



RETURN OFFERS TO :

Bid Receiving:

Correctional Service of Canada
Material Resources Division
250 Montée St-François
Laval (Quebec) H7C 1S5
Telephone: 450-661-9550, ext. 32239-3210

EMAIL:
GEN-QUE307Soumissions@CSC-SCC.GC.CA
(10MB maximum per email)

FACSIMILE :
450-664-6615 - Bid receiving office

REQUEST FOR A STANDING OFFER

Regional Individual Standing Offer (RISO)

Canada, as represented by the Minister of the Correctional Service of Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Comments:

“THIS REQUEST FOR A STANDING OFFER INCLUDES PROVISIONS FOR SECURITY.”

Vendor/Firm Name and Address :

Telephone # :

Fax # :

Email :

GST # or SIN or P.B.N.:

Title: Cleaning and maintenance services	
Solicitation No. 21301-20-3119546	Date: March 2 nd , 2019
Client Reference No. 21301-20-3119546	
GETS Reference No PW-19-00866247	
Solicitation Closes at: 2 p.m. On: April 15 th , 2019	Time Zone EST
Delivery Required: See herein	
F.O.B. Plant: Destination: X Other:	
Address Enquiries to: Véronique Fortin Regional Procurement Officer Veronique.Fortin@csc-scc.gc.ca	
Telephone No.: 450-661-9550 ext. 3302	Fax No.: 450-664-6615
Destination of Goods, Services and Construction: Multiple as per call-up	
Security This request for a Standing Offer includes provisions for security.	

Instructions: See Herein

Name and title of person authorized to sign on behalf of Vendor/Firm	

Name	Title

Signature	Date

(Sign and return cover page with offer)	



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PART 1 - GENERAL INFORMATION

1. Introduction

The Request for Standing Offer (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by Offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:

 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment and any other annexes.

2. Summary

The Correctional Service Canada is looking for an entrepreneur for a Standing Offer Agreement to provide, as needed, cleaning and maintenance services by providing the qualified workforce, the expertise, transportation and knowledge needed to perform the work.

"The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canadian Free Trade Agreement (CFTA), the Canada-Korea Free Trade Agreement, the Canada-European Union Comprehensive Economic and Trade Agreement (CETA) and the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)."

3. Revision of Departmental Name

As this request for Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, shall be interpreted as a reference to CSC or its Minister.



4. Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 – Security, Financial and Insurance Requirements, and Part 7 – Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Offerors should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.GC.ca/index-eng.html>) website.

5. Debriefings

Offerors may request a debriefing on the results of the request for Standing Offer process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for Standing Offer process. The debriefing may be in writing, by telephone or in person.

6. Procurement Ombudsman

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.



PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offer (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 (2018-05-22) Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days
Insert: ninety (90) days

2. Submission of Offers

Offers must be submitted only to Correctional Service of Canada (CSC) by the date, time and place indicated on page 1 of the Request for Standing Offer.

When submitted by hand, the following information must be written on the envelopes of the offers:

- Number of the offer
- Name of the Procurement Officer
- Closing date

3. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 Offeror a FPS in receipt of a pension? **YES () NO ()**

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

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

By providing this information, Offerors agree that the successful Offeror'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 Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;



- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

4. Enquiries - Request for Standing Offer

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (5) calendar days before the Request for Standing Offer (RFSO) closing date. Enquiries received after that time may not be answered.

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

5. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Quebec.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 Offerors.

6. Optional site visit

Upon request of the Offerors to the Procurement Officer, a site visit can be organized at each institution mentioned in Annex A – Statement of Work.

The Offerors who wish to participate to a site visit must make the request to the Standing Offer Authority **no later than February 28th, 2019 at 2 p.m.**

All Offerors that will be present at the visit must beforehand be subject to a security verification. The Offeror must complete the attached form, "Request to access a federal institution" and forward it to the Standing Offer Authority when it will be requested. On the day of the site visit, the Offeror must ensure to have identity documents in its possession.



PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

Canada requests that offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer: **one (1) hard copie** (*not applicable*)

Section II: Financial Offer: **one (1) hard copy**

Section III: Certifications: **one (1) hard copy**

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

Offerors are requested to submit their Financial Offer in an envelope separate from their technical offer.

Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offer.

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

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

Section I: Technical Offer (*not applicable*)

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

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately.

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offer including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of CSC will evaluate the offers.

1.1. Technical Evaluation *(does not apply)*

1.1.1 Mandatory Technical Criteria

Offers will be evaluated to determine if they meet all mandatory requirements outlined in **Annex D – Evaluation Criteria**. Offers not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

1.2 Financial Evaluation

1.2.1 The Offeror is required to submit firm prices, rates or both that will apply for the entire period of the Standing Offer.

Offers containing a financial offer other than the one requested at **Article 3. Section II: Financial Offer** of **PART 3 – OFFER PREPARATION INSTRUCTIONS** will be declared non-compliant.

2. Basis of Selection

An offer must comply with the requirements of the Request for Standing Offers to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

Please note that, for evaluation purposes, the overall price of the Offer will be calculated by the addition of the fixed hourly rates for the duration of the Standing Offer and the optional period.

Note that the award of the Standing Offer is conditional to the compliance with the budgetary ceiling that has been established for this procurement.



PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a Standing Offer.

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default, if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

1. Certifications Precedent to the Issuance of a Standing Offer and Additional Information

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

1.1 Integrity Provisions – Declaration of Convicted Offenses

- A) Subject to subsection B, by submitting an offer in response to this request for standing offer (RFSO), the Offeror certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
 - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - iii. it is aware that Canada may request additional information, certifications, and validations from the Offeror or a third party for purposes of making a determination of ineligibility or suspension;
 - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
 - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
 - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where an Offeror is unable to provide any of the certifications required by subsection A, it must submit with its offer the completed Integrity Declaration Form (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>). Offerors must submit this form to Correctional Service of Canada with their offer.



1.2 Integrity Provisions – Required documentation

List of names: all Offerors, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- i. Offerors that are corporate entities, including those submitting an offer as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
- ii. Offerors submitting an offer as sole proprietors, including sole proprietors submitting an offer as joint ventures, must provide a complete list of the names of all owners; or
- iii. Offerors that are a partnership do not need to provide a list of names.

List of Names:

OR

- The Offeror is a partnership

During the evaluation of offers, the Offeror must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the offer.

1.3 Federal Contractors Program for Employment Equity – Standing Offer Certification

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

Canada will have the right to declare an offer non-responsive or to set aside a Standing Offer if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga = 1.229006812.1158694905.1413548969)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

1.4 Status and Availability of Resources

SACC Manual clause M3020T (2016-01-28) Status and Availability of Resources

1.5 Certification:

By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.



PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

1. Security Requirement

1. Before issuance of a standing offer, the following conditions must be met:
 - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
 - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
 - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

[If there are requirements for safeguarding measures at the Offeror's and proposed individuals' sites or premises, add the following:]

- (d) the Offeror's proposed location of work performance and document safeguarding must meet the security requirement as indicated in Part 7A - Standing Offer;
 - (e) the Offeror must provide the addresses of proposed sites or premises of work performance or document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
3. For additional information on security requirements, Offerors should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc.pwgsc.gc.ca/index-eng.html>) website.

2. Insurance requirements

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a Standing Offer as a result of the request for Standing Offer, can be insured in accordance with the Insurance Requirements specified in Annex D.

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



PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

2. Security Requirement

2.1 The following security requirements (SRCL and related clauses provided by ISP) apply to and form part of the Standing Offer.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE N° 21301-20-3119546

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the CISD/PWGSC.
3. Subcontracts, which contain security requirements, are NOT to be awarded without the prior written permission of the CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and Security Guide (if applicable), attached at Annex C;
 - b) *Industrial Security Manual* (Latest Edition).

3. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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.

As this Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

3.1 General Conditions

2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.



4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from the award of the Standing Offer to March 31st, 2020 inclusively.

4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional one (1) year period, from April 1st, 2020 to March 31st, 2021, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority ninety (90) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: **Véronique Fortin**
Title: Regional Procurement Officer
Correctional Service of Canada
Material Resources Division
Address: 250, Montée Saint-François
Laval (Quebec), H7C 1S5
Telephone: 450-661-9550, extension 3302
Facsimile: 450-664-6626
E-mail address: veronique.fortin@csc-scc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

5.2 Project Authority *(will be completed at the award of the Standing Offer)*

The Project Authority for the Standing Offer is:

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

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

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.



5.3 Offeror's Representative

The Offeror's Representative for the Standing Offer is: *(must be completed)*

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____ - ____ - ____

Facsimile: ____ - ____ - ____

E-mail address: _____

6. Proactive Disclosure of Contracts with Former Public Servants

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

7. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is:

Correctional Service of Canada
Quebec Region
All the Institutions

8. Call-up Procedures

9. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the Call-up Against a Standing Offer form or an electronic version.

10. Limitation of Call-ups *(will be completed at the award of the Standing Offer)*

Individual call-ups against the Standing Offer must not exceed \$_____ (Applicable Taxes included).

11. Financial Limitation *(will be completed at the award of the Standing Offer)*

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ (Applicable Taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or three (3) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.



12. Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010C (2018-06-21); General conditions: Services (medium complexity)
- f) Annex A, Statement of Work;
- g) Annex B, Basis of Payment;
- h) Annex C, Security Requirements Check List;
- l) Annex D, Insurance Requirements;
- j) the Offeror's offer dated _____ *(will be completed at the award of the Standing Offer)*

13. Certifications and Additional Information

13.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

14. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Quebec



B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

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

2.2 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
 - a. The name, qualifications and experience of the proposed replacement; and
 - b. Proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the work does not release the Contractor from its responsibility to meet the requirements of the contract.

3. Term of Standing Offer

3.1 Period of the Standing Offer

The work must be completed in accordance with the call-up against the Standing Offer.

4. Proactive Disclosure of Contracts with Former Public Servants

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



5. Payment

5.1 Basis of Payment

Payments will be made in accordance with Annex B – Basis of Payment

5.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ . Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75% committed, or
 - b. four months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

5.3 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units 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 delivered has been accepted by Canada.

5.4 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual clause C0710C (2007-11-30), Time and Contract Price Verification
SACC Manual clause C0705C (2010-01-11), Discretionary Audit



5.5 Travel and Living Expenses

There are no travel and living expenses associated with the Contract.

5.6 Direct Deposit Request

All new suppliers have to sign up for Direct Deposit to receive their payment. All “**IFMMS Supplier Record Requests/ Revisions**” CSC/SCC 1400-03 (R-2014-06) form, must be sent to GEN-QUE307Fournisseurs@CSC-SCC.GC.CA.

6. Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract;

Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

7. Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified below. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection. The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

8. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:



- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).
- (b) The Contractor shall advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister shall have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

9. Closure of Government Facilities

- 9.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.
- 9.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

10. Tuberculosis Testing

- 10.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.
- 10.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.
- 10.3 All costs related to such testing will be at the sole expense of the Contractor.

11. Compliance with CSC Policies

- 11.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.
- 11.2 Unless otherwise provided in the contract, the Contractor shall obtain all permits and hold all certificates and licenses required for the performance of the Work.
- 11.3 Details on existing CSC policies can be found at: www.csc-scc.gc.ca or any other CSC web page designated for such purpose.



12. Health and Labour Conditions

- 12.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.
- 12.2 The Contractor shall comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and shall also require compliance of same by all its subcontractors when applicable.
- 12.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity shall forthwith notify the Project Authority or Her Majesty.
- 12.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor shall be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

13. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

- 13.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;
- 13.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;
- 13.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and
- 13.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

14. Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties for both the process and to bear the cost of such process, assist in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or applicable of a term and condition of this contract. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.



15. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the supplier respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and the application of the terms and conditions and the scope of work of this contract are not in dispute. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

16. Privacy

16.1 The Contractor acknowledges that Canada is bound by the Privacy Act, R.S.C. 1985, c. P-21, with respect to the protection of personal information as defined in that Act. The Contractor shall keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and shall not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

16.2 All such personal information is the property of Canada, and the Contractor shall have no right in or to that information. The Contractor shall deliver to Canada all such personal information in whatever form, including all copies, drafts, working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to this Contract, upon the completion or termination of the Contract, or at such earlier time as the Minister may request. Upon delivery of the personal information to Canada, the Contractor shall have no right to retain that information in any form and shall ensure that no record of the personal information remains in the Contractor's possession.

17. Information Guide for Contractors

Prior to the commencement of any work, the Contractor certifies that its employees, or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: www.bit.do/CSC-EN.



ANNEX A – Statement of Work

1. SCOPE OF WORK

The Contractor will perform on demand (on call), as and when, the maintenance for the areas mentioned according to the time range detailed below, providing the qualified workforce, the expertise, transportation and knowledge needed to perform the work.

Building: Health Centers, Quebec Region

Targeted Institutions:

Federal Training Center (FTC) (Multi) located at 6099, boulevard Lévesque Est, Ville de Laval (Quebec), H7C 1P1

Opening hours from 7h00 to 22h30

Federal Training Center (FTC) (Min.) located at 600, Montée Saint-François, City of Laval (Quebec), H7C 1S5

Opening hours from 7h00 to 20h30

Donnacona Institution located at 1537 Route 138, Donnacona, Quebec, G3M 1C9

Opening hours from 7h15 to 23h15

Joliette Institution located at 400 Marsolais Street, Joliette, Quebec, J6E 8V4

Opening hours from 7h00 to 19h00

Regional Center for Mental Health (RCMH) located at 242, Montée Gagnon, Sainte-Anne-des-Plaines (Quebec), J0N 1H0

Opening hours 24/24

Archambault Institution (Med.) located at 242 Montée Gagnon, Sainte-Anne-des-Plaines (Quebec), J0N 1H0

Opening hours 24/24

Archambault Institution (Min.) located at 244 Montée Gagnon, Sainte-Anne-des-Plaines (Quebec), J0N 1H0

Opening hours from 8h00 to 16h00

Regional Reception Center (RRC) located at 246 Montée Gagnon, Sainte-Anne-des-Plaines (Quebec), J0N 1H0

Opening hours from 7h00 to 23h00

Drummond Institution located at 2025 Jean-de-Brébeuf Boulevard, Drummondville, Quebec, J2B 7Z6

Opening hours from 7h30 to 23h30

Cowansville Institution located at 400 chemin Fordyce, Cowansville, Quebec, J2K 3N7

Opening hours from 7h00 to 23h00

Macaza located at 321 chemin de l'aéroport, La Macaza, Quebec, J0T 1R0

Opening hours from 7h00 to 19h00

Port-Cartier Institution located at 1 Airport Road, Port-Cartier, Quebec, G5B 2W2

Opening hours from 7h00 to 19h00



Targeted premises at FTC :

FTC site 600:

- Waiting room : Local 04-100 (9.2m²)
- Entry health center : Local 04-101 (11.5 m²)
- Health chief's office : Local 04-101A1 (6 m²)
- Toilet : Local 04-101A1A (5.1 m²)
- Assistant's office: Local 04-101A2 (7.6 m²)
- Exam room : Local 04-101A3 (9.3 m²)
- Doctor's office : Local 04-101B (8.6 m²)
- Nursing room : Local 04-101A3A (35.4 m²)
- Entry nursing room and doctor's office : Local 04-101C1
- Entry nursing room: Local 04-101C
- Toilet : Local 04-101C3 (2.7 m²)
- Medicine room : Local 04-101C2 (4.1 m²)
- Hallway : Local 04-101A (4.2 m²)

FTC site 6099:

- Entrance vestibule: Local 03-140 (14.02 m²)
- Reception: Local 03-141 (11.9 m²)
- Corridor: Local 03-142 (34 m²)
- Toilet: Local 03-142A (2.6 m²)
- Dentist: Local 03-142B (25.8 m²)
- Office: Local 03-142C (16.7 m²)
- Office: Local 03-142D (13.4 m²)
- Deposit: Local 03-142E (2.9 m²)
- Deposit: Local 03-142F (5.4 m²)
- Dental office, optometrist, doctor: Local 03-142G (23.4 m²)
- Exam room: Local 03-142H (23 m²)
- Doctor's office: Local 03-142I (17.7 m²)
- Toilet: Local 03-142I1 (3.3 m²)
- Deposit: Local 03-142I2 (1 m²)
- Nursing station: Local 03-143 (57.6 m²)
- Deposit: Local 03-143A (0.3 m²)
- Waiting Area: Local 03-144 (9.3 m²)
- Corridor: Local 03-144A (4.7 m²)
- Office: Local 03-144B (19.8 m²)
- Office: Local 03-144B1 (16 m²)
- Corridor: Local 03-144C (7.7 m²)
- Observation room: Local 03-144D (16 m²)
- Corridor: Local 03-144E (4.8 m²)
- Deposit: Local 03-144E1 (2.9 m²)
- Dialysis room: Local 03-144E2 (15.2 m²)
- Corridor: Local 03-161 (4.1 m²)
- Garage for the " Kart ": Local 03-162 (12.5 m²)
- Biomedical waste warehouse: Local 03-163 (31.2 m²)
- Office: Local 03-164 (10 m²)
- Corridor: Local 03-164A (7.7 m²)
- Corridor and common area of 03A: Local 03A-100 (36.5 m²)
- Health Head Office: Local 03A-102 (15 m²)
- Deposit: Local 03-164B (3 m²)



Targeted premises at Donnacona :

- Nursing station, assistant's office and file room: Local D-106 (21.7 m²)
- Doctor's Office : Local D-134 (19.35 m²)
- Health chief's office : Local D-135 (11.15 m²)
- Physiotherapy : Local DD-129 (15.9 m²)
- Dentist : Local D-129 (17.3 m²)
- Treatment room : Local D-132 (24.65 m²)
- Pharmacy: Local D-108 (7.17 m²)
- Staff kitchenette: Local D-128 (13.8 m²)
- Locker room: Local D-109 (7 m²)
- Inmates toilet : Local D-136 (2.8 m²)
- Staff toilet : Local D-110 (3.25 m²)
- Reserves : Local D-126 (12.9 m²)
- Antechamber : Local D-123 (2.9 m²)
- Dirty utility room : Local D-124 (3.3 m²)
- Mechanical room : Local D-131 (2.35 m²)
- SAS hospital: Local D-104 and D-104.2 (7.3 m²)
- Cleaner's room: Local D-111 (2.34 m²)
- SCQUIA : Local D-133.1 (14.35 m²)

Donnacona – Pavilion I:

- Nursing room : Local I-023 (5.9 m²)
- Treatment room : Local I-018 (26.2 m²)

Targeted premises at Joliette:

- Hallway: Local 1400A (42,5 m²)
- Hallway: Local 1400B (8,3 m²)
- Exam room: Local 1403 (13,3 m²)
- Waiting room : Local 1405 and 1405A (27,1 m²)
- Private cubicle 2 : Local 1406 (2,4 m²)
- Laundry Concierge: Local 1414 (6,5 m²)
- Staff toilet : Local 1415 (7,2 m²)
- Inmates toilet : Local 1416 (2,9 m²)
- Physiotherapy : Local 1417 (17 m²)
- Waiting room methadone : Local 1421 (9,5 m²)
- Interview admission room : Local 1422 (3,7 m²)
- Bathroom for inmates : Local 1423 (5 m²)
- Pharmacy : Local 1404 (18 m²)
- Pharmacy warehouse : Local 1404A and B (9,5 m²)
- SSME nursing office : Local 1401 (11,5 m²)
- Doctor's office : Local 1402 (11,2 m²)
- Nursing station : Local 1407 (26,75 m²)
- Isolation observation room : Local 1408 (8,4 m²)
- Extra room : Local 1409 (8,3 m²)
- Dentist : Local 1410 (14,4 m²)
- Dental laboratory : Local 1410A (5,6 m²)
- Health Services Assistant Office : Local 1411 (12,5 m²)
- Health chief's office : Local 1412 (14,4 m²)
- Storage room : Local 1413 (5 m²)



Targeted premises at Regional Mental Health Centre:

- Nursing station 1B : Local D-105 (28.4 m²)
- Nursing station 2B: Local B200B (19.7 m²)
- Nursing station du 2C-2D: Local D-202 (19.7 m²)
- Nursing station 1C: Local C-107 (18.9 m²)
- Treatment room 1C: Local C-100B (7.1 m²)
- RCMH treatment room: Local SM-114 (14.24 m²)
- Medication distribution room: Local A-110-A (18.56 m²)
- 1C and 1B cells : Local C-100 and B-100 (All cells approximately 5.6 m²) (Hallway B : 78.3 m² and Hallway C : 77.6 m²)

Targeted premises at Archambault Health Center – Minimum Unit :

- Waiting room: Local 5-106 (5.05 m²)
- Nursing station: Local 5-110 (7.5 m²)
- File room: Local 5-105A (12.9 m²)
- Medication distribution room: Local 5-103A (8.2 m²)
- Treatment room: Local 5-111 (10.5 m²)
- Premises occupied by the doctor, dentist, physiotherapist and optometrist : Local 5-109 (14.3 m²) and 5-102 (9.5 m²)

Targeted premises at Archambault Health Center – Medium Unit :

- Waiting room: Local SH-100A; SH-100B and SH-100C (total 26.5 m²)
- Nursing station: Local S-H104 (19.8 m²)
- File room: Local S-H104B (13.1 m²)
- Medication distribution room: Local S-H134 (11.9 m²)
- Office of Prevention and Infectious Diseases: Local S-H107 (14.2 m²)
- Treatment room: Local S-H106 (25.6 m²)
- Pharmacy: Local S-H110 (31.8 m²)
- Premises occupied by the doctor, the dentist, the physiotherapist and the optometrist: Local S-H105 (13.2 m²), S-H117 (27.6 m²) and S-H133 (16.9 m²)
- Reserve : Local S-H129 (20.1 m²)
- Regional Hospital cells : Local S-H01 à S-H11 and SH11B: (S-H01: 5.3 m²) (S-H02 and S-H03: 4.9 m² each) (all others, S-H04 à S-H11A approx. 9.8 m² each) (SH11B 0.08 m²)

Targeted premises at RRC Health Center:

- Treatment room: Local C 117-C (14.5 m²)
- Doctor's office: Local C 120-E (17.1 m²)
- Dentistry room: Local C119 (12.4 m²)
- Radiology: Local C118 (25.4 m²)
- Restraint cell: Local C 120-D1 (7.4 m²)
- Observation cell of the health center: Local C 120-D2 (7.9 m²)
- Pharmacy: Local C 117-E (21.8 m²)
- Medication distribution room: Local C117-B (7.4 m²)
- USD treatment room: Local 114 (18.8 m²)

Targeted premises at Drummond :

- Nursing station: Local 3H-103 (24,4 m²)
- File room: Local 3H-103.1 (14,3 m²)
- Treatment rooms including dentist and MD: Local 3H-128, 3H-129, 3H-131 and 3H-133 (74 m²)
- Pharmacy (kitchenette) : Local 3H-132 (18,5 m²)
- Offices: Local 3H-104 (11,8 m²), 3H-107 (9,3 m²) and 3H-113 (10,2 m²)
- Bathrooms: Local 3H-125 (2,3 m²) and 3H-127 (1,8 m²)
- Medical equipment storage: Local 3H-130 (6,9 m²)



- Laundry room : Local 3H-119 (6,4 m²)
- Warehouse cleaning products: Local 3H-117 (2,1 m²)
- Warehouse rolling stock: Local 3H-114 (7,6 m²)
- Biohazard Storage: Local 3H-120 (2,9 m²)
- Cells : Local 3H-109, 3H-111, 3H-115, 3H-116, 3H-121 (53,8 m²)
- All hallways: Local (89,3 m²)

Targeted premises at Cowansville:

- Office of the pharmacy counters (2 stations) where the nurses distribute the medication during the medical parades: Local 07-141 (9,1 m²) and 07-102A (4,6 m²)
- Pharmacy: Local 07-152A (25,3 m²)
- Nursing station : Local 07-140 (20,3 m²)
- Treatment room : Local 07-160 (24,4 m²)
- Office of Health Promotion : Local 07-157 (10.3 m²)
- Doctor's Office : Local 07-134 (11,7 m²)
- Dentist's Office : Local 07-104 (19,1 m²)
- Health chief's office : Local 07-123 (9,6 m²)
- Office where the CXs are doing modified surveillance : Local 07-124 (7,5 m²)
- Reserve medical supplies : Local 07-143 (6 m²)
- Cell used for the storage of biomedical waste : Local 07-126 (5,6 m²)
- Staff locker room: Local 07-151 (10 m²)
- Conference room: Local 07-164 (15,4 m²)
- Waiting room : Local 07-142 (22 m²)

Targeted premises at La Macaza:

- Observation cell with toilet: Local 110A (28.3 m²) and 109 (15.8 m²)
- Full bathroom for the staff: Local 122-122A-123A (28 m²)
- Shower room for the staff: Local 127A (3 m²)
- Bathroom with bathtub without toilet for the inmates: Local 111 (12.8 m²)
- Bathroom for inmates: Local 112B (5.95 m²)
- Offices : Local 113 (10 m²), 101A (9.5 m²), 104 (11.2 m²), 116 (12.5 m²), 117B (11.7 m²) and 117A (12 m²)
- Officer's work area-included in Local 132A (89.7 m²)
- Dentist's office: Local 118-106A (24.8 m²)
- Dental Lab; sterilization: Local 119 (5.3 m²)
- Conference room: Local 131 (4.8 m²)
- Treatment room: Local 114A (17.7 m²) and 115A (14.9 m²)
- Nursing station with pharmacy: Local 101 (43.4 m²)
- Pharmacy: Local 102 (10.8 m²)
- Inmate waiting room: Local 112A (10.7 m²) and 112 (11 m²)
- Kitchenette for the staff: Local 132B-128 (128 = 12 m². 132B = outside door)
- Hallway
- 134A = 8.2 m²
- 134B = 19.5 m²
- 132C = 6.3 m²
- Garage for the golf cart : Local 108C (11 m²)

Targeted premises at Port-Cartier :

- Nursing station: Local D-106 (21.7 m²)
- Counter and pharmacist station: Local D-107 (14.7 m²)
- Pharmacy: Local D-108 (7.17 m²)
- Staff locker room: Local D-109 (7 m²)
- Staff toilet : Local D-110 (3.25 m²)



- Warehouse equipment for housekeeping: Local D-111 (2.34 m²)
- Cells of the health center: Local D-112, D-114, D-115, D117 and D-122 (12.35 m² + 3x10.25 m²)
- Drugloo: Local D-119 (10.16 m²)
- Warehouse Drugloo Care Equipment and Equipment: Local D-121 (10.35 m²)
- Warehouse care equipment: Local D-124 (3.3 m²)
- Mental Health offices: Local D-126 (12.9 m²)
- Shower adapted for patient care center: Local D-127 (5.55 m²)
- Staff dinette : Local D-128 (13.8 m²)
- Dentist's office: Local D-129 (17.3 m²)
- Warehouse for oxygen: Local D-131 (2.35 m²)
- Treatment room: Local D-132 (24.65 m²)
- Doctor's office: Local D-133.1 (14.35 m²)
- Assistant office: Local D-134 (19.35 m²)
- Chief Health office: Local D-135 (11.15 m²)
- Toilet for urine tests of patients under TSO: Local D-136 (2.8 m²)

2. DESCRIPTION OF WORK

Cleaning of the above areas will be done during the week (excluding holidays) during clinic hours, as required.

In the event of a particular need, the Correctional Service of Canada (CSC) may, with the agreement of the Contractor, perform the work outside these hours.

The Contractor will provide the labor required for the performance of the cleaning and maintenance. Cleaning equipment and cleaning products will be available to the Contractor, as well as the toilet paper, brown paper, garbage bags and liquid hand soap that will be provided by CSC.

CSC will install visit forms that will be clearly visible in each location described in this specification. The Contractor or his employee must sign the forms at each visit, indicating the date of the day.

Employees who have received their security check will be at the main entrance (reception) and will be issued an ID card at each visit. They will leave the card at the reception when they leave.

Designated persons will be required to undergo regular search procedures at the main entrance in the manner prescribed by our policies, in particular Commissioner's Directive 566-8, searches of personnel and visitors.

They must also refrain from entering prohibited and unauthorized objects in institutions, as prescribed by our policies (eg cell phone, pager, USB key, laptop, tools, tobacco products, cannabis, etc.)

3. AREAS TO BE CLEANED

The Contractor agrees to clean all the physical locations included in this Statement of Work. In addition, the Contractor agrees to provide the labor required to perform the work defined in this specification and in the contract documents.

3.1 ADDITION OR DECREASE

During the work period, the Project Authority may, by mutual agreement with the Contractor, make changes to the original Statement of Work. These changes can be of different kinds, for example: adding service locations, decreasing or increasing the hours of service, changing the work schedule.



3.2 CONTRACTOR STAFF MANAGEMENT

3.2.1 The Contractor is solely responsible for the management of his personnel.

3.2.2 The Contractor is responsible for training his personnel in the work methods.

3.2.3 The Contractor accepts all responsibility for the actions of its personnel during the execution of the contract.

3.2.4 The Contractor must respect his obligations towards his employees with regard to health and safety at work.

3.2.5 The Contractor's representative may take his breaks and meals at our facilities as designated by the Project Authority.

3.3 STATE OF THE PLACE

In the event that the Contractor finds broken equipment or furniture (for example, a faulty electrical outlet), he must notify the Project Authority, in writing, as soon as he becomes aware of the situation, so that he will not be held responsible later.

3.4 STAFF INTEGRITY

3.4.1 The Contractor shall provide a complete list of its employees who have undergone the required safety investigation and who will be assigned to the contract. The list must be accompanied by a copy of the security clearance for each employee.

3.4.2 It is the responsibility of the Contractor to maintain his list of Reliability Status employees for security clearance purposes. Contractor personnel requiring access to protected information, assets or sensitive work site (s) must each hold a Reliability Status in effect, issued or approved by the contract security program of the federal government. Any employee, who does not comply with safety standards, will be denied access to institution and this at the expense of the Contractor.

3.4.3 The Contractor must ensure that its employees do not leave the building with any items that do not belong to them (for example, items found).

3.4.4 In addition, the Project Authority (or designate) reserves the right to search any package or container belonging to the employee, its equipment or storage space (lockers or locker rooms) on the institution sites. These searches will be carried out by the Project Authority, the health manager or his authorized staff.

3.4.5 Neither the Contractor nor any of its employees may perform work at the workplace other than as defined herein.

3.4.6 The Contractor shall ensure that its employees comply with the regulations relating to the confidentiality of building information or other written or verbal information.

3.5 EFFECTIF WORK

3.5.1 Competence

The Contractor must provide all the qualified labor for the proper execution of the work and must comply with the regulations throughout the duration of the contract. A list of regulations will be provided to the Contractor.



The Contractor must provide the Project Authority with a complete list of the employees assigned to the work.

This list is subject to the approval of the Project Authority who reserves the right to request a review in the event of a conflict of interest. In addition, the Contractor shall notify the Project Authority of any changes to this list.

3.5.2 Instructions

Any questions related to the technical aspects of the work should be discussed and addressed with the Project Authority (or his delegate).

3.5.3 Contact with the users

The Contractor's personnel must not, under any circumstances, communicate with the inmates, disturb the occupants of the building or the CSC employees. If such a situation occurs, the Project Authority should be notified. Same if the Contractor's employees are bothered.

3.6 WORKING METHODS

3.6.1 General

The Contractor shall use the cleaning methods that he considers most appropriate for the performance of his work, with the exception of the maintenance of floors (resilient surfaces) where he must generally use the burnishing method.

All work that requires the use of alkaline products should be executed with care ensuring that at the end of the work the cleaned surfaces are well neutralized.

3.6.2 Restrictions

The Contractor's employees must not move any paper, document or object left on desks or other furniture. Under no circumstances will the Contractor's employees be permitted to open the drawers of desks, filing cabinets or other furniture.

It is strictly forbidden to place chairs, wastebaskets and other things on desks or tables unless you have previously covered them with a suitable protective cloth. Under no circumstances shall the Contractor's personnel use the office equipment such as tables, binders, chairs, etc. as scaffolding to perform work or for any other purpose. In addition, employees are never allowed to use phones or other items left on desks for personal purposes. Electrical, computer and telephone devices must not be disconnected at any time.

3.6.3 Prohibition to open doors

The Contractor's employees are not allowed to open the door of a room to anyone. If necessary, they must refer these people to the Project Authority of the building.

3.7 OBJETS FOUND

The Contractor's employees must provide the Health Chiefs or the Local Coordinator, Quality Improvement and Accreditation with any items found.



3.8 BREAKS AND DEFECTS

3.8.1 Breaks

The Contractor must inform the Project Authority or his delegate, as soon as possible (within 24 hours), of the damage caused, accidentally or not, by his employees.

3.8.2 Defects

During the clean up, employees will be required to note defects in the equipment or building and notify the Project Authority.

During the winter period, the Contractor must ensure that the windows are closed if his representative has opened them for maintenance, and notify, immediately, the Project Authority of the building of any premises in which a window will have remained open to make the place unusually cold.

3.8.3 Operating procedures

The Contractor must take care not to disturb the activities of the building. He must therefore perform his sanitary maintenance work according to the established schedule (see page 1) which allows smooth running of building activities. The Contractor must comply with the instructions and requirements of the Project Authority to perform its sanitary maintenance work in the specialized departments.

3.8.4 Safety inspection

At all times, the Project Authority or delegate representing CSC may inspect the Contractor's premises and equipment.

The Project Authority or delegate will have the right to make requests deemed appropriate; these must be respected and followed immediately by the Contractor despite the maintenance activities described in this Statement of Work.

4.0 STANDARD REQUIREMENTS FOR SANITARY MAINTENANCE QUALITY

4.1 QUALITY MANAGEMENT

4.1.1 Preamble

The Contractor is required to deliver quality services in accordance with the standard requirements described below. It must be taken into consideration that these are health centers subject to health rules submitted to strict protocols. The quality management process proposed below (Section 4.2 Definition of Standards), aims to ensure follow-up on the execution of works in order to meet the objectives. This mechanism also establishes precisely the protocol followed when the Contractor does not respect its commitments regarding to the quality of the services.

4.1.2 Quality control of the works

The Project Authority or delegate will proceed unilaterally or jointly with the Contractor (as determined by the Project Authority) at the site inspection in accordance with the Quality Control Form (see Definition of Standards). The frequency of inspections is entirely the responsibility of the Project Authority or his delegate. He commits to submit the results of the inspections to the Contractor.



4.1.3 **Non-compliant results**

In the event that the quality control report produced by the Project Authority or his delegate shows results that do not meet the standards set out below, the Contractor shall be considered in default. The Contractor will receive a written notice from the Project Authority to require the necessary adjustments to meet the tolerance thresholds. The rehabilitation work must be completed within forty-eight (48) hours or during the next scheduled visit by CSC and will be carried out at the expense of the Contractor.

4.2 **DEFINITION OF STANDARDS**

The Project Authority and the Contractor agree to rely on the current standard requirements for the assessment of quality.

4.2.1 **Floor maintenance**

- Sweeping or dusting with mop and stain removal.
- There should be no dirt or scrap left in corners, behind or under radiators, under furniture or behind doors.
- Floors must be free of dust, residue and stains (calcium, coffee, liquor, shoe marks, etc.).
- Cleaning grooves (scratches, doorsills, etc.).
- Remove from the surfaces stains, dirt or residues (calcium, coffee, liquor, shoe marks, etc.).
- All stains that are resistant to normal operations should be removed with a suitable stain remover. The techniques recommended by the manufacturer must be respected. The products used must not alter the surface of the finishes.

4.2.2 **Wet and damp mop**

- All places mopped must be clean, meaning without spot or strand lost or mop.
- Walls, skirting boards and other surfaces must not show signs of water or splash.
- There should be no water or other cleaning fluid under the feet of furniture and metal filing cabinets.

4.2.3 **Spray polishing**

- There should be no dust or dirt on the floors.
- There should be no marks or furrows caused by excessive spraying.
- The floor must look clean.
- Skirting boards, equipment and furniture must not have spatter caused by spraying.

4.2.4 **Finishing**

- The floor must be free of strands.
- The floor must be absent from marks and bright, including the corners and under the furniture.
- Walls, skirting boards, furniture and other surfaces must be free of splashes.
- The furniture must be repositioned at the end of the work.

4.2.5 **Miscellaneous**

- Chairs, paper baskets and others should not be placed on desks or tables during the cleaning unless they have been previously covered with a suitable protective cloth.
- Furnishings and equipment must be put back in their place.

4.2.6 **Walls**

- The walls must be unmarked, soiling or others.

4.2.7 **Glass doors and side windows**

- There must be no streaks or smudges on windows and all frames must be clean.
- There should be no water on the sills or ledges.



- 4.2.8 **Polishing metal surfaces**
 - Push bars, skid plates, railings, doors and other metal surfaces must be clean and polished.
- 4.2.9 **Waste collection**
 - Waste bins must be emptied and the inside of the bins cleaned.
 - The garbage bags must be replaced. The outside of the bins must be clean.
- 4.2.10 **Dusting**
 - Offices and all office furniture must be free of dust and cleaned.
 - Chairs and chairs should be free of dust and dirt.
 - All engravings, plates, horizontal surfaces and others must be free of dust.
 - Radiators, windowsills, doorsills, frames, skirting boards and partition edges must be free of dust and cleaned.
 - The ventilation grills must be free of dust.
- 4.2.11 **Staines cleaning**
 - Walls, doors, frames and glass partitions must be immaculate.
- 4.2.12 **Wet wipe**
 - Mirrors, glass objects should be wiped with a damp cloth.
- 4.2.13 **Cleaning**
 - Glass, wood and metal surfaces must be clean and free from all marks and dirt.
 - The walls must be mark free.
 - Frames, windows, and adjacent surfaces must be free of dust.
- 4.2.14 **Fans and diffusers**
 - Fans and diffusers must be free of dust.
 - The framing around the fans must be wiped properly.
- 4.2.15 **Exhaust fan**
 - The wall surface of the fan must be free of dust.
- 4.2.16 **Junction of walls and ceilings**
 - The junction of walls and ceilings must be free of spider webs.
- 4.2.17 **Cleaning windows, partitions and showcases**
 - The windows must be clean on both (2) sides and free of rays.
 - Chassis, sills and edges should be clean and unmarked.
 - Items moved during cleaning must be put back in place.
- 4.2.18 **Local storage space**
 - All floors must be clean.
 - All appliances and walls must be free of dust and stains.
 - Mop buckets and trolleys should be emptied, cleaned and odor free.
 - There should be no paper, garbage or waste in the storage area for materials and products.

5. SPECIAL CONDITIONS

5.1 FOCUS

5.1.1 The Statement of Work is only a minimal database to ensure the cleanliness of the premises. The tasks indicate the required quality.



5.2 WORK SCHEDULE, REGISTER AND TIME SHEET

5.2.1 If required by the Project Authority, the Contractor will change the schedule and shift of its employees to five (5) days notice.

5.2.2 Each employee of the Contractor shall, at the entrance and exit of the building, sign the daily attendance register.

5.2.3 Employees who leave work for any reason must sign the register and indicate the time of departure. If he returns to work, he must sign the register again.

5.3 WORK MONITORING

5.3.1 The Contractor shall perform, jointly with the Project Authority or his delegate, any inspection requested.

5.4 CHECKING THE DOORS, WINDOWS AND FAUCETS

At all times, the Contractor will take the necessary steps to ensure that no door or window remains unlocked or opened in the absence of the employee (with some exceptions requested by the Project Authority). The Contractor must comply with all instructions from the Project Authority.

5.5 WASTE

5.5.1 Non-recyclable waste

The Contractor must collect all the waste and must transport it to the waste disposal center determined by the Project Authority. With respect to the disposal of garbage or its transportation outside, it is the responsibility of the Contractor to check with the departments concerned and to comply with their schedule.

5.5.2 Recyclable waste

In the event of a recyclable waste depot, the Contractor must ensure that all recyclable waste is collected and transported to the location determined by the Project Authority.

5.6 CLEANING PRODUCTS, HYGIENIC SUPPLIES AND DISPOSABLE BAGS

5.6.1 Cleaning products

The Contractor must use all the equipment and all the products necessary for the proper execution of the cleaning.

Cleaning equipment and cleaning products will be available for the Contractor, as well as brown paper, garbage bags, liquid hand soap that will be provided by CSC.

Any cleaning product container must be personalized (identified) with a label. The Contractor will provide the labor required for the performance of the cleaning and maintenance.

5.6.1.1 Prohibited uses

No acid products should be used unless authorized by the Project Authority.

No abrasive powder should be used.



5.6.1.2 Regulation and Laws for Cleaning Products

The Contractor is required to comply with the internal and governmental regulations and laws that apply to occupational health and safety. The Contractor must ensure that all employees are trained in occupational health and safety to meet WHMIS requirements.



HEALTHCARE CENTRES

In order to provide the staff of these places with a collaboration for the maintenance of the cleanliness, proceed to the maintenance hereafter unless otherwise indicated if necessary. This list is not exhaustive and will be confirmed by the CSC Project Authority at the time of the call-up.

The framing around the fan must be wiped properly.

Fans, diffusers, air conditioning and air intakes must be free of dust. Vacuum the ceiling ventilation hatches.

Clean / disinfect various medical devices (such as sphygmomanometers, ECGs, dressing trolleys, etc.)

Clean / disinfect chair arms / benches.

Clean / disinfect the examination chairs.

Clean / disinfect examination tables and make sure there is paper.

Clean / disinfect the switches.

Clean / sanitize washbasins, faucets and toilets.

Clean / disinfect door handles, knobs, and adjacent doorframes.

Clean / disinfect work surfaces, countertops and hard surfaces.

Clean / disinfect exterior surfaces with frequent contact with ice machines and refrigerator.

Clean / disinfect the outside, cabinet top handles.

Clean the inside and outside of garbage cans.

Clean the bathrooms.

Clean the windows of the doors and partition walls on each side.

Clean the mirrors.

Clean the separator curtains around patient beds or screens.

Clean work surfaces, wash and / or dust the filing cabinets.

Clean phones, computers, keyboards and mice, photocopier and printer.

Make sure there is antiseptic gel at all shared workstations.

Make sure there is paper towel in place and in extra.

Make sure there is toilet paper in place and in extra.

Make sure there is hand soap.

Mop and clean the floor.

Wax the floor.

Empty garbage cans, shredders and recycling and bring to the compactor or other designated location outside the health center.

Clean the kitchen.

Clean / disinfect dinner table and counters and sink.

Clean the light fixtures.

Clean / disinfect the inside and outside of the Toaster, Small Furnace and Microwave Oven.

Clean the inside of the fridges.

Dust "on the surface" radiology equipment (it is the health professional who is responsible for cleaning and disinfecting medical equipment).



Dust "on the surface" the optometry device (it is the health professional who is responsible for cleaning and disinfecting the medical equipment).

Clean / disinfect dental examination chair (the health professional is also responsible for cleaning and disinfecting the patient chair).



ANNEX B – PROPOSED BASIS OF PAYMENT

1.0 Period of the contract

The Contractor will be paid based on the following Basis of Payment for the work performed.

An estimated 20hrs a week is intended. However, this estimation is for evaluation purposes only.

With respect to the provision of services described in Annex A Statement of Work, the Contractor will be paid the firm all-inclusive hourly rate below, Applicable Taxes extra.

The contractor is invited to **bid for the institution of his choice**, according to his availability. Thus, he can bid for **one or more institutions according to his capacity to provide the services**. Enter an hourly rate where you want to provide your services.

More than one Standing Offer could be awarded and will be awarded to the lowest bidder per institution.

Period of the contract (from the award of the contract until March 31, 2020)

BASIS OF PAYMENT	
The Contractor will perform on-call cleaning, as required, during business hours as described in Annex A, and will be paid at the following hourly rate, all-inclusive.	
Federal Training Center (Multi.)	\$ _____ / HOUR (GST / HST extra)
Federal Training Center (Min.)	\$ _____ / HOUR (GST / HST extra)
Donnacona Institution	\$ _____ / HOUR (GST / HST extra)
Joliette Institution	\$ _____ / HOUR (GST / HST extra)
Regional Center for Mental Health (RMHC)	\$ _____ / HOUR (GST / HST extra)
Archambault Institution (Med.)	\$ _____ / HOUR (GST / HST extra)
Archambault Institution (Min.)	\$ _____ / HOUR (GST / HST extra)
Regional Reception Center	\$ _____ / HOUR (GST / HST extra)



Drummond Institution	\$ _____ / HOUR (GST / HST extra)
Cowansville Institution	\$ _____ / HOUR (GST / HST extra)
La Macaza Institution	\$ _____ / HOUR (GST / HST extra)
Port-Cartier Institution	\$ _____ / HOUR (GST / HST extra)

1.1 Fees and expenses :

ONLY the services invoiced according to the rates submitted below will be paid. The rates submitted include ALL that is required to perform the work in accordance with the services expected. This includes, but is not limited to, administration fees and expenses, profit, transportation of labor, and / or any other costs necessary to provide the services.

1.2 Hourly rate:

ONLY services rendered will be paid. Hourly rates apply to productive on-site work time. Hourly rates do not apply to meal times, unauthorized breaks. No surplus will be paid for travel time to the site. Turnaround time for non-compliant work will not be paid. In other words, the time paid will be calculated at the time of arrival and departure from the institution.

Rates must include all costs associated with the provision of services.



2.0 Option to Extend the Period of the Standing Offer

Subject to the exercise of the option to extend the Standing Offer period in accordance with Article *<To Be Inserted at Contract Award>* of the original Standing Offer, Options to Extend the Standing Offer, the Contractor will be paid the firm all inclusive Hourly Rate(s), in accordance with the following table, Applicable Taxes extra, to complete all Work and services required to be performed in relation any call-up issued as a result of the Standing Offer extension.

OPTION 1: from April 01, 2020 to March 31, 2021

BASIS OF PAYMENT	
The Contractor will perform on-call cleaning, as required, during business hours as described in Annex A, and will be paid at the following hourly rate, all-inclusive.	
Federal Training Center (Multi.)	\$ _____ / HOUR (GST / HST extra)
Federal Training Center (Min.)	\$ _____ / HOUR (GST / HST extra)
Donnacona Institution	\$ _____ / HOUR (GST / HST extra)
Joliette Institution	\$ _____ / HOUR (GST / HST extra)
Regional Center for Mental Health (RMHC)	\$ _____ / HOUR (GST / HST extra)
Archambault Institution (Med.)	\$ _____ / HOUR (GST / HST extra)
Archambault Institution (Min.)	\$ _____ / HOUR (GST / HST extra)
Regional Reception Center	\$ _____ / HOUR (GST / HST extra)
Drummond Institution	\$ _____ / HOUR (GST / HST extra)
Cowansville Institution	\$ _____ / HOUR (GST / HST extra)
La Macaza Institution	\$ _____ / HOUR (GST / HST extra)
Port-Cartier Institution	\$ _____ / HOUR (GST / HST extra)



2.1 Fees and expenses :

ONLY the services invoiced according to the rates submitted below will be paid. The rates submitted include ALL that is required to perform the work in accordance with the services expected. This includes, but is not limited to, administration fees and expenses, profit, transportation of labor, and / or any other costs necessary to provide the services.

2.2 Hourly rate:

ONLY services rendered will be paid. Hourly rates apply to productive on-site work time. Hourly rates do not apply to meal times, unauthorized breaks. No surplus will be paid for travel time to the site. Turnaround time for non-compliant work will not be paid. In other words, the time paid will be calculated at the time of arrival and departure from the institution.

Rates must include all costs associated with the provision of services.

3.0 Applicable Taxes

All prices and amounts of money in the Standing Offer are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.



ANNEX C - SECURITY REQUIREMENTS CHECK LIST

Révision 01: Pour modifier le # contrat qui était initialement le 21301-19-3119546

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 21301-20-3119546
Security Classification / Classification de sécurité Non-classifié

**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 Service correctionnel du Canada	2. Branch or Directorate / Direction générale ou Direction Services de santé	
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 Services d'entretien ménager pour tous les centres de soins.		
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 <input type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
Non-classifié





Révision 01
(Modif. # contrat)

Contract Number / Numéro du contrat 21301-20-3119546
Security Classification / Classification de sécurité Non-classifié

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: No Yes / Non Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No Yes / Non 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"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux: _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No Yes / Non Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes / Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No Yes / Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No Yes / Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No Yes / Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

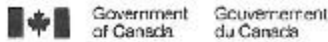
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No Yes / Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No Yes / Non Oui



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Security Classification / Classification de sécurité Non-classifiée SANS CLASSIFICATION

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COSMIC			
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTRIÉE	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	PROTECTED / PROTÉGÉ	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
N/A RW														
Information / ASBES Information / ASBES Product														
If Media / Support TI If Low / En électronique														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

TBS/SC 350-103(2004/12)

Security Classification / Classification de sécurité Non classifiée SANS CLASSIFICATION

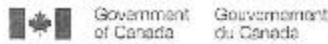




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RW



Contract Number / Numéro du contrat 21301-20-3119546
Security Classification / Classification de sécurité Non-classifié

PART D - AUTHORIZATION / PARTIE D - AUTORISATION				
13. Organization Project Authority / Chargé de projet de l'organisme				
Name (print) - Nom (en lettres moulées) Nancy Massicotte		Title - Titre Directrice des services de entrée		Signature
Telephone No. - N° de téléphone 450 972-7829	Facsimile No. - N° de télécopieur 450 972-7662	E-mail address - Adresse courriel Nancy.Massicotte@ccs-ccc.gc.ca	Date 2019-01-17	
14. Organization Security Authority / Responsable de la sécurité de l'organisme				
Name (print) - Nom (en lettres moulées) Robert Wattie - Contract Security Analyst		Title - Titre Contract Security Analyst		Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 2019-02-22	
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? RW <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui				
16. Procurement Officer / Agent d'approvisionnement				
Name (print) - Nom (en lettres moulées) VERONIQUE FORTIN		Title - Titre AGENTE REGIONALE, APPROV & CONTRATS		Signature
Telephone No. - N° de téléphone 450 664-2530 #3200	Facsimile No. - N° de télécopieur 450 664-6626	E-mail address - Adresse courriel veronique.fortin@ccs-ccc.gc.ca	Date 2019-02-18	
17. Contracting Security Authority / Autorité contractante en matière de sécurité				
Name (print) - Nom (en lettres moulées) Paul Lepinski		Title - Titre Agent à la Sécurité des contrats Contract Security Officer		Signature Paul Lepinski
Telephone	Address - Adresse courriel		Digitally signed by Paul Lepinski Date: 2019.02.27 18:57:25 -0500	

TDS/SCT 360-103(2024/12)

Security Classification / Classification de sécurité Non-classifié

Canada



ANNEX D – EVALUATION CRITERIA *(not applicable)*

1.0 Technical Evaluation:

1.1 The following elements of the offer will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria
- Rated Technical Criteria

It is **imperative** that the offer **address each of these criteria** to demonstrate that the requirements are met.

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 References must be provided for each project/employment experience.

- I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
- II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
- III. References must be presented in this format:
 - a. Name;
 - b. Organization;
 - c. Current Phone Number; and
 - d. Email address if available

1.6 Response Format

- I. In order to facilitate evaluation of offers, it is recommended that Offerors' offers address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.
- II. Offerors are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.
- III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical offer does



not include the required month and year for the start date and end date of the experience claimed.

- IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.



ANNEX E – INSURANCE REQUIREMENTS

1. Commercial General Liability Insurance

The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

The Commercial General Liability policy must include the following:

- a. **Additional Insured:** Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- b. **Bodily Injury and Property Damage** to third parties arising out of the operations of the Contractor.
- c. **Products and Completed Operations:** Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d. **Personal Injury:** While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e. **Cross Liability/Separation of Insureds:** Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f. **Blanket Contractual Liability:** The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g. **Employees and, if applicable, Volunteers** must be included as Additional Insured.
- h. **Employers' Liability** (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- i. **Broad Form Property Damage including Completed Operations:** Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j. **Notice of Cancellation:** The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
- k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- l. **Owners' or Contractors' Protective Liability:** Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.



2. Litigation Rights

Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.



ANNEX E – REQUEST TO ACCESS A FEDERAL INSTITUTION

(See the attached PDF document)
« REQUEST TO ACCESS A FEDERAL INSTITUTION »