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Request for Proposals (RFP)

Performance of the Work described in
the Statement of Work of the draft
contract

TITLE CLEANING SERVICES – NEW DELHI, INDIA	
SOLICITATION NUMBER 19-145488	DATE 02-05-2019
<p>PROPOSAL DELIVERY</p> <p>In order for the proposal to be valid and accepted, it must be received no later than 2:00 PM on June 11th, 2019 (as per Ottawa, Ontario) referred as the "Closing Date".</p> <p>Only electronic copies will be accepted and received at the following e-mail address:</p> <p>internationalproposals@international.gc.ca</p> <p>Solicitation #:19-145488</p>	
<p>Offer to: Foreign Affairs, Trade and Development Canada</p> <p>We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services and construction listed herein and on any attached sheets at the price(s) set out therefor.</p> <p>Name and title of person authorized to sign on behalf of the supplier:</p> <p>_____</p>	
Signature	Date



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PART 1 - GENERAL INFORMATION

1.1 INTRODUCTION

The bid solicitation is divided into five (5) parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection; and
- Part 5 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

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

The Annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), Insurance Requirements (Annex C), Security Requirements Check List (Annex D), and ____.

1.2 SUMMARY

- 1.2.1** The purpose of this RFP is to select a supplier to enter into a contract with High Commission in New Delhi, in India, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide Commercial Cleaning services as described in the Statement of Work (Annex A).
- 1.2.2** The Work is to be performed from the contract award date (tentatively set for August 01, 2019 for a period of 2 years . However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 3 additional 1 year irrevocable option periods under the same terms and conditions.
- 1.2.3** There is a mandatory Site visit associated with this requirement where personnel security screening is required prior to gaining access to PROTECTED information, assets or sites. Consult Part 2 – Bidding Instructions.
- 1.2.4** There are security requirements associated with this requirement. For additional information, consult Part 5 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.5** The requirement is subject to the provisions of the:
 - a) World Trade Organization Agreement on Government Procurement (WTO-AGP)
 - b) North American Free Trade Agreement (NAFTA)
 - c) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
 - d) Canadian Free Trade Agreement (CFTA)
 - e) Canada - Chile Free Trade Agreement (CCFTA)
 - f) Canada - Columbia Free Trade Agreement
 - g) Canada - Korea Free Trade Agreement



- h) Canada - Honduras Free Trade Agreement
- i) Canada - Panama Free Trade Agreement
- j) Canada - Peru Free Trade Agreement (CPFTA)
- k) Canada - Ukraine free Trade Agreement (CUFTA)

1.3 CONTRACT DOCUMENTS

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

1.4 BASIS FOR CANADA'S OWNERSHIP OF INTELLECTUAL PROPERTY

Not Applicable.

1.5 DEFINITIONS

In this document, unless the context otherwise requires:

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

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

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

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

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



PART 2 - BIDDER INSTRUCTIONS

2.1 LANGUAGE OF PROPOSAL

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

2.2 REFERENCE CLAUSES

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

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

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

NOTE: It is strongly recommended that bidders visit the above site to better understand these clauses and conditions. Subcontractors cannot be utilized to fulfill any of the work.

2.3 STANDARD INSTRUCTIONS

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

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

2.3.3 Subsection 05 (2018-05-22) Submission of Bids, paragraph 4 is amended as follows:

Delete: sixty (60)

Insert: one hundred and twenty (120)

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

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

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

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

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

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

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

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



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

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

2.4 SUBMISSION OF PROPOSALS

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

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

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

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

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

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

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

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

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

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

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

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



of Canada's Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive. If a proposal is submitted by a joint venture, it must be in accordance with section 17 Joint Venture, of 2003 (2018-05-22) *Standard Instructions - Goods or Services - Competitive Requirements*.

2.4.5 It is the Bidder's responsibility to:

- a. obtain clarification of the requirements contained in the RFP, if necessary, before submitting a proposal;
- b. prepare its proposal in accordance with the instructions contained in the RFP;
- c. submit by closing date and time a complete proposal;
- d. send its bid only to the address specified on page 1 of the bid solicitation;
- e. ensure that the Bidder's name, return address, and the RFP number are clearly visible on the envelope or the attachment(s) containing the proposal; and,
- f. provide a comprehensible and sufficiently detailed proposal, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.

2.4.6 Proposals received on or before the stipulated RFP closing date and time will become the property of Canada and will not be returned, including those of unsuccessful Bidders. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.

2.4.7 Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.

2.4.8 A proposal cannot be assigned or transferred in whole or in part.

2.5 BIDDERS SITE VISIT – MANDATORY

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. The site visit will be held at 7/8, Shantipath, Chanakyapuri, New Delhi – 110 021, India, and Official Residence, 4 APJ Abdul Kalam Road, New Delhi – 110 003, India on May 8, 2019 and will begin at 10:00 AM, in the High Commission of Canada to New Delhi, India.

Bidders are requested to confirm their attendance with Canada's Representative no later than three (3) working days before the conference and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit.

Bidders who do not attend or send a representative will not be given an alternative appointment and their proposal will be rejected as non-compliant. Any clarifications or changes to the RFP resulting from the conference will be included as an amendment to this RFP.

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



2.6 COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 5 calendar Days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

2.7 APPLICABLE LAWS

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

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

2.8 ENTIRE REQUIREMENT

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

2.9 DEBRIEFINGS

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

2.10 CHALLENGES

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

2.11 NO PROMOTION OF BIDDERS INTEREST

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



2.12 CONTROLLED GOODS REQUIREMENT

Not Applicable.

2.13 LEGAL CAPACITY

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

2.14 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 PROPOSAL PREPARATION INSTRUCTIONS

Canada requests Bidders provide their proposal in electronic format.

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

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

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

3.2 TECHNICAL PROPOSAL INSTRUCTIONS

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

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

In their technical proposal, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work. The Bidder must provide the necessary documentation to support compliance with this requirement.

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

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



3.3 FINANCIAL PROPOSAL INSTRUCTIONS

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

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

3.4 FIRM PRICE

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

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

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

3.5 TAXES

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

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

3.6 CERTIFICATIONS

Section III: to be labeled “**Certifications**”; 1 soft copy

Bidders must submit the certifications required under Attachment 1 to part 3

Please see Attachment 1 to Part 3 for Certifications instructions.

3.6.1 Federal Contractors Program for Employment Equity – Bid Certification

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

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



3.7 INSURANCE REQUIREMENTS

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

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

ATTACHMENT 1 TO PART 3 – CERTIFICATIONS

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

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

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

A1. CERTIFICATIONS REQUIRED WITH THE BID

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

A1.1. INTEGRITY PROVISIONS – DECLARATION OF CONVICTED OFFENCES

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

A2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION

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

A2.1. INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION

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

A2.2. STATUS AND AVAILABILITY OF RESOURCES

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's



representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with equal or higher qualifications and experience. The Bidder must advise Canada's Representative of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

A2.3. EDUCATION AND EXPERIENCE

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

A2.4. FORMER PUBLIC SERVANT

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

DEFINITIONS

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

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

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

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions



payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()
If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

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

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

WORK FORCE ADJUSTMENT DIRECTIVE

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

If so, the Bidder must provide the following information:

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

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

CERTIFICATION STATEMENT

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

Name & Signature of Authorized Individual

Date



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 EVALUATION AND SELECTION

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

4.2 TECHNICAL EVALUATION

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

4.3 FINANCIAL EVALUATION

- 4.3.1 The price of the bid will be evaluated in India Rupee (INR)

4.4 BASIS OF SELECTION

- 4.4.1 SACC Manual Clause A0035T(2007-05-25), Basis of Selection – Lowest Price Per Point

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 256 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 365 points."
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.



ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

1.0 Mandatory Technical Criteria

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

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

Mandatory Technical Criteria (MT)			
#	Mandatory Technical Criterion	Met / Not Met	Reference to Proposal
MT1	<p>Company Registration The Bidder must be a Private Limited Company, and must be registered with the appropriate authorities in India.</p> <p><u>The Bidder must provide the following information:</u></p> <ul style="list-style-type: none"> i. Laws under which the company is registered or formed; ii. Official Company Legal name; and iii. Address of Company iv. An Account Manager including name, title and phone number (email address if available). <p>The bidder must provide the documentary evidence of registration of the company.</p>		
MT2	<p>Company Composition The Bidder must have a permanent office in New Delhi, staffed with permanent employees.</p> <p>Note: Subcontractors cannot be utilized to fulfil any of the work.</p> <p><u>The Bidder must provide the following information:</u></p> <ul style="list-style-type: none"> i. Address of permanent office in New Delhi, and ii. List of employer's permanent staff with documentary evidence iii. Organizational Chart 		



MT3	<p>Senior Supervising Cleaner’s Experience</p> <p>The Bidder must demonstrate that the proposed Senior Supervising Cleaner has the following experience:</p> <p>a) a minimum of three years of experience in providing supervision of commercial cleaning services in a facility over 5,000 square meters.</p> <p><u>In order to demonstrate the experience:</u> The Bidder must provide a resume, detailing how the experience was gained. The following information must be provided for each position where the experience was gained:</p> <ul style="list-style-type: none"> i. Location (city, country); ii. Size of cleaning area in square meters; iii. Brief description of the work; and iv. The number of team members that the proposed resource supervised. <p>The bidder must provide a reference for each position where the experience was gained. Information that must be included:</p> <ul style="list-style-type: none"> i. Name of Company; ii. Name and title of reference; iii. Email address; and iv. Telephone number <p>References may be contacted to verify the validity of the information provided by the Bidder.</p> <p>b) A minimum of two years of experience using commercial cleaning equipment.</p> <p><u>In order to demonstrate the experience:</u> The Bidder must provide a resume, detailing how the experience was gained. The information must be provided for each position where the experience was gained:</p> <ul style="list-style-type: none"> i. Location (city, country); ii. Size of cleaning area in square meters; iii. Brief description of the work; and iv. Brief description of commercial cleaning equipment used. 		
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2.0 Point-Rated Technical Criteria

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

Bidders must obtain the required minimum of 70 % overall of the points in order to be evaluated on the basis of their financial proposal.

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



Table 1 – Rated Criteria Points Table		
#	Point Rated Technical Criteria	Maximum Points
RT1	The Firm	60
RT2	The Firms Resource Capacity	30
RT3	The Firms Management and Environmental Certifications	50
RT4	Equipment and Supplies Lists	10
RT5	Senior Supervisor’s Additional Experience and Linguistic	45
RT6	Second Supervisor’s Experience and Linguistic Capabilities	30
RT7	Work Plan	110
RT8	Age of Equipment	30

Table 2 – Rated Criteria Scoring Requirements	
Overall Maximum Points Available =	365
Overall Minimum Points Required =	256
Bids must achieve an overall minimum percentage of 70%. Bids that do not meet this requirement will be declared non-responsive.	

Table 3 – Rating Table for RT7 ONLY	
Percentage of Available Points	Basis of Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
50%	The response includes some information, but is also missing a substantial amount of information. Some elements poorly described. Bidder receives 50% of the available points for this element.
70%	The response includes most of the information required to be complete meeting the established minimum. Bidder receives 70% of the available points for this element.
85%	The response includes a substantive amount of the information required to be complete. Bidder receives 85% of the available points for this element.
100%	Substantial details provided leading to a complete and thorough understanding of the requirement. Bidder receives 100% of the available points for this element.



RT1 – The Firm			
Description	Instruction for Preparing proposals	Weighting	Score
The Bidder should demonstrate it has obtained experience in providing commercial cleaning services and waste management services to client facilities similar to the High Commission of Canada to India, over 5,000 square meters.	<p>In order to demonstrate the Bidder's experience, the following information should be provided:</p> <ul style="list-style-type: none"> i. A list of past/present projects where the experience was gained (must be non-concurrent), that are similar in size, scope, and should include the following information: <ul style="list-style-type: none"> a. Client Company name; b. Location (city, country); c. Brief description of the work, d. Start and end dates of the work (i.e. month / year); and e. Size of the facility in square meters. f. Value of each contract ii. The bidder should provide a reference for each project, and should include the following information: <ul style="list-style-type: none"> a. Company name; b. Name and title of reference; c. E-mail address of reference; and d. Telephone number of reference. <p>References may be contacted to verify the validity of the information provided by the bidder.</p>	<p><u>Allocation of points</u></p> <p>Less than 12 months of similar experience= 0 points</p> <p>12 months to less than 36 months of similar experience= 20 points</p> <p>36 to less than 60 months of similar experience =40 points</p> <p>60 months or over of similar experience = 60 points</p>	
Maximum Points Available			60

RT2 – The Firm's Resource Capacity			
Description	Instructions for preparing proposals	Weighting	Score
The Bidder should demonstrate a capacity to provided additional cleaning services from time-to-time to meet the as-and-when-requested operational requirements of the High Commission of Canada, in number of employees.	<p>In order to demonstrate the Bidder's capacity, the following must be provided:</p> <ul style="list-style-type: none"> i. Audited profit and loss account and balance sheet for the last three years ii. Banking solvency certificate iii. Detailed resume of each resource. iv. Organizational Chart showing additional resources and resumes of each resource 	<p><u>Allocation of points</u></p> <p>Less than 10 employees = 0 points</p> <p>10 employees = 10 points</p> <p>25 employees = 25 points</p> <p>Over 35 employees= 30 points</p>	
Maximum Points Available			30



RT3 – The Firm’s Management & Environmental Certifications			
Description	Instructions for preparing proposals	Weighting	Score
The Firm should demonstrate superior management and environmental management practices.	In order to demonstrate the superior management practices, the Bidder should submit: i. ISO 9001 certification ii. ISO 14001 certification iii. Certificate of Registration with EPFO (Employees Provident Fund Organisation) and ESI (Employees State Insurance)	<u>Allocation of points</u> No certification = 0 points ISO 9001 = 10 points ISO 14001 = 10 points Certificate of Registration with EPFO = 15 points Certificate of Registration with ESI = 15 points	
Maximum Points Available			50

RT4 – Equipment and Supplies Lists			
Description	Instructions for preparing proposals	Weighting	Score
The Bidder should demonstrate that it will supply all equipment, materials, and consumables required to provide for the requirements outlined in Appendix A, Statement of Work	Equipment List <ul style="list-style-type: none"> A list of mechanical equipment available to carry out the services, including specifications (i.e. make and model number, year of manufacture, and/or performance capabilities), commercial type, and quantity. Refer to Annex 1 to Appendix A- Equipment List.	<u>Allocation of points</u> No equipment list= 0 points Equipment list= 5 points	
	Materials and Supplies List <ul style="list-style-type: none"> A list of the materials and/or products that will be used to carry out the services, including brand name and/or manufacturer, item description, and indicate if they are certified as environmentally friendly. Refer to Annex 2 to Appendix A- Materials & Supplies.	<u>Allocation of points</u> No material and supplies list= 0 points Material and supplies list= 5 points	
Maximum Points Available			10



RT5 – Senior Supervisor’s Additional Experience and Linguistic Capabilities			
Description	Instructions for preparing proposals	Weighting	Score
<p>a) The Bidder should demonstrate the Senior Supervisor’s experience in addition to MT1, in providing supervision of commercial cleaning and waste management services to client facilities similar to the High Commission of Canada to India, over 5,000 square meters.</p>	<p>In order to demonstrate the proposed Senior Supervisor’s additional experience, the Bidder must provide the following:</p> <ul style="list-style-type: none"> i. Detailed resume including the following information: <ul style="list-style-type: none"> a. Company name; b. Location (city, country); c. Brief description of the work; d. Start and end dates of the work (i.e. month/year); and e. Size of facility in square meters. ii. A reference for each job where the additional experience was gained, which should include the following information: <ul style="list-style-type: none"> a. Company name; b. Name and title of reference; c. E-mail address of reference; and d. Telephone number of reference. 	<p><u>Allocation of points</u></p> <p>Less than 12 months additional experience = 0 points</p> <p>12 months to less than 24 months of additional experience=15 points</p> <p>24 to less than 36 months additional experience = 20 points</p> <p>36 or more months additional experience = 35 points.</p>	
<p>b) The Bidder shall demonstrate the proposed Senior Supervising Cleaner’s linguistic capacity to read and communicate in either or both official languages of Canada.</p>	<p>In order to demonstrate the proposed senior Supervisor’s linguistic capacity, the Bidder must provide the following:</p> <ul style="list-style-type: none"> i. Detailed resume for the proposed resource, including the languages spoken and read. 	<p><u>Allocation of points</u></p> <p>Speak and read English or French = 5 points</p> <p>Speak and read English and French = 10 points</p>	
Maximum Points Available			45



RT6 – Second Supervisor’s Experience and Linguistic Capabilities			
Description	Instructions for preparing proposals	Weighting	Score
a) Proposed Second Supervisor’s experience in providing commercial cleaning and waste management services in facilities over 5,000 square meters.	In order to demonstrate the proposed second Supervisor’s additional experience, the Bidder shall provide the following: i. Detailed resume including the following information: a. Company name; b. Location (city, country); c. Brief description of the work; d. Start and end dates of the work (i.e. month/year); and e. Size of facility in square meters. ii. A reference for each job where the additional experience was gained, which should include the following information: a. Company name; b. Name and title of reference; c. E-mail address of reference; and d. Telephone number of reference.	<u>Allocation of points</u> Less than 12 months additional experience = 0 points 12 months to less than 24 months of additional experience=10 points 24 to less than 36 months additional experience = 15 points 36 or more months additional experience = 20 points.	
b) The Bidder shall demonstrate the proposed Second Supervising Cleaner’s linguistic capacity to read and communicate in either English or French, or English and French.	In order to demonstrate the proposed second Supervisor’s linguistic capacity the Bidder must provide the following: i. Detailed resume for the proposed resource, including the languages spoken and read.	<u>Allocation of points</u> Speak and read English or French = 5 points Speak and read English and French = 10 points	
Maximum Points Available			30



RT7 – Work Plan			
Description	Instructions for preparing proposals	Weighting	Score
<p>Comprehension of the Tasks in the Statement of Work and appropriateness of the Work Plan</p> <p>The Work Plan should provide sufficient detail to allow for a clear understanding of how the Bidder expects to carry out the tasks in the statement of work</p>	<p>In order to demonstrate that the Bidder has an adequate comprehension of each task identified in the statement of work, the Bidder should provide a work plan, with the following information:</p> <ol style="list-style-type: none"> i. Work plan addressing each task in Annex A, including the specific methods used; ii. Titles and roles of proposed resource(s) that will do the work; iii. What equipment will be used; iv. The firm’s support (i.e. training provisions, off-site support, and managerial controls; v. Procedures for verifying arrival and post and dispatching replacements; vi. Disciplinary actions including verbal, written reprimands, and other disciplinary measures; vii. Mental and physical qualifications of proposed staff; and viii. A description of how the work plan will be implemented to minimize downtime between change of cleaning staff. 	<p><u>Allocation of points</u></p> <ul style="list-style-type: none"> • If work plan systematically addresses statement of work=10 points • If work plan describes specific methods to carry out the work=10 Points • If work plan identifies which resource(s) will do the work =10 Points • If work plan identifies what equipment will be used=10 Points • If work plan identifies how your company is supported by suppliers on an on-going basis =10 Points • If language is clear and concise, and provide clear linkage to the Statement of Work =10 Points • Existence of procedures for verifying arrival at post and dispatching replacements = 10 Points • Existence of disciplinary actions, such as verbal and written reprimands, and/or suspensions.=10 Points • Mental and physical qualifications of proposed staff meet the requirements of the tasks; = 10 Points • Explanation of how work plan may be implemented immediately without need for the supplier to change the physical installations already in place at the High Commission of Canada to minimize downtime between change of cleaning staff. = 20 Points 	
Maximum Points Available			110



RT8 – Age and technical specifications of Equipment			
Description	Instructions for preparing proposals	Weighting	Score
The Bidder should demonstrate that Equipment used to carry out the work in the SOW, such as vacuum cleaners, pressure washing machines etc., is not more than 2 years old.	In order for the Bidder to demonstrate the age of proposed equipment, you must submit the following: <ul style="list-style-type: none">• Documentation which demonstrates the following of the equipment being proposed.<ul style="list-style-type: none">• Make• Model• Type• Year of Manufacture	<u>Allocation of points</u> Over two years old = 0 points Between one and two years old = 10 points Up to one year old = 20 points Brand new = 30 points	
Maximum Points Available			30



PART 5 - RESULTING CONTRACT CLAUSES

5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions 2035 (2018-06-21)
- (c) Supplementary Conditions;
- (d) Statement of Work (Annex A);
- (e) Basis of Payment (Annex B);



- (f) Insurance Requirements (Annex C);
- (g) Security Requirements Check List (Annex D);

5.3 AUTHORITIES AND COMMUNICATION

5.3.1 Canada's Representative

Canada's Representative for this Contract is: (To be completed at contract award)

Name: Mathew Star
Title: A/Senior Procurement Officer
Department of Foreign Affairs, Trade and Development
Directorate: Mission Procurement Operations (AAO)
Address: 125 Sussex Drive, Ottawa ON, K1A 0G2
Telephone
E-mail address:

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

5.3.2 Project Authority

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

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

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

5.3.3 Communication and Notices

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

5.3.4 Management of the Contract

Subject to the other provisions of this Article, Canada's Representative is responsible for the management of the Contract. Unless otherwise specified, no notice, instruction, authorization, refusal or other communication provided by Canada is valid under this Contract unless it is provided to the Contractor by Canada's Representative. Likewise, no notice, instruction, authorization, refusal or other communication to Canada made by the Contractor or on its behalf is valid unless it is made to Canada's Representative. The Contractor must not perform work in



excess of or outside the scope of the Contract based on verbal or written requests or instructions from anyone other than Canada's Representative.

5.3.5 Contractor's Representative

The Contractor's Representative is: (To be completed at contract award)

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

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

5.3.6 Amendment

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

5.3.7 Assignment

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

5.4 STANDARD CLAUSES AND CONDITIONS

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

5.5 GENERAL CONDITIONS

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

5.6 ENTIRE AGREEMENT

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

5.7 APPLICABLE LAWS

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario, Canada.

5.8 NUMBER AND GENDER

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



5.9 POWERS OF CANADA / STATE IMMUNITY

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

5.10 TIME OF THE ESSENCE

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

5.11 EXCUSABLE DELAY

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

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

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

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

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

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

5.12 SEVERABILITY

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

5.13 SUCCESSORS AND ASSIGNS

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



5.14 SURVIVAL

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

5.15 ADDITIONAL SACC MANUAL CLAUSES

N.A

5.16 PERFORMANCE OF THE WORK

5.16.1 Description of Work

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

5.16.2 Period of the Contract (To be completed at contract award)

The period of the Contract is from _____ to _____ inclusive

5.16.3 Option to Extend the Contract

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

5.16.4 Exercise of Option to Extend

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 Days before the expiry date of the Contract. The option may only be exercised by Canada's Representative, and will be evidenced for administrative purposes only, through a Contract amendment.

5.16.5 Independent Contractor

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

5.16.6 Conduct

The Contractor must:

- (a) perform the Work diligently and efficiently;
- (b) perform the Work with honesty and integrity;
- (c) except for Government Property, supply everything necessary to perform the Work;
- (d) select and employ a sufficient number of qualified persons;
- (e) perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract; and,
- (f) provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.



5.16.7 Assigned Individuals

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

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

5.16.8 Resources

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

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

5.16.9 Replacements

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

5.16.10 Compliance with Local Law

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force in New Delhi, India.

5.16.11 Inspection and Acceptance

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

5.16.12 Security Requirements

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



5.16.12.1 At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers. Missions requesting a security clearance for Contractors to perform work in restricted zones of the Mission or to access classified information/assets must consult with Security Operations and Personal Safety Division (ISR) and Corporate Security Division (ISC).

5.16.13 Green Procurement

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

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

5.17 CERTIFICATIONS

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

5.18 CONTROLLED GOODS PROGRAM

N.A

5.19 PAYMENT TERMS

5.19.1 Basis of Payment

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



5.19.2 Limitation of Expenditure(to be included at Contract award)

Canada's total liability to the Contractor under the Contract must not exceed \$ _____. and Applicable Taxes are extra.

No increase in the total liability of Canada, in the Contractor's hourly rates or in the price of the Work resulting from any changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these changes, modifications or interpretations have been approved, in writing, by Canada's Representative before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of Canada's Representative. The Contractor must notify Canada's Representative in writing as to the adequacy of this sum:

- when it is 75 percent committed, or
 - two (2) months before the end of the Period of the Contract, or
 - as soon as the Contractor considers that the Contract funds provided by Canada are inadequate for the completion of the Work, whichever comes first.

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

5.19.3 Method of Payment – Monthly Payments

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

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.
- d. Copies of documents confirming contribution towards Provident Fund and Employees State Insurance pertaining to Contractor's staff employed as part of this contract.

5.19.4 Audit

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



5.19.5 Invoicing Instructions

- 5.19.5.1** The Contractor must ensure that each invoice it provides to Canada
- is submitted in the Contractor's name;
 - is submitted each month do so for each delivery or shipment;
 - only applies to the Contract;
 - shows the date, the name and address of the Project Authority, the description of the Work and the Contract number;
 - details the claimed fees and disbursements, if applicable, in accordance with the Basis of Payment, exclusive of Applicable Taxes;
 - sets out Applicable Taxes, such as the Contractor's output VAT, as a separate item along with corresponding registration numbers from the tax authorities;
 - identifies all items that are zero-rated, exempt from Applicable Taxes or to which it does not apply.
- 5.19.5.2** By submitting an invoice, the Contractor certifies in each case that the invoice is consistent with the Work delivered and is in accordance with the Contract.

5.19.6 Discrepancies

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

5.19.7 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of 2035 (2018-06-21) *General Conditions - Higher Complexity - Services*, the Contractor will be entitled, in accordance with the Basis of Payment (Annex B), to be paid only the amounts that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. Under no circumstance will Canada be liable to the Contractor for early termination of this Contract.

5.19.8 Remittance to appropriate tax authority

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

5.19.9 Payment of Invoices by Credit Card

N.A

5.20 SUSPENSION AND INFRACTION

5.20.1 Suspension of the Work

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

5.20.2 Infraction



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

5.21 INSURANCE TERMS

5.21.1 Specific Insurance Requirement

- 5.21.1.1** The Contractor must comply with the insurance requirements specified in Annex C. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.
- 5.21.1.2** The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.
- 5.21.1.3** The Contractor must forward to Canada's Representative within 10 Days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by Canada's Representative, forward to Canada a certified true copy of all applicable insurance policies.

5.22 GOVERNANCE AND ETHICS

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

The Contractor acknowledges that individuals who are subject to the provisions of the Conflict of Interest Act, 2006, c. 9, s. 2 (as amended from time to time), the Conflict of Interest Code for Members of the House of Commons, the Values and Ethics Code for the Public Service, Code of Conduct for Canadian Representatives Abroad or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract. The Contractor will notify Canada in writing of any situation, of which the Contractor is or becomes aware, in which one of the Contractor's agents, employees or contractors derives, or is in a position to derive, an unauthorized benefit.

5.22.2 Incapacity to Contract with the Government

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

- a. paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian *Financial Administration Act*, R.S.C. 1985, c. F-11, or
- b. section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the *Criminal Code of Canada*, R.S.C. 1985, c. C-46, or



- c. section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the *Criminal Code of Canada*, or
- d. section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Canadian *Competition Act*, R.S.C. 1985, c. C-34, or
- e. section 239 (False or deceptive statements) of the Canadian *Income Tax Act*, R.S.C., 1985, c. 1 (5th Supp.), or
- f. section 327 (False or deceptive statements) of the Canadian *Excise Tax Act*, (R.S.C., 1985, c. E-15, or
- g. section 3 (Bribing a foreign public official) of the Canadian *Corruption of Foreign Public Officials Act*, S.C. 1998, c. 34 (as amended), or
- h. section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Canadian *Controlled Drugs and Substance Act*, S.C. 1996, c. 19 (as amended); or
- i. any provision under the local law having a similar effect to the above-listed provisions.

5.22.3 Anti-Terrorism

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

5.23 DISPUTE RESOLUTION

5.23.1 Discussion and Negotiation

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



ANNEX A – STATEMENT OF WORK (SOW)

PROVISION OF CLEANING SERVICES TO THE HIGH COMMISSION OF CANADA IN NEW DELHI, INDIA

1. Objective

- 1.1. The objective of this Statement of Work (SOW) is to describe the requirement for commercial cleaning service providers, for the compound that makes up the High Commission of Canada, and the Official Residence compound.
- 1.2. This SOW is designed to satisfy without interruption, the cleaning service requirements of the High Commission of Canada, located at 7/8, Shantipath, Chanakyapuri, New Delhi – 110 021, India, referred to as “the High Commission” and the Official Residence located at 4, A.P.J. Abul Kalam Road, New Delhi – 110 003, India, referred to as “Official Residence” The commercial cleaning service requirements include routine and periodic services:
 - 1.2.1. **Routine Cleaning Services** are described as the core cleaning services required by the High Commission of Canada, for the duration of the contract, including option periods.
 - 1.2.2. **Periodic Cleaning Services** are the “as-and-when-requested” cleaning services required from time-to-time, in response to specific situations, needs, special events, and emergencies.

2. Scope

- 2.1. The Contractor is responsible for providing a complete range of cleaning services and housekeeping services including all unskilled/skilled manpower, supervision, labors, tools, tackles, materials, supplies, consumables, equipment, training, uniforms, PPE(Personal Protection Equipment) and transportation at the Chancery compound and the Official Residence compound as detailed herein and is exempt only from those items that are specifically noted.

2.2. High Commission of Canada to supply:

- 2.2.1. The High Commission of Canada will supply toilet paper towels, cloth towel rolls, hand sanitizer, tissue paper, paper cups, floor sealers and garbage trolleys for used within the premises of the High Commission and Official Residence only.
- 2.2.2. Proper measure must be taken to ensure that the equipment of the Mission is protected against dust, physical damage and contamination by maintaining high standards of sanitation practices, and personal hygiene. Proper tools and tackles must be used for provision of requisite services.
- 2.2.3. If it is proven that the breakdown/loss of material at the Mission was because of negligence on part of the Contractor or its staff, it must be repaired and/or replaced by the Contractor at its own cost.
- 2.2.4. The High Commission will provide limited on-site storage space.

2.3. Contractor to supply:

- 2.3.1. The Contractor shall assign a team of uniformed cleaners to perform commercial cleaning and housekeeping services on a daily basis. Two on-site English speaking supervisors shall lead the team and keep close liaison with the Project Authority to report on day-to-day activities and performance. The Contractor shall also provide replacement staff in case of absenteeism. In case the Contractor does not provide replacement staff, any expenditure incurred by the Mission for operation shall be recovered from the Contractor or adjusted against amount due and payable
- 2.3.2. All cleaning tools, equipment, materials, consumables, and supplies to be used for cleaning and housekeeping services.



- 2.3.3. These items are to include all the following. This is not an extensive list – all types of brooms, wipers, brushes, micro fiber wet mops, micro fiber mops, broom dust pans, dust control mops, micro fiber dusters, commercial HEPA vacuum cleaners (both dry and wet), high pressure cleaner (hot and cold), floor scrubbers, floor dryers, floor sweepers, floor scrapers, floor polishers, floor squeezers, buffers, carpet- cleaners and sweepers, carpet-shampooers (for general carpet shampooing), step stools and ladders, mopping buckets and trolleys, mop bucket wringers, liquid soap, powder soap, sanitary / plastic waste disposal bags, housekeeping trolleys, janitor carts, caution boards, caddy baskets, urinal screens, cobweb brushes and dusters, window cleaning tools and squeeze sets, floor scrubbing pads, detergents, metal polish, SS cleaner, glass cleaner, rags, colour coded cloth dusters, scrubbing tools, brushes and pads, hand wash and cleaner, disinfectants, floor cleaner, glass cleaner, toilet bowl cleaner, CP fitting cleaner, carpet cleaner, bathroom cleaner, tile cleaner, garbage picker, telescopic poles, vertical duct pans, sweeping brushes and other miscellaneous equipment and supplies not otherwise provided or specified but necessary to perform the cleaning and housekeeping services.
- 2.3.4. The cost of garbage collection and removal by Contractor's own vehicle from the High Commission premises is the Contractor's responsibility. Any garbage considered for recycling must be turned over to the High Commission.

3. Cleaning Service Specifications

3.1. Routine Cleaning Services

3.1.1. This section of the specification covers the detailed requirements of the High Commission of Canada in terms of the required frequency of the Routine Cleaning Services, and the manner in which such cleaning must be undertaken. The detailed requirements given are not intended to provide minimum guidelines for the Work.

3.1.2. The following routine Cleaning Services must be undertaken at the following locations:

3.1.2.1. **High Commission of Canada compound** situated at 7/8, Shantipath, Chanakyapuri, New Delhi 110021, India measuring approximately 12 acres consisting of the Chancery building, Recreational Building, Services building and four Residential blocks having a total of 30 dwelling units, The work must be performed between the hours of 07:00 - 17:30, Monday through Friday. 75% staff strength must be provided on Saturdays and holidays [(11 holidays per year) which are deemed High Commission of Canada holidays] and only 25% provided on Sundays. The work timings on these days remain unchanged.

3.1.2.1.1. As part of the work outlined in the above paragraph, supervised cleaning of the secure areas of the Chancery shall take place as advised by the Project Authority. A schedule giving detailed instructions will be provided by the High Commission of Canada for this portion of the cleaning service. These cleaners will be escorted by a member of the High Commission of Canada.

3.1.2.1.2. In carrying out cleaning services, the Contractor, with due recognition of the special nature of the High Commission of Canada's business, must take care and not inconvenience the business activities of High Commission of Canada personnel.

3.1.2.1.3. A detailed list of routine tasks are mentioned in section 4 Tasks below under "Daily", "Weekly" and "Monthly".

3.1.2.2. **Official Residence compound** situated at 4, A. P. J. Abdul Kalam Road, New Delhi-110003, India measuring approx. 4 acres consisting of the main residential building and staff quarters having a total of 12 units – between the hours of 07:00 - 17:30, Monday through Friday. 75% staff strength must be provided on Saturdays and holidays [(11 holidays per year) which are deemed High Commission of Canada holidays] and only 25% provided on Sundays. The work timings on these days remain unchanged.



3.1.2.2.1. The routine cleaning services at the Official Residence must be carried out only in the exterior areas.

3.1.2.2.2. Cleaning inside the main residential building or the residential units shall be carried out only under periodic cleaning services if requested by the Project Authority.

3.1.2.2.3. A detailed list of routine tasks are mentioned in section 4 Tasks below under “Daily”, “Weekly” and “Monthly”.

3.1.3. Periodic Cleaning Services (as-and-when-requested) at both the High Commission and the Official Residence

3.1.3.1. This section of the specification deals with cleaning tasks that cannot be specified by the Embassy of Canada in advance, or tasks which are not required at fixed intervals of time.

3.1.3.2. “As-and-when-requested” cleaning must be done in areas of the building (called Representational Areas) where events are held on an irregular basis.

3.1.3.3. On some occasions as-and-when-requested cleaning must be performed in other areas of the building when directed by the Project Authority. "Event" cleaning must include the support facilities used when these functions are held, such as Washrooms, Elevators, as well as the Hallways and Corridors used to access the events;

3.1.3.4. The following list describes some of the types of tasks that could be requested under this as-and-when-requested category. The list is not exhaustive:

3.1.3.4.1. cleaning before and after an event held at the Chancery;

3.1.3.4.2. cleaning of Head of Mission’s residence before or after an event; and

3.1.3.4.3. general cleaning tasks of an unforeseen nature.

3.1.3.4.4. A list of periodic tasks are also listed in Section 4 under “Periodic Services”.

3.1.3.5. On a monthly basis, the Contractor must submit a claim to the High Commission of Canada for the performance of any "as-and-when-requested" cleaning services. The pricing of such invoices must be charged at the tendered/agreed per diem rate.

4. Tasks

4.1. The Contractor must perform the following cleaning and housekeeping tasks to meet the requirement of the SOW:

DAILY	
<p>All common areas to include Front Reception, Back Reception, all stair wells, Entrances, Corridors, Lobbies, courtyards, landing areas and Immigration visitors waiting hall and entrance area.</p>	<ul style="list-style-type: none"> • All Floors - sweep, remove dust, mop or vacuum; • Vacuum and clean floor mats; • Table Tops, Counters - wipe to remove dust; • Walls - wipe stainless steel surfaces and remove marks off walls as required; • Glass surfaces - clean with glass cleaner twice a day, and include both side of plates and doors; • Waste disposal - empty waste paper baskets and empty and clean trash bins; Fixtures - dust with dry cloth, wipe receptacles inside and outside as necessary; • Sinks - clean and disinfect; • Fire hose cabinet - dust and wipe; • Magazine racks - dust with dry cloth; and • Public ashtray and urns - empty these receptacles.



<p>All washrooms in Chancery, Chancery Annex, Services Building, Club change rooms, Gym and Aerobics rooms, Cafeterias, Domestic and Driver day rooms, Transport Office, and Gate Houses.</p>	<ul style="list-style-type: none"> • Floors (Tiles) - wash, rinse with soap and disinfect; • Toilets and Urinals - Clean and scrub both side of toilet seats with a disinfection solution; • Walls - Wipe tiles, clean mirrors, wipe exterior of waste receptacles, spot clean as necessary; • Doors - spot clean both sides; • Door handles – clean and disinfect; • Counters tops - wash and clean, including water taps; • Sink - clean and disinfect; • Restock paper towels, soap, soap dispensers, toilet paper and air freshener; and • Report any malfunctioning or leakage issue to the Physical Resources for
<p>All offices inside the Chancery, Conference rooms, Training rooms, Offices in secured areas, Offices in services building, Offices in Chancery Annex, Transport office, Gate houses,</p>	<ul style="list-style-type: none"> • Floor - (Carpets) -spot clean any stains / marks as directed; • Desks, tables - wipe surfaces with clean micro-fiber dust cloth; • Walls - Dust baseboard, ledges and moldings. Spot clean as necessary; • Waste disposal - empty waste paper baskets and remove any other waste. Wipe receptacles inside and outside as necessary; • Clean wall hanging / Picture frames / clock; • Fire extinguishers and hose cabinet - dust and wipe; • Door and windows - spot clean both sides.
<p>Tennis courts, basketball court, Children play area, Swimming pool and wading pool deck area, all Electrical and Mechanical equipment rooms and Trade shops.</p>	<ul style="list-style-type: none"> • Floor - sweep, dust, mop and vacuum. Dust mop all hard and resilient floors; • Table Tops, Counters - dust and wipe; • Walls - wipe all surface; • Sink - clean and disinfect; • Glass surfaces - clean with cleaning solvent twice a day, and include both side of plates and doors; • Waste disposal - empty waste paper baskets and remove other waste. Wipe receptacles inside and outside as necessary; • Fire hose cabinets/extinguishers - dust and wipe; and • Pool deck area – sweep, dust mop or wash as per local (New Delhi, India) weather conditions.
<p>All other areas in the compound but not limited to open courtyards, walkways, paved surfaces, drive ways loading area, gates, , (open and covered), all hard surfaces excluding green areas, open and covered parking lots</p>	<ul style="list-style-type: none"> • Remove graffiti and posters from exterior walls, doors and window at street levels; • Keep all areas clear of litter/trash. Empty and damp wipe exterior of all waste receptacles, supply and insert new disposable garbage bags of suitable size; and • Vacuum and clean floor mats.
<p>Custodial Supply Rooms</p>	<ul style="list-style-type: none"> • Floor - sweep, then wet mop; • Sink - wash and disinfect; and • All other equipment to be kept clean and materials neatly stored.



<p>Cafeterias includes Chancery building and Services building and its washrooms, Club and its washrooms</p>	<ul style="list-style-type: none"> • Floors - sweep, then wet mop; • Counters – Wipe clean; • Walls - Dust baseboard, ledges and moldings, wipe stainless steel surfaces and remove marks off walls as required; • Waste disposal - empty waste receptacles, wipe inside and outside as necessary; • Mats - Vacuum and clean floor mats; • Toilets and Urinals – Clean (Scrub) both side of toilet seats with a disinfection solution; • Walls - Wipe tiles, clean mirrors, wipe exterior of waste receptacles, spot clean as necessary; and • Report any malfunctioning or leakage issue to the Physical resources
<p>On-Compound Staff Quarters</p>	<ul style="list-style-type: none"> • Pick up garbage in and around the area and sweep and mop common areas, hall ways, staircases; • Waste disposal - empty waste receptacles, wipe as required and disinfect; and • Glass - clean interior window / door glass in common areas. • Note : Housekeeping services are not required inside staff quarters located in the High Commission compound and domestic/Locally Engaged Staff Quarters at the Official Residence.
<p>Official Residence</p>	<ul style="list-style-type: none"> • Pick up garbage in and around the compound; • Floors - Sweep and mop common areas, hall way, staircases, gate houses, equipment room, services area; • Waste disposal - empty waste receptacles, wipe as required and disinfect. • Washing and cleaning of staff toilet, library located at quarter No. 4, gate house toilets and guest toilets in rear lawn, driveways, walkways, paved and hard surfaces • Glass - clean window and door glasses; and • Mats - Vacuum and clean floor mats
<p>Garbage plaza and disposal</p>	<ul style="list-style-type: none"> • Dispose garbage twice a day to NDMC (New Delhi Municipal Council) authorized dumping area by contractor’s own vehicle at both High Commission and the Official Residence.
<p>Bottled water cleaning and handling</p>	<ul style="list-style-type: none"> • Washing and cleaning using warm water(between 35 to 40 degree Celsius) and disinfecting with liquid chlorine; • Moving and replenishing the empty water bottles on water dispensers (within Chancery building, gate houses, services building and MPR); • Removing empty water bottles; and • Reporting of any malfunction of water dispensers to the physical Resources.
<p>Food waste collection and handling</p>	<ul style="list-style-type: none"> • Carry food waste from all on-compound SQs (common areas), Club Canada, and Cafeterias; • Feeding of food waste in “Big Hanna” (Composting machine) after sorting out any accidental non-bio degradable item in the food waste; • Put saw dust (to be provided by High Commission) along with each feed; • Keeping daily record of feed/saw dust feed and reporting the same to Physical Resources; and • Handling and segregation and management of solid waste must be carried out as advised by the Project Authority.



WEEKLY	
All Common areas but not limited to Front Reception, Back Reception, all stairwells, Entrances, Corridors, Lobbies, courtyards, landing areas and Immigration visitors waiting hall and entrance area.	<ul style="list-style-type: none"> • Walls - clean surfaces, remove marks, smudges; • Hand Rail and door handles - wash with detergent / disinfectant; • Floors - Wipe, sweep, spray buff and sweep floors; • Clean both side of all glass doors, windows and metal surrounds; and
All washrooms but not limited to include those in Chancery, Chancery Annex, Services Building, Club change rooms, Gym and Aerobics rooms, Cafeterias, Domestic and Driver day rooms, Transport Office, and Gate Houses.	<ul style="list-style-type: none"> • Clean and disinfect all toilets, washbasins, counter tops, partitions, doors and handles.
All but not limited include offices inside the Chancery, Conference rooms, Training rooms, Offices in secured areas, Offices in services building, Offices in Chancery Annex, Transport office, Gate houses, Multipurpose Rooms above the	<ul style="list-style-type: none"> • Dust and wipe wall hangings and pictures; • Clean window glass and sills; • Clean and wipe door and door handles; • Walls - Clean base boards and floor skirting; and • Carpets - Vacuum carpets twice per week,
All gate houses, tennis courts, basketball court, Children play area, Swimming pool and wading pool deck area, all Electrical and Mechanical equipment rooms and Trade shops.	<ul style="list-style-type: none"> • Sweep and pressure wash tennis court; • Sweep and pressure wash pool deck; • Dust mops all hard and resilient floors in shops and equipment rooms; and • Walls - remove marks, smudges etc.
Exterior areas, open courtyards, walkways, loading area, gates, drive ways, (open and covered), all hard surfaces excluding green areas, open and covered parking lots (both inside and	<ul style="list-style-type: none"> • Parking lots - Thoroughly sweep all parking lots on weekend including walkways and driveways. • Clean and wipe fire cabinets, fire extinguishers, window sills, feature walls, signage and gates,.
Cafeterias includes Chancery building and Services building and its washrooms	<ul style="list-style-type: none"> • Floor – thoroughly scrub and damp mop on a full floor basis. Remove gum and other foreign residue from the floor; • Walls - remove marks, smudges; and • Cleaning/Washing – Covered canopy leading to Cafeteria • Cleaning/ Washing - Chairs and tables.
On-compound Staff Quarters	<ul style="list-style-type: none"> • Floors - Thoroughly sweep and mop common areas, hall ways, entrances, lobbies and stairwells; • Waste disposal - empty waste receptacles, wipe as required and disinfect; and • Glass - clean window and door glass on both sides.
Official Residence	<ul style="list-style-type: none"> • Clean all glass doors; • Polish brass handles, railings and signage; • Scrub and clean guest wash rooms and gate house toilets; and • Pressure wash all driveway / roads



Garbage plaza	<ul style="list-style-type: none"> • Clean the garbage plaza including surrounding area; and • Remove all dumped garbage to the nearest dumping yard authorized by the local municipality (New Delhi Municipal Council)
Bottled water cleaning and handling	<ul style="list-style-type: none"> • Clean bottles racks and surrounding area; and • Clean and stack all water bottles.
Food waste collection & handling	<ul style="list-style-type: none"> • Clean the area around the “Big Hanna” (Composting machine). • Submit weekly report on consumption and production of
Lifts and elevators	<ul style="list-style-type: none"> • Floor (Carpet) - vacuum, spot clean any stains on carpet. Clean door tracks; • Floor (Vinyl) - sweep, wash and rinse with clean water and mop; • Walls - wipe where necessary inside, including control panel and hand rails; and • Doors - wipe outside, stainless steel frame, control panel, and
Janitor rooms	<ul style="list-style-type: none"> • Floors - Sweep and floors; and • Sinks - Wash and disinfect.
Waste Receptacles	<ul style="list-style-type: none"> • Wash and disinfect garbage cans and dustbins.
Fire Fighting Equipment	<ul style="list-style-type: none"> • Clean both side of fire cabinet door glass and wipe wall hung fire extinguishers.

MONTHLY	
Building Entrances and Lobbies	<ul style="list-style-type: none"> • Remove foot mats, grills and clean out recessed pans and drains; and • Clean building entrances/lobbies doors and windows.
Aerobic and gym rooms	<ul style="list-style-type: none"> • Clean and disinfect floor mat and gym equipment; • Clean window glasses and doors; • Clean and disinfect door handles; and • Clean and disinfect washrooms.
Storage Rooms	<ul style="list-style-type: none"> • Floor - sweep, then wet mop; • Doors - wipe both side; and • Shelving, Storage cabinet - wipe, including tops of storage.
Custodial Supply Rooms	<ul style="list-style-type: none"> • Walls, Shelves– wipe and clean
Displays Areas, Corporate Displays, Display cases	<ul style="list-style-type: none"> • Wipe and clean all surfaces



All washrooms	<ul style="list-style-type: none"> Wash and disinfect wastepaper and refuse receptacles including metal containers; Wash wall tiles with tile cleaner, Scrub floor and enclosures using soap less detergent containing sequestering agent to remove soap scum and rinse with clear water; Doors - wipe both side; Clean and disinfect door handles, and plumbing and sanitary fixtures; and Descal Shower, Toilet Bowls and Urinals - Descaling must be performed monthly as a minimum and as often as needed to keep areas free of scale, soap films, and other deposits.
Furniture, Fixtures and Fabric Partitions	<ul style="list-style-type: none"> Clean and vacuum all cloth upholstered furniture and wipe clean all vinyl/leather upholstered furniture; and Wipe clean of dust on all sides of partitions
Common Area inside Chancery	<ul style="list-style-type: none"> Floors - Machine Scrub, Wash, Buff, Strip refinish and Reseal; and Clean and disinfect door handles,
Common areas at Staff Quarter, Club Canada, Chancery, Service building area, Guard houses and children's playground and multipurpose rooms above Club Canada, swimming pool area	<ul style="list-style-type: none"> Floor - Power wash; Remove dust, litter and cobwebs from light wells, vent opening and service passages; and Power-wash all canopies.
Building roofs and balconies	<ul style="list-style-type: none"> Thoroughly sweep and wash all compound building roofs and clean drains including clearing of debris.
Cafeterias	<ul style="list-style-type: none"> Wet or dry scrub and refinish on a full floor basis; and Scrub, wipe and clean cafeteria furniture.
On-compound SQs	<ul style="list-style-type: none"> Through cleaning and disinfection of day room washrooms; Sweep and clean building roofs and roof / storm water drains; and
Official Residence	<ul style="list-style-type: none"> Pressure washing of the walk and drive ways; Washing / cleaning of rear patio screen, beams and floor Through cleaning of the rear guest washrooms and gate house toilets; and Sweep and clean building roofs and clean roof /storm water drains.

EVERY SIX MONTHS	
Chancery compound	<ul style="list-style-type: none"> Cleaning of compound drains (storm and sanitary) including desilting of manhole chambers and sewage lift wells half yearly with pressure jetting scum suction machine.



Official Residence compound	<ul style="list-style-type: none"> • Cleaning and desilting of compound drains (storm and sanitary) and chambers half yearly with pressure jetting scum suction machine.
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Periodical “as-and-when-requested” by the Project Authority	
Offices in the Chancery, Conference rooms, Training rooms, Offices in secured areas.	<ul style="list-style-type: none"> • Carpet shampooing (wet) and cleaning. • Cleaning of windows and doors.
Maintenance support	<ul style="list-style-type: none"> • To assist mission maintenance team for cleaning of work areas after completion of Chancery & On Compound SQs annual maintenance during and after office hours

5. Schedule of Operations

- 5.1. The Contractor must immediately undertake to prepare a schedule of operations (i.e. a Work Plan). This schedule is to be prepared on a year-planner type basis and must include all required work. The schedule is to be delivered to the Project Authority within one week from contract award; for review and approval, in order to proceed with the work.
- 5.2. The Contractor must prepare simple to use, yet detailed work schedules for use by the contract cleaning staff. These schedules must list the High Commission’s daily and weekly routine and periodic cleaning. These schedules must give the dates for periodic cleaning tasks. These schedules are to be examined, and approved, by the Project Authority prior to the commencement of the contract.
- 5.3. Due to medical and security reasons the Contractor may not substitute a member of the cleaning staff without prior approval of the Project Authority.

6. Quality Standards

6.1. General Quality Conditions

- 6.1.1. The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any and all materials supplied for the cleaning work and may be required to provide samples of materials from the stock for testing purposes.
- 6.1.2. The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have the equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor is responsible to supply replacement equipment. All equipment must be of a commercial type.
- 6.1.3. The Contractor must store and handle all chemicals and cleaning products in a safe and responsible manner.
- 6.1.4. The High Commission of Canada will not be responsible for damage to the Contractor’s supplies, material, or equipment, or to the Contractor’s employee’s personal belongings brought or left in the Chancery and/or High Commission of Canada Grounds.
- 6.1.5. Any defects which cannot be corrected immediately must be reported verbally as soon as possible to the Project Authority. Any blockages in pantries, kitchens, or washrooms are to be reported



immediately to the Project Authority.

6.1.6. Cleaning material manufactured by reputed companies (3M, Kimberly Clark, Taski, Karcher, Partek and Eagle Build Tech or equivalents) must be used for cleaning purposes and must be supplied by the Contractor.

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

6.2. Custodial Supply/Storage Room

6.2.1. The High Commission of Canada must provide stock room(s) for full-time use by the Contractor. This room contains storage space for cleaning equipment and supplies. There is also access to several custodial/supply rooms throughout the High Commission for use by the cleaning staff. All floors must be clean and free of debris. All fixtures and walls must be free of dust and stains. Mop pails must be emptied and free of odors. Mops must be washed clean before storing; there must be no waste paper, garbage or empty containers left in these rooms. These rooms are not to be used as lunch rooms by the cleaning contractor's staff.

6.3. Elevator Cleaning

6.3.1. Floors, including corners, threshold plates and door tracks must be clean. Carpeted floors must be free of dust, dirt, and debris (litter). Walls must be free of dust, finger or splash marks, streaking and water marks. Handrails and baseboards must be clean and polished. Doors and frames must be free of finger marks etc. No abrasive cleaning products are to be used on this or any other stainless steel surface.

6.4. Floors

6.4.1. Chairs, waste paper baskets etc., must not be placed on desks, tables or work benches during cleaning operations.

6.4.2. All floors, except carpeted areas, must be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter.

6.4.3. Baseboards, corners, and wall/floor edges must also be clean. All floor maintenance solutions must be removed from baseboards, furniture, trash receptacles, etc.

6.4.4. Chairs, trash receptacles, and other moveable items must be moved to maintain floors underneath these items. All moved items must be returned to their original and proper position.

6.4.5. Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.

6.4.6. When sweeping, there must be no dirt, trash, or other matter left in corners or under furniture, or behind doors. Floors must be free of dust film. There must be no dust left where sweepings were picked up. Furniture and equipment must be returned to its original location prior to sweeping operations.

6.4.7. When wet mopping, all mopped areas must be clean and free of surface stains, mop streaks, and loose mop strands. Walls, baseboards, and other surfaces must be free of water marks and splashing.

6.4.8. When scrubbing/stripping, there must be no surface dirt or stains visible following the scheduled scrubbing operation. There must be no wax or finish build-up on the floor surface following stripping operations. The furniture must be moved for complete floor coverage. Walls, baseboards, and other



surfaces must be free of water marks, splashing, and scratches from equipment.

6.4.9. When finishing/polishing floors, the floor must be free of streaks, mop strand marks, skipped areas, and other evidence of improper application. The floor must be clean and bright looking, including corners and under furniture. There must be no residue on walls, baseboards, furniture, and other surfaces. Furniture and equipment must be returned to its original location after finishing/polishing operations.

6.4.10. When vacuum cleaning, carpets and rugs must be free from dust and other debris. Floor areas under immediate area of rugs must be free of dirt and dust. Bare floors around rugs must be clean. No dirt must be left in corners, under furnishings, behind doors, or other items. All furniture and equipment must be returned to its original location after vacuuming.

6.5. Glass /Mirrors Cleaning

6.5.1. All interior glass, including glass in doors, partitions, walls, display cases, directory boards must be clean. There must be no tract of film, dirt, smudges, water, or other foreign matter. Plate glass, tables, doors, and display unit glass must be clean on both sides and free of water marks. Windows must be cleaned on the interiors and exteriors. Sash, sill, and stool must be clean and free of water or streak marks. Items moved during cleaning operations must be returned to their original locations.

6.6. Light Fixtures

6.6.1. Light fixtures must be free of dust and insects. No dirt must be left on furniture or floors beneath fixtures. Once washed, light fixtures must be clean and free from streaks. No water marks must appear on furniture or floors

6.7. Room Cleaning

6.7.1. When dusting, furniture must be free of dust, finger marks, and stains. Baseboards, radiators, grills, window sills, and other fixtures must be free of dust. Glass tops on desks and tables must be clean and free of finger marks and stains. All pictures, plaques, and other wall hangings must be free of dust. Corners and crevices must be free of dust. Papers and files left on furniture must not be disturbed by the cleaning staff.

6.7.2. When wiping, mirrors and all other glass and smooth surfaces must be clean and free of dust, dirt streaks, and spots.

6.7.3. When removing waste, all paper and waste receptacles must be emptied and surfaces of receptacles must be wiped clean.

6.8. Shipping/Garbage Area

6.8.1. Floors must be clean and free of debris/litter. Burnable and non-burnable material must be stored separately. Empty garbage containers must be clean and free of odors.

6.9. Stairways and Landings

6.9.1. When sweeping and dusting, stair landings and corners must be free of dirt, dust streaks, and debris/litter. Stair railings and ledges must be free of dust. Grease and grime must be removed from stair guards, handrails and baseboards. Contractor must remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

6.10. Washrooms



- 6.10.1. Sanitary receptacles must be emptied and disposal bags replaced. All sanitary receptacles must be free of odors, spots, stains, and finger marks.
- 6.10.2. All supplies dispensers must be regularly filled up.
- 6.10.3. After cleaning, receptacles must be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kick plates, ventilation grates, metal guards, and wall areas adjacent to wall mounted lavatories, urinals, and toilets.
- 6.10.4. Descale Showers, Toilet Bowls and Urinals.
- 6.10.5. After descaling, surfaces must be free from streaks, stains, scale, scum, urine deposits, and rust stains.
- 6.11. Sweep and Mop Floor.**
- 6.11.1. After sweeping and mopping, the entire floor surface, including grout, must be free from litter, dirt, dust and debris. Grout on wall and floor tiles must be free of dirt, scum, mildew, and residue. Floors must have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water.
- 6.11.2. Moveable items must be tilted or moved to sweep and damp mop underneath. Floors must be stripped, scrubbed, waxed, as necessary to maintain sanitary conditions and a clean, uniform appearance.
- 6.12. Fixtures and Miscellaneous Surfaces**
- 6.12.1. When cleaning fixtures, all surfaces of sinks, counters, and all exposed piping must be free of dust, dirt spots, and stains. All surfaces of toilet seats, bowls, and urinals must be disinfected. Water taps shall be free of stains, soap build-up, and dust. Mirrors shall be clean and free of streaks and water marks.
- 6.13. Walls and Partitions.**
- 6.13.1. Walls and stall partitions must be free of dust, hand and finger marks, water streaks, mop marks, and stains.
- 6.14. Public Ashtrays and Urns**
- 6.14.1. Ashtrays must be clean and free of ashes, odor, and stains.
- 6.15. Carpets**
- 6.15.1. After vacuuming, the carpeted area must be free of all visible dirt, debris, litter and other foreign matter. Any spots must be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and raveling must be brought to the attention of the project Authority.
- 6.15.2. Spot clean or shampoo dirty carpets over an area of 2 square feet or less. Spots must be removed immediately.
- 6.16. Vacuum and Clean Floor Mats.**
- 6.16.1. After vacuuming or cleaning, mats must be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats must be removed and mats returned to their normal location.
- 6.17. General Dusting.**
- 6.17.1. All horizontal surfaces must be dusted or cleaned to eliminate dust collection.



6.18. **General Spot Cleaning**

6.18.1. After spot cleaning, the surface must have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

6.19. Water Fountains / Water dispensers

6.19.1. When wiping, all metal surfaces must be clean and free of stains and marks. All fountains or dispensers must be disinfected. All surfaces must be free of spots. Drinking fountains and dispensers must be free of streaks, stains, spots, smudges, scale, and other obvious soil.

6.20. PERIODIC CLEANING SERVICES (“as-and-when-requested”).

6.20.1. **Strip, Scrub, Seal, and Wax Floors.**

6.20.1.1. Strip, scrub, seal, and wax floors as necessary to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

6.20.2. **Clean Interior Windows.**

6.20.2.1. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter must be removed from frames, casings, sills, and glass.

6.20.3. **Clean Exterior Windows.**

6.20.3.1. Windows are the glass surfaces that are an integral part of the outer wall of the building. Window screens must be removed, cleaned, and replaced as needed. After window has been cleaned, exterior frames, casings, sills, and glass must be free of all traces of film, dirt, smudges, water and other foreign matter.

6.20.4. **Clean/Shampoo Carpets.**

6.20.4.1. All carpets must be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area must be uniform in appearance and free of stains and discoloration. All cleaning solutions must be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and other items must be moved to clean carpets underneath, and returned to their original location.

6.20.5. **Cleaning and Rubbish Removal**

6.20.5.1. The Contractor must prevent the accumulation of wastes which create hazardous conditions. The Contractor must ensure that resources;

6.20.5.1.1. Do not dispose of volatile waste liquids in storm or sanitary drains;

6.20.5.1.2. Store volatile wastes in covered metal containers and remove from premises daily;

6.20.5.1.3. Provide adequate ventilation during use of volatile or noxious substances;

6.20.5.2. All trash containers or dust bins shall be emptied and returned to their initial location;

6.20.5.3. Boxes, cans, papers placed near a trash receptacle and marked “TRASH” must be removed;

6.20.5.4. Any obviously soiled or torn plastic trash receptacle liners must be replaced; and



6.20.5.5. Trash receptacles must be left clean, free of foreign matter, and free of odors. The trash must be deposited in the nearest designated area.

6.21. Equipment

6.21.1. All supplies and equipment shall be of reputed make, low VOC (Volatile Organic Compound), certified green, eco-friendly, commercial grade as approved by the Project Authority.

6.21.2. Cleaning supplies, tools, materials and equipment manufactured by reputed companies (3M, Kimberly Clark, Taski, Karcher, Partek & Eagle Build Tech or equivalents) must be used for cleaning purposes.

6.21.3. The Contractor must ensure that all equipment used to perform the work is in safe & good working condition at all times and is replaced as necessary or when directed to do so by the Contracting Authority.

6.21.4. The Project Authority reserves the right to reject any unsafe/defective/non-suitable equipment. The Contractor must be responsible to supply all replacement equipment.

6.21.5. The Contractor must itemize all intended equipment, materials and supplies for use on the site for carrying out and executing the intended work.

6.21.6. The High Commission of Canada will not be responsible for damage to the Contractor's equipment, materials, supplies, uniforms and tools, or to the Contractor's employee's personal belongings brought or left in the High Commission of Canada grounds.

7. Human Resources

7.1. Uniforms

7.1.1. The Contractor must provide at his own cost a summer and a winter uniform to its on-site personnel that clearly identify them as employees of the Contractor and distinguish them as cleaners. Such uniforms must be selected in a manner that ensures a consistently excellent representational image (i.e. clean, neat and in good repair) for Canada and must meet with Project Authority approval. The Contractor must ensure cleaning staff are appropriately dressed and that each resource's security pass is visible at all times. The Contractor must provide (but not limited to) the following items as part of a uniform to its on-site personnel on an annual basis or as needed:

7.1.1.1. Two (2) shirts with collars

7.1.1.2. Two (2) pairs of trousers

7.1.1.3. One (1) sweater or pullover

7.1.1.4. One (1) pair of shoes

7.1.1.5. One (1) cap

7.1.1.6. One (1) pair of hand gloves

7.1.2. The Contractor must ensure cleaners are appropriately dressed in uniform at all times while on-site and that uniforms are replaced when lost, worn or torn.

7.2. Resource Requirements

7.2.1. With regard to required resources, the Contractor must provide personnel that meet the minimum requirements detailed in 13.1 to 13.4, satisfy residency laws to legally work in the country and can be security cleared by the High Commission. The Contractor must provide the necessary documentation for the High Commission to complete security clearances.

7.2.2. The Project Authority must approve each resource prior to the resource performing work under the Contract. Upon request, the Contractor must provide for each resource (crew): Curriculum Vitae, proof



of training/certification as applicable, and three (3) references (i.e. name, address and contact information of company/client) to the satisfaction of the Project Authority.

7.3. Comportment

- 7.3.1. The Contractor must ensure that cleaning staff maintain a positive image. The behavior of staff and/or representatives of the Contractor are essential factors in presenting a positive image.
- 7.3.2. The Contractor alone must be responsible for the conduct, behavior and discipline to be maintained at the site and its environment in respect of the personnel engaged or hired. In case any misconduct which may or may not involve financial loss or burden on the Mission, the contractor alone must take suitable action against such defaulting personnel in consultation with the Project Authority. The Project Authority must not be responsible and/or liable for any type of disputes arising out of such disciplinary action as and when taken by the Contractor against such defaulting personnel. The Contractor must remove/substitute any personnel if the Project Authority so directs.
- 7.3.3. The Contractor must abide by the rules and regulation which the department may from time to time make or adopt for the care, protection and administration of the premises and the general welfare and comfort of the visitor, owner / occupant's personnel.

8. Quality Maintenance Program

- 8.1. The contractor must develop and maintain a quality program to ensure cleaning services are performed in accordance with commonly accepted good practices. The Contractor must institute a quality control and quality assurance program including the providing of regular reports to the Project Authority. Any quality assurance inspection report which implies a performance for any part of the Work as inferior to the quality standards as set by the Project Authority must result in the application of corrective measures. The contractor must develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services.
- 8.2. The Contractor must take the utmost care for the safety of the property. Any Health and safety concerns, water leakage; water stagnation must be reported to the project Authority.
- 8.3. The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any and all materials supplied for cleaning and housekeeping works and may be required to provide samples of materials from the stock for testing purposes.
- 8.4. The Contractor must store and handle all materials, supplies and chemicals in a safe and responsible manner.
- 8.5. Any defects which cannot be corrected immediately must be reported verbally/written to the Project Authority within 24 hours.
- 8.6. The Contractor must abide by the rules and regulations currently in force for the care, protection and administration of the premises.

9. Inspection

- 9.1. The Contractor must supervise their staff and perform regular inspection of the work in accordance with this Statement of Work and subsequently with its specifications and standards. The Project Authority may also complete routine and random inspections. Significant deficiencies must be responded to immediately by the Contractor and remedied within a reasonable time period as approved by the Project Authority. The Contractor must maintain a work log which should contain a check list enumerating the tasks mentioned as per the table provided under statement of work clause # 4-Tasks.

10. Performance Requirements Summary



10.1. The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance standards briefly describe the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success

10.2. Performance Objectives Table

Performance Objective	Performance Standard	Performance Threshold
Basic Cleaning Services.	Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty; Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Ash containers are emptied and free of ashes, odors and stains. Glass and mirrors have no traces of film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible.	95% of all facilities are without customer complaints for the month.
Basic Restrooms/Locker Rooms Cleaning Services.	Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service.	95% of all facilities with rest rooms/locker rooms are without customer complaints for the month.
Periodic Cleaning Services.	Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration.	95% of all facilities receiving periodic services are without customer complaints for the reporting period.

11. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES.

11.1. Upon notification, the contractor must perform emergency or special event cleaning required in any building, area, or room covered under this contract. Contractor must begin emergency work, as determined by the contracting officer, within one hour of notification, which may be verbal.

12. Meetings

12.1. An English speaking supervisor of the Contractor must meet with the Project Authority every day and present all reports and take notes of all important points, if any, from the discussion to act upon those points. The supervisor appointed by the Contractor must be responsible for the day to day operations of the services within the scope of services of this contract.



13. Health and Safety

- 13.1. The Contractor must ensure that health and safety guidelines are adhered to with respect to all health and safety regulations and measures including personnel and fire hazards recommended by National codes and/or prescribed by the authorities having jurisdiction concerning equipment, work habits and procedures.
- 13.2. The Contractor must ensure that all equipment used to perform the work is in a state of good repair including performing periodical testing of on-site equipment in accordance with any Health & Safety requirement under Indian Law. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor must be responsible for supplying suitable replacement equipment.
- 13.3. The Contractor must provide training to all personnel assigned to the performance of the Work under this contract including proper handling, use and disposal of all cleaning products including sanitizers, disinfectants, etc.
- 13.4. The Contractor's resources for this work must be in good health and free from any infection or disease. The Contractor must be responsible for medical check-ups as prescribed by the Project Authority for all of the workers prior to their starting work at the High Commission. The Contractor must be responsible for the workers to undergo the chest x-ray once an year for which the cost must be borne by the Contractor. Personnel who are found to be medically unfit must not be allowed to work under this contract.
- 13.5. Following occupational Health & Safety guidelines must be applicable during the execution of work:

Subject	Rule	Reference
Towers, Antennas, and Antenna-Supporting Structure	No staff must climb on a tower, an antenna or antenna-supporting structure unless the mission has authorized the contractor to do so, the contractor employee has been trained and instructed in safe method of climbing and the contractor has provided a fall-protection system (safety belt).	Canada Labour Code, Part II, section 2
Temporary structures and Excavations	Standard ladders (metal must be used, non-standard (wooden or bamboo) ladders must not be permitted.	Canada Labour Code, Part II, section 3
	All staff working at heights more than 6.0 m on a temporary structure must use standard platforms with 900 mm high railing including an intermediate railing.	
	All platforms, scaffolding and catwalks should have railing of 900 mm of height with an intermediate rail and 125 mm toe board. All the catwalks should be minimum 450 mm wide and of grill type.	
	All excavations, wells, pits carried out/dug up by the contractor must be covered or encircled by a temporary fence/railing.	
Electrical Safety	All electrical equipment used by the Contractor shall have double earthing.	Canada Labour Code, Part II, section 8
	No temporary electrical connections with loose wire shall be permitted. For all electrical connections, proper sockets and plugs shall be used and wiring / cabling clamped.	
Hazardous Substances	Inflammable materials like Petrol, Kerosene, Wax etc. must not be allowed to be stored at site stores. Special storage space with fire protection arrangements must be provided.	Canada Labour Code, Part II, section 10



	The employer must be informed of all hazardous substances used by the contractor and material safety data sheets must be provided by contractor.	
	Use and manipulation of Asbestos is prohibited.	
Protective Headwear	Where there is a hazards of head injury, contractor's employees must wear a safety helmet.	Canada Labour Code, Part II, section 12
Protective Footwear	Where there is a hazard of a foot injury or electrical shock through footwear, workers, must wear appropriate safety boots or safety shoes (electrical shock proof with steel toe cap and steel sole). Wearing of Chappals and Sandals must not be permitted.	Canada Labour Code, Part II, section 12
Eye and Face Protection	Welding mechanics and electrician must wear protective eyewear and face protection.	Canada Labour Code, Part II, section 12
Hand Protection	Welding mechanics and electrician must wear leather gloves.	Canada Labour Code, Part II, section 12
Respiratory Protection	Respiratory protective equipment should be available with the Contractor when exposed to dangerous levels of airborne hazardous substances.	Canada Labour Code, Part II, section 12
Fall Protection	All staff working at heights more than 6.0m on a temporary structure must use a fall-protection system (safety belts).	Canada Labour Code, Part II, section 12
	All staff working at heights more than 2.4m on a permanent unguarded structure must use a fall-protection system (safety belts).	
Protection against Drowning	Where is the work place there is a hazard of drowning, the contractor must provide a life jacket or buoyancy device, and emergency equipment-such as, fall-protection system (safety belts).	Canada Labour Code, Part II, section 12
Ear Protection	Workers must wear Ear Muffs, Ear Plugs when exposed to sound levels over 87 DBA.	Canada Labour Code, Part II, section 12
Tools	Contractors are to ensure that all equipment tools, brought on to the premises must be in a safe condition, have recently been checked and that all personnel using the equipment and tools have been trained in their safe use.	Canada Labour Code, Part II, section 13
	Electrical hand tools like drills or sows must be of 220 volts type.	
Material Handling	If correct manual handling is not used; it can result in back injuries. Therefore, all workers should be trained in safe manual handling. Special objects require special handling.	Canada Labour Code, Part II, section 14
	The Contractor's staff must be trained/qualified in the use of lifting devices such as lift trucks and hydraulic platforms.	
Accident reporting	All disabling injuries and accidents on site must be reported to the Mission representative within 24 hours.	Canada Labour Code, Part II, section 15
First Aid	Each Contractor must keep a well-stocked FIRST AID KIT with easy accessibility.	Canada Labour Code, Part II, section 16
Emergency and Evacuation	The contractor must inform his staff on the emergency measures, evacuation plan, type of alarms, and staff must comply with emergency and evacuation rules.	Canada Labour Code, Part II, section 17
Fire Protection	Fire extinguishers must be used and located at appropriate locations.	Canada Labour Code, Part II, section 18



14. Supplementary Conditions

- 14.1. Contractor must ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies must be stored in designated areas. No overstocking must be allowed.
- 14.2. Spot cleaning includes, but is not limited to removing, or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, vents, grillwork, doors, door guards, door handles, push bars, kick plates, light switches, temperature controls, and fixtures
- 14.3. No abrasive cleaning products are to be used

15. Adherence to local laws

- 15.1. The Contractor must be responsible for their employer's and employee's contributions towards workers EPF(Employees Provident Fund), ESI (Employee State Insurance) accounts, annual bonus, leave encashment as per Government regulation. Workers salary must not be less than the prevailing Minimum Wage Act, as on date of contract award, or upon exercising of any option year period.
- 15.2. The Contractor must have to submit necessary proof and certificate for the compliance of all statutory obligation/labour law or any other applicable Laws in India, which is entirely their duty failing which necessary deductions would be made by the Project Authority from all running bills and payment of the Contractor.
- 15.3. The Contractor must be fully responsible for discharge of various obligations under different statutes including but not limited to the: payment of wage Act 1936, Minimum Wage Act 1948, Workmen compensation Act 123, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, employee State Insurance Act 1948, Employee Provident Fund, Misc. Provision Act 1952, service Tax, work contract, Pollution Control Authority etc. Canada, in any way, must not be liable to discharge any of the responsibilities of the contractor.

16. Insurance

- 16.1. The Contractor must, at its own expense, provide and maintain the following insurance, in its own name, during the full Term of the Contract.
- 16.2. The Contractor must ensure that insurance cover provides for Employer's liability for an unlimited sum and Public Liability to a minimum amount equal to the contract value for each and every accident or occurrence and that it must be unlimited in respect of the Contract.
- 16.3. The Contractor must at all times maintain in force such policies of insurance with reputable insurers or underwriters as must fully insure and indemnify the Contractor against liability:
 - 16.3.1. To the Crown and to any employee of the Crown;
 - 16.3.2. To the employees of the Contractor;
 - 16.3.3. To any other person;
 - 16.3.4. To any property;
 - 16.3.5. To the sum equal to the total contract value.
- 16.4. 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 insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.
- 16.5. The Contractor must provide to GAC a full certified copy of the Comprehensive All Risk general Liability Policy. Such certified copies must be delivered to, and approved by, GAC, before the



Contractor must be permitted to commence work;|

- 16.6. In lieu of a full certified copy of the Comprehensive general Liability Policy ONLY, a Certificate of Insurance may be accepted by GAC, at its discretion, if such Certificate specifically confirms that all of the coverage mentioned above are included in the policy coverage; and,
- 16.7. It must be the sole responsibility of the Contractor to determine what additional insurance coverage, if any, are necessary or advisable, for its own protection and/or fulfil its obligations under this Contract. Any such additional insurance must be provided and maintained by the Contractor at its own expense.

ATTACHMENT 1 TO ANNEX A – EQUIPMENT LIST

- 1. The Contractor must itemize all intended equipment for use on the site for carrying out and executing the intended work. GAC will provide on-site storage space for the Contractor's equipment and materials.

CATEGORY / ITEM #	ITEM DESCRIPTION (Make and model number, performance capabilities, age of equipment etc)	MANUFACTUR ER NAME	PRODUCT NAME
For example: Pressure Washer Vacuum Cleaners Etc...			



ATTACHMENT 2 TO ANNEX A – MATERIALS & SUPPLIES

1. The minimum standards established for the performance of the following products should be in accordance with a recognized standard for environmentally friendly cleaning products such as the Environmental Choice Program (ECP), Environment Canada’s Eco labelling program or the Green Seal as used in the USA, or other recognized certification.
2. Commercial Cleaning materials, supplies and products used (e.g. disinfectant for fountains, leather cleaner, general cleaner for floors, waxes, sealants, garbage bags, carpet cleaner, toilet paper, hand towels, hand soap, dishwashing liquid, bleach, light bulbs etc.) must be biodegradable, phosphate-free, odourless (or have a non-objectionable odour), contain low volatile organic compounds (VOC) and be proven environmentally friendly, wherever possible. Environmentally friendly is defined as products meeting the Environmental Choice Program (i.e. Eco-Logo) or the Green Seal Program or other recognized certifications.
3. All paper products must contain minimum 10% post-consumer recycled fibres or equivalent.
4. All items must be approved by the Project Authority before use. This list may be modified at any time by the Project Authority.

CATEGORY / ITEM #	ITEM DESCRIPTION	MANUFACTURER NAME	PRODUCT NAME	ENVIRONMENTAL STANDARD / QUALITY
For example: <ul style="list-style-type: none"> • General Purpose Cleaner • Bathroom Cleaner • Glass Cleaner • Degreaser • Floor Cleaner • Floor Finisher • Floor Stripper • Garbage bags • Paper towel • Hand wipes • Bathroom paper • Floor cleaner • Toilet bowl cleaner 				



ANNEX B – BASIS OF PAYMENT

Name of Bidder:

Address:

Contact Person:

Phone number: ()

E-mail:

Print Name and Capacity

Date

Firm Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices according to the Basis of Payment:



Section 1: Initial Contract Period (24 months)

It is MANDATORY that bidders submit firm prices / rates for all items specified below for the 2 years of the initial period. (Pricing schedule 1A and 1B). The total amount tax must be shown separately, if applicable.

* Bidders must propose number of cleaners that will be assigned to the contract.

PRICING SCHEDULE 1A					
INITIAL PERIOD FIRST YEAR (12 MONTHS)					
Category		No of cleaners	Maximum number of hours per month	Firm Hourly rate (INR)	Sub-total (INR)
		A	B	C	D = A x B x C
1	Labour: Cleaning Services <ul style="list-style-type: none"> cleaners for 8 hours / day, 6 days / week 48 hours / week x 52 = 2496 hours per year per cleaner	*	208 hrs per cleaner	INR	INR
2	Labour: Supervisor <ul style="list-style-type: none"> supervisor for 8 hours/day, 6 days/week 48 hours / week x 52 = 2496 hours per year per supervisor	2	208 hrs per supervisor	INR	INR
3	Equipment				INR
4	Materials, supplies and uniforms				INR
5	Other direct charges				INR
Pricing Schedule 1A - Evaluated Price (per month)					INR
Initial period, First year – Annual price (Evaluated Price X 12 months)					INR



PRICING SCHEDULE 1B					
INITIAL PERIOD SECOND YEAR (12 MONTHS)					
Category		No of cleaners	Maximum number of hours per month	Firm Hourly rate (INR)	Sub-total (INR)
		A	B	C	D = A x B X C
1	Labour: Cleaning Services <ul style="list-style-type: none"> cleaners for 8 hours / day, 6 days / week 48 hours / week x 52 = 2,496 hours per year per cleaner	*	208 hrs per cleaner	INR	INR
2	Labour: Supervisor <ul style="list-style-type: none"> supervisor for 8 hours/day, 6 days/week 48 hours / week x 52 = 2496 hours per year per supervisor	2	208 hrs per supervisor	INR	INR
3	Equipment				INR
4	Materials, supplies and uniforms				INR
5	Other direct charges				INR
Pricing Schedule 1B - Evaluated Price (per month)					INR
Initial period, Second year – Annual price (Evaluated Price X 12 months)					INR



Section 2: First Option Period

This section applies only if the option to extend the contract is exercised by Canada.

It is MANDATORY that bidders submit firm prices / rates for all items specified below for option period 1.

During the extended period of the contract indicated below, the Contractor will be paid as shown below to perform all work under the contract extensions.

* Bidders must propose number of cleaners that will be assigned to the contract.

PRICING SCHEDULE 2					
OPTION PERIOD 1 (12 MONTHS)					
Category		No of cleaners	Maximum number of hours per month	Firm Hourly rate (INR)	Sub-total (INR)
		A	B	C	D = A x B x C
1	Labour: Cleaning Services <ul style="list-style-type: none"> cleaners for 8 hours / day, 6 days / week 48 hours / week x 52 = 2496 hours per year per cleaner	*	208 hrs per cleaner	INR	INR
2	Labour: Supervisor <ul style="list-style-type: none"> supervisor for 8 hours/day, 6 days/week 48 hours / week x 52 = 2496 hours per year per supervisor	2	208 hrs per supervisor	INR	INR
3	Equipment				INR
4	Materials, supplies and uniforms				INR
5	Other direct charges				INR
Pricing Schedule 2 - Evaluated Price (per month)					INR
Option period 1 – Annual price (Evaluated Price X 12 months)			INR		



Section 3: Second Option Period

This section applies only if the option to extend the contract is exercised by Canada.

It is MANDATORY that bidders submit firm prices / rates for all items specified below for option period 2.

During the extended period of the contract indicated below, the Contractor will be paid as shown below to perform all work under the contract extensions.

* Bidders must propose number of cleaners that will be assigned to the contract.

PRICING SCHEDULE 3					
OPTION PERIOD 2 (12 MONTHS)					
Category		No of cleaners	Maximum number of hours per month	Firm Hourly rate (INR)	Sub-total (INR)
		A	B	C	D = A x B x C
1	Labour: Cleaning Services <ul style="list-style-type: none"> cleaners for 8 hours / day, 6 days / week 48 hours / week x 52 = 2496 hours per year per cleaner	*	208 hrs per cleaner	INR	INR
2	Labour: Supervisor <ul style="list-style-type: none"> supervisor for 8 hours/day, 6 days/week 48 hours / week x 52 = 2496 hours per year per supervisor	2	208 hrs per supervisor	INR	INR
3	Equipment				INR
4	Materials, supplies and uniforms				INR
5	Other direct charges				INR
Pricing Schedule 3 - Evaluated Price (per month)					INR
Option period 2 – Annual price (Evaluated Price X 12 months)					INR



Section 4: Third Option Period

This section applies only if the option to extend the contract is exercised by Canada.

It is MANDATORY that bidders submit firm prices / rates for all items specified below for option period 3.

During the extended period of the contract indicated below, the Contractor will be paid as shown below to perform all work under the contract extensions.

* Bidders must propose number of cleaners that will be assigned to the contract.

PRICING SCHEDULE 4					
OPTION PERIOD 3 (12 MONTHS)					
Category		No of cleaners	Maximum number of hours per month	Firm Hourly rate (INR)	Sub-total (INR)
		A	A	B	C = A x B
1	Labour: Cleaning Services <ul style="list-style-type: none"> cleaners for 8 hours / day, 6 days / week 48 hours / week x 52 = 2496 hours per year per cleaner	*	208 hrs per cleaner	INR	INR
2	Labour: Supervisor <ul style="list-style-type: none"> supervisor for 8 hours/day, 6 days/week 48 hours / week x 52 = 2496 hours per year per supervisor	2	208 hrs per supervisor	INR	INR
3	Equipment				INR
4	Materials, supplies and uniforms				INR
5	Other direct charges				INR
Pricing Schedule 3 - Evaluated Price (per month)					INR
Option period 3 – Annual price (Evaluated Price X 12 months)					INR



Section 5: As-and-when-requested” Pricing Schedule

Firm all-inclusive prices/rates including overhead, profit and all related costs for additional cleaning and/or emergency cleaning operations not described in Pricing Schedule above on an "AS AND WHEN REQUESTED" basis. Estimated numbers of hours is used for evaluation purposes and is no guarantee of volume.

Pricing Schedule 5				
As and When Requested				
Period	Resource Type	Estimated maximum number of hours per year	Firm Hourly Rate (INR)	Firm Annual Rate (INR)
		A	B	C = A X B
Initial Period Year 1	Cleaner	350		
	Supervisor	75		
Total - As and when requested Year 1				INR
Initial Period Year 2	Cleaner	350		
	Supervisor	75		
Total - As and when requested Year 2				INR
Option Period 1	Cleaner	350		
	Supervisor	75		
Total - As and when requested option period 1				INR
Option Period 2	Cleaner	350		
	Supervisor	75		
Total - As and when requested option period 2				INR
Option Period 3	Cleaner	350		
	Supervisor	75		
Total - As and when requested option period 3				INR



Section 6: Total of all periods

Fixed Services	
Initial period, First year – Annual price	
Initial period, First year – Annual price	
Option Period 1– Annual price	
Option Period 2– Annual price	
Option Period 3– Annual price	
Subtotal - Fixed Services [a]	INR
As-and-when-Requested Services	
Total - As and when requested Year 1	
Total - As and when requested Year 2	
Total - As and when requested option period 1	
Total - As and when requested option period 2	
Total - As and when requested option period 3	
Subtotal - As-and-when-Requested [b]	INR
Total [a + b]	INR



ANNEX C – INSURANCE REQUIREMENTS

1. The Contractor shall, at its own expense, provide and maintain the following insurance, in its own name, during the full Term of Contract.

The Contractor must ensure that insurance cover provide for Contractor's liability for a sum equal to the amount of the annual contract value and for each and every accident or occurrence and that it must be limited in respect of the contract value

The Contractor shall at all times maintain in force such policies of insurance with reputable insurers or underwriters as shall fully insure and indemnify the Contractor against liability.

2. The Contractor shall provide to GAC a full certified copy of the comprehensive All-Risk Insurance Policy. Such certified copies must be delivered to, and approved by GAC, before the Contractor shall be permitted to commence work:

In lieu of a full certified copy of the Comprehensive All-Risk Insurance Policy ONLY, a Certificate of Insurance may be accepted by GAC, at its discretion, if such Certificate specifically confirms that all of the coverage mentioned above are included in the policy coverage; and,

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



ANNEX D – SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat Commercial Cleaning Services
Security Classification / Classification de sécurité

**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 Global Affairs Canada	2. Branch or Directorate / Direction générale ou Direction High Commission of Canada, New Delhi, INDIA
--	---

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
Commercial Cleaning Services at High Commission of Canada, 7/8 Shantipath, Chanakyapuri, New Delhi, India and
Official Residence, 4, APJ Abdul Kalam Road, New Delhi - 110 021

5. a) Will the supplier require access to Controlled Goods?
Le fournisseur aura-t-il accès à des marchandises contrôlées? No / Non Yes / Oui

5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations?
Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? No / Non Yes / Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets?
Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?
(Specify the level of access using the chart in Question 7. c)
(Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) No / Non Yes / Oui

6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted.
Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. No / Non Yes / Oui
Escorted by CBS

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? No / Non Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
---------------------------------	--------------------------------------	---

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:

7. c) Level of information / Niveau d'information

PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

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Security Classification / Classification de sécurité





Government of Canada / Gouvernement du Canada

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

Short Title(s) of material / Titre(s) abrégé(s) du matériel : Cleaning Services
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
RELIABILITY STATUS / COTE DE FIABILITÉ
TOP SECRET - SIGINT / TRÈS SECRET - SIGINT
SITE ACCESS / ACCÈS AUX EMPLACEMENTS
CONFIDENTIAL / CONFIDENTIEL
NATO CONFIDENTIAL / NATO CONFIDENTIEL
SECRET / SECRET
NATO SECRET / NATO SECRET
TOP SECRET / TRÈS SECRET
COSMIC TOP SECRET / COSMIC TRÈS SECRET
Special comments: Commentaires spéciaux :

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

10 b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté?

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?

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?

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?

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?

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?

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Security Classification / Classification de sécurité





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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				CONSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Renseignements / Biens																	
Production																	
IT Media / Support TI																	
IT Link / Lien électronique																	

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



Government of Canada / Gouvernement du Canada		Contract Number / Numéro du contrat	
		Security / Sécurité	
PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Roger Chen		Title - Titre Minister-Counsellor	Signature <i>[Signature]</i>
Telephone No. - N° de téléphone		Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
			Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Gary Anderson		Title - Titre Regional Security Program Manager	Signature <i>[Signature]</i>
Telephone No. - N° de téléphone		Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		355-3550	Gary.Anderson@international.gc.ca
			Date 20 JUN 2018
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? / Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			
		<input type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Mat Stor		Title - Titre A/P603	Signature <i>[Signature]</i>
Telephone No. - N° de téléphone		Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
			mat.stor@international.gc.ca
			Date 30-4-14
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
			<i>[Signature]</i>
Telephone No. - N° de téléphone		Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
			Date