with tables and chairs for an area of 13 m<sup>2</sup>.
- Other specific types of areas such as electrical/mechanical and telephone rooms (approximately 180 m<sup>2</sup>).

**Note: All dimensions are in square metres, and quantities are approximate.**

##### **Interior features**

- Ceramic tile flooring in the entrance halls, main traffic areas and washrooms.
- Carpeted flooring in the offices, meeting rooms and secondary traffic areas.
- Hardwood flooring on all the rest of the floors on the ground floor and other floors.
- On the ground floor and first floor, original interior plaster finish on ceilings.
- All the windows have wooden interior panels.

### 3) BUILDING 300 (GUARD HOUSE)

#### Dimensions and quantities

- Total area of 15 m<sup>2</sup>.
- Master control station for security guards.
- In operation 24 hours a day, 7 days a week.

#### Interior features

- The flooring is rubber tiles.
- The ceiling is varnished wooden lath.
- The interior side of the exterior walls is covered with painted prefinished panels.
- Horizontal roller blinds are installed on the windows.

### 4) BUILDING 400 (DEPOT 18)

#### Dimensions and quantities

- Offices for the RCMP only, not accessible outside operational hours – *Secured by RCMP* – area of 225 m<sup>2</sup>.
- Open-plan offices separated by screens (partitions), total area of 180 m<sup>2</sup> on one (1) floor and comprising ten (10) workstations.
- One (1) office and handling area 100 m<sup>2</sup> in size.
- Two (2) closed offices for a total of 40 m<sup>2</sup> on two (2) floors.
- One (1) IT services office (users' helpdesk) totalling four (4) workstations for approximately 75 m<sup>2</sup>; *secure access*.
- One (1) computer lab and one (1) server room on the second floor for a total area of 140 m<sup>2</sup>, comprising 12 to 14 workstations (INNAV area); *secure access*.
- Two (2) meeting rooms on the first and second floors for a total area of 100 m<sup>2</sup>.
- Storage space on the first, third and fourth floors for a total area of 2,340 m<sup>2</sup>. The storage area requires particular conditions for access.
- Workout room, area of 114 m<sup>2</sup>.
- Three (3) kitchenette spaces with tables, chairs and counter surface for an area of 25 m<sup>2</sup>.
- Nine (9) washrooms and two (2) changing rooms on the four (4) floors, total area of 90 m<sup>2</sup> (toilets, urinals, showers and handbasins).
- The corridors and receiving/shipping corridor have a total area of 190 m<sup>2</sup>.
- Other types of areas such as electrical/mechanical, boiler and telephone rooms (approximately 380 m<sup>2</sup>).

**Note:** All dimensions are in square metres, and quantities are approximate.

#### Interior features

- The vast majority of the floors are painted concrete.
- The floors in the offices and meeting rooms are carpeted.
- The dining room, the washroom, some corridors and the entrance lobby are covered with vinyl tile, ceramic tile and terrazzo.
- The ceilings are exposed concrete almost everywhere.
- The offices and meeting rooms have suspended acoustic tile ceilings.
- The walls in the washrooms are covered with ceramic tile.
- There are some gypsum board partitions in the office area on the ground floor and second floor.
- There are horizontal blinds on the windows in the office area on the ground floor and most of the windows on the second floor.

## **5) BUILDING 500 (WORKSHOPS)**

### **Dimensions and quantities**

- Secure offices in this building: environmental response area, server rooms, INNAV control room, response offices and store.
- The environmental response area includes an office area, a conference room, a coatroom and workshops. The workshop area has particular access conditions, such as boots, a helmet and a safety vest. Area: 225 m<sup>2</sup>.
- Two (2) server rooms and UPS for an area of 45 m<sup>2</sup>.
- The INNAV control room is operational 7 days a week; the hours of operation are 7:00 a.m. to 7:00 p.m.; approximate area of 28 m<sup>2</sup>.
- Open-plan offices separated by screens (partitions), total area of 850 m<sup>2</sup> comprising about 60 workstations.
- Workshop area (shop stores, general services, carpentry and welding) with a total area of 1,500 m<sup>2</sup>, including three (3) closed offices for an area of 65 m<sup>2</sup>.
- Two (2) conference rooms for a total area of 55 m<sup>2</sup>.
- Two (2) small storage areas for a total of 85 m<sup>2</sup>.
- One (1) coatroom/corridor and one changing room for a total area of 140 m<sup>2</sup>.
- Two (2) dining rooms with tables and chairs for an area of 90 m<sup>2</sup>.
- Five (5) washrooms on both floors; including toilets, urinals, showers and handbasins.
- Corridors totalling approximately 340 m<sup>2</sup> on both floors.
- One room for an electric substation, area of 125 m<sup>2</sup>.

**Note: All dimensions are in square metres, and quantities are approximate.**

### **Interior features**

- The floors on the ground floor are painted concrete, except for the floor in the office area, which is covered with vinyl tiles.
- The upper floor is covered with carpet, vinyl tile and ceramic tile.
- On the ground floor, the steel structure is exposed, except in the office area, which has a suspended acoustic tile ceiling.
- The ceilings on the second floor are acoustic tile.
- The walls in the workshop area are painted concrete blocks.
- The walls in the office area on the ground floor and the entire second floor are gypsum board partitions.
- The walls in the washrooms and changing rooms are covered with ceramic tile and painted concrete block.
- The windows on the upper floor and in the office area on the ground floor have vertical PVC blinds.

## **6) BUILDING 600 (BATTERY SHACK)**

Not applicable.

## **7) BUILDING 800 (SEARCH AND RESCUE WORKSHOP)**

Not applicable.

## **8) BUILDING 900 (HELIPORT)**

**This building is presently not being used. It will be added as an option when needed.**

## **9) SOUTH GUARD HOUSE**

**This building is presently not being used. It will be added as an option when needed.**

## **ANNEX D**

### **SPECIFIC REQUIREMENTS**

#### **1) BUILDING 100 (ADMINISTRATION BUILDING)**

##### **CFS and ROC offices – 4th floor**

- Request permission from the occupant before executing any task in these rooms;
- The housekeeping employee's work may be stopped at any moment by the occupants on-site, depending on the operational tasks under way and the urgency of the situation;
- Tasks must be carried out with a minimum of noise, e.g. a vacuum or other noisy cleaning equipment may be used only if necessary, and such use, when required, must be co-ordinated with the person in charge on-site so as to cause as little disruption to operations as possible;
- The housekeeping employee must respect the work environment by being as discrete as possible, even unnoticed;
- At no time may work documents on desks be moved;
- No IT and/or electronic equipment may be moved—only surface dusting is permitted;
- The housekeeping employee must demonstrate good judgment while carrying out tasks by causing the occupants the least distractions possible. (*Note that "good judgment" means minimizing noise, requesting permission, moving nothing, being discrete, etc.*)

##### **Server room – 2nd and 4th floor**

- The housekeeping employee must be accompanied by someone in charge of IT;
- Touching IT and/or electronic equipment is not permitted.

#### **2) BUILDING 200 (CUSTOMS)**

- No specific requirements for this building.

#### **3) BUILDING 300 (GUARD HOUSE)**

- Request permission from the occupant before executing any task in this room;
- The housekeeping employee must demonstrate good judgment while carrying out tasks by distracting and interfering with the security guards as little as possible.

#### **4) BUILDING 400 (DEPOT 18)**

##### **RCMP offices**

- The work is done during the day only (8:00 a.m. to 5:00 p.m.) and depending on the availability of on-site staff;
- The housekeeping employee must co-ordinate with the occupant regarding the most convenient time to carry out noisier tasks;
- The housekeeping employee must demonstrate good judgment while carrying out tasks by causing the occupants the least distractions possible.

##### **Storage spaces**

- The housekeeping employee must register with the person in charge of the storage facility;
- Wearing a helmet, safety boots and a safety vest is mandatory in this area;
- The housekeeping employee must pay particular attention to possibly moving forklifts;
- After using a freight elevator, the doors must be closed completely so that it is available for the next users.

## **5) BUILDING 500 (WORKSHOPS)**

### **Workshop area**

- The housekeeping employee must comply with the safety requirements, such as wearing a helmet, boots, gloves and goggles;
- In this area, the housekeeping employee must pay particular attention when moving about; restricted traffic may create a potential hazard.

### **INNAV control room**

- Request permission from the occupant before executing any task in these rooms;
- The housekeeping employee's work may be stopped at any moment by the occupants on-site, depending on the operational tasks under way and the urgency of the situation;
- Tasks must be carried out with a minimum of noise, e.g. a vacuum or other noisy cleaning equipment may be used only if necessary, and such use, when required, must be co-ordinated with the person in charge on-site so as to cause as little disruption to operations as possible;
- The housekeeping employee must respect the work environment by being as discrete as possible, even unnoticed;
- At no time may work documents on desks be moved;
- No IT and/or electronic equipment may be moved—only surface dusting is permitted;
- The housekeeping employee must demonstrate good judgment while carrying out tasks and must not cause the occupants any annoyance.

## **6) BUILDING 600 (BATTERY SHACK)**

Not in the contract.

## **7) BUILDING 700 (SEARCH AND RESCUE TRAILER)**

Not in the contract.

## **8) BUILDING 800 (SEARCH AND RESCUE WORKSHOP)**

Not in the contract.

## **9) BUILDING 900 (HELIPORT)**

**This building is presently not being used. It will be added as an option when needed.**

### **GENERAL NOTES FOR ALL THE BUILDINGS**

#### **1) Electrical / mechanical / substation / heating rooms**

- The housekeeping employee must be accompanied by a PWGSC employee while carrying out tasks.

#### **2) Moving between buildings**

- The housekeeping employee must use the safety corridors identified on the ground to go from one building to the next;
- The housekeeping employee must, while moving about, pay particular attention to moving heavy vehicles and equipment.

## ANNEX E

### EVALUATION PROCEDURES AND BASIS OF SELECTION

#### 1. Evaluation Procedures

- a) The bids received will be assessed step by step by first taking into consideration the mandatory criteria, then the technical criteria and finally the financial portion of the bid.
- b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### 1.1 Proposal Evaluation and Final Rating

We will use the evaluation methodology based on meeting mandatory criteria, combined with obtaining a minimum score of **60%** for each technical criterion, but the score of **70%** must be obtained for all of the five (5) criteria assessed. If the passing mark is obtained, the financial section of the bid will be considered and the lowest bid will be chosen. However, a mark below the passing mark will automatically disqualify the Bidder.

Proposals will be evaluated and scored in accordance with the following criteria. Points will be awarded based on the degree to which the information/material demonstrates the Bidder's capability to perform and successfully carry-out the requirement described in this Request for Proposal. It is suggested that these criteria be addressed in sufficient depth in the proposal. Items not addressed will be given a score of zero. Proposals will be evaluated solely on their content. Information referred to, but not provided as a paper copy (such as information on an Internet website) will not be evaluated as it could be changed after the closing date.

##### 1.1.1 Mandatory Criteria

- (a) Provide a completed request for proposals (RFP) form duly signed (on the page) or a signed cover letter.
- (b) Complete the price list.

**Only those proposals meeting ALL the mandatory criteria will be given further consideration.**

##### 1.1.2 Point Rated Technical Criteria

The Bidder must obtain a minimum score of 60% of the points for each of the criteria evaluated below.

- Bids not meeting these requirements will be eliminated.

## TECHNICAL CRITERIA

### Definition and Calculation of the Technical Criteria Score

#### **1. ORGANIZATION AND MANAGEMENT – Business (20 points)**

##### **What we are looking for**

Evidence that the Contractor will be able to provide the personnel and expertise required to provide all the stipulated services, in particular with respect to the following.

##### **Information and records that the Contractor must supply, among other things**

###### a) General organization of the business

Contractor's detailed organization chart for this contract.

###### b) Experience and past performance of the business

The proponent should have relevant corporate experience in similar operations. To demonstrate this experience, the proponent is to provide details of three (3) similar operations currently or previously managed by the proponent's firm (offices, garages, warehouses, etc.) within the last five (5) years as follows:

- Name and location of organization where similar services were performed; including name and phone number of Client's Contract Manager
- Type of operating environment, i.e. factory, office, care/medical facility etc.;
- Length time your firm has provided the services for the named organizations;
- Type(s) and extent of service provided;
- Square footage of area for which service is / was provided.

Provide a letter of reference (see the appended sample) for each project with a declaration authorizing us to contact the reference.

If the Bidder provides more references, only the first two references listed will be assessed.

## **2. EXPERIENCE AND PERFORMANCE (25 points)**

### **What we are looking for**

The proponent should have qualified customer-focused supervision of personnel to operate the required services.

In order to prove this experience, the proponent must demonstrate his proposed supervision methods of on-site personnel.

#### **a) Supervisor/team leader**

The supervisor/team leader and/or qualified employee must possess two (2) years of supervisory experience in this field. The Bidder must provide evidence of the employee's experience, wherein the range of housekeeping services provided was comparable in area, scope and complexity to that described in this Request for Proposals (RFP). *This reference must be verifiable.*

Supply information on the identity of the business's supervisor/team leader assigned to this contract and his or her skills and experience in the particular field. Supply an up-to-date resumé for the supervisor/team leader.

#### **b) List of employees**

The Bidder must list the qualified employees that will be assigned under the particular contract, providing name(s), number of years of experience in that capacity in the housekeeping field and how many years they have worked for the Bidder.

For each of the personnel proposed, as detailed below, the Bidder must:

- State the position and functions that the personnel would perform
- Provide a resume
- State their cleaning and management experience
- State their education level and past cleaning and management training

A breakdown must be given of the number of employees as called for in the specifications: supervisor/team leader and/or qualified employee and cleaners, according to their respective daytime, evening and weekend maintenance schedules, in accordance with the contract requirements set out in the specifications.

c) On-site Personnel Selection and Training

- The Bidder should describe its recruitment program, selection criteria and hiring methods that it proposes to use for its on-site management and janitorial personnel;
- The Bidder should describe its recruitment strategy for the current on-site personnel;
- The Bidder should outline the company's employee training and orientation program including as a minimum for on-site management and janitorial personnel:
  - The annual average number of hours of training per person.
  - A description of the training and orientation of the personnel which will be provided before starting to work on-site and once on-site.
  - The persons or organizations in charge of training your employees.

d) Operational planning

- Ascertain how many employees (by type of position) will be assigned to the work and list them, including the contract supervisor/team leader and/or qualified employee, and provide their individual hours of work and respective hourly rates, their respective daytime, evening and weekend maintenance schedules, in accordance with the contract requirements set out in the specifications.
- Supply information on support services available from the employer that will contribute to proper contract performance (e.g., administration, invoicing, and personnel).
- Describe how you will rectify the situation if the minimum number of employees assigned to the work is not met because of absenteeism.
- Provide evidence that procedures are in place or may be implemented to guarantee a quick and easy start-up of performance of the contract. This should include details on the level of effort and duration of time required of the Bidder, the current Contractor and the Technical Authority. A schedule for the implementation should include the estimated Level of Effort per building on a daily basis in accordance with Maintenance Program.
- Demonstrate that procedures will always be complied with and that the client will always be consulted in advance and informed of changes required for proper contract performance.
- The respondent must describe how it will maintain good business relations in service delivery, including the dispute resolution process, and eliminate any obstacles to client service delivery. The resolution process must be carried through directly with the Technical Authority, without involving the client or occupants.

### **3. HEALTH AND SAFETY (15 points)**

#### **What we are looking for**

The Contractor must comply with all health and safety measures relating to the prevention of accidents and fire hazards, as prescribed under national and provincial codes and/or by competent public authorities with respect to equipment, work habits and procedures, including the *Canada Labour Code*, Part II. The contractor must provide evidence of sufficient training for employees assigned to carry out operations, e.g., replacing lighting fixtures and using chemicals.

- Measures adopted by the Contractor to ensure a safe and healthy work environment.
- Type of training given to employees by Contractor for this purpose.

#### **Information and records that the Contractor must supply, among other things**

##### **a) Programs and Procedures**

- Description of the Contractor's current health and safety programs and procedures, including training (name of course(s) and number of hours per course) provided to on-site workers.
- A corporate undertaking to the effect that working conditions for the business's personnel are in compliance with applicable legislation and regulations.

##### **b) Employee certification**

A list of employees, with names and position titles, who have successfully taken the health and safety training indicated below and may be assigned to the proposed contract:

- (i) Mixing of materials, use of cleaning products, replacement of lighting fixtures, etc.)
- (ii) WHMIS training
- (iii) Other

##### **c) Emergency response plan**

Description of the internal and external emergency response plan for maintenance work to be done following a problem (water damage, hazardous product spills, fire, etc.), each person's responsibility and what steps will be taken in such situations

#### **4. PRODUCTS AND EQUIPMENT (10 points)**

##### **What we are looking for**

Evidence that the Contractor has undertaken to supply all equipment, materials and products necessary to provide the stated services. These must be safe and appropriate for the environment they will be used in.

- Nature and quality of equipment at the Contractor's disposal to provide the services.
- Type of products to be used by the Contractor to provide the services. We expect the Contractor to use the following equipment for the work to be done: *Vacuums, auto-scrubber, polishers, rug cleaners and various hand tools.*
- The materials or products must be environmentally friendly (green). The products used will include *cleaners, disinfectants, floor finishes and floor-stripping agents.*

##### **Information and records that the Contractor must supply, among other things**

List of equipment, as mentioned above, with the features (technical data) and quantities of the mechanical equipment the Contractor will use to provide all services stipulated in the specifications. List of green products that your business intends to use to provide services, as mentioned above, stipulating the type of product (use), the brand name and/or the manufacturer, and including safety data sheets (WHMIS).

## **5. QUALITY ASSURANCE (10 points)**

### **What we are looking for**

Contractor's commitment to providing quality services.

### **Information and records that the Contractor must supply, among other things**

a) Contractor's quality assurance policy, to provide quality services.

The Bidder should describe its quality control system. This should include:

- Quality control or quality methods guide;
- Inspection, reporting and follow up procedures;
- Forms used for quality control.

**If the Contractor has *ISO 9001:2008 certification (Quality Management)*, it need only supply a copy of the valid certification with the bid.**

**ANNEX F**

**REFERENCE LETTER EXAMPLE**

<b>PROJECT/CONTRACT – REFERENCE NUMBER 1</b>	
<b>Organisation name or client company</b>	<b>Name :</b> _____
<b>Name and title of client contact</b>	<b>Name :</b> _____ <b>Title :</b> _____
<b>Client contact telephone number</b>	<b>Téléphone :</b> _____
<b>Client contact email address</b>	<b>Email :</b> _____
<b>Approximate square meters of surface to be cleaned, as per project or contract</b>	<b>Square meters :</b> _____
<b>Project or contract location</b>	<b>Location :</b> _____
<b>Project or contract value</b>	<b>Value :</b> _____
<b>Project or contract period</b>	<b>From :</b> month _____ year _____ <b>To :</b> month _____ year _____
<b>Project or contract description :</b>	

DEFINITION AND CALCULATION OF POINTS FOR TECHNICAL CRITERIA				
<b>Bidder name:</b>  				
<b>1. ORGANIZATION AND MANAGEMENT</b>				
a) <u>General organization of the business</u>		Points allocation	Points	Commentaires
The company provides an organization chart for its organization: - of 1 to 2 people - of 3 to 5 people - of 5 to 10 people - of more than 10 people		0 point 4 points 7 points 10 points	   ..... / 10	
b) <u>Experience and past performance of the business</u>		Points allocation	Points	Commentaires
The company has carried out at least three (3) major contracts in the last five (5) years and provides letters from references that can be checked. By major, we are referring to Size (+ than 10,000 m2) + Type of contract involving at least 20% warehouse/industrial cleaning  The company does not provide any detailed information The company provides a list of contracts, but it is incomplete The company provides a list of three (3) contracts and the information is complete for all the contracts, but no reference letters are provided The company provides a list of three (3) contracts and the information is complete for all the contracts, and there is a list of references (1 reference can be checked) The company provides a list of three (3) contracts and the information is complete for all the contracts, and there is a list of references that can be checked (both references can be checked)		0 point 3 points 4 points 7 points 10 points	   ..... / 10	
<b>SUB TOTAL a + b</b>			..... / 20 Passing score 12/20	

2. EXPERIENCE AND PERFORMANCE				
Supervisor/team leader		Points allocation	Points	Commentaires
Experience of the Supervisor / Team Leader assigned to this contract We are looking for the following: Name, training received and past experience		0 point 2 points 3 points 5 points 7 points 8 points 10 points	_____ / 10	
The supervisor / team leader for this contract has less than 2 years' experience The supervisor / team leader for this contract has at least 2 years' experience but less than 3 full years; resumé submitted is incomplete The supervisor / team leader for this contract has at least 3 years' experience but less than 4 full years; resumé submitted is incomplete The supervisor / team leader for this contract has more than 4 full years' experience; resumé submitted is incomplete The supervisor / team leader for this contract has at least 2 years' experience but less than 3 full years; resumé submitted is complete The supervisor / team leader for this contract has at least 3 years' experience but less than 4 full years; resumé submitted is complete The supervisor / team leader for this contract has more than 4 full years' experience; resumé submitted is complete				
List of employees		Points allocation	Points	Commentaires
The company provides a list of employees assigned to the contract with their skills, positions held and seniority No list of employees is provided A list is provided, but it is incomplete in 2 of the following areas: skills, seniority, positions held A list is provided, but it is incomplete in 1 of the following areas: skills, seniority, positions held A list is provided and it is complete in all of the following areas: skills, seniority, positions held		0 point 2 points 4 points 5 points	_____ / 5	
On-site personnel selection and Training		Points allocation	Points	Commentaires
The company explains it's recruitment program and also its hiring and training programs Does not explain its recruiting and training programs Incomplete or limited explanation of its programs Acceptable and adequate explanation of its programs Excellent, exhaustive and accurate explanation of its programs		0 point 2 points 3 points 5 points	_____ / 5	
Operational planning		Points allocation	Points	Commentaires
The company proposes a business plan for the future contract We are looking for the following: a team structure, the number of employees required per position, number of hours worked per employee (overall planning) No business plan is provided A business plan is provided, but it is incomplete in 2 of the following areas: structure, number of positions, No. of hours worked A business plan is provided, but it is incomplete in 1 of the following areas: structure, number of positions, No. of hours worked A business plan is provided and it is complete in all of the following areas: structure, number of positions, No. of hours worked		0 point 2 points 3 points 5 points	_____ / 5	
<b>SUB TOTAL</b> <b>a + b + c</b>			_____ / 25 Passing score 15/25	

3. HEALTH AND SAFETY				
		Points allocation	Points	Commentaires
a) Programs and procedures				
The organization presents its current Health and Safety program and procedures				
The company does not provide a Health and Safety program or procedures				
The company presents a Health and Safety program and procedures				
The company presents a Health and Safety program and procedures and a statement of compliance with the statutes and regulations				
b) Employee certification				
Employee assigned to the contract with a valid certification related to the contract (eg, WHMIS, First Aid, replacement of lighting fixtures)				
The company does not provide certificates demonstrating that an employee assigned to this contract has at least one valid certification				
The company provides certificates demonstrating that one or more employees has at least one valid certification				
The company provides certificates demonstrating that one or more employees has two different valid certifications				
The company provides certificates demonstrating that one or more employees has three different valid certifications				
c) Emergency response plan				
The company presents its emergency response plan (Internal Plan, External Plan, each person's responsibilities, communication)				
No plan is provided, or a plan is provided, but there are a number of shortcomings in at least 3 essential areas				
Plan is provided, but it has a number of shortcomings in at least 2 essential areas				
Plan is provided, but it has a small shortcoming in 1 essential area				
Complete plan is provided for all of the essential areas				
SUB TOTAL a + b + c			_____ / 15 Passing score 9/15	
4. PRODUCTS AND EQUIPMENT				
		Points allocation	Points	Commentaires
The company provides a list of products and equipment requirement to perform the service required (eg, vacuum cleaner, polisher)				
The list provides details (type, technical data, name of manufacturer and number in the inventory) and meets environmental standard (environmentally friendly products only)				
The company provides no information about materials and equipment used				
The company provides an incomplete list of products and equipment (missing 2 criteria in the list)				
The company provides an incomplete list of products and equipment (missing 1 criterion in the list)				
The company provides a complete list of products and equipment for all of the services required				
The company provides an incomplete list of products and equipment (missing 2 criteria in the list). The list meets the environmental standard (environmentally friendly products only)				
The company provides an incomplete list of products and equipment (missing 1 criterion in the list). The list meets the environmental standard (environmentally friendly products only)				
The company provides a complete list of products and equipment for all of the services required. The list meets the environmental standard (environmentally friendly products only)				
SUB TOTAL			_____ / 10 Passing score 6/10	

5. QUALITY ASSURANCE				
		Point allocation	Points	Commentaires
The organization presents a quality assurance program (Company policy on QA, description of QA training given to employees, description of program, correction methods). The company has valid ISO 9001:2008 (quality management) certification		0 point 4 points 6 points 8 points 10 points	_____/ 10	
The company does not provide a quality assurance program				
The company provides an incomplete quality assurance program (missing 2 criteria in the list)				
The company provides an incomplete quality assurance program (missing 1 criterion in the list)				
The company provides a detailed, complete quality assurance program				
The company provides a detailed, complete quality assurance program and the company has ISO accreditation				
		SUB TOTAL	_____/ 10 Passing score 6/10	
		TOTAL	_____/ 80 Overall Passing Score 56 points	

RECEIVED

JUL 20 2017


 Government of Canada  
 Gouvernement du Canada

Contract Number / Numéro du contrat

EE517-180764

Security Classification / Classification de sécurité

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

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine Travaux publics et Services Gouvernementaux Canada		2. Branch or Directorate / Direction générale ou Direction Biens immobiliers
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 Description: <b>Contrat d'entretien ménager du lundi au vendredi, 2 ans + 3 années d'option</b> Lieu: 101 boul Champlain, Québec, QC G1K 7Y7		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required - Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité



<b>PART A (continued) / PARTIE A (suite)</b>	
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
<b>PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)</b>	
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"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> SECRET SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL
	<input type="checkbox"/> NATO SECRET NATO SECRET
	<input type="checkbox"/> TOP SECRET TRÈS SECRET
	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
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 checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
<b>PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)</b>	
<b>INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS</b>	
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
<b>PRODUCTION</b>	
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
<b>INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)</b>	
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



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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

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

☒ No  
Non ☐ Yes  
Oui

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

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).