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PART 1 - GENERAL INFORMATION

1.1 INTRODUCTION

The bid solicitation is divided into five (5) parts plus an attachment 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; and
- Part 5 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

Attachment 1 to Part 3 includes the Certifications, and Attachment 1 to Part 4 includes the Evaluation criteria.

The Annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), Insurance Requirements (Annex C), Security Requirements Check List (Annex D) Specialty "On-Call" Cleaning Estimate (Annex E), Proposed Resource Table (Annex F), and Sample Job Order Ticket (Annex G).

1.2 SUMMARY

- 1.2.1** The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada to United States of America in Washington D.C. of the Department of Foreign Affairs, Trade and Development (DFATD) to provide commercial cleaning services as described in the Statement of Work (Annex A).
- 1.2.2** The Work is to be performed from the contract award date (tentatively set for February 1, 2019 for a period of 2 years . However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 2 additional one 1 irrevocable option periods under the same terms and conditions.
- 1.2.4** There are security requirements associated with this requirement. For additional information, consult Part 5 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.5** The requirement is subject to the provisions of the:



- a) North American Free Trade Agreement (NAFTA);
- b) Canadian Free Trade Agreement (CFTA)
- c) World Trade Organization Agreement on Government Procurement (WTO-AGP);
- d) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- e) Canada - Chile Free Trade Agreement (CCFTA);
- f) Canada - Columbia Free Trade Agreement;
- g) Canada - Korea Free Trade Agreement;
- h) Canada - Honduras Free Trade Agreement;
- i) Canada - Panama Free Trade Agreement;
- j) Canada - Peru Free Trade Agreement (CPFTA);
- k) Canada - Ukraine free Trade Agreement (CUFTA).

1.3 CONTRACT DOCUMENTS

The Draft Contract and the Statement of Work which the selected Bidder will be expected to execute are included with this Request for Proposal (RFP) at Part 5, and Annex A, respectively.

1.4 DEFINITIONS

In this document, unless the context otherwise requires:

"Applicable Tax" means any tax applicable in the jurisdiction of the Work.

"Bid" means proposal, and the terms can be used interchangeably in this document.

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a proposal to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

"Canada", "Crown", "Her Majesty", the "Minister" or the "Government" means Her Majesty the Queen in right of Canada as represented by the Minister of Foreign Affairs and any other person duly authorized to act on behalf of that minister;

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.



PART 2 - BIDDER INSTRUCTIONS

2.1 LANGUAGE OF PROPOSAL

Proposal documents and supporting information must be submitted in either English or French.

2.2 REFERENCE CLAUSES

2.2.1 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.

2.2.3 This procurement document contains references to specific standard instructions, general conditions and clauses found in the SACC Manual which will apply to this particular requirement. Reference clauses are those clauses and conditions that bidders and suppliers must refer to in the government Standard Acquisition Clauses and Conditions (SACC) Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) to obtain the full text. Clause references will include the clause ID number, its effective date and its title (e.g. ID B1204C (2011-05-16)).

In cases where the reference clause(s) has been modified or deleted to suit this procurement, such change(s) have been identified in this document.

NOTE: It is strongly recommended that bidders visit the above site to better understand these clauses and conditions.

2.3 STANDARD INSTRUCTIONS

2.3.1 The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23) (2018-05-22) Standard Instructions - *Goods or Services - Competitive Requirements* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23>), are incorporated by reference into and form part of the bid solicitation.

2.3.2 Except in the case of “PWGSC’s Integrity Database”, where referred to, the words “Public Works and Government Services Canada” or “PWGSC” are to be substituted to read “**Foreign Affairs, Trade and Development Canada**” or “**DFATD**”; all references to facsimile number of “**819-997-9776**” are deleted; all references to “**Canada Post epost Connect service**” are deleted; and the words “Contracting Authority” are to be substituted to read “**Canada’s Representative**”.

2.3.3 Subsection 05 (2018-05-22) Submission of Bids, paragraph 4 is amended as follows:
Delete: sixty (60)
Insert: one hundred and twenty (120)

2.3.4 Subsection 06 (2018-05-22) Late Bids

This subsection is deleted in its entirety and is hereby replaced by the following:

Bids received after the stipulated bid closing date and time will be:

- returned to the Bidder in the case where hard copies were requested; or
- deleted / destroyed where soft copies were requested,

unless they qualify under the provisions of the Delayed Proposals clause stipulated in paragraph 2.3.5

2.3.5 Subsection 07 (2018-05-22) Delayed Bids

This subsection is deleted in its entirety and is hereby replaced by the following:

A proposal (bid) received after the closing date and time, but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by Canada, after the proposal (bid) has been received at the location stipulated on page one (1).



2.3.6 **Subsection 08 (2018-05-22) Transmission by Facsimile or by epost connect**

This subsection is deleted in its entirety and does not form part of the RFP. Canada does not accept receipt of bid by means of a facsimile or by epost Connect service.

2.4 **SUBMISSION OF PROPOSALS**

2.4.1 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>).

2.4.2 Proposals must be received by DFATD at the address identified, by the date and time on page 1 of the solicitation. Proposals must NOT be sent directly to Canada's Representative. Canada will not be responsible for proposals delivered to a different address. Proposals sent directly to Canada's Representative may not be considered.

2.4.3 E-mail Proposal Receiving Unit Address is Solely for Delivery of Bids and Enquiries: The e-mail address indicated on page one (1) of the solicitation is for the purpose of proposal submission and enquiries concerning that solicitation. No other communications are to be forwarded to this address.

Attachments should be in a Portable Document Format (.pdf) software application or Microsoft Office version 2003 or greater;

Bidders should follow the specifications format instructions described below, during the preparation of their bid:

- Minimum type face of 10 points.
- All material should be formatted to print on 8.5" x 11" or A4 paper.
- For clarity and comparative evaluation, the Bidder should respond using the same subject headings and numbering structure as in this RFP document.

More than one e-mail can be sent if necessary (if the same file is sent twice, the latest file received will be used for evaluation purposes and the previous one(s) will not be opened).

Canada will take no responsibility if a proposal is not received on time because the e-mail was refused by a server for the following reasons:

- The size of attachments exceeds 10 MB;
- The e-mail was rejected or put in quarantine because it contains executable code (including macros);
- The e-mail was rejected or put in quarantine because it contains files that are not accepted by our server, such as, but not limited to, .rar, encrypted .zip, encrypted .pdf, .exe., etc.

Links to an online storage service (such as Google Drive™, Dropbox™, etc.) or to another website, a File Transfer Protocol (FTP) service access, or any other mean of transferring files, **will not** be accepted. All documents submitted must be attached to the e-mail.

It is strongly recommended that Bidders confirm with Canada's Representative that their complete proposal was received. For this same reason, it is recommended that in cases where more than one (1) e-mail containing documents comprising the quote is submitted, the emails be numbered and the total number of emails sent in response to the solicitation also be identified.

2.4.4 Canada requires that each proposal, at closing date and time or upon request from Canada's Representative, be signed by the Bidder or by an authorized representative of the Bidder. If any required signature(s) are not submitted as requested, Canada's Representative may inform the Bidder of a time frame within which to provide the signature(s). Failure to comply with the request of Canada's Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive. If a proposal is submitted by a joint venture, it must be in



accordance with section 17 Joint Venture, of 2003 (2018-05-22) *Standard Instructions - Goods or Services - Competitive Requirements*.

- 2.4.5** It is the Bidder's responsibility to:
- a. obtain clarification of the requirements contained in the RFP, if necessary, before submitting a proposal;
 - b. prepare its proposal in accordance with the instructions contained in the RFP;
 - c. submit by closing date and time a complete proposal;
 - d. send its bid only to the address specified on page 1 of the bid solicitation;
 - e. ensure that the Bidder's name, return address, and the RFP number are clearly visible on the envelope or the attachment(s) containing the proposal; and,
 - f. provide a comprehensible and sufficiently detailed proposal, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.6** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada and will not be returned, including those of unsuccessful Bidders. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.7** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.8** A proposal cannot be assigned or transferred in whole or in part.

2.5 MANDATORY SITE VISIT

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. The site visit will be held at 501 Pennsylvania Ave., NW, Washington, D.C. United States of America on December 18, 2018 and will begin at 9:00 AM EST, in Washington D.C.

Bidders are requested to confirm their attendance with Canada's Representative no later than five (5) working days before the conference 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 proposal will be rejected as non-compliant. Any clarifications or changes to the RFP resulting from the conference will be included as an amendment to this RFP.

Please note, any travel and other costs associated with attending a bidders' conference form part of "Bid Costs" as per 2003 (2018-05-22) *Standard Instructions - Goods or Services - Competitive Requirements*, and will not be reimbursed by Canada.

2.6 COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 8 Days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP 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.

- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

2.7 APPLICABLE LAWS

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

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

2.8 ENTIRE REQUIREMENT

The RFP documents contain all the requirements relating to the RFP. Any other information or documentation provided to or obtained by a Bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the RFP. Bidders should also not assume that their existing capabilities meet the requirements of the RFP simply because they have met previous requirements.

2.9 DEBRIEFINGS

Bidders may request a debriefing on the results of the RFP process, within 15 working days upon notification of the process results. The debriefing may be in writing, by telephone or in person.

2.10 CHALLENGES

The Canadian International Trade Tribunal (CITT) was established by the Government of Canada to provide a challenge mechanism for suppliers to raise complaints regarding the solicitation or evaluation of bids, or in the awarding of contracts on a designated procurement, in accordance with applicable Trade Agreements. You may raise concerns regarding the solicitation, evaluation or the resulting award, with the DFATD representative in a first attempt to address the concern or if not satisfied, with the CITT by contacting them toll free by telephone at 855-307-2488, or by visiting their website at <http://www.citt.gc.ca/>.

2.11 NO PROMOTION OF BIDDERS INTEREST

Bidders will not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this project.

2.12 CONTROLLED GOODS REQUIREMENT

N/A



2.13 LEGAL CAPACITY

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by Canada's Representative, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to Bidders submitting a proposal as a joint venture.

2.14 INCAPACITY TO CONTRACT WITH GOVERNMENT

By submitting a proposal, the Bidder certifies that neither the Bidder nor any of the Bidder's affiliates has ever been convicted of an offence under any of the following provisions. Canada may reject a proposal where the Bidder, including the Bidder's officers, agents and employees, has been convicted of an offence under the following provisions of the Criminal Code:

- a. paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against Her Majesty*) or section 154.01 (*Fraud against Her Majesty*) of the [Financial Administration Act](#), or
- b. section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against Her Majesty or section 418 (*Selling defective stores to Her Majesty*) of the [Criminal Code](#) of Canada, or
- c. section 462.31 (*Laundering proceeds of crime*) or
- d. sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#) of Canada, or section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the [Competition Act](#), or
- e. section 239 (*False or deceptive statements*) of the [Income Tax Act](#), or
- f. section 327 (*False or deceptive statements*) of the [Excise Tax Act](#), or
- g. section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#), or
- h. section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#), or
- i. any provision under any law other than Canadian law having a similar effect to the above-listed provisions.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 PROPOSAL PREPARATION INSTRUCTIONS

Canada requests Bidders provide their proposal in electronic format.

Canada requests that Bidders provide their bid in separate PDF files or Microsoft office version 2003 as follows:

- Section I: Technical Proposal (1 soft copy by email submission)
- Section II: Financial Proposal (1 soft copy by email submission)
- Section III: Certifications (1 soft copy by email submission)
- Section IV: Additional Information (1 soft copy by email submission)

Please note: bids may be modified or resubmitted only **before** the solicitation closing date, and must be done in writing. This includes electronically transmitted responses. The latest bid received will supersede any previously received bids.

3.2 TECHNICAL PROPOSAL INSTRUCTIONS

Section I: to be labeled “**Technical Proposal**”; 1 soft copy

This section should not exceed 60 pages. Material exceeding the 60 page maximum will not be considered. Copies of required Certificates and Licences, and Title pages are not included in the 60 page limit.

In their technical proposal, 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 Bidder must provide the necessary documentation to support compliance with this requirement.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute “demonstrated” for the purpose of the evaluation;
- b. The Bidder must clearly demonstrate in the proposal how the experience was gained or knowledge was attained, supported by resumes and any necessary supporting documentation;
- c. The Bidder must provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the bidder must indicate the duration of such experience, specifying the start and end dates (month and year at a minimum). In the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not normally be counted more than once; and
- d. It is recommended that the Bidder include a grid in their proposals, cross-referring statements of compliance with the supporting data and resume evidence contained in their proposals. Note: the compliance grid, by and of itself DOES NOT constitute demonstrated evidence. As stated in bullet “b” above, the resumes and supporting documentation will be accepted as evidence.

Compliance with the references bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. Canada’s Representative will have the right to ask for additional information to verify bidders’ compliance with the references before award of a contract. The bid will be declared non-responsive if any reference made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the request of Canada’s Representative for additional information will also render the bid non-responsive.



3.3 FINANCIAL PROPOSAL INSTRUCTIONS

Section II: to be labeled “**Financial Proposal**”; 1 soft copy

Bidders must submit their Financial Proposal in accordance with Annex B – Basis of Payment. Prices must appear in Section II **only** and must not be indicated in any other section of the proposal. Failure to comply will result in the proposal being declared non-compliant and rejected from further consideration. All the information required in the Financial Proposal must appear in a separate document and should be identified as the Financial Proposal. Financial Proposals will only be opened after the evaluation of the Technical Proposal is completed. **Estimates provided in Annex B are strictly for evaluation purposes and are not a guarantee under the contract.**

3.4 FIRM PRICE

3.4.1 Bidders must quote an all-inclusive Firm Price in US dollar on the attached form Financial Proposal Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the performance of any additional Work described in the Bidder's Proposal (unless clearly described as an option), all travel, living costs and all overhead costs including disbursements.

3.4.2 All payments will be made according to the terms of payment set out in the Draft Contract.

3.4.3 The Contractor will not be reimbursed for travel and living expenses incurred in the performance of the Work.

3.4.4 All payments will be made according to the terms of payment set out in the Draft Contract.

3.5 TAXES

3.5.1 The Financial Proposal is to include any input taxes payable by the Bidder, and is to also include output taxes. The Bidder may provide details concerning the applicability, amount and administration of the payment of taxes and duties payable in respect of the Work.

3.5.2 Canada will pay the Bidder's output taxes as required by local tax legislation but will not be responsible for the payment of the input taxes payable by the Bidder to any third party (including Subcontractors).

3.6 CERTIFICATIONS

Section III: to be labeled “**Certifications**”; one (1) Soft copy

Bidders must submit the certifications required under attachment 1 to part 3.

Please see Attachment 1 to Part 3 for Certifications instructions.

3.6.1 Federal Contractors Program for Employment Equity – Bid Certification

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

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



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 Canada's Representative 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 Canada's Representative with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

3.7 INSURANCE REQUIREMENTS

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

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



ATTACHMENT 1 TO PART 3 – CERTIFICATIONS

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. 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.

Canada's Representative 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 Canada's Representative will render the bid non-responsive or constitute a default under the Contract.

A1. CERTIFICATIONS REQUIRED WITH THE BID

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

A1.1. INTEGRITY PROVISIONS – DECLARATION OF CONVICTED OFFENCES

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

A2. 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.

A2.1. INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION

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

A2.2. 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 equal or higher qualifications and experience. The Bidder must advise Canada's Representative 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 Canada's Representative, 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.

A2.3. EDUCATION AND EXPERIENCE

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

A2.4. FORMER PUBLIC SERVANT

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

DEFINITIONS

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

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

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

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

FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION

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

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



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

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

WORK FORCE ADJUSTMENT DIRECTIVE

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

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is USD5,000, including Applicable Taxes.

CERTIFICATION STATEMENT

By signing and submitting this page, the Bidder certifies that the information submitted by the Bidder in response to Attachment 1 to Part 3 is accurate and complete.

Name & Signature of Authorized Individual

Date



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 EVALUATION AND SELECTION

- 4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- 4.1.2 An evaluation team composed of representatives of Canada will evaluate the bids.
- 4.1.3 If the Bidder is deemed to be non-responsive / non-compliant *at any time during the below two (2) stages of evaluation, the technical stage or the financial stage*, the bid will be set aside and given no further consideration.

4.2 TECHNICAL EVALUATION

Mandatory and point-rated technical evaluation criteria are included in Attachment 1 to Part 4.

4.3 FINANCIAL EVALUATION

4.3.1 Mandatory Financial Criteria

The price of the bid will be evaluated in United States Dollars (USD), Applicable Taxes excluded.

4.4 BASIS OF SELECTION

4.4.1 Mandatory Technical Criteria

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

4.4.2 Basis of Selection – Lowest Price Per Point

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 78 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 130 points
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.



ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

1.0 Mandatory Technical Criteria

The proposal must meet the following mandatory technical criteria. The Bidder must provide the necessary documentation to demonstrate compliance with this requirement.

Proposals that do not meet the mandatory technical criteria will be considered non-responsive. Each mandatory technical criterion must be treated separately.

Mandatory Technical Criteria (MT)			
#	Mandatory Technical Criterion	Met / Not Met	Reference to Proposal
M1	<p>The Bidder's Experience</p> <p>The Bidder MUST have a minimum of five (5) years' experience in the past ten (10) years providing cleaning services for Class 'A' facilities such as Embassies/ Consulates, Government Ministries or Corporation/ International Companies of similar size to the Canadian Embassy. The experience MUST be demonstrated by providing the following:</p> <p>a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration; and</p> <p>b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).</p>		



M2	<p>Supervisor</p> <p>The Bidder's Supervisor MUST:</p> <ul style="list-style-type: none">a) have a minimum of five (5) years' experience in the past eight (8) years in directing cleaning type operations in a supervisory capacity for buildings of the approximate size of the Embassy;b) have passed a background criminal and credit check as performed by the Bidder within the past six (6) months. The Bidder MUST provide a copy of the background criminal and credit check in their proposal; andc) be able to fluently read, write, and communicate in English (i.e. demonstrate an ability to read and understand post orders and preparation of reports, where applicable). <p>NOTE: It is sufficient to state in the bid that the proposed Supervisor has the required language capabilities. If, subsequent to the Contract being awarded, the Project Authority determines that the proposed Supervisor does not possess the stated language capabilities, then the Contractor will be determined to be in default and the Contract will be terminated.</p> <p>The minimum of five (5) years' experience MUST be demonstrated by providing the following:</p> <ul style="list-style-type: none">a) a complete list of past/present projects (which cannot be concurrent) – including the project's duration, the dates, and the Supervisor's job title and/or specific role; andb) the names and telephone numbers of references who can be contacted to confirm the Supervisor's experience and satisfactory performance (i.e. one (1) reference for each project).c) The information must be provided on the forms in ANNEX F, Proposed Resource Table. <p>NOTE: The Supervisor is the employee of the Bidder who is designated by the Bidder as being in full charge of the site operations of the Contractor for the purpose of this Contract.</p>		
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<p>M3</p>	<p>Alternate Supervisor</p> <p>The Bidder's Alternate Supervisor MUST:</p> <ul style="list-style-type: none"> a) have a minimum of two (2) years' experience in the past four (4) in cleaning type operations in a typical commercial, or governmental, facility; b) have passed a background criminal and credit check as performed by the Bidder within the past six (6) months. The Bidder MUST provide a copy of the background criminal and credit check in their proposal; and c) be able to fluently read, write, and communicate in English (i.e. demonstrate an ability to read and understand post orders and preparation of reports, where applicable). <p>NOTE: It is sufficient to state in the bid that the proposed Alternate Supervisor has the required language capabilities. If, subsequent to the Contract being awarded, the Project Authority determines that the proposed Alternate Supervisor does not possess the stated language capabilities, then the Contractor will be determined to be in default and the Contract will be terminated.</p> <p>The minimum of two (2) years' experience MUST be demonstrated by providing the following:</p> <ul style="list-style-type: none"> a) a complete list of past/present projects (which cannot be concurrent) – including the project's duration, the dates, and the Alternate Supervisor's job title and/or specific role; and b) the names and telephone numbers of references who can be contacted to confirm the Alternate Supervisor's experience and satisfactory performance (i.e. one (1) reference for each project). c) The information must be provided on the forms in ANNEX F, Proposed Resource Table. <p>NOTE: The Alternate Supervisor is the employee of the Bidder who is designated by the Bidder as being in full charge of the site operations of the Contractor in the absence of the Supervisor for the purpose of this Contract.</p>		
<p>M4</p>	<p>Equipment</p> <p>As a minimum, Bidder must have the following equipment available for use in this Contract. All equipment must have been manufactured within the past five (5) years.</p> <ul style="list-style-type: none"> a) One (1) Upright HEPPA Filter Vacuum; b) One (1) Husky (or equivalent) High Pressure Washer - Please remove this product c) One (1) Wet Vacuum; d) Two (2) Power Flite (or equivalent) Floor Fans; e) One (1) Advanced Plus 20 (or equivalent) Buffer Machine; f) One (1) Wax Stripper Machine; g) Several Mops and Brooms; h) Four (4) cleaning carts; and i) Three (3) ProTeam (or equivalent) HEPPA Vacuums. 		



M5	Insurance The Bidder shall submit a letter from an Insurance Broker or Insurance Company licensed to operate in the United States that certifies that the Bidder, if successful in being awarded a Contract, will or can be insured in accordance with ALL the insurance coverage requirements as stipulated in ANNEX "C" – Insurance Requirements.		
M6	Office Proximity The bidder MUST demonstrate that the company has an office within 100km (60 miles) radius of the Chancery (501 Pennsylvania Avenue N.W. Washington D.C. 20001.) The bidder must provide the company's address.		



2.0 Point-Rated Technical Criteria

Proposals that meet all of the mandatory technical criteria will be evaluated and point-rated against the criteria listed below, using the evaluation factors and weighting indicators indicated.

Bidders must obtain the required minimum of 60 % overall of the points in order to be evaluated on the basis of their financial proposal.

Any bid which fails to obtain the required minimum will be declared non-compliant. Each point rated technical criterion must be addressed separately.

Rating Table - This Rating Table applies to RT4 – Work Plan ONLY.	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
50%	The response includes some information, but is also missing a substantial amount of information. Some elements poorly described. Bidder receives 50% of the available points for this element.
70%	The response includes most of the information required to be complete meeting the established minimum. Bidder receives 70% of the available points for this element.
85%	The response includes a substantive amount of the information required to be complete. Bidder receives 85% of the available points for this element.
100%	Substantial details provided leading to a complete and thorough understanding of the requirement. Bidder receives 100% of the available points for this element.



The summary of maximum points to be awarded is summarized as follows:

Rated Criterion Number	Title	Maximum Points Available	Minimum Points Required
RT1	Bidder's Experience	20	78
RT2	Supervisor Experience	15	
RT3	Alternate Supervisor Experience	5	
RT4	Work Plan	50	
RT5	Schedule of Operations	20	
RT6	Health and Safety Policy	20	
Total		130	



Point Rated Technical Criteria (RT)			
RT1 - Bidder's Experience			
#	Point Rated Technical Criteria	Point allocation	Weighting
RT1	<p>For each year in addition to the five (5) minimum years of experience (as per M1), list the Bidder's experience in providing cleaning services for Class 'A' facilities such as Embassies/ Consulates, Government Ministries or Corporation/ International Companies of similar size to the Canadian Embassy.</p> <p>The experience MUST be demonstrated by providing the following:</p> <p>a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and</p> <p>b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).</p>	6-10 years' experience	10 points
		11-15 years' experience	15 points
		16 or more years' experience	20 points
Maximum Points =			20



Point Rated Technical Criteria (RT)			
RT2 - Supervisor Experience			
#	Point Rated Technical Criteria	Point allocation	Weighting
RT2	<p>For each year in addition to the five (5) minimum years of experience (as per M2) list the Supervisor's experience in directing cleaning type operations in a supervisory capacity for Embassies/Consulates, Government Ministries or Corporation International Companies of similar size to the Canadian Embassy.</p> <p>The experience MUST be demonstrated by providing the following:</p> <p>a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and</p> <p>b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).</p>	6 years' experience	6 points
		7 years' experience	9 points
		8 years' experience	12 points
		9 or more years' experience	15 points
Maximum Points =			15



Point Rated Technical Criteria			
RT3 – Alternate Supervisor Experience			
#	Point Rated Technical Criterion	Point allocation	Weighting
RT3	<p>For each year in addition to the two (2) minimum years of experience (as per M3) list the Alternate Supervisor's experience in cleaning type operations for Embassies/Consulates, Government Ministries or Corporation International Companies of similar size to the Canadian Embassy.</p> <p>The experience MUST be demonstrated by providing the following:</p> <p>a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and</p> <p>b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).</p>	3 years' experience	1 Point
		4 years' experience	2 Points
		5 years' experience	3 Points
		6 years' experience	4 Points
		7 or more years' experience	5 Points
Maximum Points =			5



Point Rated Technical Criteria (RT)			
RT4 – Work Plan			
#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT4	<p>The Work Plan should provide sufficient detail to allow for a clear understanding of how the Bidder expects to carry out the statement of work for this Contract. For each task identified in the statement of work, the bidder Must demonstrate briefly and clearly specific methods to be used, which resource(s) will do the work, what equipment will be used, and the firm’s support (e.g. training provisions, off-site support, and managerial controls).</p> <p>Note that the evaluation process may determine that a bidder is not knowledgeable if tasks proposed are not justified by the bidder.</p>	<p>Details on what the Bidder’s procedures are for verifying/monitoring staff’s arrival/departure and/or absence from post, and dispatching of replacement staff, if required.</p>	Up to 10 Points
		<p>Details on the Bidder’s option(s) with respect to disciplinary policy (i.e. verbal, written reprimands, suspensions, etc.).</p>	Up to 10 Points
		<p>Details on Bidder’s vacation leave policy.</p>	Up to 10 Points
		<p>Details on the Bidder’s ability to provide additional manpower when required (i.e. Demonstrate ability to backfill for on-call, sickness, and/or vacation).</p>	Up to 10 Points
		<p>Breakdown of resources for ease of implementation of the proposed transition period.</p>	Up to 10 Points
Maximum Points =			50



Point Rated Technical Criteria (RT)			
RT5 – Schedule of Operations			
#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT5	<p>The bidder should provide a draft Schedule of Operations which specifies the months during which the cleaning operations outlined in the Statement of Work will be undertaken in accordance with the indicated frequencies. Refer to Section 5: “Special Requirement” of the Statement of Work for the time frame within which the scheduled operations will be performed. This work schedule is to be prepared for one (1) year.</p> <p>Note: A final Schedule of Operations will be established in consultation with the successful bidder and the DFATD Project Authority within sixteen (16) days of award of the Contract. The final Schedule of Operations as accepted by the Project Authority will form part of the resulting Contract. Each option year, if exercised, will also require a new schedule prior to the start of the option year.</p>	<p>- Detail and clear description. Excellent identification of activities. Demonstrates a full understanding of the requirement. No clarification required.</p> <p>- Timelines and associated level of effort is detailed and clear. No clarification required.</p>	Weighting
		Unsatisfactory: No clear outline of description of step-by-step service.	0 Points
		Poor: Insufficient description outline of description of step-by-step service.	5 Points
		Satisfactory: Basic outline of description of step-by-step service.	10 Points
		Superior: Complete outline of description of step-by-step service.	20 Points
Maximum Points =			20



Point Rated Technical Criteria (RT)			
RT6 – Health and Safety Policy			
#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT6	The bidder is also expecting to show clear understanding of Section 18 Health and Safety Policy in the statement of work for this Contract.	Work Safety and Health Training Policy: Provide descriptions that bidder's actions will take or training sessions will provide to its employees prior to start or during work for the Embassy of Canada.	
		1 session per 2 years	0 Points
		1 session per year	5 Points
		2 or more per year	10 Points
		Sick Leave Policy: Provide descriptions of bidder's sick leave policy to its employees (including # of sick days) who will work for the Embassy of Canada.	
		0 day per year	0 Points
1 to 6 days per year	5 Points		
More than 6 days per year	10 Points		
Maximum Points =			20



PART 5 - RESULTING CONTRACT CLAUSES

5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

"Applicable Tax" means any tax applicable in the jurisdiction of the Work;

"Bid" means proposal, and the terms can be used interchangeably in this document.

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a proposal to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

"Canada", "Crown", "Her Majesty", the "Minister" or the "Government" means Her Majesty the Queen in right of Canada as represented by the Minister of Foreign Affairs and any other person duly authorized to act on behalf of that minister;

"Canada's Representative" means the person designated to act as Canada's agent and representative for the purposes of this Contract;

"Contract" means the Articles of Agreement, these general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time;

"Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada;

"Contract Price" means the amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Applicable Taxes;

"Days" means continuous calendar days, including weekends and statutory holidays;

"Government Property" means anything supplied to the Contractor by or on behalf of Canada for the purposes of performing the Contract and anything acquired by the Contractor in any manner in connection with the Work, the cost of which is paid by Canada under the Contract;

"Party" means Canada, the Contractor, or any other signatory to the Contract and "Parties" means all of them;

"Signature" means either signed on paper, whether the original or an electronic copy of the signed paper is sent to the Contractor; and

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions 2035 (2018-06-21)



- (c) Supplementary Conditions;
- (d) Statement of Work (Annex A);
- (e) Basis of Payment (Annex B);
- (f) Insurance Requirements (Annex C);
- (g) Security Requirements Check List (Annex D);

In the event of discrepancies, inconsistencies or ambiguities of the wording of these documents, the document that appears first on the above list shall prevail.

5.3 AUTHORITIES AND COMMUNICATION

5.3.1 Canada's Representative

Canada's Representative for this Contract is:

Name: Sean Sun
Title: Procurement Specialist
Department of Foreign Affairs, Trade and Development
Directorate: Mission Procurement Operations
Address: 125 Sussex Drive, Ottawa, Ontario, Canada K1A 0G2
Telephone: (343) 203-1555
E-mail address: Sean.Sun@international.gc.ca

Canada's Representative is responsible for the management of the Contract, and any changes to the Contract must be authorized in writing by Canada's Representative. 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 Canada's Representative.

5.3.2 Project Authority

The Project Authority for this Contract is: (To be completed at contract award)

Name:
Title:
Department of Foreign Affairs, Trade and Development
Directorate:
Address:
Telephone:
E-mail address:

The Project Authority is the representative of the department 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 Canada's Representative.

5.3.3 Communication and Notices

Any notice under the Contract must be in writing and may be delivered by hand, courier, mail, or e-mail. It must be sent to the Party for whom it is intended at the address stated in the Contract. Any notice will only be effective on the day it is received at that address. Any notice to Canada must be delivered to Canada's Representative.



5.3.4 Management of the Contract

Subject to the other provisions of this Article, Canada's Representative is responsible for the management of the Contract. Unless otherwise specified, no notice, instruction, authorization, refusal or other communication provided by Canada is valid under this Contract unless it is provided to the Contractor by Canada's Representative. Likewise, no notice, instruction, authorization, refusal or other communication to Canada made by the Contractor or on its behalf is valid unless it is made to Canada's Representative. 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 anyone other than Canada's Representative.

5.3.5 Contractor's Representative (To be completed at contract award)

The Contractor's Representative is:

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

The Contractor reserves the right to replace the above-designated Contractor's Representative by sending a notice in writing to Canada's Representative to that effect.

5.3.6 Amendment

To be effective, any amendment to the Contract must be done in writing and signed by Canada's Representative and the Contractor's Representative. Canada's right to exercise an Option Period is excluded from this signatures requirement.

5.3.7 Assignment

The Contractor must not assign the Contract without first obtaining Canada's written consent. Any assignment made without that consent is void and will have no effect. The assignment will be effective upon execution of an assignment agreement signed by the Parties and the assignee. Assignment of the Contract does not relieve the Contractor from any obligation under the Contract and it does not impose any liability upon Canada.

5.4 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.

5.5 GENERAL CONDITIONS

2035 (2018-06-21), *General Conditions - Higher Complexity - Services*, apply to and form part of the Contract.

5.6 ENTIRE AGREEMENT

The Contract constitutes the entire and only agreement between the Parties and supersedes all previous negotiations, communications and other agreements, whether written or oral, unless they are incorporated by reference in the Contract. There are no terms, covenants, representations, statements or conditions binding on the Parties other than those contained in the Contract.



5.7 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 Ontario, Canada.

5.8 NUMBER AND GENDER

In these Articles of Agreement, the singular includes the plural and vice versa, and words importing the masculine gender include the feminine gender and the neuter, and vice versa.

5.9 POWERS OF CANADA / STATE IMMUNITY

All rights, remedies, powers and discretions granted or acquired by Canada under the Contract or by law are cumulative, not exclusive. Notwithstanding anything in this Contract, Canada does not waive any right or immunity that it has or may have by virtue of international or domestic law.

5.10 TIME OF THE ESSENCE

Time is of the essence. The Contractor must provide in a timely manner all components of the Work.

5.11 EXCUSABLE DELAY

5.11.1 A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:

- is beyond the reasonable control of the Contractor;
- could not reasonably have been foreseen;
- could not reasonably have been prevented by means reasonably available to the Contractor; and,
- occurred without the fault or neglect of the Contractor

will be considered an "Excusable Delay" if the Contractor advises Canada's Representative of the occurrence of the delay or of the likelihood of the delay as soon as the Contractor becomes aware of it. The Contractor must also advise Canada's Representative, within fifteen (15) working days, of all the circumstances relating to the delay and provide to Canada's Representative for approval a clear work around plan explaining in detail the steps that the Contractor proposes to take in order to minimize the impact of the event causing the delay.

5.11.2 Any delivery date or other date that is directly affected by an Excusable Delay will be postponed for a reasonable time that will not exceed the duration of the Excusable Delay.

5.11.3 However, if an Excusable Delay has continued for 30 Days or more, Canada's Representative may, by giving notice in writing to the Contractor, terminate the Contract. In such a case, the Parties agree that neither will make any claim against the other for damages, costs, expected profits or any other loss arising out of the termination or the event that contributed to the Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

5.11.4 Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any costs incurred by the Contractor or any of its subcontractors or agents as a result of an Excusable Delay.

5.12 SEVERABILITY

If any provision of the Contract is declared by a court of competent jurisdiction to be invalid, illegal or unenforceable, that provision will be removed from the Contract without affecting any other provision of the Contract.



5.13 SUCCESSORS AND ASSIGNS

The Contract is to the benefit of and binds the successors and permitted assignees of Canada and of the Contractor.

5.14 SURVIVAL

All the Parties' obligations of confidentiality and representations set out in the Contract as well as the provisions, which by the nature of the rights or obligations might reasonably be expected to survive, will survive the expiry or termination of the Contract.

5.15 ADDITIONAL SACC MANUAL CLAUSES

N/A

5.16 PERFORMANCE OF THE WORK

5.16.1 Description of Work

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

5.16.2 Period of the Contract

The Work is to be performed during the period of _____ to _____ (To be completed at contract award).

5.16.3 Option to Extend the Contract

The Contractor grants to Canada an irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year each period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

5.16.4 Exercise of Option to Extend

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty Days before the expiry date of the Contract. The option may only be exercised by Canada's Representative, and will be evidenced for administrative purposes only, through a Contract amendment.

5.16.5 Independent Contractor

The Contractor is an independent Contractor engaged by Canada to perform the Work. Nothing in the Contract is intended to create a partnership, a joint venture or an agency between Canada and the other Party or Parties. The Contractor must not represent itself as an agent or representative of Canada to anyone. Neither the Contractor nor any of its personnel is engaged as an employee or agent of Canada. The Contractor is responsible for all deductions and remittances required by law in relation to its employees.

5.16.6 Conduct

The Contractor must:

- (a) perform the Work diligently and efficiently;
- (b) perform the Work with honesty and integrity;
- (c) except for Government Property, supply everything necessary to perform the Work;
- (d) select and employ a sufficient number of qualified persons;



- (e) perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract; and,
- (f) provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.

5.16.7 Time

For the purposes of this Contract, a full day of Work is any period of seven and one half (7.5) hours within any twenty-four (24) hour period.

If the Contractor is engaged in the performance of the Work for any period that exceeds or is less than a full day, the Contractor will be paid a pro-rata portion of the firm daily rate that corresponds to the number of hours during which the Contractor was so engaged.

5.16.8 Assigned Individuals

If specific individuals are identified in Annex A to perform the Work,

- a. the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control;
- b. the Contractor must obtain Canada's written approval, through Canada's Representative, before replacing, removing or adding an individual to the approved team, and, more specifically, before any services are rendered by such individual; and
- c. the Contractor must not, in any event, allow performance of the Work by unauthorized replacement individuals.

5.16.9 Resources

Canada reserves the right to conduct periodic background checks on personnel employed or subcontracted by the Contractor.

Canada reserves the right, in its sole discretion, to decide that personnel employed or subcontracted by the contractor are unsuitable. In such circumstances, the Contractor shall ensure that personnel are removed from property and replaced with personnel suitable to Canada.

5.16.10 Replacements

Canada may order that a replacement individual stops performing the Work. In this case, the Contractor must immediately comply with the order and secure a further replacement in accordance with section *Assigned Individuals*. The fact that Canada does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

5.16.11 Compliance with Local Law

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force in Washington DC, United States of America.

5.16.12 Inspection and Acceptance

All the Work is subject to inspection and acceptance by Canada. Inspection and acceptance of the Work by Canada do not relieve the Contractor of its responsibility for defects or other failures to meet the requirements of the Contract. Canada will have the right to reject any work that is not in accordance with the requirements of the Contract and require its correction or replacement at the Contractor's expense.



5.16.13 Security Requirements

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

- 5.16.13.1** The Contractor must diligently maintain up-to-date, the information related to the Contractor's and individual(s) site(s) or premises, where safeguarding measures are required in the performance of the Work, for the following address:
- 501 Pennsylvania Ave., NW,
Washington, D.C.
United States of America
- 5.16.13.2** The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individual(s) hold a valid security clearance at the required level.
- 5.16.13.3** At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be escorted by a member of the Canada-based staff (CBS) on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted **with the permission of the Mission Security Officer (MSO) or by CBS as authorized by the MSO and the guards will be under the continuous escort of the MSO or CBS while working within the restricted zone.** Failure to provide a contingent of guards able to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers.
- 5.16.13.4** The Contractor shall be responsible to identify the Security Requirements of the Contract to their Subcontractors and to ensure that these requirements are complied with by subcontractors.
- 5.16.13.5** If the **Contractor** breaches Sub-paragraph (1) above, DFATD shall terminate this Contract immediately without notice or any further obligation to the **Contractor**. The **Contractor** shall immediately refund to the Receiver General of Canada via DFATD all unspent funds provided under this Contract



5.16.14 Green Procurement

5.16.14.1 The Contractor should make every effort to ensure that all documents prepared or delivered under this contract are printed double-sided on Ecologo certified recycled paper or on paper with equivalent post-consumer recycled content, to the extent it is procurable.

5.16.14.2 The Contractor should make every effort to use environmentally preferred goods, services and processes, as required, to reduce any environmental impacts resulting from the performance of the Work. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

5.17 CERTIFICATIONS

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

5.18 CONTROLLED GOODS PROGRAM

N/A

5.19 PAYMENT TERMS

5.19.1 Basis of Payment

Canada will pay the Contractor in accordance to the Basis of Payment included as Annex B. Payment under this Contract, except advance payments, will be conditional on the performance, completion and delivery of the Work, or any part of the Work to the satisfaction of Canada.

5.19.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed USD _____(To be completed at contract award). Customs duties are excluded and Applicable Taxes are extra.

No increase in the total liability of Canada, in the Contractor's hourly rates or in the price of the Work resulting from any changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these changes, modifications or interpretations have been approved, in writing, by Canada's Representative 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 Canada's Representative. The Contractor must notify Canada's Representative in writing as to the adequacy of this sum:

- when it is 75 percent committed, or
- four (4) months before the end of the Period of the Contract, or
- as soon as the Contractor considers that the Contract funds provided by Canada are inadequate for the completion of the Work, whichever comes first.



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

5.19.3 Method of Payment – Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

5.19.4 Audit

Any amount paid or claimed under the Contract is subject to government audit both before and after payment is made. The Contractor must keep proper accounts and records of the cost of performing the Work and keep all documents relating to such cost for six (6) years after it receives the final payment under the Contract.

5.19.5 Invoicing Instructions

5.19.5.1 The Contractor must ensure that each invoice it provides to Canada

- a. is submitted in the Contractor's name;
- b. is submitted each month do so for each delivery or shipment;
- c. only applies to the Contract;
- d. shows the date, the name and address of the Project Authority, the description of the Work and the Contract number;
- e. details the claimed fees and disbursements, if applicable, in accordance with the Basis of Payment, exclusive of Applicable Taxes;
- f. sets out Applicable Taxes, such as the Contractor's output VAT, as a separate item along with corresponding registration numbers from the tax authorities;
- g. identifies all items that are zero-rated, exempt from Applicable Taxes or to which it does not apply.

5.19.5.2 By submitting an invoice, the Contractor certifies in each case that the invoice is consistent with the Work delivered and is in accordance with the Contract.

5.19.6 Discrepancies

If the contents of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within 15 Days of the invoice receipt. The 30-Day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within 15 Days will only result in the date specified in subsection 16 of 2035 (2018-06-21) *General Conditions - Higher Complexity – Services*, to apply for the sole purpose of calculating interest on overdue accounts.

5.19.7 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of 2035 (2018-06-21) *General Conditions - Higher Complexity - Services*, the Contractor will be entitled, in accordance with the Basis of Payment (Annex B), to be paid only the amounts that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been



paid or reimbursed by Canada. Under no circumstance will Canada be liable to the Contractor for early termination of this Contract.

5.19.8 Remittance to appropriate tax authority

The Contractor agrees to remit to the appropriate government tax authority any amount of applicable tax legally required to be remitted by the Contractor, pursuant to applicable tax laws.

5.19.9 Payment of Invoices by Credit Card

N/A

5.20 SUSPENSION AND INFRACTION

5.20.1 Suspension of the Work

Canada may at any time, by written notice, order the Contractor to suspend or stop the Work or part of the Work under the Contract. The Contractor must immediately comply with any such order in a way that minimizes the cost of doing so.

5.20.2 Infraction

Canada may terminate this Contract or reduce or suspend any payments under it if the Contractor fails to honour the provisions in the section titled *Governance and Ethics*.

5.21 INSURANCE TERMS

5.21.1 Specific Insurance Requirement

- 5.21.1.1** The Contractor must comply with the insurance requirements specified in Annex C. 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.
- 5.21.1.2** 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.
- 5.21.1.3** The Contractor must forward to Canada's Representative within 10 Days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by Canada's Representative, forward to Canada a certified true copy of all applicable insurance policies.

5.22 GOVERNANCE AND ETHICS

5.22.1 Conflict of Interest and Values and Ethics Codes for the Public Service

The Contractor acknowledges that individuals who are subject to the provisions of the Conflict of Interest Act, 2006, c. 9, s. 2 (as amended from time to time), the Conflict of Interest Code for



Members of the House of Commons, the Values and Ethics Code for the Public Service, Code of Conduct for Canadian Representatives Abroad or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract. The Contractor will notify Canada in writing of any situation, of which the Contractor is or becomes aware, in which one of the Contractor's agents, employees or contractors derives, or is in a position to derive, an unauthorized benefit.

5.22.2 Incapacity to Contract with the Government

The Contractor certifies that no one convicted under any of the provisions under subsection a or b are to receive any benefit under the Contract. In addition, the Contractor certifies that except for those offences where a criminal pardon or a record suspension has been obtained or capacities restored by the Governor in Council, neither the Contractor nor any of the Contractor's affiliates has ever been convicted of an offence under any of the following provisions:

- a. paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian *Financial Administration Act*, R.S.C. 1985, c. F-11, or
- b. section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the *Criminal Code of Canada*, R.S.C. 1985, c. C-46, or
- c. section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the *Criminal Code of Canada*, or
- d. section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Canadian *Competition Act*, R.S.C. 1985, c. C-34, or
- e. section 239 (False or deceptive statements) of the Canadian *Income Tax Act*, R.S.C., 1985, c. 1 (5th Supp.), or
- f. section 327 (False or deceptive statements) of the Canadian *Excise Tax Act*, (R.S.C., 1985, c. E-15, or
- g. section 3 (Bribing a foreign public official) of the Canadian *Corruption of Foreign Public Officials Act*, S.C. 1998, c. 34 (as amended), or
- h. section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Canadian *Controlled Drugs and Substance Act*, S.C. 1996, c. 19 (as amended); or
- i. any provision under the local law having a similar effect to the above-listed provisions.

5.22.3 Anti-Terrorism

Consistent with numerous United Nations Security Council resolutions, including S/RES/1267 (1999) concerning Al Qaida and the Taliban, and associated individuals and entities, both Canada and the Contractor are firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. The Contractor acknowledges that neither it, nor any of its employees, Directors, or agents is an entity listed, in relation to terrorists groups and those who support them, under subsection 83.05 of the Criminal Code of Canada, and as identified thereto in a "List of Entities" which may be found at < <http://laws-lois.justice.gc.ca/eng/regulations/SOR-2002-284/index.html> > and that it is not nor will it knowingly work with any party and entity appearing on the New Consolidated List established and maintained by the UN Security Council's 1267 Committee. Furthermore, the Contractor acknowledges that it will not knowingly directly or indirectly collect, provide or make available funds or property intending that they be used, or knowing that they will be used, to carry out or facilitate terrorist activities, or knowing that the funds or property will be used or will benefit a terrorist entity as identified in the List of Entities.



5.23 DISPUTE RESOLUTION

5.23.1 Discussion and Negotiation

If a dispute arises out of, or in connection with this Contract, the parties shall meet to pursue resolution through negotiation or other appropriate dispute resolution process before resorting to litigation.



ANNEX A – STATEMENT OF WORK

1. Title

Commercial Cleaning Services for Embassy of Canada to United States of America in Washington D.C.

2. Background

Embassy of Canada to United States of America in Washington D.C. is soliciting sealed proposals for commercial cleaning services for a building (approximately 100,000 sqft of parking garage and 150,000 sqft of all other internal space) consisting of a basement, a ground floor and a first floor located at 501 Pennsylvania Ave., NW, Washington, D.C. United States of America.

3. Scope of Services

3.1. The contractor shall provide cleaning services to the Washington Mission including all personnel, materials, labour, supervision, tools, equipment, and other items related to the services as described herein, and is exempt only from those items that are specifically noted.

4. Operations and Frequencies

4.1. General

The operations specified in this section are more particularly defined under Section 11 “Terms and Quality Standards” herein.

4.2. Exterior

4.2.1. Daily

- a) Under the supervision of the Project Authority, remove graffiti, posters and stickers from exterior surfaces, doors, and windows at street level. (If unsure of safe removal technique do NOT attempt).
- b) Clean stainless steel surfaces, including all handrails and gates.
- c) Clean glass and sashes on both sides of main entrance and exit doors in main lobby and immigration section lobby.
- d) Clean glass of fingerprints and smudges in parking garage kiosk.
- e) Clear litter and sweep all areas to include walkways and driveways.
- f) Remove litter and debris from fountains (using special basket provided by the Embassy).
- g) Spray/wet down Pennsylvania Avenue sidewalk from main stairs to planters commencing at 0700 hours on Mondays, Wednesday, and Fridays.



4.2.2. Twice Weekly (only from April to November inclusive)

- a) Brush all wet pool and fountain surfaces (using brushes provided by the Embassy).
- b) Brush walls of Rotunda fountain.

4.2.3. Monthly

- a) Remove sand debris from drainage catch boxes in Driveway and at Garage entrance/exit on north side of building.
- b) Clean stainless steel top of rotary entrance door at Pennsylvania Avenue Entrance.

Note: Snow removal is not included in this Contract.

4.3. Interior

4.3.1. General

- a) Only Green Seal Certified products are to be used for cleaning and polishing and all products must be pre-approved by the Project Authority. All disposable material must be biodegradable including but not limited to: paper towels and trash bags.
- b) Do not place chairs, wastepaper baskets, etc., on desks, tables, or other furniture surfaces during cleaning operations.
- c) Do not allow cleaning solutions and chemicals to seep under legs of furniture or file cabinets and partitions.
- d) Place warning signs (Bilingual: French/English – provided by the Embassy) in prominent location when performing floor-cleaning operations.
- e) Clean-up all spills as soon as they are reported or found.
- f) Place all trash, compost and recycling in the proper containers in the loading dock as soon as possible after it is collected.
- g) Place all empty cardboard boxes in compacter located on the loading dock. Once the compacter is full, place cardboard bale near loading dock door.
- h) Collect separate and or divide all recycle material obtained from the mission approved recycled containers and place in designated recycle bins.
- i) Place recycling bins outside loading dock door at the end of each day. These bins must be brought in each morning. These bins must be kept clean and should be cleaned once a week.

4.3.2. Floors – Resilient Tile and Rubber

4.3.2.1 General



- a) Only Green Seal Certified products are to be used for cleaning and polishing and all products must be pre-approved by the Project Authority. Additionally, all disposable material must be biodegradable including but not limited to: paper towels and trash bags.
- b) Remove litter and foreign matter, and clean rubber baseboards of dust and foreign matter before applying polishes or waxes.

4.3.2.2 Daily

- a) Sweep and damp-mop floors in corridors and bathroom/elevator lobbies.
- b) Sweep or vacuum floors in office areas.
- c) Sweep and damp-mop floor in front of food services line in Cafeteria.

4.3.2.3 Weekly

- a) Sweep and damp-mop offices and storage areas.
- b) Spot spray-buff high traffic areas in front of, and behind, counters, in desk wells, and traffic lanes in office areas and corridors.
- c) Spray-buff floor in food service lane.
- d) Sweep and damp-mop theatre stage.

4.3.2.4 Monthly

- a) Wet scrub and refinish, on a full floor basis, all corridors.
- b) Wet scrub and refinish floor in food service lane.
- c) Spray-buff floor in Cafeteria Bar area.

4.3.2.5 Quarterly

- a) Wet scrub and refinish, on a full floor basis, all office areas.

4.3.3. Floors/Stairs – Stone

4.3.3.1 Daily

- a) Sweep and damp-mop all floors, stairways, and corridors.
- b) Remove foreign matter stuck to floors, and wash stains and spills.
- c) Dust and/or vacuum cove bases in corridors.

4.3.3.2 Weekly

- a) Damp-mop cove bases in corridors.



- b) Wet-mop all floors.

4.3.3.3 Monthly

- a) Wet-mop stairways.

4.3.3.4 Semi-annually

- a) Machine scrub floors.

4.3.3.5 Annually

- a) Strip and reseal floors and stairways.

4.3.4. Floors/Stairs – Concrete

4.3.4.1 Daily

- a) Sweep all floors.
- b) Remove litter and foreign matter in stairways.

4.3.4.2 Weekly

- a) Sweep, or vacuum, all stairways and landings.

4.3.4.3 Monthly

- a) Machine scrub all floors.

4.3.4.4 Quarterly

- a) Machine scrub stairways and landings.

4.3.5. Floors – Ceramic Tiles

4.3.5.1 Daily

- a) Sweep, or vacuum, and damp mop.
- b) Remove litter, foreign material, and items stuck to tile.

4.3.5.2 Weekly

- a) Wet mop all floors.
- b) Wash floors with germicidal detergent in washrooms and private showers.
- c) Use germicidal detergent and pressure-washer in mini-gymnasium showers and locker rooms.



- d) Place chemicals in floor drains to ensure p-traps are full (chemical provided by the Embassy).

4.3.5.3 Monthly

- a) Apply germicidal detergent to private showers and clean with pressure washer.
- b) Steam clean public washrooms.
- c) Machine scrub security man trap.

4.3.5.4 Quarterly

- a) Machine scrub garage and passenger elevators.

4.3.5.5 Annually

- a) Steam clean private washrooms and showers.

4.3.6. Floors – Wood (Canada Room)

4.3.6.1 Daily

- a) Dust mop with clean, dedicated cotton mop.

4.3.6.2 Twice Weekly

- a) Dust mop with treated cotton mop (Bona X Swedish formula system – must be used – no substitution unless approved by Project Authority.)

4.3.6.3 Weekly

- a) Wet mop with mild cleaning chemical and mop dedicated for use in this area ONLY (Bona X Swedish formula chemical ONLY – no substitution unless approved by Project Authority.)

4.3.7. Floors – Carpet

4.3.7.1 General

- a) Notify Project Authority of any damage found to any carpeting or if carpet-tile lifting is observed anywhere.
- b) Remove spots and stains using system and method prescribed by carpet cleaning contractor. Notify Project Authority of spots or stains that cannot be removed.
- c) All carpets, rugs, and walk-on mats MUST be vacuumed at least twice during the normal work week with approved HEPA-filter machines.

4.3.7.2 Daily



- a) Vacuum all hallways, conference rooms, and high traffic areas.

4.3.7.3 Twice Weekly

- a) Vacuum offices, open work areas, closets, and storage rooms.

4.3.7.4 Monthly

- a) Wash walk-on mats as per manufacturer's instructions and check for damage from fraying or tears and report irregularities to Project Authority.

Note: Steam cleaning or chemical washing of carpets is NOT part of this Contract, with the exception of walk-on mats.

4.3.8. Walls, Doors and Other Surfaces

4.3.8.1 General

- a) Windowsills and stools will be kept dust free.
- b) Glass partitions and walls will be kept clean and free of all smudges and foreign matter.
- c) Metal surfaces, doorframes and jambs will be kept smudge and dirt free.
- d) Walls will be wiped of smudges, marks and kept dirt free.

4.3.8.2 Daily

- a) Stainless steel hand rails, doors and frames will be wiped and polished using an approved non-abrasive stainless steel cleaner, including surfaces in main lobby.
- b) Aluminum windowsills will be damp wiped of dust.

4.3.8.3 Weekly

- a) High dust (above seven (7) feet) stainless steel in lobbies and tops of door frames in corridors, lobbies, and hallways.
- b) High dust (above seven (7) feet) stainless steel in Canada Room, main entrance and Pennsylvania Avenue Entrance, main hallway, Immigration Section Waiting Room, and Security Man-Trap Pyramid.
- c) Wash, using mild detergent, all stonewalls around elevator 'call' buttons.

4.3.8.4 Monthly

- a) Dust or vacuum all air intake grills, air diffusers and metal surrounds.
- b) Vacuum baseboard heaters.



- c) Polish all decorative stainless steel.
- d) Vacuum top of translucent panels in main entrance above receptionist.
- e) Wash, with mild detergent, walls around security “swipe card” devices and “push plates” on doors in service areas, hallways, and corridors.

4.3.8.5 Quarterly

- a) Wash, using mild detergent, all air intake grills, air diffusers and metal trim and surrounds.
- b) Wipe smudges off mechanical access panels and doors.

4.3.8.6 Semi-annually

- a) Wash all glass partitions.

4.3.9. Elevators

4.3.9.1 General

- a) Keep elevators in neat appearance and replace spent light bulbs in cabs as soon as reported.
- b) Report non-working indicator lamps to Project Authority as soon as noticed.
- c) Use freight elevator only to transport waste barrels and materials in the building, as well as all equipment.

4.3.9.2 Daily

- a) Clean walls, rails, and doors of fingerprints and smudges using a non-abrasive cleaner.
- b) Vacuum mats and floors.

4.3.9.3 Weekly

- a) Scrape and vacuum doorsills and tracks in cabs and at each landing.
- b) Wash floors with germicidal detergent.

4.3.9.4 Monthly

- a) Wash walk-on mats as per manufacturer’s instructions and check for damage from fraying or tears and report irregularities to Project Authority.

4.3.9.5 Quarterly

- a) Machine scrub floors.

4.3.10. Washrooms



4.3.10.1 General

- a) During cleaning of washrooms, proper signage must be displayed to inform users of cleaning operations. Bilingual (French/English) signs will be provided by the Embassy.
- b) While floors are being washed, or are wet, appropriate signage must be prominently displayed.
- c) While washrooms are being cleaned, they are NOT to be used by staff.
- d) Blocked toilets, urinals, sinks and drains shall be cleared immediately by use of a plunger ('plumber's helper'). If not successful, report problem to the Project Authority for further action.
- e) Ensure that floor drain p-traps are not dry. Place chemicals in floor drains to ensure p-traps are full (chemical provided by the Embassy).

4.3.10.2 Daily

- a) All washrooms MUST be serviced at least twice per day, except for the washroom closest to the theatre which can be serviced once per day.
- b) Remove all litter and foreign matter from floors and counters.
- c) Wipe fixtures, counters, partitions, and other surfaces with an approved germicidal cleaning solution.
- d) Wipe stainless steel surfaces with an approved non-abrasive cleaner/polisher.
- e) Remove debris caught in strainers in all fixtures.
- f) 2.3.10.2.6 Wipe smudges and fingerprints off mirrors and walls.
- g) Empty sani-cans, wash and disinfect, and provide new sanitary bags.
- h) Empty all refuse receptacles and replace disposable plastic liners.
- i) Keep all dispensers stocked with approved liquid hand soap, toilet tissue and paper towels.

4.3.10.3 Weekly

- a) Wash all partitions and partition doors with an approved germicidal detergent dry.
- b) Descale toilet bowls and urinals.

4.3.10.4 Monthly

- a) Machine scrub floors with an approved germicidal detergent.



- b) Wash ceramic tile walls and floors with pressure washer.

4.3.10.5 Quarterly

- a) Steam clean floor grout.

4.3.10.6 Annually

- a) Wash ceilings.

4.3.11. Cafeteria

4.3.11.1 General

- a) Food Service Contractor is responsible for the cleaning and housekeeping in the food preparation areas.
- b) Cleaning Contractor shall be responsible for cleaning and housekeeping outside of food preparation areas, to include 'food service line' and bar area.

4.3.11.2 Daily

- a) Vacuum carpeted area.
- b) Damp wipe tabletops, legs and chair frames.
- c) Wipe smudges and fingerprints from walls, ledges, and painted glass wall plates.
- d) Wet mop resilient tile floor in the 'food service line' and vacuum walk-on mats.

4.3.11.3 Weekly

- a) Vacuum upholstered furniture.
- b) Wash resilient tile floor in 'food service line'.

4.3.11.4 Monthly

- a) Machine scrub floor in 'food service line'.

4.3.12. Furniture and Furnishings

4.3.12.1 General

- a) Papers, files, and material left on furniture shall not be disturbed by the cleaning staff. When a desktop is to be cleaned, all items will be removed prior to the cleaning operation by a member of the Embassy staff.
- b) Dusting of cabinets, bookcases, occasional tables, etc., shall be done exercising care not to damage items on surfaces.



- c) Vacuuming of upholstered furniture will be done using proper safety devices on hoses.
- d) Office desktop equipment, to include (but not limited to) telephones, computer systems, typewriters and calculators are NOT maintained in this Contract. Cleaning staff is not to touch this equipment.
- e) Art works in hallways and main lobby are NOT maintained in this Contract.

4.3.12.2 Daily

- a) Dust all horizontal surfaces.
- b) Spot clean fingerprints and smudges from furniture and metal cabinets using approved chemicals and lint-free dusting clothes.
- c) Dust picture frames and wall hangings, excluding paintings and art objects. Project Authority will specify items not to be cleaned.
- d) Empty wastebaskets and replace disposable liners. Report to Work Control incidents of non-compliance with Embassy recycling regulations.
- e) Empty recyclable containers into appropriate bins.

4.3.12.3 Weekly

- a) Vacuum under cushions on upholstered furniture.
- b) Dust vertical surfaces of furniture.
- c) Damp wipe exterior of wastebaskets.
- d) Damp wipe and polish all conference rooms tables using manufacturers approved materials.

4.3.12.4 Quarterly

- a) Vacuum upholstered office partitions.
- b) Polish stainless steel frames and bases using approved cleaner.
- c) Clean and polish chair legs using approved cleaner.
- d) Wash interior of wastebaskets.

4.3.13. Shipping and Receiving area

4.3.13.1 General

- a) Immediately remove supplies received for Contractor's use and place in assigned storage areas. Transfer carts provided by Embassy must be returned immediately after supplies have been removed.



4.3.13.2 Daily

- a) Sweep loading dock.
- b) Remove litter and spillage.
- c) Wipe smudges and stains from doors, windows, and walls.

4.3.13.3 Weekly – Advise Security in advance before performing

- a) Clean hydraulic dock levellers.
- b) Wash area under hydraulic dock levellers.
- c) Wash floors in both shipping bays.

4.3.13.4 Monthly

- a) Pressure wash floors and walls in entire Loading Dock area. Ensure that water is mopped up so that no puddles are left as "standing-water".

4.3.14. Trash/Dumpster Area

4.3.14.1 General

- a) Collect all office waste and recycling. Sort material to comply with embassy and District of Columbia recycling laws. Appropriate containers will be provided by embassy.

4.3.14.2 Daily

- a) Place all disposable material in appropriate bins before end of workday.
- b) Place all cardboard containers into compactor.
- c) Sweep trash area and keep dock free of litter and debris.

4.3.14.3 Weekly

- a) Wash floor on trash area.

4.3.15. Miscellaneous Furnishings and Equipment

4.3.15.1 Daily

- a) Wipe fingerprints and smudges from all stainless steel drinking fountains using Project Authority approved disinfectant.
- b) Check rolled-paper dispensers in kitchenettes and refill as necessary.

4.3.15.2 Weekly



- a) Dust Venetian blinds.
- b) Damp wipe and disinfect counters and sinks in kitchenettes.

4.3.15.3 Monthly

- a) Damp wipe cupboards under sinks in kitchenettes.
- b) Vacuum interior of all cupboards in kitchenettes.

4.3.15.4 Quarterly

- a) Damp wipe Venetian blinds.
- b) Defrost refrigerators in kitchenettes and offices. (Approximately 24 machines) – Maintain list with Work Control of units cleaned.

4.3.16. Parking Garage

4.3.16.1 General

- a) The parking facility is an indoor garage, accommodating approximately 220 vehicles. The area is comprised of three (3) levels with a total space of approximately 105,000 square feet.
- b) All cleaning operations shall be performed during the same hours as the interior of the building.
- c) The Contractor shall ensure that ramps are kept clear of debris at all times. Chemicals shall not be used without written permission from the Project Authority.
- d) Provide and apply an absorbent compound to oil and grease leaks and spills and remove as quickly as possible. Report habitual leaks of oil and fluids by parking number to the Project Authority.

4.3.16.2 Daily

- a) Sweep area around entrance kiosk and remove all debris inside entrance/exit doors and on first ramp.
- b) Check all areas and remove debris and litter.
- c) Clean Kiosk as per standard office cleaning procedures outlined in Contract.
- d) Remove 'standing water' with squeegees to nearest drains.
- e) Empty sand-urns provided for disposal of smoking materials, and small waste containers at entrance to each garage elevator lobby.

4.3.16.3 Weekly



- a) Dust both sides of entrance/exit doors.
- b) Remove floor drain covers, clean built-in receptacles of dirt and debris, and replace covers; minimum of one (1) gallon of water in each floor drain.
- c) Empty large waste receptacles, and wash and replenish sand in receptacles provided for smoking materials.

4.3.16.4 Monthly

- a) Wash interior and exterior of garage entrance/exit doors.
- b) Sweep and damp mop concrete floors in storage rooms.
- c) Dust portable fire extinguishers.
- d) Wash interiors of large waste receptacles and disinfect as necessary.

4.3.16.5 Semi-Annually – Co-ordinate with Building Maintenance

- a) Dust or vacuum ledges, tops of pipes and partitions, including the tops of all hanging and wall mounted light fixtures and conduits.
- b) Wash all ceiling and wall mounted light fixtures.

4.3.17. Contractor's Space – Room #132.3

4.3.17.1 General

- a) Office area to be maintained to standards of other offices.
- b) Unless otherwise specified, furniture and material to be maintained to same standards of areas occupied by embassy staff.
- c) Supplies and approved cleaning products to be stored to manufacturer's specifications.

4.3.17.2 Daily

- a) Remove litter and debris from janitor's closets.
- b) Wash and disinfect sinks in janitor's closets.
- c) Keep brooms, mops, buckets, and other cleaning utensils in a clean and odour-free manner.

5. Special Requirements

5.1 General



The Supervisor and/or Alternate Supervisor shall have the appropriate member(s) of their staff respond promptly to all service calls between the hours of 7:00 AM (0700 hours) and 3:30 PM (16:30 hours).

5.2 Scheduled Cleaning

5.2.1 Cleaning operations shall be performed between the hours of 7:00 AM (0700 hours) and 3:30 PM (1630 hours) or 6:00 PM (1800 hours) and 10:00 PM (2200 hours) Monday through Friday and 7:30 AM (0730 hours) and 12 Noon (1200 hours) Saturdays.

5.2.2 **Scheduled Cleaning** shall be performed during the same hours listed in 3.2.1, above, unless other arrangements have been made with the Project Authority.

5.2.3 The Contractor shall respond to written requests for services (i.e. re-lamping, trash removal, urgent clean-ups, etc.) by completing **Job Order** tickets issued by the Project Authority or **Work Control Clerk**. See ANNEX "G" for a sample Job Order ticket.

5.3 "On Call" Cleaning

5.3.1 "On Call" cleaning shall be provided in response to written request from the Project Authority, by way of an estimate on a completed Specialty "On Call" Cleaning Estimate form. Sample form in ANNEX "E".

5.3.2 "On Call" cleaning shall be done in areas of the building (called Representational Areas) where events are held on a non-regular basis. These areas are: the Canada Room and the adjacent service/storage facilities; the theatre lobby and Theatre and the adjacent service facilities; the Art Gallery; the Cafeteria; the Main Foyer; the Level VI Reception Room, Dining Room and Small Salon and adjacent service/storage facilities, and the Level VI Outdoor Patio. On some occasions "On Call" cleaning shall be performed in other areas of the building when directed by the Project Authority. "On Call" cleaning shall include the 'support' facilities used when these functions are held, such as the washrooms, public telephone room and elevators as well as the hallways and corridors used to access the events.

5.3.3 Each event shall require a "supervisor" (heavy-duty cleaner) who will be responsible for ensuring that all work is performed to the level of the Contract and who will inspect the areas used to ensure they are ready for the next days operation or function. Additional staff (light duty cleaners) shall be provided to complete the necessary work in a reasonable amount of time, or to assist with moving large amounts of furniture, as required.

5.3.4 The formula used to complete the estimate will be based on the approved hourly rate for the "supervisor" Heavy Duty Cleaner and each "additional cleaner" at the approved hourly rate for Light Duty Cleaner.

5.3.5 If actual work is in excess of estimate provided on a pre-submitted form, a written explanation shall be submitted on a revised estimate form. Additional charges shall be reviewed by the Project Authority on an event-by-event basis, and if allowed, shall be submitted for full payment. These additional charges shall not be caused by any negligence by the Contractor and shall be allowed for unforeseeable cleaning requirements ONLY.

5.3.6 In addition to following procedures for cleaning floors, etc., as outlined in the Contract, 'On-Call' Cleaning staff shall be required to return tables, chairs, easels, walk-on mats, etc., that



are used at hospitality events to the proper storage locations to facilitate the required cleaning duties.

5.4 Re-lamping

5.4.1 All lamps, tubes, and light bulbs are provided by the Embassy and replacements are to be made with same type and wattage as lamp removed.

5.4.2 Replace all lamps (bulb and tube type) that are burnt as observed by cleaning staff, or reported to Contractor by Work Control on a Job Order ticket.

5.4.3 Provide a list to Work Control of lamps replaced to ensure Job Order is raised to keep track of number of lamps replaced.

5.4.4 Contractor shall NOT be responsible for replacing lamps that are more than sixteen (16) feet above floor level. Contractor shall NOT be responsible for replacing lamps that are connected directly to electric wires, or that are covered with special grills or deflectors. Contractors shall be responsible for replacing fluorescent tubes that have grills or deflectors after being trained by Embassy staff in the safe procedure to follow in performing this task.

5.4.5 Dry wipe bulbs and tubes when making replacement.

5.4.6 Wipe smudges, cobwebs and fingerprints off fixtures and surrounding surfaces after replacing lamps.

5.4.7 Replaced fluorescent tubes must be destroyed and broken glass placed in cardboard container before being placed in trash bin. Machine for destroying tubes is provided by the Embassy.

5.5 Exercise Facility

5.5.1 General

- a) Mini-gymnasium is closed from 9:00 pm (21:00) until 10:00 pm (22:00 hours) daily to allow Contractor to perform cleaning duties. During this period NO STAFF are permitted access to the facilities, except to perform repairs to plumbing and electrical fixtures.
- b) Report signs of damage, leakage or loose parts to equipment to Work Control immediately.

5.5.2 Daily

- a) Maintain washrooms as per Section 2. Operations and Frequencies: 2.3.10. Washrooms.
- b) Ensure soap dispensers in showers are stocked and operational.
- c) Damp wipe, with approved disinfectant, benches and stools.
- d) Damp mop all floors.



- e) Wipe smudges and stains off exercise equipment with industry approved disinfectant.
- f) Wipe reflective wall panels of smudges and stains with approved cleaner.
- g) Polish chrome and stainless steel handles, showerheads and other washroom fixtures.
- h) Remove and clean debris from special traps in shower drains and reinstall.

5.5.3 Weekly

- a) Remove contents of all lockers including hangers, wearing apparel, towels, etc., and place in a sealed plastic bag and deliver to the Project Authority and disinfect interior of lockers every Friday.
- b) Remove rubber floor mats from showers and shower drying-area and disinfect with an approved germicidal soap and pressure wash.

5.5.4 Monthly

- a) Remove shower curtains from showers and disinfect with an approved germicidal soap and pressure wash.

5.5.5 Quarterly

- b) Strip and refinish resilient tile floor.
- c) Steam clean and disinfect dressing room floors.

5.6 Theatre and Theatre Lobby

5.6.1 General

- a) Lamps in the theatre and theatre lobby shall NOT be replaced by the Contractor. These areas are re-lamped by Event Administration Section.

5.6.2 Daily

- a) Dust seat frames and vacuum upholstered seats and remove stains. Remove chewing gum with "freeze" type spray to prevent damage to fabric.
- b) Clean control booth as per offices.
- c) Clean control booth glass on both sides.
- d) Wipe smudges and fingerprints from stainless steel and polish all surfaces and handrails.

5.6.3 Weekly

- a) Damp mop Stage floor as per Section 2. Operations and Frequencies: Floors – Resilient Tile and Rubber 2.3.2.3.



5.6.4 Quarterly

- a) Vacuum ceiling screen tiles.
- b) Clean bright metal ceiling panels.
- c) Vacuum wall panels.

5.7 Canada Room

5.7.1 General

- a) Special Events may occur any day of the week (including weekends) and, historically, functions were limited to a maximum of 375 participants. Notwithstanding, Contractor may be required to work events including, but not limited to, Canada Day, Partners in Defence, and July 4th that exceed this maximum number.
- b) An "On-Call" cleaning estimate will be requested at least one (1) week prior to the date of each event.
- c) This area shall be checked one (1) hour prior to the scheduled start time of an event to ensure it is in good condition for the event.
- d) Daytime events are cleaned as part of the Contract if they end before 2:30 pm. Daytime events are cleaned as an 'On-Call' cleaning project after normal hours if the daytime event ends after 2:30 pm. All other events are cleaned as "On-Call" cleaning projects. See clause 3.3 "On Call" Cleaning.

5.7.2 Daily

- a) See Section 2. Operations and Frequencies: 2.3.6 Floors-Wood (Canada Room) for regular cleaning procedures in this area.

5.7.3 Weekly

- a) See Section 2. Operations and Frequencies: 2.3.6 Floors-Wood (Canada Room) for floor care.
- b) High dust horizontal surfaces up to 7-feet 6-inches above floor and clean smudges and fingerprints off doorframes and doors.

5.7.4 Monthly

- a) High dust horizontal surfaces and vacuum fabric wall panels.

5.8 Art Gallery

- a) When art is displayed in the Art Gallery, the area shall only be cleaned when requested by the Project Authority. At that time, cleaning chemicals that are approved by the Art Curator shall be specified and only those cleaning chemicals will be used. At all other times the Art Gallery shall be cleaned as other areas of the building with the same



surfaces, unless the Gallery is locked in which case no cleaning operation shall take place.

6. List of Cleaning Operation and Frequencies

<u>Cleaning Operation</u>	<u>Frequency of Operation</u>
Remove sand, dirt, and debris from catch-boxes in garage ramp and driveway.	Monthly
Clean stainless steel surfaces on top housing of rotary doors at building entrance (PA Ave).	Monthly
Dust/vacuum pipes, light fixtures and cabinets in garage.	Monthly
Dust portable fire extinguishers and interior of fire cabinets.	Monthly
Dust/vacuum air intake grills and air diffusers.	Monthly
Vacuum baseboard heaters.	Monthly
Vacuum top of plastic ceiling panels in front of Receptionist on Level II, Main Lobby.	Monthly
Vacuum and wash interior of cabinets in Kitchenettes	Monthly
Wash trim and surrounds of air intake grills and air diffusers	Monthly
Wash/steam clean walk-on mats	Monthly
Wash interior of trash containers in garbage and disinfect	Monthly
Wet scrub resilient tile and rubber floors	Monthly
Strip and refinish food service line floor in cafeteria	Monthly
Pressure wash floors and walls in showers	Monthly
Steam-clean floors in public washrooms	Monthly
Machine scrub washroom floors	Monthly
Wet mop stone stairways	Monthly
Spray buff floors in cafeteria bar area	Monthly
Pressure wash walls in public washrooms	Monthly
Clean mechanical rooms under the supervision of maintenance staff (dust and mop)	Monthly
<u>Cleaning Operation</u>	<u>Frequency of Operation</u>
Vacuum upholstered partitions	Quarterly
Clean and defrost refrigerators in kitchenettes and office areas	Quarterly
Steam-clean floors in private washrooms	Quarterly
Wash interior of waste baskets and trash containers in office	Quarterly
Refinish resilient tile floors in office areas	Quarterly
Machine scrub concrete stairway landings	Quarterly
Machine scrub elevator tile floors	Quarterly



Cleaning Operation

Wash light fixtures in garage

Frequency of Operation

Semi-annually

Machine scrub stone floors

Semi-annually

Wash glass partitions

Semi-annually

Cleaning Operation

Frequency of Operation

Steam clean private washrooms showers

Annually

Wash ceilings in washrooms

Annually

Strip and reseal stone stairways and floors

Annually

7. Space and Equipment Provided

7.1 The Contractor shall be provided with such office and storage space as is considered necessary for the performance of the Contract. This space will be mutually agreed between the Embassy and the Contractor, and the appearance of this space will be kept up to standards of like spaces used by the Embassy for the same purposes.

7.2 The Embassy will provide a telephone extension, which is connected through the Embassy switchboard, for the Contractor's use at no charge, with the exception of toll-call charges and long distance costs, which will be born by the Contractor. The Contractor must not list, publicize ,or use in any fashion, for business purposes, the name or address of the Embassy. A private telephone line may be installed at the expense of the Contractor but must be unlisted and must not, under any circumstances, appear in telephone directories or advertised as a business telephone.

7.3 The Contractor must provide supervisor with an on-site computer for the purposes of communicating information, during working hours, related to the performance of this Contract only.

7.4 The Contractor will be assigned one (1) parking space as part of the Contract for use by the Supervisor, or Alternate Supervisor. The parking space may not be used to store a vehicle overnight, and all Parking Rules and Regulations observed by Embassy Employees will apply to Contractor's personnel.

7.5 The Contractor must provide supervisor with printer/copier/scanner during working hours, for purposes related to the performance of this Contract only.

8. Supervision of Contract Work

8.1 The Contractor shall provide adequate supervision at all times when Contract work is being performed. The Supervisor and/or Alternate Supervisor shall have full authority to act for the Contractor, and by being so designated in writing, shall be familiar with all Contract matters relating to daily operation of this Contract.

8.2 The Supervisor and/or Alternate Supervisor shall be available at all times during normal working hours. The Contractor shall supply telephone and/or pager numbers for the Embassy to use to contact Supervisor and/or Alternate Supervisor at all times.

9. Electricity Usage Instructions



The Contractor will use ONLY the white electric outlets available throughout the building. At no time will equipment be plugged into orange or brown receptacles.

10. Inspection

The Contractor shall notify the Project Authority when each scheduled cleaning task has been completed as well as after the completion of each 'On-Call' cleaning assignment for an inspection to ensure work has been carried out in compliance with the Contract.

11. 'On-Call' Cleaning

'On-Call' cleaning shall only be authorized when requested, in writing, by the Project Authority. The Contractor shall be given sufficient time prior to the date for 'On-Call' cleaning to be able to prepare an estimate of costs and schedule appropriate staff to complete tasks.

12. Material and Equipment

12.1 The Contractor shall furnish a complete written list of proposed material giving manufacturer, origin, composition, etc., that will be used to carry out the Contract for approval by the Project Authority.

12.2 Contractor shall maintain a file or binder with the Material Safety Data Sheet (MSDS) of all chemicals and cleaning products approved for use in carrying out the Contract.

12.3 Quality of approved products will NOT be changed without written permission of the Project Authority.

12.4 Equipment shall be kept in good working condition and repairs shall be made immediately to any device that poses a safety or fire hazard. Such equipment shall be removed from the use as soon as defects have been observed.

12.5 No equipment shall be operated with more than one (1) 50-foot electric extension cord added to the manufacturers' original electric cord. Equipment that has had the original electric cord altered shall not be used with any additional extension cord attached.

12.6 Vacuum cleaners must have HEPA dust filters and have a very low noise output when in maximum operation. Decibel ratings of equipment must be submitted for approval by the Project Authority.

12.7 Steam cleaners, pressure washers, hoses, and other devices that use water must not leak and must be maintained to operate in a safe manner at all times.

12.8 Equipment brought into the Embassy, as part of this Contract shall NOT be removed without the prior knowledge of the Project Authority. When equipment is removed for repairs it shall be replaced with a like piece for use during the repair period.

13. Terms and Quality Standards

Glossary of Terms



- a) Cleaner (light Duty) – Picks up litter, empties waste paper baskets and small waste receptacles; removes foreign material from rooms, cleans furniture, fixtures, and dusts all surfaces; damp mops, dust mops, vacuums, replenishes supplies in washrooms, cleans toilet facilities, wash basins, stainless steel, and chrome fittings, mirrors, and dispensers.
- b) Cleaner (heavy Duty) – Picks up litter, empties cleans and/or washes heavy waste receptacles, sweeps, damp mops, washes and scrubs floors, removes and applies floor finishes, washes or vacuums walls and ceilings, replaces lamps and tubes, operates powered cleaning equipment and other related heavy duties.
- c) Routine Cleaning – Cleaning operations, which are specified, to be performed monthly or more frequently than monthly, such as twice weekly or daily.
- d) Scheduled Operations – Cleaning operations, which are specified to be performed less frequently than monthly, such as every two (2) months, quarterly, semi-annually, or annually.
- e) On-Call Cleaning – Cleaning Operations, which are specified to be performed only when ordered by the Project Authority.
- f) Materials – All supplies and expendable goods (such as toilet tissue, paper towels, hand soap, plastic bags and sani-bags) necessary for the physical cleaning of the building (such as waste containers, brushes, mops, etc.)
- g) Equipment – All machines and appliances used to support the execution of the Contract, such as vacuums, floor/buffer/polishers, chemical dispensers, pressure washers, extension cords, carpet shampooers.
- h) Supervisor – The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor for the purpose of this Contract.
- i) Alternate Supervisor - The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor in the absence of the Supervisor for the purpose of this Contract.
- j) Contractor – the Company who is successful in being awarded the Contract.
- k) Work – Includes the whole of the works, materials, matter and things required to be done, furnished and performed by the Contractor under the Contract.
- l) Monthly – Means twelve times per calendar year, or approximately every 30 days.
- m) Quarterly - Means four (4) times per calendar year, or approximately every 90 days.
- n) Semi-annually - Means two (2) times per calendar year, or approximately every 180 days.
- o) Annually - Means once every twelve months or approximately every 365 days.



- p) Twice Weekly – Means every three (3) or four (4) days (i.e. Monday and Thursday, or Tuesday and Friday)
- q) Normal Business Hours – For the purpose of this Contract, the normal business hours shall be 7:00 am (0700 hours) until 3:30 pm (16:30 hours), Monday through Friday.
- r) Normal Work Week – For the purpose of this Contract, the normal workweek shall be the hours listed as ‘Normal Business Hours’ plus 6:00 pm (18:00 hours) to 10:00 pm (22:00 hours) Monday through Friday and 7:30 am (0730 hours) to 12 noon (1200 hours) Saturday.
- s) Sweeping – Consists of removing loose, dry surface soil with a broom, treated dust mop, treated dust cloth, or solvent-free dust mop or cloth.
Note: Treated mops and cloths shall have chemicals applied the day before they are used to ensure no streaks are left on floor and furniture.
- t) Spray Buffing – Consists of spraying a spray-buff on a swept floor with care taken that no solution splashes against furniture, walls, doors, and baseboards. Floor shall be swept after spray buffing has been completed.
- u) Wet Scrubbing – Consists of removing the top layer, or layers, of floor finish using the wet scrub method with a floor scrubbing machine. Followed by the application of two (2) coats of a self-polishing, non-slip, interlocked floor finish to the dry, clean floor. Operation is completed by cleaning baseboards.
- v) Wash (floor) – Consists of applying a neutral detergent solution to the floor and agitating it with a mop, removing the solution and rinsing the floor with clean water and picking up the rinse water.
- w) Damp Mop (floor) – Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.
- x) Vacuum – Consists of removing dust, dirt, and litter using an upright or canister type vacuum cleaner, capable of having a hose and crevice tool attached to clean in corners and along baseboards or behind and under cushions on upholstered furniture as well as air-conditioning supply and return grills in walls and ceilings.
- y) Dusting – Consists of removing loose dirt, dust, and cobwebs using treated, or untreated, dust mop or cloth on horizontal surfaces on windowsills, stools and furniture.
- z) Spot Cleaning – Consists of removing finger marks, smudges, stains, and graffiti using a moistened cloth followed by a dry cloth.
- aa) Polishing – Consists of removing soil marks and stains, as well as finger marks and smudges, by applying an approved cleaner/polisher and buffing with a dry cloth until dry.

14. Quality Standards

14.1 Exterior



- a) Debris/Litter Pick-Up – Sidewalks, driveways, and walkways shall be free of paper and other debris after policing.
- b) Sweeping – Sidewalks, entrances, and other designated areas shall be clean after scheduled sweeping.
- c) Hosing – Sidewalks and other designated areas shall be clean after scheduled hosing. There shall be no remaining water on handrails.
- d) Entrances – After washing exterior stone surfaces they shall present a clean surface, free from grime and glass shall be free of water streaks.

14.2 Floor Maintenance

- a) Sweeping – There shall be no dirt, trash or other matter left in corners, behind or under doors, furniture or radiators. Floors shall be free of dust film. There shall be no dirt left where sweepings were picked up. Furniture and equipment shall be relocated to where it was prior to the sweeping operation. Walk-on mats will be returned to their proper position.
- b) Damp and Wet Mopping – All mopped 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 marks. Water or other cleaning solutions shall not have been allowed to collect under furniture legs and doors.
- c) Spray Buffing – There shall be neither dust nor dirt left on the floor after spray buffing. There shall be no muddying or rippling effect caused by over spraying. The floor shall present an overall appearance of cleanliness. Baseboards, doors, and equipment shall be free of spray residue.
- d) Vacuuming – All carpets shall be cleaned of miscellaneous office debris such as paper clips, elastic bands, etc., after vacuuming has been done. Care will be taken not to damage furniture, walls or doorframes when moving vacuuming equipment through offices and corridors. No equipment will be operated with defective or damaged cords or with extensions that exceed limits detailed in the Contract.

15. Washroom Fixture Inventory

<u>FLOOR</u>	<u>ROOM #</u>	<u>TYPE</u>	<u>SINK</u>	<u>TOILET</u>	<u>URINAL</u>	<u>SHOWER</u>
Penthouse		NO GENDER	1	1		1
6	643.1	PRIVATE RESTROOM	1	1		1
6	622.1	WOMEN	1	1		
6	622.2	MEN	1	1		
6	605.6	MEN	3	2	1	
6	605.5	WOMEN	3	3		
6	613.1	PRIVATE RESTROOM	1	1		1
6	611.1	PRIVATE	1	1		1



		RESTROOM				
5	503.4	MEN	3	2	1	
5	503.2	WOMEN	3	3		
5	539.1	PRIVATE RESTROOM	1	1		1
5	581	WOMEN	1	1		
5	583	MEN	1	1		
4	450.3	MEN	3	2	1	
4	473.1	PRIVATE RESTROOM	1	1		1
4	405.4	MEN	3	2	1	
4	405.3	WOMEN	3	3		
3	326.4	MEN	2	2	1	
3	326.3	WOMEN	2	3		
3	311.1	PRIVATE RESTROOM	1	1		1
INTERSTITIAL	ISO7.1	MEN	1	1		
INTERSTITIAL	ISO7.2	WOMEN	1	1		
2	232.1	PUBLIC	1	1		
2	232.2	PUBLIC	1	1		
2	212.2	MEN	2	2	1	
2	212.1	WOMEN	2	3		
1	160.4	MEN	1			2
1	160.2	MEN	2	2	1	
1	125.2	WOMEN	5	5		
1	125.1	MEN	4	4	2	
1	123.4	MEN	1	1		1
1	123.2	WOMEN	1	1		1
1	121.4	WOMEN	1	1		2
1	121.2	MEN	1	1		2
1	112.3	WOMEN	1	1		
1	112.1	MEN	1	1	1	
		TOTALS	62	59	10	16

16. Paper Dispenser Inventory

<u>ROOM</u>	<u>SPECIAL PAPER DISPENSER</u>
516	1
484	1
417	1
360	1
205.2	1
124	1
123	1
TOTAL	7



17. Building Security

17.1 Building Identification Security Passes, (with employees' printer/copier/scanner photograph), will be worn by ALL Contractor's employees at ALL times when on Embassy property. 'Passes' will be worn above the waist and must be visible at ALL times.

17.2 Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of work. No other persons accompanying Contractors employees, or guests of Contractors employees, will be allowed on site.

17.3 The Contractor's employees shall be subject to questioning and search of cleaning material in relation to security matters by designated members of the Embassy Security Staff.

17.4 Contractor's employees may not bring privately owned radios, CD-players, MP3 players, recording devices, cameras, camcorders, personal portable telephones, cell phones or telephone pagers etc., into the building. Contractor's employees may not carry or wear such devices on Embassy property while on duty.

17.5 Contractor's employees shall enter and exit the building through the Main Lobby Security Trap.

17.6 All keys required for the execution of the Contract must be signed-for by the Contractor and fully protected at all times. Keys that may be required on an irregular basis must be signed-for at the Security Control Center and returned immediately after use or no later than the end of each work day.

17.7 Names of perspective employees Contractor may wish to assign to Embassy must be submitted for security clearance documentation, at least ten (10) working days prior to anticipated start date at Embassy.

17.8 Contractor's employees will be escorted at all times when inside of a "secure area" within the building.

18. Health and Safety Policy

18.1 The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by National codes and/or prescribed by the authorities having jurisdiction concerning equipment, work habits and procedures.

18.2 Safety goggles, ear plugs, and protective outerwear are the responsibility of the Contractor when tasks call for their use and industry safety standards must be observed when undertaking assignments in the Contract.

18.3 The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible for supplying suitable replacement equipment.

18.4 The contractor must perform a Health & Safety Risk assessment of all working operations to be performed under this contract. An initial site meeting must be held with the successful Contractor to review their risk assessment and resultant safety plan.



18.5 The Contractor must abide by the rules and regulations which the Embassy may from time to time make or adopt for the care, protection and administration of the premises and the general welfare and comfort of the visitor, owner / occupant's personnel.

18.6 The Contractor's resources for this work must be in good health and free from any infection or disease and a medical fitness report needs to be submitted upon contract award for the assigned employees.

18.7 Declaring Contractor staff as medically unfit can also be decided by the Contractor. Project Authority to provide feedback to Contractor if anything unusual is observed.

18.8 The Contractor shall be responsible for medical check-ups, (blood work, x-ray, urine and stool analysis, etc.) as per OSHA of United States Department of Labor for all of the workers prior to their starting work at the Embassy. The cost shall be borne by the Contractor. Personnel who, once the required medical check-ups have been completed, are found to be medically unfit for the contracted duties, shall not be allowed to work under this contract.

19. Contractor's Access to Facilities

19.1 Contractors' employees are not permitted to use equipment or Locker Rooms in the mini-gymnasium. Embassy liability does not allow non- Embassy staff use of these facilities.

19.2 Contractors' employees are not permitted to use the Mezzanine Level "Car Wash/Cleaning" facility. Embassy regulations do not allow non-Embassy personnel the use of these utilities or the special equipment located there.

19.3 Contractors' employees are only permitted to be in the building while they are on duty with their contractual work or on Lunch/Coffee breaks that are approved as part of the Contract. Embassy liability does not allow non- Embassy staff access to social functions except as guests to specific events.

20. Uniforms

20.1 ALL Contractors' employees, including Supervisor and Alternate, shall be uniformed at all times while on Embassy property. Access to the building will be denied to any non-uniformed employee of the Contractor.

20.2 Uniforms shall consist of matching trousers, pants or slacks with coordinated, and matching, shirts or blouses. The uniform can have the Contractor's name, or monogram, neatly affixed thereon, but they must be consistent. Complimentary coveralls, smocks or aprons may be worn when performing tasks that require such additional attire.

20.3 Clean uniforms shall be worn at ALL times, and the appearance of the uniforms must be acceptable to the Project Authority. Contractor's employees shall be required to dress neatly, commensurate with the Embassies' appearance.

20.4 Contractor's employees shall not wear hats, caps, sweatshirts, T-shirts, sports teams clothing or other garments that depict such things as cartoon characters, professional sports team logos, social comments, "catch phrases", etc. Contractor's employees shall not wear apparel that has logos or advertising, nor may they wear dark glasses while inside the building.



Ornaments, such as lapel-pins or badges, are limited to one (1) and may NOT be of a political nature.

21. Personnel

- a) All staff assigned to the Embassy, whether permanent or temporary, must be properly trained and able to perform the work required. All grounds keeping staff must adhere to the strictest requirements in terms of discretion and integrity as well as being medically fit to carry out their work.
- b) The Contractor must ensure that arrangements are made for the replacement of staffs as soon as it is known that they are unable to report for work. The Project Authority (or delegates) must be notified of any changes to scheduled staffs within a reasonable amount of time of the change.
- c) The contractor must not change any staff without prior approval of the Embassy Representative due to security and medical reasons. Only security cleared workers must be allowed to work under this Contract. The Contractor must be fully responsible for his / her employees and must ensure that they possess the necessary job knowledge, skills and experience in the fields of their operations.
- d) In case of absenteeism, replacement must be provided by the Contractor. If the Contractor does not provide adequate replacement staff in case of absenteeism, any expenditure incurred by the Embassy for operation must be recovered from the Contractor or adjusted against amount due and payable to the Contractor.
- e) Any staff assigned by the Contractor will have to be security cleared through a reliability status check before starting to work onsite. The Embassy will take care of the clearance process and inform the contractor of the documentation requirements and duration. The Contractor's employees must wear their Identification Passes clearly visible at all times while on Embassy property. It's required that the Contractor provide replacement staff in sufficient numbers to ensure continuity of service during regular employee absences. The replacement staff must also obtain the security reliability status.
- f) This condition must apply equally to any employees of the Contractor who are engaged for work at the Embassy after the start of the contract.
- g) The Embassy reserves the right to deny access to any individual on the basis of security reasons.

22. Deliverables

Within sixteen (16) days of signing the contract, the Contractor must submit an organizational plan and schedule of activities to be performed by the Contractor's personnel. These schedules must list the Embassy's daily, weekly, monthly, every six months, and yearly cleaning tasks. These schedules are to be examined, and approved, by the Project Authority or delegate prior to commencement of the Work.

23. Warranty



In case of any failure caused by poor quality materials or cleaning products, deficient labour or poor functioning of the equipment during the performance hereof, the Contractor shall carry out the appropriate repairs at its own expense and within the instructed time as indicated by the Client.

24. Language of Work

The Contractor's supervisor must have English speaking skills, in order to be able to perform the work in the English language.



ANNEX B – BASIS OF PAYMENT

Name of Bidder:

Address:

Contact Person:

Phone number: () -

E-mail:

Print Name and Capacity
Signature _____

Date
Date

Firm Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a;

- 1) firm price of USD _____(to be completed at contract award). per month (Any Applicable Tax is extra).and a
- 2) firm price of USD _____(to be completed at contract award). as an "On Call Cleaning Services AS AND WHEN – 12 Months) basis.
- 3) The Bidder must not penalize, reduce, or eliminate social, financial, or medical benefits obtained by their proposed personnel including but not limited to minimum wages, allowances, pension contributions, medical insurance coverage such as dental, health, etc., in order to be awarded the contract. Where local law requires bonuses, specific minimum wage levels, and premium pay for holidays, overtime, payments for social security, pensions, severance pay, sick or health benefits, childcare or any other benefit, the Contractor is responsible for these payments. The rates/prices provided below must include any such costs.
- 4) Travel and Living Expenses will not be paid for any part of this contract including any relocation required to satisfy the terms of the contract.
- 5) The volumetric (estimated usage/quantity) data is provided in good faith and does not represent a commitment on the part of Canada. Canada’s actual usage may be higher or lower.



Fixed Cleaning Services (NOTE: Cost for materials/products/sundries must be included in the fixed rate. Such costs cannot be charged separately to the Government of Canada.)				
	INITIAL PERIOD 1st YEAR	INITIAL PERIOD 2nd YEAR	OPTION PERIOD 1	OPTION PERIOD 2
Routine Cleaning	USD _____ Month x 12 Months = USD _____ (A1)	USD _____ Month x 12 Months = USD _____ (A2)	USD _____ Month x 12 Months = USD _____ (A3)	USD _____ Month x 12 Months = USD _____ (A4)
Scheduled Cleaning	USD _____ Month x 12 Months = USD _____ (B1)	USD _____ Month x 12 Months = USD _____ (B2)	USD _____ Month x 12 Months = USD _____ (B3)	USD _____ Month x 12 Months = USD _____ (B4)
On-call Cleaning Services (As and WHEN - 12 MONTHS)				
*Estimated numbers of hours is used for evaluation purposes and is no guarantee of volume.				
	INITIAL PERIOD 1st YEAR	INITIAL PERIOD 2nd YEAR	OPTION PERIOD 1	OPTION PERIOD 2
Heavy-duty cleaner	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (C1)	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (C2)	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (C3)	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (C4)
Light-duty cleaner	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (D1)	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (D2)	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (D3)	USD _____ Per Hour x 1,000 hours (estimate only) = USD _____ (D4)
TOTAL PER YEAR (A+B+C+D) = E	USD _____ (E1)	USD _____ (E2)	USD _____ (E3)	USD _____ (E4)

Total (E1+E2+E3+E4) = USD _____



ANNEX C – INSURANCE REQUIREMENTS

1. Comprehensive General Liability

1.1 The policy shall include as an additional Insured, the Canadian Embassy, Washington, DC;

1.2 Limit of the liability shall not be less than TWO MILLION DOLLARS US (US USD2,000,000) for bodily injury and property damage with respect to any one occurrence, or series of occurrences arising out of one cause;

1.3 The policy shall include the following coverages:

- a. Bodily Injury;
- b. "Broad Form" Property Damage;
- c. Property Damage on an "Occurrence" Basis;
- d. Contingent Employer's Liability;
- e. Contractual and Assumed Liability under this Contract;
- f. Completed Operations and Productions Liability;
- g. Cross Liability; and
- h. Elevator Liability.

1.4 Coverage may be subject to a deductible per occurrence applying to Property Damage claims ONLY. Such deductible shall be borne by the Contractor. In no event shall such deductible amount exceed two thousand and five hundred dollars US (US USD2,500.00).

1.5 EMPLOYEE FIDELITY BOND

1.5.1 Limit of liability shall not be less than ONE MILLION DOLLARS US (US USD1,000,000.00) with respect to any one act committed by any of the Contractor's employees acting alone or in collusion with others;

1.5.2 The Bond shall include the following special provisions:

1.5.2.1 Ownership of property: Interests Covered – the property insured shall include all property of the Embassy, the property of others in the custody of Her Majesty, or property for which Her Majesty is responsible, all while within the building or premises or areas of the Canadian Embassy, Washington, DC., with respect to which the Insured is legally liable;

1.5.2.2 Books and Records – the Insured shall not be required to keep any records of the property insured as described above; and

1.5.2.3 Employee – in addition to any person in the regular service of the Contractor, the definition of "Employee" shall include any person employed by the Insured to perform work or services for the Insured, or their visitors, in connection with this Contract.

1.6 GENERAL

Both the Comprehensive General Liability Policy and the Employee Fidelity Bond:

1.6.1 Shall provide coverage effective from the date of award of the Contract continuously until such date that the Contract is completed, or terminated, whichever occurs first;

1.6.2 Shall contain a provision that thirty (30) days prior written notice shall be given to the Embassy in the event of any material change in, cancellation of, or expiration of coverage during the Term of this Contract.

1.6.3 Shall provide to the Embassy a full certified copy of the Comprehensive General Liability Policy and the Employee Fidelity Bond, respectively. Such certified copies must be delivered to, and approved by, the Embassy before the Contractor shall be permitted to commence work;

1.6.4 In lieu of a full certified copy of the Comprehensive General Liability Policy ONLY, a Certificate of Insurance may be accepted by the Embassy, at its discretion, if such Certificate



specifically confirms that all of the coverages mentioned above are included in the policy coverage, that the Embassy is included as an additional insured, and that the thirty (30) day notice as required shall be given to the Embassy;

1.6.5 It shall be the sole responsibility of the Contractor to determine what additional insurance coverage, if any, are necessary or advisable, for its own protection and/or to fulfill its obligations under this Contract. Any such additional insurance shall be provided and maintained by the Contractor at its own expense.



ANNEX D – SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat <i>WSHDC SRCL 18-03</i>
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? 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?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ <input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET – SIGINT <input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <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 : <u>Contractor will work within Embassy (ops zone) and will be escorted in secure areas.</u>	
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.	
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui <input type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)	
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS	
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
PRODUCTION	
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui

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UNCLASSIFIED

Canada



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité
UNCLASSIFIED

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

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

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UNCLASSIFIED

Canada



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat
Security Classification / Classification de sécurité UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Jean-Ludger Bastien		DMCO	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
202 682 7705	202 682 7738	Jean-Ludger.Bastien@international.gc.c	
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Eric Geneau <i>Eva Yu</i>		MSO <i>DMSO</i>	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
202 682 7708		Eric.Geneau@international.gc.ca	
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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ANNEX E - SPECIALTY "ON-CALL" CLEANING ESTIMATE

COMPANY NAME AND ADDRESS

SPECIALTY "ON CALL" CLEANING ESTIMATE

TO: Project Manager, Physical Resources, Room 130.1

Date: _____

FROM: COMPANY NAME

SUBJECT: Estimated Cleaning Charges for Event (as listed below)

NAME OF EVENT: _____

DATE OF EVENT: _____ TIME: _____

OF ATTENDEES: _____ HOST: _____

EVENT CONTROL No: _____

____ CANADA ROOM ____ 1/2 CANADA ROOM (partitioned)

____ MAIN FOYER ____ THEATRE LOBBY

____ LEVEL VI ____ THEATRE

____ CAFETERIA ____ OTHER (_____)

Supervisor (Heavy duty cleaner) __ hours @ \$ ____ /hr = \$ _____

Light duty cleaners _____ x _____ hours @ \$ ____ /hr = \$ _____

Total Labour = \$ _____

Additional Charges (explanation attached) \$ _____

TOTAL ESTIMATED CHARGE \$ _____



ANNEX F - PROPOSED RESOURCE TABLE

Note: Fill out the following tables for each position. Add more tables as necessary.

Resource Name: Resource Position: Supervisor	
Project # 1	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



Resource Name: Resource Position: Supervisor	
Project # 2	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



Resource Name: Resource Position: Alternate Supervisor	
Project # 1	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



Resource Name: Resource Position: Alternate Supervisor	
Project # 2	
Category	Details
Relevant Experience.	Dates: Position: Duties:
Description of the project and how it was similar in scope and nature to the Statement of Work.	
References:	Name: Telephone Number:



ANNEX G - SAMPLE JOB ORDER TICKET

Ticket #WC2801 assigned to XXX by XXX

#Billet WC2801 XXX par XXX

Summary/Sommaire: Refill soap dispenser in far mens shower

Priority/Priorité: 2-Important

Category/Catégorie: P&R Custodial

Type/Type: Bathroom Supplies

Due Date/Date d'échéance: None

Name/Nom: XXX

Department/Ministère: DFAIT-MAECI

Mission: WSHDC-GR

Office/Bureau: 6th floor Political section

Phone/Téléphone: XXX

Email/Courriel: XXX@international.gc.ca

Description/Détails:

Can you please refill the soap in the far shower in the men's change room?

Thanks