



**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITIONS**

**RETURN BIDS TO :  
RETOURNER LES  
SOUMISSIONS À:**

National Research Council Canada (NRC)  
Finance and Procurement Services Branch  
1200 Montreal Road, Building M-58  
Ottawa, Ontario  
K1A 0R6

Conseil national de recherches Canada  
Direction des services financiers et  
d'approvisionnement  
1200, chemin de Montréal, Édifice M-58  
Ottawa (Ontario)  
K1A 0R6

Title/Sujet <b>BUILDING CLEANING SERVICES</b>	
Solicitation No./N. de l'invitation <b>19-58007</b>	Date <b>September 10, 2019</b>
Solicitation Closes/L'invitation prend fin at/à <b>14 :00</b> on/le <b>October 21, 2019</b>	Time Zone/Fuseau Horaire <b>EDT</b>
Address Enquiries To/Adresser demandes de renseignements à :  <b>Philippe G. Cléroux – <a href="mailto:philippe.cleroux@nrc-cnrc.gc.ca">philippe.cleroux@nrc-cnrc.gc.ca</a></b>	

Instructions: See Herein

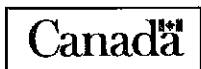
Instructions: Voir aux présentes

Proposal To:

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

Proposition aux:

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



Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No./N. de telephone Facsimile No./N. de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisé à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

## Building Cleaning Services

### **1.0 PRESENTATION OF PROPOSALS**

- 1.1 You are invited to submit **one** electronic Proposal to fulfil the following requirement forming part of this Request for Proposal. **The proposal should include the front page of this RFP duly completed and signed by an authorized company representative.**

### **2.0 SCOPE OF WORK**

- 2.1 To provide building cleaning services at the National Research Council (NRC) located at 110 Gymnasium Place Saskatoon, SK in accordance with the detailed Statement of Requirements attached as **Appendix "A"**.

### **3.0 PERIOD OF CONTRACT**

- 3.1 The period of this Contract will commence November 1, 2019 to March 31, 2024 with an option to renew at NRC's discretion for an additional four - one year terms, subject to satisfactory performance. A further renewal option of three additional one-year terms may be exercised at NRC's discretion subject to satisfactory performance and agreement upon a satisfactory fee structure for the final three one-year option years.

NRC is not obliged to exercise any of the options years. The exercise of any option year will be at NRC's sole discretion by providing notification in writing to the Proponent at least 120 days prior to the Contract expiry date or the expiry date of an exercised option year.

### **4.0 ENQUIRIES**

- 4.1 If you require clarification regarding any aspect of this RFP, address all queries to the Contracting Authority, identified below. All queries must be in writing **by e-mail**. Information received verbally will not be binding upon the NRC.

**Philippe G. Cléroux**

Email: [Philippe.cleroux@nrc-cnrc.gc.ca](mailto:Philippe.cleroux@nrc-cnrc.gc.ca)

- 4.2 To ensure the equality of information among Bidders, responses to general enquiries will be made available to all bidders unless such publications would reveal proprietary information. The bidder who initiates the question will not be identified. Technical questions that are considered proprietary by the bidder must be clearly identified. NRC will respond individually to the bidder if it considers the questions proprietary
- 4.3 Vendors who attempt to obtain information regarding any aspect of this RFQ during the solicitation period through any NRC contacts other than the Contracting Authority identified herein, may be disqualified (for that reason alone).
- 4.4 It is the responsibility of the Bidder to obtain clarification of the requirement contained herein, if necessary, prior to submitting its proposal. The Bidder must have written confirmation from the Contracting Authority for any changes, alterations, etc., concerning this RFQ.

### **5.0 MANDATORY BIDDERS' CONFERENCE**

- 5.1 There will be a **Mandatory** Bidders' Conference at the National Research Council Canada (NRC) at:

**110 Gymnasium Place Saskatoon, SK**  
**Date: September 18, 2019**  
**Time: 2:00 PM PST**

- 5.2 Potential Bidders are encouraged to communicate their interest in attending the bidder's conference by contacting **Philippe G. Cléroux** by e-mail [philippe.cleroux@nrc-cnrc.gc.ca](mailto:philippe.cleroux@nrc-cnrc.gc.ca).

## **6.0 PROPOSAL CLOSING DATE AND BID SUBMISSION INSTRUCTIONS**

- 6.1 Proposals must be **received electronically** no later than 14:00 EST (according to NRC's Server Time), October 21, 2019, to the following **Contracting Authority**:

**Philippe G. Cléroux** [philippe.cleroux@nrc-cnrc.gc.ca](mailto:philippe.cleroux@nrc-cnrc.gc.ca)

**\*\*The maximum file size that NRC can receive in a single email is 10MB\*\***

**\*\*Bidders are urged to send their proposals well before the bid closing time\*\***

**Proposals must not be sent directly to the Project Authority**

- 6.2 All risks and consequences of incorrect delivery of electronic bids are the responsibility of the Bidder. **The NRC will not be held responsible for electronic bids that are received after the due date and time due to power failure or any other electronic failure issues.**
- 6.3 Bid submissions must be in accordance with the Standard Instructions and Conditions (Applicable to Bid Solicitation) attached as **Appendix "C"**.
- 6.4 The sender has the sole responsibility for the timely dispatch and delivery of a proposal and cannot transfer such responsibility to the NRC. No supplementary information will be accepted after the closing deadline unless NRC requests a clarification.
- 6.5 All submitted proposals become the property NRC.

## **7.0 COST PROPOSAL**

- 7.1 Please provide the Basis of Payment. Financial Evaluation will be evaluated based on the contract period including the optional periods.
- 7.2 **GOODS AND SERVICES TAX (GST) and HARMONIZED SALES TAX (HST):** The GST and HST, whichever is applicable, shall be considered an applicable tax for the purposes of this RFQ and extra to the price herein. The amount of GST or HST shall be disclosed and shown as a separate item.
- 7.3 Bids will be evaluated in Canadian currency, therefore, for evaluation purposes, the exchange rate quoted by the Bank of Canada as being in effect on date of bid closing, shall be applied as the conversion factor for foreign currency. Prices quoted shall not be subject to, or conditional upon, fluctuations in commercial or other interest rates during either the evaluation or contract period.

## **8.0 CONDITIONS OF SUBMISSION**

- 8.1 There shall be no payment by the National Research Council for costs incurred in the preparation and submission of proposals in response to this request. No payment shall be made for costs incurred for clarification(s) and/or demonstration(s) that may be required by NRC. The National Research Council reserves the right to reject any or all proposals submitted, or to accept any proposal in whole or in part without negotiation. A contract will not necessarily be issued as a result of this competition. NRC reserves the right to amend, cancel or reissue this requirement at any time.
- 8.2 The method of selection will be highest combined Technical Rating (70%) and Price (30%).
- 8.3 Proposals submitted must be valid for not less than sixty (60) calendar days from the closing date of the RFP.
- 8.4 Your proposal should contain the following statement:

"We hereby certify that the price quote is not in excess of the lowest price charged anyone else, including our most favoured customer, for like services".

- 8.5 Any contract resulting from this invitation will be subject to the General Conditions 2010C (Copy attached as **Appendix "B"**) and any other special conditions that may apply.

#### **9.0 CONFIDENTIALITY**

- 9.1 This document is UNCLASSIFIED, however; the contractor shall treat as confidential, during as well as after the services contracted for, any information of the affairs of NRC of a confidential nature to which its servants or agents become privy.

#### **10.0 SECURITY LEVEL**

- 10.1 Prior to the performance of the obligations under this contract, all personnel that will be involved with the project **must** be cleared to the security level of **RELIABILITY** as defined in the security policy of Canada.
- 10.2 The security clearance number, date of birth and full name for each team member should be provided at time of bidding.
- 10.3 Any Contract resulting from this invitation will be subject to the Security Requirements Check List (SRCL), form TBS/SCT 350-103, attached at **Appendix "D"**.

#### **11.0 CRIMINAL CODE OF CANADA**

- 11.1 Canada may reject an offer where the Bidder, or any employee or subcontractor included as part of the offer, has been convicted under section 121 ("Frauds on the government" & Contractor subscribing to election fund"), 124 ("Selling or purchasing office"), or 418 ("Selling defective stores to Her Majesty") of the Criminal Code.

#### **ADDITIONAL CONTRACT CLAUSES**

**Bidder compliance with all of the following clauses, terms and conditions of the resulting contract is mandatory.**

#### **12.0 T4-A SUPPLEMENTARY SLIPS**

- 12.1 Pursuant to paragraph 221(1)(d) of the Income Tax Act, payments made by departments and agencies to contractors under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4A Supplementary slip. To enable client departments and agencies to comply with this requirement, contractors are required to provide information as to their legal name and status, business number, and/or Social Insurance Number or other identifying supplier information as applicable, along with a certification as to the completeness and accuracy of the information.

#### **13.0 GOVERNMENT SMOKING POLICY**

- 13.1 Where the performance of the work requires the presence of the Contractor's personnel on government premises, the Contractor shall ensure that its personnel shall comply with the policy of the Government of Canada, which prohibits smoking on any government premises.

#### **14.0 ACCESS TO GOVERNMENT FACILITIES / EQUIPMENT**

- 14.1 Access to the facilities and equipment necessary to the performance of the work shall be provided through arrangements to be made by the Project Authority named herein. There will be however; no day-to-day supervision of the Contractor's activities nor control of the Contractor's hours of work by the Project Authority.

14.2 The Contractor undertakes and agrees to comply with all Standing Orders and Regulations in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fires.

#### **15.0 GENERAL CONDITIONS**

15.1 The General Conditions 2010C entitled "General Conditions – Medium Complexity" and attached as Appendix "B" form part of this Contract.

#### **16.0 ADDITIONAL WORK**

16.1 The successful bidder can at NRC's option, be asked to provide additional work related to this requirement. Payment will be limited to the firm per diems quoted in the Contractor's proposal.

#### **17.0 NON-PERMANENT RESIDENT (CANADIAN COMPANY)**

17.1 The Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfillment of the Contract. In some instances, the employment authorization necessary to enter Canada cannot be issued without prior approval of Human Resources Centre Canada (HRCC). HRCC should always be contacted as soon as the decision to bring in a non-permanent resident is made. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

#### **18.0 LICENSING**

18.1 The Contractor must obtain and maintain all permits, licences and certificates of approval required for the work to be performed under any applicable federal, provincial or municipal legislation. The Contractor shall be responsible for any charges imposed by such legislation or regulations. Upon request, the Contractor shall provide a copy of any such permit, licence or certificate to Canada.

#### **19.0 SITE REGULATIONS**

19.1 The Contractor undertakes and agrees to comply with all standing orders or other regulations, in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fire.

#### **20.0 SAFETY REGULATIONS AND LABOUR CODES**

20.1 The Contractor must adhere to all safety rules, regulations and labour codes in force in all jurisdictions where the work is to be performed.

#### **21.0 WORKERS COMPENSATION**

21.1 It is **mandatory** that all persons performing the work be covered under the applicable worker's compensation legislation provided for the benefits of injured employees.

#### **22.0 COMMERCIAL GENERAL LIABILITY**

22.1 Commercial General Liability insurance shall be effected by the Contractor and maintained in force throughout the duration of this /any resulting contract, in an amount usual for a contract of this nature but, in any case, for a limit of liability NOT LESS than \$ 2,000,000.00 per accident or occurrence. See Appendix "F".

#### **23.0 INTEGRITY PROVISIONS**

23.1 Appendix "E" – Board of Directors MUST be completed and returned with each bid.

23.2 By responding to this RFP, the Proponent is subject to the integrity provisions contained in the following documents:

- The Government of Canada's *Integrity Provision*
- *Ineligibility and Suspension Policy* (the "Policy") in effect on the date the bid solicitation is issued
- *all related Directives related to the above policy in effect on that date*

23.3 These documents are incorporated by reference and form a binding part of the bid solicitation. The Bidder must comply with the Policy and Directives at the following link:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/21>

23.4 An Integrity Declaration Form, attached as **Appendix "F"**, must be submitted only when:

1. the supplier, one of its affiliates or a proposed first-tier subcontractor has, in the past three years, been charged with or convicted of a criminal offence in a country other than Canada that, to the best of the supplier's knowledge and belief, may be similar to one of the listed offences in the Ineligibility and Suspension Policy (the "Policy"); and/or
2. the supplier is unable to provide any of the certifications required by the Integrity uses.

#### **24.0 ATTACHMENTS**

Appendix "A" – Detailed Statement of Requirements

Appendix "B" – General Conditions 2010C

Appendix "C" – Standard Instructions and Conditions (Applicable to Bid Solicitation) dated 2001/02/01

Appendix "D" – Security Requirement Checklist (SRCL)

Appendix "E" – Board of Directors

Appendix "F" – Integrity Forms

Appendix "G" – Commercial General Liability Insurance

National Research  
Council Canada

Conseil national  
de recherches Canada



**RFP# 19-58007**

**Appendix A**

**Request for Proposal**

**To Provide**

**Building Cleaning Services**

**To**

**Administrative Services and  
Property Management Branch**

**Canada**

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### **Introduction**

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### **DESCRIPTION OF WORK**

### **Building Cleaning Services**

### **National Research Council of Canada**

### **.1 110 Gymnasium Place**

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## INTRODUCTION

1. **Introduction** .1 The National Research Council of Canada (NRC), through the Administrative Services and Property Management Branch (ASPM), is submitting this Request for Proposal (RFP) for the delivery of Building Cleaning Services. The intent of the RFP is to invite private sector organizations wishing to provide the services required and described herein to submit their proposals.
2. **Background** .1 The National Research Council of Canada is first and foremost a research organization and as such has planned its future on the basis of a renewed commitment to research excellence and relevance. As a priority, NRC will continue to be a world leader in research fields that are the keys to Canada's knowledge-based economy.
- .2 As Canada's foremost Research and Development agency, NRC is a leader in the development of an innovative, knowledge-based economy through science and engineering. This vision is realized by:
- Being dedicated to excellence in advancing the frontiers of scientific and technological knowledge in areas relevant to Canada;
  - Carrying out focused research, in collaboration with industrial, university and government partners to develop and exploit key technologies;
  - Providing strategic advice and national leadership to integrate key players in Canada's system of innovation; and
  - Take a more aggressive entrepreneurial approach to ensure the transfer of our knowledge and technological achievements to Canadian-based firms.
- .3 The Administrative Services and Property Management (ASPM) branch of NRC provides non-research services to Research Institutes and Senior Administrative departments. These services include:
- Engineering and Maintenance,
  - Utilities,
  - Property management,
  - Construction,
  - Transport,
  - Procurements services,
  - Material management,
  - Conference services,
  - Mail, and
  - Reprographics.
3. **Scope of Work** **Location of Work**
- .1 The work to be done by the contractor under this contract will be at 110 Gymnasium Place. See Building Key Plans for details and cleanable areas for the building as identified in the Scope of Work. Unless otherwise stated, all structures and buildings at this site are included in the Scope of Work.

**Work Included in the Scope of Work**

- .2 Provide complete building cleaning services in the most efficient and environmentally friendly manner to maintain cleanliness and hygiene at each building and site.
- .3 Clean and maintain all areas within each building except those areas specifically excluded in accordance with the building design, interior building decorations and furnishings, established building operations and schedules, procedures for safety as prescribed by all applicable codes, regulations and NRC/ASPM standards.
- .4 Inspect all areas for the cleaning requirements, respond to all calls, complaints, investigate the unsatisfactory conditions and take appropriate actions.
- .5 Supply all materials, supplies and products required to carry out the building cleaning services. Sufficient stock of materials and supplies must be maintained at each site to satisfy the cleaning requirements
- .6 Supply all equipment, power and hand tools, machines, carts, ladders and scaffolding as necessary to perform the services.
- .7 Employ such methods as necessary to avoid defacement or damage to the buildings and ensure all materials and methods used are compatible with the surfaces on which they are used.
- .8 Provide waste and recyclable collection of the various commodities from each building and transport them to the designated container or to a central collection location.
- .9 **Work Excluded in the Scope of Work**
  - Collection of all hazardous and chemical waste.
  - Winter snow removal and ice control.
  - Maintenance of exterior furnishings.
  - Exterior perimeter window cleaning.

4. **Overview of NRC's Buildings**

**Properties and Buildings**

- .1 110 Gymnasium Place  
Offices, Labs, Growth Facility

5. **Interpretation**

- .1 In this contract:
  - .1 "ASPM Project Authority" means the ASPM Manager and includes a person designated by him to perform on his behalf any function under the Contract.
  - .2 "On-site supervision" means the employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor for the purpose of the Contract.
  - .3 "Work" includes the whole of the works, materials, matters and things required to be done, furnished and performed by the Contractor under the Contract.
  - .4 "Herein", "hereby", "hereof" and similar expressions refer to the Contract as a whole and not to any particular subdivision or part thereof.

- .5 NRC - The National Research Council of Canada.
- .6 ASPM - The Administrative Services and Property Management Branch of NRC.

Operating hours refers to NRC's regular business hours from 8:00 to 4:30 pm, Monday to Friday excluding statutory holidays, Easter Monday, Remembrance Day, and NRC's December shut-down, usually the period from noon, December 24 to January 2 of each year.

Contractor shall provide full service at all NRC facilities during the Provincial Regulated holiday "Family Day" during the month of February of each year of this contract.

- |    |                                |    |   |
|----|--------------------------------|----|---|
| 6. | <b>Resolution of Conflicts</b> | .1 | In the spirit of this partnership arrangement, conflicts will initially be resolved through the process of negotiation at the working level then at management levels. Failure to reach a mutually agreeable resolution will result in the initiation of a mediation or binding arbitration process arranged to the satisfaction of both parties.   |
| 7. | <b>Regulatory Standards</b>    | .1 | The Contractor shall adhere to all applicable codes and regulations including but not limited to: Fire Codes, Electrical Codes, Plumbing Codes, Environmental Regulations and Occupational Health and Safety Regulations. NRC, being a Federal Government Agency, can abide by Federal Codes and Regulations and is not compelled to abide by Provincial Building Codes and Regulations. However, in most circumstances and issues, NRC abides by the more stringent of either Provincial or Federal Codes and Regulations. |
| 8. | <b>Changes to Scope</b>        | .1 | ASPM requires the flexibility to respond to changes in its operation. During the term of the Contract, ASPM may adjust the scope of the Contract. Such adjustment will be mutually agreed upon with the Contractor that there will be a change to the Contract.   |
|    |                                | .2 | Should the contractor not wish to undertake any additional work resulting from a change in scope, ASPM reserves the right to tender this portion of new work, as well as other work being done by the Contractor and deemed appropriate to combine with the additional work.  |
|    |                                | .3 | Any additions or deletions of buildings from the scope of the Contract will be negotiated as such that any price revision fairly reflects synergies contributed or lost because of the change.  |

**Director's Rights and Obligations**

- .1 The ASPM Project Authority shall decide whether the work has been performed in accordance with the Contract and whether the labor, materials, tools and equipment used in the execution of the work are adequate for the performance of the work.
  
- .2 The ASPM Project Authority shall decide whether anything done or not done as a result of directions given under this subsection has increased or decreased the cost of the work to the Contractor and the contract amount shall be increased or decreased accordingly.

**END OF INTRODUCTION**

**SECTION 1**

**GENERAL REQUIREMENTS**

1. **Building Cleaning Operations**

1. The Contractor shall provide all labor, materials and equipment necessary for the complete and satisfactory delivery of janitorial cleaning services to all of the buildings identified, to complete the services and frequencies indicated within this RFP, to include Routine Cleaning, Project Cleaning and On-Demand Cleaning unless otherwise specified.
2. Routine /Scheduled Cleaning Operations
  - a) Routine Cleaning is cleaning performed on a regular basis, which forms the bulk of the cleaning and shall be performed between the hours of 07:00 to 15:30, Monday through Friday (7.5 hour day). Building passes are required after regular working hours; Saturday, Sunday and statutory holidays.
  - b) Scheduled cleaning such as floor stripping must be performed after normal working hours, if it interferes with NRC staff or is deemed to be unsafe to be performed during normal working hours by the ASPM Project Authority and the cost to perform the scheduled cleaning after normal working hours will be borne by the Contractor.
  - c) Cleaning shall be carried out in such a manner that no more than 25 percent of the building will be illuminated while cleaning operations are underway during unoccupied hours, i.e. work shall be completed on each floor, or section of a floor, and lights switched off in that area, before proceeding to the next floor or section of a floor to commence operations in that area. Where individual offices are equipped with light switches, lights are to be turned on when entering to clean the office, and switched off immediately on leaving the office to proceed to clean the next office.
  - d) Within 45 days of award of contract, the Contractor shall submit in writing, his final plan of operations to conform with the routine cleaning (detailed schedules of daily, weekly and monthly duties to be performed in each building). A preliminary plan of routine cleaning operations shall be approved by the ASPM Project Authority for implementation.
3. Project Cleaning or On-Demand Cleaning
  - a) Project or on-demand cleaning shall only be performed when ordered in writing by the ASPM Project Authority for cleaning areas of the building that do not require regular routine cleaning. The Contractor will be given at least 48 hours advance notification prior to performing this cleaning operation.
  - b) The Contractor must not re-assign staff from Routine/Scheduled Cleaning Operations in order to perform Project, On-Demand, Post-Construction or Call-Up cleaning. Additional staff must be available to handle these regular cleaning requests.
  - c) **Charges for these services rendered will be based on the established fixed rate cost or the hourly charge out rate per cleaner for the term of this contract.**
4. Emergency Clean Up – Regular Working Hours

In the event of an emergency, such as a water leak/flood, the Contractor's Supervisor shall direct regular staff to the affected areas for clean up. Following the clean up, every attempt will be made by the cleaning staff to complete their regular duties.

**There will be no additional charges during regular working hours.**

5. After Hours Emergencies

- a) Should an emergency arise after regular working hours including weekends and statutory holidays and should cleaning staff be called-in to the affected area for clean-up, **charges for these services rendered will be based on an established hourly charge-out rate per cleaning for the term of this contract.**
- b) The contact person assigned by the Contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on-site within two hours of notification.

6. Special Events Clean-Up

When requested in writing by the ASPM Project Authority the Contractor will provide additional cleaning staff, trained to handle special projects. For special event set-up and extra cleaning requirements **additional costs for cleaning prior to, during or following the special event will be rendered for extra cleaning only based on an established hourly charge-out rate, other than regular cleaning scheduled for the area.**

7. Post Construction Clean-up

- a) The Contractor, when requested in writing by the ASPM Project Authority, will provide additional cleaners for construction clean-up other than regular cleaning staff based on an established hourly charge-out rate. If regular cleaning is not required in a designated area during construction, a credit for the cleaning will be given to NRC based on a cost per square meter as per established rates.
- b) **For any newly installed resilient floor finish, the Contractor shall bear the cost to seal and wax the entire floor area.**

2. **Inspection of Work**

The Contractor shall notify the ASPM project Authority when each Project Cleaning Operation and Scheduled Operation is completed. The ASPM Project Authority shall have the work inspected and decide whether or not it is acceptable.

3. **Personnel Requirements**

The following outlines the requirements for personnel to be applied to this service contract.

1. Staffing

The Contractor must submit a complete staffing plan for the building to conform to the cleaning requirements. The plan is to be approved by the ASPM Project Authority prior to implementation.

2. Key Personnel

The Contractor will be responsible for identifying and assigning sufficient personnel as necessary to accomplish timely completion of all requirements as specified in this Contract. Qualified replacement personnel must be used to cover any absences (i.e. sick or annual leave, jury duty etc.) for personnel normally responsible for performing services. These personnel shall already have uniforms, background checks, training etc. required to perform required services. All temporary and replacement personnel shall have qualifications that are equal to or higher than the qualifications of the person being replaced.

3. The Contractor shall provide trained qualified personnel literate in English. The personnel assigned to a specific area shall be used exclusively in that area/building and will not perform other a additional duties unless approved by the ASPM Project Authority.



4. As part of the work required for the Routine/Scheduled cleaning operations, the Contractor shall provide, **as a minimum**, the following personnel to cover all the cleaning operations detailed in the RFP;
5. All staff must have and be given at regular intervals the following training requirements:
  - WHMIS
  - Laboratory Safety
  - Spill Containment
  - Introduction to Assignments to General Procedures
  - Chemicals Safety
  - Tools and Equipment
  - Floor Care
  - Washroom Cleaning and Disinfection
  - Green Cleaning Techniques

6. The Contractor must have staff who will be comfortable working in a general office environment, laboratories, and noisy or dusty environments. Aversion to provide cleaning services will not be an acceptable excuse for failure to perform the janitorial duties of this contract.

7. Substitutions

Notwithstanding emergency requirements, all proposed key personnel substitutions shall be submitted in writing to the ASPM Project Authority at least two weeks in advance of substitution. Each request shall provide a detailed explanation of the circumstances necessitating the proposed substitution: a complete resume (s) for the proposed substitute (s) and any other information required by the ASPM Project Authority to approve or disapprove the proposed substitution (s). All proposed substitutes should have qualifications that are equal to or higher than the qualifications of the person being replaced.

8. Additional Key Personnel

In the event the Contractor designates additional key personnel as deemed appropriate for the requirement, the Contractor shall submit to the ASPM Project Authority for approval the information required in Sub-Section 3, Personnel Requirements.

9. Training Facilitator

The Contractor must have an in-house training facilitator who must have completed WHMIS training.

The Contractor through his Training Facilitator shall maintain a training record for each employee. The training records shall show the employee's name, type and date of each training class attended.

Provide regular re-training in "green" cleaning techniques and products.

10. Subcontractor Support

The Contractor shall describe those services, which shall be sub-contracted to other organizations. The Contractor shall obtain prior written authorization from the ASPM Project Authority for any sub-contractor not described in this proposal.

**The Contractor is responsible for the supervision of any sub-contractors used in the performance of the work.**

11. Contractor Operations Review and Report Requirements

- a) The Contractor shall be responsible for providing a monthly Operations Report consisting of a review of the Contractor's progress to date focusing on the past month and the work and level of effort planned for the future focusing on the upcoming eight-week period.
- b) The Contractor is to provide a schedule via e-mail of Operational Reviews on an annual basis. Operational reviews are to be held on or around the 10<sup>th</sup> day of every month. The first schedule is due fifteen (15) days after Contract start date with subsequent schedules provided by January 15<sup>th</sup> annually. The final schedule is to be coordinated with the ASPM Project Authority.
- c) The Contractor and the ASPM Project Authority will hold regular monthly Operational Review meetings. The purpose of the Operational Review meetings is to:
  - Allow the Contractor to present a summary of the previous month's activities to identify any issues/concerns and provide service call status.
  - Ensure maintenance of an effective Contract administration program that also ensures a successful business relationship between the Contractor and NRC.
  - Ensure coordination and active co-operation on a continuous basis between the Contractor and NRC.
  - Provide an initial step in avoiding disputes and claims and to settle misunderstandings at the lowest possible level and provide a forum for resolution.
- d) The Monthly Operation Review must contain at least the following details:
  - Achievement and initiative
  - Quality system
  - Customer interaction
  - Environment Health and Safety
  - Employees/Customer satisfaction
  - Issues/Exposure and mitigation plan

12. Contractor Deliverables

- a) All reports, plans, schedules and other submittals provided by the Contractor are subject to the approval by the ASPM Project Authority.
- b) It is the view of NRC that the timely submittal of deliverables is crucial to the proper cleaning operation of the facilities identified in the RFP.
- d) The contractor shall be required to submit deliverables and reports at specified times throughout the life of this Contract. They are considered critical to the successful completion of all contractual requirements. The following deliverables shall be provided by the Contractor no later than the dates set forth below:

Deliverable	Frequency/Due Date
Program Manager's Daily Report/Log Sheet	As requested
Hazardous Material Inventory with MSDS Sheets	15 days after contract start date Annually thereafter
Operational Meeting Review Minutes and Action Registers	By the 15 <sup>th</sup> of every month
Annual Schedule of Operational Reviews	45 days after contract start date, annually by January 15 <sup>th</sup>
Contractor's Monthly Operations Report	By the 10 <sup>th</sup> of every month
Accident Reports	2 days after accident
List of proposed dedicated and non-dedicated tools that the contractor will bring to this contract	With proposal, approved before award, update as needed and annually on the 15 <sup>th</sup> of January of each year.
List of proposed materials and supplies to be used throughout this Contract.	With proposal, approved before award, update as needed and annually on the 15 <sup>th</sup> of January of each year.
Contractor's minutes of Health and Safety Meetings	By the 10 <sup>th</sup> of every month
Emergency Clean-up procedure	Contract start date
Worker's safety program	Contract start date
Program Manager and Supervisor designated in writing	Draft copy with submissions final 15 days prior to contract start date
Complete Quality Control Plan (with Training plan, Inspection System, etc)	10 days after award, approved before Contract start date, update as needed and annually on the 15 <sup>th</sup> of January of each year.
Quality Inspection Reports	By the 10 <sup>th</sup> of every month
Invoices	By the 10 <sup>th</sup> of every month
Accruals	By the 10 <sup>th</sup> of every month
Security Clearances for all personnel	10 days after award Updated as needed

- e) All deliverables are to be provided in soft copy by e-mail to the ASPM Project Authority. Exceptions included are invoices and copies of security clearances.

#### 4. Health and Safety

1. The Contractor and his employees shall comply with all ordinances, rules and regulations relating to the janitorial services as well as comply with all related NRC policies and procedures.
2. The Contractor shall have an active WHMIS program (Workplace Hazardous Material Information System) and shall ensure that all products used in the

workplace are classified and labeled according to WHMIS. All of the Contractor's employees must attend a WHMIS training session and laboratory safety training prior to working on the NRC premise.

3. The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The ASPM Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.
4. **Do not handle or dispose of any needles, syringes, glassware, chemicals, glues, fuel or oil and do not mix them with garbage.**
5. The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by either National and/or Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
6. The Contractor shall ensure that all staff attend a WHMIS training and "Green Cleaning Technique" session before performing work at the NRC sites.
7. The Contractor and his staff must attend a safety orientation and instruction session for building with specialized equipment and/or hazards.
8. All electrically operated equipment used shall be CSA and/or ULC approved and shall be of a size and type suitable for the work required.
9. Cleaning staff shall comply with related NRC safety policies and procedures by wearing the following:
  - CSA approved safety foot wear
  - CSA Safety eye wear
  - CSA approved hard hats (as required)
10. Cleaning staff who will be required to work above 8'0" from the floor level must be trained and certified in "Fall Arrest Training".
11. Cleaning staff will not be expected to empty garbage cans weighing in excess of 11.3 kilograms (25 lbs).
12. The Contractor shall post visible bilingual signage during floor cleaning operation. Bilingual "Danger Wet Floor" and "Do Not Enter" signs are mandatory, a minimum 4 of each per building.
13. Contractors shall submit with their proposals details of their safety program. This program should include the specific action they will take to train their employees in:
  - Safe workplace training for general office areas, laboratories, clean rooms, etc.
  - WHMIS training
  - Safe use of cleaning agents
  - Safe use of cleaning equipment
  - The use of equipment, signs, barriers or other devices to protect the building occupants or equipment
  - Recognizing other hazards or other materials that are not allowed for use in this Contract.
14. Instruct personnel to unplug all cords to avoid damage to the cord and to the outlets. Do not plug any equipment into orange receptacles. Do not use electrical receptacles on machinery in shops.
15. Comply with NRC safety regulations. Some equipment and experiments may be potentially hazardous. Cleaners shall not touch laboratory equipment and shall familiarize themselves with safety procedures that they must follow when working in and around hazardous areas.
16. Protective Equipment: must be provided by the Contractor and used while executing the required work. Such equipment shall conform to the latest industry standards and be in good working order. Any personal protective equipment not in good working order must be replaced immediately. Safety cones or safety barriers must be used as required to identify obstructions or other unsafe conditions at the work site. The Contractor is responsible for the supply and installation of all signage, protection and barriers required to execute their work in a safe and secure manner.
17. Accident Reporting: all accidents or injuries occurring on the NRC work site must be reported and documented to the ASPM Project Authority.

18. Other Safety Issues: the Contractor is requested to immediately report to the ASPM Project Authority any safety issue that may affect his staff in the performance of their work. The contractor will be responsible for the health and safety of his workers, sub-contractors and vendors as regulated by Federal, Provincial and Municipal Act and Regulations.

## 5. Workplace Hazardous Material Information System (WHMIS)

The Contractor shall comply with Federal and Provincial legislation regarding the WHMIS. The contractor's responsibilities include, but are not limited to the following:

1. To ensure that any controlled product brought on site by the Contractor, Sub-Contractor or their suppliers, is properly labeled.
2. To supply in the main janitorial closet of each building and one copy to the ASPM Project Authority, a three ring binder containing all material safety data sheets (MSDS) for cleaning materials being used in the cleaning operations.
3. To inform other Contractors, Sub-Contractors, the ASPM Project Authority, authorized visitors and outside inspection agency personnel about the presence and use of such products on the site.
4. The Program Manager and On-Site Supervisor must be able to demonstrate, to the satisfaction of the ASPM Project Authority, that he/she has had WHMIS training and is knowledgeable in its requirements. The ASPM Project Authority can require replacement of this person if this condition or implementation of WHMIS is not satisfactory.

## 6. Security Criteria

### 1. Security Screening

- a) The Contractor must provide a list of all persons and/or sub-contractors to be employed to execute work to be provided under this service contract with personal data for security screening purposes. Such security will include finger printing (when required) and will be security cleared to "Reliability Status".
- b) Only the employees who are security cleared will be permitted to work on the NRC premises. They will be photographed and get their ID badge only when security cleared.
- c) The Contractor must provide to the ASPM Project Authority on a quarterly basis, updated and accurate lists of its employees requiring access to the work sites. In the event the Contractor fails to comply with this subsection, the ASPM Project Authority may withhold payment from the Proponent until there is such compliance.
- d) The ASPM Project Authority shall have the right to have any of the Contractors employees removed from any of the sites for security reasons, notwithstanding the results or status of any security screening with respect to such employee (s).

### 2. Security Requirements

- a) Only those employees whose names appear on the Contractor's payroll and meet the conditions specified in this contract will be allowed access to NRC facilities. No other persons accompanying employees will be allowed into a building.
- b) The Contractor's staff must report abnormalities to the NRC by calling 306-975-5248 or 306-290-6554.
- c) All cleaning personnel will be photographed and issued an identification card which they must wear in a visible manner at all times.
- d) All ID or access cards entrusted to the Contractor must be fully protected and returned to the ASPM Project Authority upon completion or termination of this Contract or upon termination of employment. Stolen, broken or lost ID or access cards must be reported immediately to the ASPM Project Authority.
- e) If a Contractor's employee opens a window, he/she must ensure it is closed and

locked before leaving the premises. All doors to rooms, private or general offices, etc. which need to be unlocked by the cleaning personnel must be locked after the performance of their duties.

### 3. Building Keys

- a) Building keys will be issued to the Program Manager as required for each building and they must be signed in an out each day by the Site Supervisor. All keys must be returned at the end of each shift and stored in a designated location satisfactory to the ASPM Project Authority.
- b) The Project Manager shall ensure all keys issued are protected from loss and/or copying.
- c) The Contractor shall not duplicate keys supplied by NRC.
- d) Lost keys or lost card access will be back charged to the Contractor at \$20.00 each.

### 7. Quality Assurance Program

1. The Contractor must put in place a Quality Assurance Program which shall outline the following: (these shall be included in the submission)
  - Building inspections – identify the problem
  - Corrective action – identify a solution
  - Follow-up reports – ensure no re-occurrence
2. The Program Manager assisted by the Site Supervisors must carry out a monthly inspection sampling different building at each campus to ensure the work performance stays at the same level and standard expected by the ASPM Project Authority. Any Quality Assurance Inspection Report which indicates a performance inferior to 80% for any part of a building may result in the application of corrective measures to be taken and such performance may be the object of action taken against the Contractor pursuant to the Contract.
3. The Program Manager's monthly reports will be reviewed, evaluated and be signed-off by the ASPM Project Authority. These reports will provide an overview of the cleaning service and identify tasks to be undertaken in the months ahead.
4. Any items or deficiencies noted in the inspection reports must be corrected within a minimum of 24 hours and to a maximum of 4 working days. Any work deemed to be urgent by the ASPM Project Authority shall be performed immediately.

### 8. Uniforms

1. All cleaning personnel working for this service contract on NRC premises shall be suitably uniformed.
2. All cleaning personnel shall wear a clean uniform as follows:
  - Industrial type matching shirt and trousers, coveralls or smocks. The company name, logo or crest must be clearly visible on the uniform.
3. It is mandatory that all on-site personnel be visibly identifiable.
4. All cleaning personnel must wear their Photo Identification Card in a visible manner.

### 9. Training

1. All of the Contractor's employees shall be trained in the safe and proper use of all equipment, chemicals, cleaning agents and supplies required for their work and in organizing their duties in an efficient manner.
2. In some case, some employees will require special training such as cleaning of the special clean-rooms, especially laboratories and/or work shops.
3. All of the Contractor's employees training records will be maintained on-site by the Project Manager or the Training Facilitator.

**10. Communications**

1. The successful Contractor shall establish an open line of communication that is effective in keeping a good rapport with all involved in this service contract.
2. The Program Manager, the Site Supervisors, along with some key personnel must either be equipped with a pager or a cell phone (c/w voicemail) so they may be contacted immediately at anytime.
3. The Contractor shall equip the on-site office part of building M16 with a facsimile, computer, printer and internet capability so that the ASPM Project Authority and the Program Manager can communicate by e-mail. The computer must be installed separate from any of NRC's network or informatics systems. The installation and maintenance is at the Contractor's expense.
4. The Program Manager shall register complaints and/or requests for cleaning in a log book by campus and keep entries up-to-date as a means to communicate with the ASPM Project Authority.

**Log book:**

- Contractor is responsible to keep and maintain a log book.
  - It shall serve to register all requests, complaints, tasks and comments.
  - The Contractor shall record all activities other than routine cleaning.
  - The ASPM Project Authority will record any observations done that day to be rectified and compliments on work well done.
5. The Contractor must identify a contact person (s) who must be available after normal hours of work and ensure a quick response to emergency and/or service calls.
  6. The Contractor and the ASPM Project Authority shall schedule monthly meetings regarding the cleaning operations at the three campuses. Minutes of these meetings will be kept and distributed to each person in attendance. The log books and inspection sheets shall be presented, reviewed and signed off. The focus of these meetings will be on prevention and problem solving.

**11. Transportation****12. Parking**

1. All parking provided at NRC facilities will be provided subject to the availability of parking spaces. The Contractor and his employees will be charged the fair market value for the use of 1 parking spot.

**13. Assigned Office Space**

1. The Contractor must not list, publicize or use in any fashion, for business purposes the address of a building owned by NRC. A telephone, fax line, data line and internet may be installed at the expense of the Contractor but must be unlisted and must not, under any circumstances, appear in telephone directories or advertised as a business telephone.
2. NRC shall not be responsible for damage to the Contractor's supplies, material or equipment in the building nor to the Contractor's employees' personal belongings brought into the building.
3. The Contractor must have a local office. Corporate support, within 1 hour drive from the NRC office.

**14. Storage Space**

1. NRC will identify and provide space in each building where the Contractor may store supplies, equipment and materials. Space will be adequate for all materials and supplies for 20 days operation to be stored and kept in a neat, clean and safe condition.
2. The Contractor shall not bring or store hazardous chemicals or substances on

NRC premises. The Contractor will be held liable for all costs associated with any misuse, spill, disposal, etc. of any chemical or substance which was brought or stored in a NRC building.

**15. Light, Heat, Power and Water**

NRC will supply all heat, light, power, hot and cold water reasonably required for the work.

**16. Elevator Services**

Where applicable, the Contractor shall be permitted the use of elevators and shall be responsible for their safe operation.

**17. Cooperation with other contractors**

The Contractor shall cooperate fully with other contractors or workers sent onto the site of the work by the ASPM Project Authority.

**18. Glossary of Terms**

<b>Category and Type</b>	<b>Detailed Information</b>
1. Cleaner – Light Duty	Cleaner – picks up litter, empties waste containers and recycling containers, removes foreign material from drinkingfountains, light emergency cleaning, spot cleans, cleans furniture, cleans fixtures and dusts all surfaces (not requiring climbing of any kind or the use of a ladder), damp mops, dust mops, vacuums; replenishes supplies in washrooms, cleans and/or washes toilet facilities, wash basins, chrome fittings, mirrors and dispensers.
2. Cleaner – Heavy Duty	Cleaner – empties, cleans and/or washes heavy waste/recycling receptacles; sweeps, damp mops, washes and scrubs floors, removes and applies floor finishes; seals floors; washes or vacuums walls and ceilings, cleans light fixtures, replaces lamps and tubes, operates powered cleaning and sanitation equipment, and other related heavy duties.
3. Routine Cleaning	Cleaning operations which are specified to be performed monthly, weekly or daily.
4. Scheduled Operations	Cleaning operations which are specified to be performed



- monthly, every two months, three times a year, quarterly, semi-annually or annually.
5. Project and/or On-Demand Cleaning  
Cleaning operations which are specified to be performed in writing only when ordered by the ASPM Project Authority.
6. Flight of Stairs  
A flight of stairs is the stairs between two floor levels including landing(s).
7. Materials  
Materials consist of items such as light bulbs and fluorescent tubes, toilet tissues, paper hand towels, hand soap, deodorant cakes, plastic bags, Dixie cups, string and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building (s).
8. Debris /Litter  
Consists of the contents of waste and recycling receptacles, sani-cans and refuse in fire hose cabinets.  
Consists of paper clips, paper, mop strings, pins, staples and other items discarded on floor or carpeting.
9. Common Areas  
Consists of cleaning operations, emptying and removal of waste and recyclables from all entrances, corridors, hallways, photocopy rooms, lunchrooms, kitchenettes, washrooms, meeting rooms and conference rooms in all buildings.
10. Sweeping  
Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvents, use a solvent based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used, to ensure no streaks are left on the floor.
11. Spray Buffing (Spray Clean)  
Consists of spraying buff on a swept floor, approximately 45.72 centimeters ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While

the machine operates, the spray buffing pad abrades black marks and irregularities. When the working ace of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed.

12. Wet or Dry Scrub

Consists of removing the top layer or layers of floor finish, using either the wet (use minimum amount of water) or dry scrub method and the application of two (2) coats of a self-polishing, non-slip floor finish to the dry, clean floor. Complete operation by cleaning splash marks from baseboards, doors, door frames, furniture, etc.

13. Wash

Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water.

RESILIENT

14. - **Offices**  
- **Washrooms**  
- **Laboratories**

Strip and Refinish

Consists of moving furniture, sweeping floor, stripping using either the wet or dry method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and three coats of a self-polishing, non-slip floor finish. Complete operation by cleaning baseboards.

NOTE :

1. Floor sealer to be applied up to the baseboards.
2. Floor finishes to be applied up to 30.48 centimeters from the baseboards except for the last coat which will be applied right up to the baseboards.
3. Each coat of finish to be laid in the opposite direction from the previous coat.
4. Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.
5. When using either the wet scrub or wet strip method, use a minimum amount of solution.
6. When using the dry scrub or dry strip method, damp mop the floor twice before applying sealer or finish.
7. When using the wet scrub or wet strip method, rinse the floor twice before applying sealer or finish.

- |  |   |                           |  |
|--|---|---------------------------|--|
| 15.  | - <b>Corridors</b><br>- <b>Entrances</b><br>- <b>Lobbies</b>  | <u>Strip and Refinish</u> | Same as for Offices EXCEPT that four coats of a self-polishing non-slip floor finish will be applied.  |
|  |   | <u>Polish or Buff</u>     | Consists of covering the full floor area with a machine and brush or pad to restore surface shine.   |
| <b>Tile, Terrazo, Marble, Unpainted Concrete</b> |   |                           |  |
| 16.  | <b>Entrances and Lobbies</b>  | <u>Strip and Refinish</u> | Same as for Resilient floors.  |
| 17.  | <b>Machine Scrub</b><br>machine and brush or pad, picking up solution, rinsing with clear water and picking up rinse water.       |                           | Consists of applying a neutral detergent solution, agitating with A  |
| 18.  | <b>Washrooms</b>  | <b>Machine Scrub</b>      | As above except rinse with a disinfectant solution.  |
| 19.  | <b>Washrooms</b><br>it with a mop, removing the solution, rinsing with a disinfectant solution and picking up the rinse solution. | <b>Wash</b>               | Consists of applying a neutral detergent solution to the floor, agitating  |
| 20.  | <b>Washrooms</b>  | <u>Strip and Refinish</u> | Consists of sweeping floor, stripping using either the wet or dry strip method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and two coats of a self-polishing, non-slip floor finish. |
| 21.  | <b>Washrooms</b>  | <u>Patrol Cleaning</u>    | Consist of pickup up litter, wiping hand basins including all surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition the regular servicing.            |

**UNPAINTED CONCRETE**

- |     |                      |  |   |
|-----|----------------------|--|---|
| 22. | <b>Most</b>          |  | Consists of sweeping, stripping and applying one coat of an approved sealer.  |
| 23. | <b>Rugs, Carpets</b> |  | Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.<br><br>Consists of identifying the type of stain by look, feel or odor and |

removal using the appropriate remover in accordance with instructions, in commercially available spot remover kits.

24. **Walk-Away Mats**

Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.

Salt Stain  
Removal

Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until the stain is removed.

25. **Dusting**

Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.

26. **Spot Cleaning**

Consists of removing finger-marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.

27. **Vacuum**

Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.

Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.

28. **Clean Vinyl and  
Leatherette  
Upholstery**

Consists of removing soil marks and stains using an approved cleaner and applying an approved finish.

29. **Wash Air Grilles/Air  
Diffusers**

Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.

30. **Clean Lunch and  
Restroom**

Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc. damp wiping of sinks, counters and fixtures, pickup up debris from floor emptying garbage cans and waste receptacles.

31. **Shampooing & Hot Water  
Extraction Method**

Remove and reinstall to their original location, desks filing cabinets and all other furniture and equipment within the space.

Dry vacuum the carpet with an industrial type vacuum cleaner with beater brush. Pick up all paper clips, pins and staples prior to wetting the carpet.

Remove spots and stains using special cleaners. Regulate the flow of cleaning solution to moisten the fibers but not to penetrate the backing while using the scrubber. Repeat the above with extraction equipment and complete by using clear water only to extract the maximum amount of cleaning residue.

Dry wipe all furniture, walls and other surfaces moistened during the work to remove staining, streaking and spotting. Place protective material beneath the contact points of all furniture and equipment to prevent stains.

32. **Waste Management  
and Recycling Program**

Day-to-day management of a multi material recycling program. Collection and transportation of the various commodities and depositing them in appropriate containers at a central area.

**END OF SECTION 1**

**SECTION 2**  
**OPERATIONS AND FREQUENCIES**

1. **General**
  - .1 The operations specified in this Section are more particularly defined in Section 1 titled the Glossary of Terms.
  - .2 When days of the week specified in Section 2 fall on a holiday, the Contractor shall perform those operations the first working day thereafter.
  - .3 The ASPM Project Authority shall have the authority to adjust Operations as specified to suit the clients operational requirements.
  
2. **Exterior**
  - .1 Weekly (Monday)
    - .1 Clean glass and sashes on both sides in entrance, exit doors and sidelights and all vestibule glazing.
    - .2 Sweep and keep clear of litter all entrances and ramps for the handicapped access.
    - .3 Keep all entrances clean of debris such as, cigarette butts, paper, cartons, refuse, cans, etc.  
**Note:** All garbage containers located outside main entrances are to be monitored and emptied.
    - .4 All outside entrance areas under a roof/canopy are to be swept and kept clean.
    - .5 Monitor benches, picnic tables and garbage containers within 5 meters of an entrance way. Clean and maintain as required.
    - .6 Clean exterior ashtrays including the stainless steel Butt Stops.
  - .2 Monthly (Last week of each month, April to October)
    - .1 Clean and polish aluminum fittings, brass signs, ornamental metal work, entrance doors, push bars, exterior stair railing including railings in handicap ramps and the stainless steel Butt Stops.
  
3. **Floors - General**
  - .1 Preliminary Instructions
    - .1 Chairs, wastepaper baskets, etc. must not be placed on desks, tables or work benches during cleaning operations.
    - .2 Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.
    - .3 Supply and visibly locate international signs (glyph) or bilingual Danger signs when performing all floor cleaning operations.
  
4. **Floors - Resilient, Terrazzo, Marble, Etc.**
  - .1 General
    - .1 Remove gum and other foreign residue daily.

- .2 Office Areas
  - .1 Sweep and damp mop or wipe all floors weekly.
  - .2 Spray buff in front and behind counters, in desk wells and traffic lanes every two weeks.
- .3 Corridors
  - .1 Sweep and damp mop or wipe all floors daily.
  - .2 Spray buff every Friday.
- .4 Laboratories
  - .1 Sweep and damp mop floors every two weeks.
  - .2 Spray buff monthly (2nd week of each month).
- .5 Project Cleaning
  - .1 Strip and refinish when requested.
- 5. **Floors - Hardwood**
  - .1 Preliminary Instructions
    - .1 Use a minimum amount of water to remove spillage.
  - .2 General
    - .1 Sweep and damp mop all floors weekly.
- 6. **Floors - Concrete**
  - .1 General
    - .1 Sweep all floors using a dust control method daily.
    - .2 Remove gum and other foreign residue daily.
    - .3 Wash all floors weekly.
  - .2 Laboratories
    - .1 Sweep all floors using a dust control method weekly
    - .2 Wash all floors every two weeks.
  - .3 Active Storage Space
    - .1 Sweep and wash all floors monthly (3rd week of each month).
  - .4 Project Cleaning
    - .1 Machine scrub floors when requested.
    - .2 Machine scrub and reseal unpainted floors when requested.
- 7. **Carpeting**
  - .1 General
    - .1 The contractor shall use an industrial type vacuum cleaner equipped with the proper tools, beater bar and a magnetic bar. Asthma and allergy friendly.
    - .2 Remove spots and stains from carpeting and rugs daily, using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after



observation or notification. Report to the ASPM Project Authority spots on carpeting or rugs that cannot be removed by normal means and any damage to or lifting carpeting.

.3 Clip loose threads during vacuuming operation.

.2 Offices

.1 Vacuum all carpeting and rugs on a full floor basis every two weeks (Tuesday).

.2 Where T mats are in use, remove, vacuum carpet, clean T mat and replace.

.3 Corridors, Elevator Lobbies & Lobbies

.1 Vacuum on a full floor basis every second day.

.5 Project Cleaning

.1 Clean carpets using the shampooing and hot water cleaning/extraction method when requested.

8. **Walk-Away Mats**

.1 General

.1 The Contractor shall use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc. from the mat.

.2 Vacuum mats daily. During inclement weather, vacuum mats more often if necessary.

.3 Mats shall be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the ASPM Project Authority may shorten or extend the period.

.4 National Research Council of Canada shall provide approximately 12 Walk-Away mats and the Contractor will install, maintain, remove and store mats in a designated area when not in use.

.5 Mats are to be removed or rolled up to complete floor cleaning operations. Clean underside of mats before replacing.

.6 The mats are to be marked for identification and location prior to storing.

.2 Daily

.1 Vacuum and remove salt stains from all mats.

.3 Monthly (during the months of November to March)

.1 All walk-away mats are to be completely machine scrubbed, shampooed and cleaned as scheduled by the ASPM Project Authority.

.4 Annually

- 9. Miscellaneous**
- .1 Weekly (Monday)
    - .1 Damp wipe window stools and draft deflectors.
    - .2 Dust convectors and remove litter from underneath.
    - .3 Dust public telephone booths.
    - .4 Dust display cases.
  - .2 Twice Per Month (1st and 3rd week of each month)
    - .1 Clean exterior sash of notice boards.
  - .3 Monthly (1st week of each month)
    - .1 Clean and polish all decorative metal fittings using an approved product.
  - .4 Project Cleaning Annually (offices, laboratories, library, open ceiling areas, shops, corridors, stairwells and storage areas.)
    - .1 Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 meters to 4 meters.
    - .2 Wash all air intake grilles, air diffusers, air ducts, metal surrounds and open radiators.
    - .3 Clean convector covers. (Caution is to be exercised in laboratories regarding laboratory equipment.)
- 10. Entrances, Exits, Lobbies, Main Floor Elevator Lobbies and Connecting Corridors**
- .1 General
    - .1 Keep free of litter.
    - .2 Clean furniture as per office furniture.
    - .3 Walk-away mats are to be removed or rolled up to complete floor cleaning operations.
  - .2 Weekly
    - .1 Spot clean both side of windows.
    - .2 Remove gum and other foreign residue.
    - .3 Sweep, wash and spray buff floors. Provide additional damp mopping of floors during inclement weather.
    - .4 Vacuum on a full floor basis.
    - .5 Clean directory board frame.
  - .3 Semi-Annually
    - .1 Wet or dry scrub and refinish.
  - .4 Annually
    - .1 Strip and refinish floors on a full floor basis.
- 11. Stairs, Landings, Railings & Ramps**
- .1 Weekly (Wednesday)
    - .1 Sweep and damp mop.

- .2 Remove gum, other foreign residue and litter.
  - .3 Dust and spot clean handrails, vertical grilles, baseboards, stringers, ledges, balustrades, balusters and panels.
- .2 Quarterly
    - .1 Wash stairwell handrails.
- 3 Annually
    - .1 Strip and refinish terrazzo, marble or resilient surfaces.
- 12. Elevators**
- .1 Weekly
    - .1 Clean interior and exterior bright metal work and wood surfaces.
    - .2 Clean interior of cab to remove finger marks, smudges and stains on doors, ceilings, door frames and walls including control panels.
    - .3 Scrape and vacuum clean doorsill/track grooves in both the cab and on each landing.
    - .4 Sweep, damp mop and spray buff floors when mats not in use.
    - .5 Vacuum carpeted floors.
    - .6 Remove gum and other foreign residue from floors.
  - .2 Semi-Annually
    - .1 Wet or dry scrub and refinish floors.
    - .2 Clean, wax and buff floors.
  - .3 Annually
    - .1 Wash interior of elevator cabs.
- 13. Washrooms  
Public & Private**
- .1 General
    - .1 Washrooms shall be patrolled, cleaned and empty dispensers shall be replenished by mid-day.
    - .2 Blocked toilets, sinks, urinals and drains to be cleared immediately by use of a plunger. If plumbing work is necessary, notify the ASPM Project Authority.
    - .3 Replace plastic bags with correct size in wastepaper receptacles and refuse receptacles when dirty or torn.
    - .4 Supply and install sanitary napkin bags.
    - .5 Supply and install urinal screens and deodorant blocks as required in each urinal.
    - .6 Maintain and service all existing hands-free sanitation units (Technical Concept). Maintenance and servicing shall include, but not limited to the supply of the germicide liquid and batteries for the urinals, water closet, faucets, etc.
  - .2 Daily
    - .1 Remove gum and other foreign residue.
    - .2 Sweep all floors.

- .3 Damp mop with a disinfectant solution.
- .4 Dust off tops of partitions.
- .5 Remove all trash from strainers in base of urinals.
- .6 Wash both sides of toilet seats, interior and exterior of bowls, urinals and washbasins using a disinfectant detergent.
- .7 Clean and disinfect all water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles.
- .8 Clean flush tanks, shelves, high ledges, mirrors, window stools and exposed piping.
- .9 Spot clean walls, partitions and doors to remove finger marks, graffiti and other marks.
- .10 Empty sani-cans, wash, disinfect, supply and insert new bags of correct size.
- .11 Empty all wastepaper and/or recycling receptacles.
- .12 Supply and replenish soap in containers, toilet paper, paper towels and sanitary napkin bags in dispensers.

.3 Bi-weekly (Thursday)

- .1 Wash on both sides partitions and partition doors and the ceramic walls using a disinfectant detergent.
- .2 Descale toilet bowls and urinals.
- .3 Pour a pail of clean water into each floor drain.
- .4 Spray buff resilient, terrazzo and marble floors.  
NOTE: Spray buff terrazzo floors with a buffing agent.

.4 Monthly (2nd week of each month)

- .1 Wash and disinfect the interior and exterior of wastepaper and refuse receptacles including metal containers.

.5 Semi-annually

- .1 Wash all walls, ceilings, fixtures and partitions.
- .2 Strip and refinish terrazzo and resilient floors.
- .3 Strip and refinish concrete floors.

14. **Interior Glass Cleaning**

.1 General

- .1 Spot clean all glass in doors, glass partitions and/or glass panels in partitions.
- .2 Spot clean display case, directory board, notice board and telephone booth glass.
- .3 Remove all foreign substances such as tape, etc.

15. **Furniture and Fixtures**

.1 Preliminary Instructions

- .1 **Papers and files left on furniture shall not be disturbed by the cleaning staff.**
- .2 **Cleaning of laboratory benches, laboratory sinks, stationary and movable equipment is excluded.**

.2 Monthly (1<sup>st</sup> week of each month)

- .1 Dust and remove stains from vertical surfaces.
- .2 Dust tops of lockers and storage cabinets.
- .3 Clean bases and tops of free standing screens.
- .4 Dust artificial plants, remove debris from containers and damp wipe exterior of containers.
- .5 Clean interior of public and private clothes closets.
- .6 Wash boot trays and/or boot shelves.
- .7 Vacuum upholstered furniture.
- .8 Clean and polish both sides of bookcase glass doors and remove tape and foreign residue.
- .9 Dust ledges inside desk wells.
- .10 Dust pictures and wall hangings (excluding paintings and art objects).
- .4 Semi-Annually
  - .1 Clean using an approved product all leather, vinyl and leatherette upholstered furniture in boardrooms and lobby areas.
- .5 Project Cleaning
  - .1 Shampooing of upholstered furniture when requested.
  - .2 Vacuum upholstered free standing screens
- 16. **Waste Receptacles**
  - .1 General (All common areas)
    - .1 Supply and install plastic bags of correct size in garbage cans and waste receptacles. Replace plastic bags with correct size when dirty or torn in all areas including excluded areas.
    - .2 Empty all waste and/or multi- recycling receptacles.
  - .3 Household Laboratory waste will be put out in the hallway for collection by the cleaning staff Tuesdays between 10 am to 2 pm. At other times, Laboratory staff will take their waste to the nearest recycling station. Cleaning staff will not be required to enter a laboratory to collect household waste.
  - .4 Cleaning of laboratories as per schedule and frequency noted in the RFP.
- 17. **Doors, Door Frames, Etc**
  - .1 Monthly (2nd week of each month)
    - .1 Clean finger marks from doors and door frames.
    - .2 Clean metal push bars, kick and hand plates using an appropriate cleaner.
    - .3 Dust doors, door frames and grilles.
  - .2 Annually
    - .1 Wash doors, grilles and frames.
- 18. **Emergency Fire Equipment**
  - .1 Monthly (4th week of each month)
    - .1 Clean interior of hose cabinet.

- .2 Clean fire extinguishers.
  - .3 Clean both sides of fire hose cabinet door glass.
  - .4 Dust wall hung equipment.
- 19. Water Fountains** .1 Daily
- .1 Wash and disinfect. Odor of disinfectant must not be objectionable. Clean fixtures and remove build-up with an approved product.
- 20. Walls, Partitions and Baseboards** .1 Monthly (2<sup>nd</sup> week of each month)
- .1 Remove finger marks, smudges and stains from painted walls and partitions.
  - .2 Dust baseboards, ledges and moldings.
  - .3 Spot clean vinyl covered walls, doors and partitions.
  - .4 Dust marble walls, columns and frames.
  - .5 Spot clean fabric and carpeted walls, columns, screens and partitions.
  - .6 Panel and decorative wood to be dusted with treated cloths approved by the ASPM Project Authority.
- 21. Contractor's Space** .1 General
- .1 Each building, except very small ones, has one or more janitor's closets and other areas for the storage of cleaning equipment and supplies.
  - .2 Store material and equipment only in the areas provided.
  - .3 All storage areas shall be locked only with locks which are keyed to the NRC master key systems.
  - .4 To be kept free of litter.
  - .5 Mops to be washed clean before storing. All other equipment to be kept clean and materials neatly stored.
- 22. Freight Receiving Areas** .1 Project Cleaning
- 23. Garbage Room Areas** .1 General
- .1 All cardboard containers are to be recycled and must be flattened and placed in the bin.
  - .2 Make sure that all butts, ashes and matches are extinguished and cool before placing with other garbage.
  - .3 Garbage stored in plastic bags or garbage cans must be placed at pick-up point prior to scheduled garbage collection.
  - .4 The Contractor must not store equipment in the garbage rooms/areas.
- .2 Daily
- .1 Empty all garbage and wastepaper designated for disposal into bulk-lift units, plastic bags or garbage cans, depending on system in use in garbage rooms/areas.
  - .2 Sweep floor after removal of garbage and pick up any litter dropped between the garbage room/area and point of loading on truck.
  - .3 All garbage shall be placed in plastic bags and sealed before

disposal into bulk-lift.

- .3 Weekly (Tuesday)
- .1 Wash and disinfect floor.
24. **Wastepaper/  
Cardboard/Blue  
Boxes/Recycling** .1 General
- .1 All recyclable wastepaper and cardboard cartons, unless marked otherwise, remains the property of the NRC.
- .2 Cardboard cartons containing paper and marked RECYCLABLE are to be transported to a central designated area at each building and site.
- .3 Collect all recyclable paper and cardboard, book stock, etc.
- .4 Photocopy centre shall be done as required to maintain a neat and tidy appearance.
26. **Building  
Operations** .1 Report any and all maintenance repairs required to the building, such as heating system, plumbing, electrical or water system failures to the ASPM Project Authority.
27. **Lunchrooms and  
Rest Areas** .1 General
- .1 Patrol and clean daily or more often if deemed necessary.
- .2 Cleaning to include exterior of vending machines.
- .2 Weekly (Friday)
- .1 Dust all horizontal surfaces.
- .2 Wash all furniture, tables, chairs, sinks, etc.
- .3 Sweep, wash, spray buff floors.
- .4 Vacuum and spot clean carpeting on a full floor basis.
- .5 Supply and replenish all soap and paper towels in dispensers.
- .6 Empty, wash and disinfect garbage cans and recycling containers, replace plastic liners as required.
- .7 Spot clean all walls, doors, partitions and exterior of cupboards.
- .8 Spot clean exterior of refrigerators and microwave ovens.
- .9 Clean interior of microwave ovens.
- .3 Semi-Annually
- .1 Strip and refinish floors on a full floor basis.
28. **Chalkboards/  
White Boards** .1 General
- .1 **CAUTION! DO NOT CLEAN** chalkboards/white boards containing written information.
- .2 Do not use oiled or dust treated cloths in cleaning chalkboards/whiteboards.
29. **Locker Rooms** .1 Weekly
- .1 Empty waste receptacles.
- .2 Dust and spot clean exposed surfaces of lockers including

- tops.
- .3 Wash window stools and metal base of windows.
  - .4 Remove gum and other foreign residue.
  - .5 Sweep and Damp mop floors using a disinfectant detergent.
- .2 Semi-Annually
- .1 Wash the exterior of lockers.
  - .2 Strip and refinish floors on a full floor basis.
- .3 Terrazzo - Quarry Tile-Vitreous
- .1 Wash with a disinfectant detergent weekly (Monday).
30. Showers .1 Weekly (Wednesday)
- .1 Polish handles, shower heads and other fixtures.
  - .2 Remove all pieces of soap and other foreign matter.
  - .3 Wash walls, shower curtains and glass doors using a disinfectant detergent containing "sequestering agents" to remove soap scum and rinse with clear water.
  - .4 Scrub floors using a disinfectant detergent containing "sequestering agents" to remove soap scum and rinse with clear water.
  - .5 Blocked drains to be cleared immediately by use of a plunger, if plumbing work is necessary notify the ASPM Project Authority.
31. Electrical Rooms and Telecommunication Closets .1 Supervised Cleaning
32. Mechanical Rooms .1 Supervised Cleaning
33. Conference Rooms, Meeting Rooms and Auditoriums
- NOTE: To be inspected by the cleaning staff each day. All cleaning deficiencies to be corrected by 08:30 hours. These rooms to be monitored daily and cleaned as required.**
- .1 General
- .1 Vacuum carpet on a full floor basis weekly.
  - .2 Beverage and other stains to be spot cleaned.
- .2 Daily
- .1 Wooden conference tables and side tables will be damp wiped to remove stains and dust. Other tables with glass tops to be wiped using a non-streaking cleaner. Furniture polish can be used where required.
  - .2 Walls and doors shall be spot cleaned.
  - .3 All glass to be spot cleaned.
  - .4 Waste containers to be emptied and wiped.



- .5 Counters, sinks and cupboards in adjacent coffee areas or side rooms to be cleaned.
- .6 Pictures, clocks, audio-visual equipment, etc., to be dusted.
- .7 Additional dishes remaining in these rooms from previous meetings or catering shall be removed to a designated area.

.2 Project Cleaning

- 1. Shampooing of the carpet and furniture when requested.
- 2. Special cleaning of hardwood flooring and area carpets when requested.

34. **Waste Management/  
Recycling Program**

.1 General Requirements

- .1 The Contractor is responsible for the complete collection and transportation of all waste and recyclable items and brings them to a central holding area, either in the yard or a designated waste container.
- .2 For the individual recycling containers within each building the contractor is responsible to supply all clear plastic bags for the placement in the individual glass/cans/plastic/paper/waste containers.
- 3 Recycling containers must be washed weekly and disinfected and stacked when not in use within a designated storage area.
- .4 The contractor must ensure that contamination of the recycled material does not occur. All recycle material must be visually checked and any contaminants removed prior to disposal into the appropriate containers.
- .5 The contractor is responsible to notify the ASPM Project Authority when the containers require emptying. The contractor must notify NRC prior to 02:00 pm for the container to be emptied the following day.

.2 Recycling

- .1 The Contractor will be responsible for the operation of the day-to day management of a multi-material recycling program at NRC's various sites.
- .2 At present, NRC is source separating and recycling five (5) commodities. These are as follows:

Paper

All grades of mixed and colored paper including newspaper and fax paper.

All paper is to be collected including paper hand towels from

all washrooms, taken and deposited in the compactor in the courtyard. This may require to be done daily.

Cardboard

All cardboard, such as boxes will be collected, broken down, transported and deposited in the appropriate container in the courtyard. This may be required to be done daily.

Glass/Cans/Plastic Bottles

All glass, cans, plastics are to be picked-up and collected from the designated recycling containers within various buildings. These are to be collected and deposited in the appropriate container located in the M-15 yard. This may require to be done daily.

Wooden Pallets

As the need arises, the contractor is responsible to collect and transport the wood pallets and bring them including stacking in the M-15 yard. NRC will be responsible for the disposal of these pallets.

**35. Special Cleaning Requirements**

.1 General Requirements

- .2 **Repaired, new or replaced flooring shall be cleaned and sealed prior to refinishing and the area being occupied at no additional cost to NRC.**
- .3 All loose boxes, wooden pallets and litter in hallways, loading docks and stairways shall be picked up and properly disposed of in the appropriate containers and/or transportation to central recycling area.
- .4 Water leaks and spills shall be cleaners up without delay.

.2 Service Tunnels

- .1 Supervised Cleaning (when requested):
  - Re-Lamping – use only 5-watt compact fluorescent lamp unless otherwise instructed.
  - Sweeping of all service tunnel floors;

**END OF SECTION 2**

**SECTION 3  
EQUIPMENT/MATERIALS/PRODUCTS**

1. **Equipment/Supplies**
  - .1 The Contractor shall supply all equipment, materials or products required to carry out the work as described in the RFP.
  - .2 All equipment, materials or products are to be approved by the ASPM Project Authority.
  - .3 The Contractor shall have on site and available at all times the following equipment:
  
2. **Materials and Products**
  - .1 Contractor shall submit with his tender and annually thereafter a complete listing of all materials, products, tools/equipment that is to be used for the purposes of execution of this service contract for review by the ASPM Project Authority. Inventory of contractor assets will be reviewed quarterly. As well, from time to time he may be required to provide samples of materials or products from his stock for testing purposes.
  - .2 Products.
    - a) Background
      - NRC strives to utilize environmentally preferred products where economically feasible. Work under this service contract comprises the supply and delivery of non WHMIS regulated, bio-degradable and fragrance free janitorial products.
      - NRC's expectation for the proper cleaning of its facilities in the NCR will be through the implementation of a proper "Green Cleaning Program" supported by standard operating procedures, storage procedures and staffing plans that address sustainable and effective cleaning and hard surfaces maintenance.
      - The Contractor must identify in his plan the selection of products, equipment and procedures to be used to clean and maintain the building environment in a clean, safe and environmentally responsible manner so as to maintain a good image of NRC.
      - Cleaning products acceptable to NRC must be recognized and certified by either Environmental Choice, Green Seal or Ecologo, demonstrating that the product has undergone and successfully passed the stringent requirements of the environmental certification program.
    - b) Products: The general categories NRC wishes to consider are as follows:
 

Category A: Environmentally responsible products including hand-cleaner/soap, heavy-duty hand-cleaner

for shop applications, disinfectants, all-purpose cleaner, window cleaner, bowl cleaner, liquid air freshener, floor finish, floor stripper, furniture polish, sweep compounds, waste and recycling can liners.

Category B: Environmentally responsible custodial paper products.

Category C: Sundry cleaning items such as brushes, brooms, mops, mop buckets and pails, dispensers, trash containers, dustpans, scouring pads, scrapers, cutting knives, etc.

Category D: All miscellaneous and non-controllable items such as cutting knives/blades, recycling plastic bags, garbage bags and deodorant blocks/pucks, etc.

- c) The Contractor shall provide the following information for evaluation purposes within a table referencing the following:
- Product name
  - Manufacturer
  - MSDS available – yes/no
  - Certification - Environmental Choice
    - Green Seal
    - Ecologo
    - Other
    - None
  - Product description/use
  - Unit Price
- d) The Contractor must provide a complete descriptive and illustrative information related to the products to be used at the NRC facilities as part of any awarded contract. Include the following with your technical submission; Material Safety Data Sheets as well as product labels on information and specification sheets. Product information should include percentages of active ingredients and recommended dilution rates.
- e) The Contractor must provide at time of tender submission a sample of the supplies, products, c/w associated dispensers he proposes to use throughout the contract.
- f) Towel and tissue products may be derived from renewable resources or made from non-tree fiber and comply with the following:
- Guidelines for post-consumer recycle content
  - Green Seal
  - Ecologo

- g) Waste and Recycling can liners, oxo-biodegradable liners that must contain a minimum of 60% post consumer recycled content.
- h) Color coded micro fiber clothes and mops for various cleaning tasks.
- i) Vacuum cleaners and/or Carpet Extractors must be recognized and identified by the Carpet and Rug Institute "Green Label" testing and seal of approval, operating at less than 70 decibels.
- j) Electric and battery-powered floor buffers and burnishers must be equipped with HEPA filters for fine particulates and operate at less than 70 decibels

3. **Products/Supplies** .1

The following is a limited listing of products to be supplied and replenished by the Contractor.

Washroom Fixture

.2

- a) A number of the washrooms within the NRC buildings are equipped with the Technical Concepts Hands-free Faucets and Urinal Auto flush valves and auto clean units.
- b) The Contractor shall include in his proposal the cost to service and maintain this equipment as well as to replace batteries and the Purinel urinal cleaner when required.
- c) The existing "Hands Free" washroom fixtures are battery operated. Technical Concept, battery powered, sensor activated unit for exposed water closet and urinal flush meters, as well as the urinal auto-clean units.

Auto-Flush Units

- 4C-cell alkaline batteries

Auto-Clean Units

- 2 D-Cell alkaline batteries
- Purinel refills, Technical Concept product # 2581210. Mandarin Orange Concentrate

Auto Faucet

- 4C-cell alkaline batteries

- d) Foam Hand Soap

- Anti-bacterial Foam Soap Lotion with moisturizers 1000 ml bag Manual Foam Dispenser
- Acceptable products will be Kruger, Tork, Gojo or approved equal.

e) Shower and Body Lotion

- Non-allergenic/odorless liquid soap compatible with existing dispensers, Kimberly Clark Eurobath 91320 Unisource product # 159053D

3. Polyethylene Biodegradable liners

- 35"x50" Clear (Recycle)
- 35"x50" Black (Garbage)
- 26"x36" Black (Composting)

6.

All recycling bins, 90 liter blue and grey wheeled recycling carts, 1 hole 5 liter recycling can and multi-material (3 hole) recycling stations will be supplied by NRC.

The Contractor is responsible to clean, maintain, provide the polyethylene liners and do the required sorting, collection and disposal of the material to the locations identified.

Blue recycling bins are primarily located in service nooks, meeting rooms, photocopy area and other locations.

Multi-Material (3 Hole) recycling containers Are located throughout the various buildings.

Blue or grey 90 liter wheeled carts are primarily located in the shipping/receiving areas, high output printer areas, reprographics and may be located on each floor area within specific buildings.

Blue or Grey 5 liter Recycling Cans (1 hole) are primarily located in shop and maintenance areas.

**Recycling Material Handling**

**END OF SECTION 3**

**SECTION 4**  
**EVALUATION PROCESS**



## 1. Proposal Evaluation Process and Criteria

### 1. General Information

- a) This section describes the process NRC will use to evaluate the proposals and determine the successful Contractor.
- b) The evaluation process will have three (3) phases, as described below. Contractors are required to submit the following **PDF packages**:
  - Mandatory Requirements
  - Management/Technical Proposal
  - Financial Proposal

**NO FINANCIAL INFORMATION WHATSOEVER SHALL BE INCLUDED WITH THE MANAGEMENT/TECHNICAL PROPOSAL. THE FINANCIAL PROPOSAL SHALL BE A SEPARATE PDF ATTACHEMENT.**

- c) The Management/Technical Proposal shall be submitted on 8½ x 11 inch single sided paper, minimum font size of 12 points. Unnecessarily elaborate brochures or other presentations, beyond which is sufficient to present a complete and effective proposal are not desired. All information and materials submitted should be relevant to each section and the requirements.

Proposals shall be structured such that each section and area of the proposal is complete and stands alone. The use of cross-referencing within each section to satisfy formal requirements is not acceptable and may render the Proposal non-compliant. Evaluators will only look at information offered under the applicable section to make their assessment.

### 2. Evaluation Method

ASPM will evaluate the proposals based on a weighted percentage system in accordance with the following guidelines:

<b>Management Proposal</b>	<b>25 percent</b>
<b>Technical Proposal</b>	<b>45 percent</b>
<b>Pricing Schedules</b>	<b><u>30 percent</u></b>
<b>Total Score</b>	<b>100 percent</b>

The Proponent receiving the highest total score determining that their proposals offer the best overall value to NRC will be recommended to be approached in order to finalize the details of a contractual agreement for the provision of the required services requested in the RFP. In the event of a tie, the Proponent submitting the lower price for the services will be selected.

### 3. Types of Evaluation Selection Criteria

For the purposes of this RFP, there are two types of evaluation criteria: "Mandatory and Rated". Failure to meet ALL Mandatory Criteria (MC) will result in the Proposal being non-compliant and will not be considered further in the Management and Technical Evaluation phase (MR and TR, rated criteria). Once the Mandatory Criteria has been met, the Proposal will be evaluated against the Rated Criteria. Proponent's proposal must score a minimum of 75% of the total points allowed for the "Rated Requirements" for their proposal to be considered further.

Only those proposals that meet all Mandatory Requirements and meet or exceed the minimum total scoring of 75% of the points for the "Rated Requirements" (MR and TR) will then have their financial proposal evaluated.

## 2. Management/Technical Proposal

### 1. General

The Management/Technical Proposal shall contain the following elements:

- Title Page
- Table of Contents
- Introduction
- Corporate Background
- Understanding of the Requirements
- Previous Experience on similar work
- Contractor's Senior Team
- Draft Contract Management Plan encompassing the following:
  - Contract Management Plan
  - Site Organization Plan
  - Human Resources Plan
  - Material and Equipment Plan
  - Quality Management Plan
  - Health and Safety Plan
  - Communications Plan
  - Transition Plan
- Appendices
  - Appendix 1 - A completed and signed Request for Proposal form
  - Appendix 2 - Corporate literature
  - Appendix 3 - Resumes and certification requirements

### 2. Description of Proposal Elements

#### 1. Corporate Background

- Provide a corporate and strategic organization chart.
- Provide the corporate background and general company description for the prime contractor and all proposed subcontractors. This should illustrate the capability and capacity of the company to successfully undertake the Contract requirements. If the Contractor wishes to include corporate brochures and other supporting documentation with their proposal, then they shall be attached as Appendix
- Indicate what priority this Contract holds in the corporate business plan and why it is

#### 2. Understanding of the Requirements

- Identify and describe the goals and objectives of the RFP as you understand them. Given the requirements as defined in the RFP, identify and describe some of the issues, challenges and opportunities related to this Service Contract.
- Discuss the key success factors that should be considered in order to address these issues, challenges and opportunities.
- Provide a list of parameters and assumptions that should be considered in the implementation of the Contract.

3. Previous Experience on Similar Work

- Demonstrate experience on contracts of a similar scope by listing at least three previous similar contracts/assignments undertaken within the last five years that are relevant to this requirement. Must demonstrate in having a minimum of five (5) years recent experience in providing janitorial services to large institutional and/or commercial sites with numerous, multi purpose facilities and laboratories of various size which handle hazardous materials and have class 100 and class 1000 clean room facilities.
- Complete the following Table – Relevant Contract Information to provide basic information for each relevant contract/assignment proposed. For each contract listed in the Table, provide in a narrative format, a brief description of the contract objectives and its approach and methodology and the relevance of this experience to the requirements outlined in this RFP.
- Demonstrate that the contracts offered as examples are linked to as many of the key personnel proposed as part of the Contractor's Senior Team. Contractors must describe the nature of the contributions of the proposed personnel.
- Describe the stability of the workforce on these projects. What was the turnover rate of personnel on these projects?

Contract Name	Client	Client's Point of Contact	Client's Tel. No. and E-mail address	Proposed Resources Who Worked on the Contract	Contract Value	Start/End Dates

Table – Relevant Contract Information

- A minimum of three contracts of similar scope and nature shall be described. However, Contractors may describe as many previous contracts as they feel is necessary in order to adequately describe the experience and qualifications of the Contractor and of the proposed team. References may be contacted.

4. Contractor's Senior Team

- Demonstrate competence, experience, education, qualifications and the ability of the proposed team members to fulfill the requirements of the RFP.
- Provide an organization chart of the team illustrating the individual team members and the relationship among the prime contractor and any strategic partners or subcontractors.
- Identify on the chart the senior member of the Contractor's team who will act as an on-site point of contact.
- Identify a Program Manager who has the relevant experience in projects of similar size, scope and complexity to meet the requirements as described in the RFP.

- Identify all key on-site supervisory personnel reporting directly to the Program Manager including a back-up for the position of Program Manager. Identification of 3 On-Site supervisors and their certification.

**NOTE:** Listing experience without providing any supporting data describing where and how such experience was obtained, or without a contact point for verification, may result in disqualification of the experience for evaluation purposes.

#### 5. Draft Contract Management Plan

- Elaborate in detail the specific methodologies, processes, procedures, materials and equipment to explain how the services in the RFP will be provided.
- The Contract Management Plan shall address but not be limited to the following:
  - Managing the overall contract
  - Creation of a master schedule
  - Inspection, internal controls and audits
  - Administrative processes including record keeping and invoices

#### 6. Draft Site Organization Plan

- Identify the site organization structure including lines of authority and managerial responsibility and accountability for the delivery of all contracted services. Identify the linkage to the corporate and strategic organization and the interrelationship with the Client management structure.
- Identify the Program Manager on the chart and identify the back-up Program Manager as well as the names and functions of each subordinate On-Site Supervisor.

#### 7. Draft Human Resources Plan

- Provide a description of the Contractor's Human Resources Plan and labor practices and policies to include, but not limited to the following:
  - Scope and depth of human resources and labor relations departments
  - Training and resources (manuals, videos, etc.)
  - Pay equity
  - Employment equity
  - Harassment in the workplace
  - Racism and human rights
  - Labor management issues including any Collective Agreement expiry dates
- Provide a complete Staffing Plan with their proposal showing the number of hours allocated for each day, for each building, to provide all specified services. This Staffing Plan shall commensurate with the level of service outlined in the RFP. Also to be included in the plan is the allocation of supervisory coverage. The plan shall also address the following elements:
  - Identify how the Contractor proposes to structure the work team for each specific service site and building
  - Address the necessary training that will be required
  - Describe the plan for replacement of personnel.

#### 8. Draft Material and Equipment Plan

- Provide details of the suppliers/vendors they intend to use.
- Elaborate in detail the type of materials or products and the equipment to be utilized to carry out the requirements identified in the RFP including but not limited to the following:
  - Type of materials and products that will be available for this Contract. Preference will be given to quality materials or products that meet the environmentally friendly criteria, "Green Cleaning".

- Type and quantity of equipment to be available for this Contract.
- A complete listing of mechanical equipment, including specifications that will be available to carry out the services.

9. Draft Quality Management Plan

- Elaborate in detail the systems and procedures that will be employed to consistently deliver high quality and services. Provide details of the corporate standards for financial and quality control.
- Identify the methods to be used by the Contractor to train his staff to ensure quality delivery service; and to survey and monitor customer satisfaction and ensure accountability. Survey formats, response standards and an action plan to resolve contentious issues regarding the quality of services should be included.

10. Draft Health and Safety Plan

- Elaborate in detail the Contractor's Health and Safety Plan for its functions as it conforms to applicable legislative standards and policies including, but not limited to the following:
  - Spill management
  - Safe workplace training
  - Specialized training of specific employee
    - ie. Clean rooms, hazardous equipment
  - WHMIS training
  - Recognized Building Cleaning Programs
  - Use personal protective equipment
- Describe in detail the Health and Safety Program or practices currently in place, including training and monitoring of staff performance.

11. Draft Communication Plan

- Detail how the Communication Plan will address how the Contractor will report progress, coordinate deliverables, resolve problems and issues and interface/liaise with the ASPM Project Authority. The RFP describes regular reporting requirements in forms of reports and meetings. The Contractor is to describe how these significant reporting requirements will be managed.
- Describe in detail the Contractor's plan to respond to emergency clean-ups during normal working conditions and after hours.

12. Draft Transition Plan

- Describe the methodology to transfer the contract duties to a subsequent contractor. The plan should include, but not limited to the following:
  - Contractor's major mobilization activities
  - Personnel, equipment and materials
  - Site familiarization and training for new staff
  - Co-ordination activities with the ASPM Project Authority

3. **Financial Proposal**

1. General

The Financial Proposal must be submitted separately in a sealed envelope and shall contain the following:

- Title Page
- Table of Contents

- Financial Capacity
- Disclosure Statement
- Proposal Bonds
- Insurance Certificates
- Pricing Schedules

## 2. Description of Elements

### 1. Financial Capacity

NRC requires assurance that Proponents have the corporate financial resources and financial stability necessary to meet the cash flow requirements of the resulting contract. In order to demonstrate its financial capacity, the Proponent must include the following with its proposal:

- a) Audited Financial Statements, if available, or Unaudited Financial Statements for the company's last three (3) years, Statement of Earnings and Income Statement as of December 31, 2018.
- b) Confirmation letter from the Proponent's banking institution indicating the value of the total lines of credit granted and the amounts available and not drawn upon as of December 31, 2018.
- c) All financial information provided with the Proposal must be certified by either the Chief Financial Officer or the signing officer of the Proponent's company.
- d) NRC, at its discretion, reserves the right to request additional financial information or conduct an on-site review of the Proponent's financial information as part of the evaluation process. Proponents must make their facilities and all appropriate supporting documentation and records available for such an on-site visit.

### 2. Disclosure Statement

The Proponent must provide a clear statement setting out the nature and extent of any material litigation pending against the Proponent.

### 3. Bonds and Insurance Certificates

Proponents must insert their Bond and Insurance Certificates as part of their Financial Proposal.

### 4. Pricing Schedules

Proponents must submit as part of their Financial Proposal the pricing schedules, as per the computer CD files.

### 5. A letter of Good Standing must be submitted for the following:

- Workers Compensation Board
- Canada Revenue Agency
- Insurance

- Saskatchewan Labor Board

#### 4. Proposal Evaluation

1. Mandatory Criteria (MC)  
To be compliant and to be considered further in the evaluation, Contractors **must** meet the following Mandatory Criteria:

Reference	Description	Achieved?	Cross Reference To Proposal
MC1	<b>Security Requirement</b> The Bidder must hold a valid Designated Organization Screening (DOS) certification at bid closing.	Yes/No	
MC2	<b>Certifications:</b> Certifications must be properly completed and submitted with the proposal. Certifications required are:  a. Submission of Bid Financial Security b. Proof of maximum insurance coverage currently carried as: 1. Comprehensive General Liability Insurance	Yes/No	
MC3	<b>Site Visit/Inspection Tour:</b> It is mandatory that the Contractor or a representative of the Contractor visit the site and examine the scope of work required and the existing conditions. Proof of attendance form to be signed at the Site Visit and briefing session.	Yes/No	

#### 2. Evaluation of Management Proposal (MR)

The following criteria apply to the Management Proposal. The description of the criteria below is provided to illustrate some of the factors that will be used to evaluate the criteria.

REF. #	Evaluation Criteria	Maximum Points Awarded
MR1	<b>Corporate Background:</b> Has an adequate description of the corporate background been provided that is focused on the requirement of this contract? Has the firm had experience in a laboratory environment? Is ownership or corporate control clear? Does the firm have an Ottawa presence?	15
MR2	<b>Understanding the Requirements:</b> Does the contractor have the relevant experience on similar work? How well has the Contractor demonstrated a comprehensive knowledge of all aspects of the work specified and the experience outlined in the RFP? Does the proposal leave issues not or incompletely addressed, such that it is unclear as to how and with what resources the Contractor intends to deliver the service/work in question?  Is the Contractor cognizant of the full extent of the tasks called up in the RFP? If a consortium or sub-contracting approach is proposed, what specific services, functions or activities are affected?	25

MR3	<p><b>Contractor previous Experience on Similar Work:</b> The Contractor should demonstrate that the contracts they have performed in the past are of similar scope and nature. The greater the relevant experience, the more points the contractors will receive. Relevant experience will be assessed against factors such as size, complexity and nature of work.</p> <p>The Contractor should demonstrate that he has had a minimum of five (5) years <u>recent</u> experience in providing janitorial services to large institutional and/or commercial sites with numerous multi purpose facilities of various sizes as well as having experience in maintaining large laboratory facilities which handle hazardous materials and have class 100 and class 1000 clean room facilities.</p> <p>Submission of 3 references clearly demonstrating the management of cleaning operations described within the RFP.</p>	25
MR4	<p><b>Contractor's Management Team:</b> What are the qualifications of the proposed Proponent's Management Team for managing a contract of this size and magnitude? How much experience does the proposed Project Director and Project Manager have in managing contracts of a similar scope and what was their direct involvement?</p> <p>Did the Proponent clearly describe in detail the structure of the Project Team, the relationship to the Proponent's company, sub-contractors and the relationship to ASPM.</p>	10
MR5	<p><b>Contract Management Plan:</b> How well does the Contract Management Plan address the overall requirements identified in the RFP? A key objective of the proposal evaluation process will be to assess whether the proposals are transferable into a comprehensive manageable contract capable of delivering all required services in a professional, effective and economical manner.</p> <p>The Contract Management Plan must address the corporate structure, the manner in which the on-site Management Team will be supported such as technical resources, senior management and administration. As well, the Proposal should address the manner of mobilizing corporate resources to deal with troubleshooting or emergencies and what support or involvement will be provided in the ramp-up of this Contract.</p> <p>The Proposal should address in detail the methodologies for planning, controlling and reporting on services delivered. As well, describe the administration process controls for inspections, financial controls and audits which will be critical success factors for ASPM.</p>	25
	<p><b>Total points for Management Proposal:</b></p> <p>Minimum passing points: (75%)</p>	<p>100</p> <p>(75)</p>

### 3. Evaluation of the Technical Proposal (TR)

The following description of criteria below illustrates some of the factors that will be applied to evaluate the criteria applied to the Technical Proposal.

Ref#	Evaluation Criteria	Max. Points
TR1	<p><b>Site Organization Plan:</b> The Site Organization Plan should address proposed positions, number of staffing, identify if the proposed staff will be on-site or off-site in the form of an organization chart to show the relationships between the Corporate Management, the Project Director, Project Manager(s), Site-Supervisor(s) and sub-contractors. The Proposal should provide a description of the roles, responsibilities and authority of key personnel regarding decision making, reporting and control framework. As well, describe the roles and terms of reference of key personnel.</p> <p>Address types, methods and frequency of training programs such as technical, health and safety, customer service and possible other related issues to the management and operations for the delivery of services identified in the RFP.</p>	15



TR2	<p><b>Human Resources Plan:</b> Does the Human Resources Plan provide a comprehensive overview of the Contractor's policies regarding all aspects of labor law and social issues in the workplace? Is the training program thorough and are adequate resources provided? What is the turnover rate of employees and how is it managed? How well do they replace personnel?</p> <p>Does the Staffing Plan fully identify key managerial and supervisory staff and describe all necessary training of contractor employees? Does the Contractor present a succession plan for key managerial and supervisory personnel as well as for the replacement of other personnel? How does the Contractor plan on structuring the work at each site?</p> <p>Does the staffing plan indicate the number of man hours allocated for each day, for each building to provide all specified services?</p> <p>Are Sub-Contractors identified in the proposal? If so, who are they, what will be their duties and responsibilities and how will they be managed? How close is their business relationship?</p>	25
TR3	<p><b>Material and Equipment Plan:</b> Has a comprehensive listing of the materials, products and equipment, including name and/or manufacturer been submitted? Preference will be given to materials and products that meet the "environmentally friendly" criteria. Has a listing of all mechanical equipment including specifications and quantities listed by site been submitted?</p>	25
TR4	<p><b>Quality Management Plan:</b> How does the Contractor intend to ensure the highest quality possible for work activities and deliverables described in the RFP? What financial and quality control audit programs will be in place? What customer/user satisfaction assurance and complaint rectification process will be in effect?</p>	10
TR5	<p><b>Health and Safety Plan:</b> Does the Proponent have a comprehensive Health and Safety policy and if so, what related information does it contain? Is adequate staff training planned and is it a corporate priority?</p> <p>Describe how workers are notified of job-specific hazards?</p> <p>Describe how sub-contractors' workers are incorporated into your health and safety training and other programs.</p> <p>Describe other programs, activities or information that you believe demonstrates that your company carries out its projects safely and in accordance with all health and safety requirements. What processes or procedures are proposed to identify risk areas and to mitigate their implications to NRC.</p>	15
TR6	<p><b>Communications Plan:</b> How will the Contractor report progress, coordinate deliverables, resolve problems and issues and communicate in general with ASPM? Will Key Personnel be available 24/7?</p>	5
TR7	<p><b>Transition Plan:</b> Has the Contractor submitted a comprehensive Transition Plan that details the major milestones, mobilization activities, site familiarization and handover schedules/activities between the present Contractor, as well as coordination requirements with NRC.</p>	5
	<p><b>Total Points for Technical Proposal:</b></p> <p>Minimum Passing Points: (75%)</p>	<p>100</p> <p>(75)</p>

END OF SECTION 4

**SECTION 5**  
**FINANCIAL REQUIREMENTS**  
**(PRICING MATRIX)**

## 5.0 FINANCIAL REQUIREMENTS

### 1. **General**

It is mandatory that the Financial Proposal is submitted in a separate **PDF attachment**.

### 2. **Period of Contract and Option to Extend Contract**

The period of this Contract will commence November 1, 2019 to March 31, 2024 with an option to renew at NRC's discretion for an additional four - one year terms, subject to satisfactory performance. A further renewal option of three additional one-year terms may be exercised at NRC's discretion subject to satisfactory performance and agreement upon a satisfactory fee structure for the final three one-year option years.

NRC is not obliged to exercise any of the options years. The exercise of any option year will be at NRC's sole discretion by providing notification in writing to the Proponent at least 120 days prior to the Contract expiry date or the expiry date of an exercised option year.

The four one-year option year extensions would be offered at the same terms and conditions stipulated. NRC shall use the Consumer Price Index (CPI) for the Region, as published before the option year by Statistics Canada for the previous 12 month period to adjust the value of the second year contract value (April 1, 2020 to March 31, 2021) by the percentage increase in the Consumer Price Index.

For subsequent years of the Contract, the fixed fee shall be established as follows;

- Option Year 1 (April 1, 2024 to March 31, 2025)

The fixed fee for option year 1 (excluding taxes) shall be based upon the fixed fee during the second year contract term (April 1, 2020 to March 31, 2021). Plus or minus a price adjustment based on the Consumer Price Index (CPI), all items.

**Example only**

CPI for December 2019 is 133.9

CPI for December 2018 was 131.6

% difference –  $(133.9/131.6) \times 100 - 100\% = 1.7\%$  increase (decrease if % difference is negative)

- Option Year 2 (April 1, 2025 to March 31, 2026)

The fixed fee for Option Year 2 (excluding taxes) shall be based upon the fixed fee established for Option Year 1 (April 1, 2024 to March 31, 2025) plus or minus a price adjustment based on the Consumer Price Index (CPI), all items.

- Option Year 3 (April 1, 2026 to March 31, 2027)

The fixed fee for Option Year 3 (excluding taxes) shall be based upon the fixed fee established for Option Year 2 (April 1, 2025 to March 31, 2026) plus or minus a price adjustment based on the Consumer Price Index (CPI), all items.

- Option Year 4 (April 1, 2027 to March 31, 2028)

The fixed fee for Option Year 4 (excluding taxes) shall be based upon the fixed fee established for Option Year 3 (April 1, 2026 to March 31, 2027) plus or minus a price adjustment based on the Consumer Price Index (CPI), all items.

**Note: The Provincial "Family Day" holiday in February is not a federal government holiday. The Proponent must provide regular cleaning services on this day for each year of the Contract.**

### 3. Contract Price

1. It is mandatory that bidders submit pricing and/or rates on a year to year basis for the period of the Contract for all items listed in this section. The Pricing Schedules within this section, when completed, will be considered as part of the Bidder's Financial Proposal.
2. Pricing must be all inclusive of all labour, materials and products, equipment and tools, transportation and fuel costs, associated traveling costs, insurances, associated administrative costs, associated services, overhead, profit, mark-ups, incorporate all costs and mark-ups from sub-contractors or vendors, etc.

#### 3. Contract Price Submission

The Proponent shall submit the Contract Price portion of the Proposal as a **Separate PDF attachment**.

**ALL PRICES SUBMITTED FOR ALL YEARS ARE TO BE IN CURRENT YEAR CONSTANT DOLLARS.**

#### 4. Mandatory Form of Quotation

The Proponent shall use the pricing schedules supplied. The spreadsheet pricing schedules must be completed **in full** and submitted as part of the Proposal. Any missing costs will make the submission non-responsive. The spreadsheet format must not be revised, and the quotation data must be provided in print format as well as computer file format.

#### 5. Proposal Pricing

As described, the Proponent must submit the pricing on the forms provided.

##### (a) Building Cleaning Operations

The Proponent is to give a breakdown for all routine building cleaning, re-lamping and recycling of all used lamps, waste management and recycling operations on a year-by-year basis for the services as described in the RFP. The prices must be **all** inclusive of all administration costs, labour, materials, transportation and associated traveling costs, associated services, overhead, profit, mark-ups, etc. for each services as described in the RFP.

**(b) Unit Prices for Labour**

Provide hourly rates for all labour requested in the Pricing Schedules. These rates are to be all inclusive and are to include salary burden, transportation and associated traveling costs, insurance, mark-up, profit, overhead, tools, WSIB, supervision, administration, etc. No additional charges over and above these rates will be entertained.

**(c) Unit Rates for Project, On-Demand, Post-Construction or Call-Up Cleaning Requests**

Provide unit prices or hourly rates for services requested on a need basis. These rates are to be all inclusive and are to include salary burden, transportation and associated traveling costs, insurance, mark-up, profit, overhead, tools, WSIB, supervision, administration, etc. No additional charges, over and above, these rates will be entertained.

The Contractor must not re-assign staff from routine or miscellaneous cleaning duties in order to perform Project, On-Demand, Post-Construction or Call-up cleaning. The Contractor must bring additional staff to the site to handle these cleaning requests/requirements.

**(d) Material Mark-Up**

Material costs for work requested by the ASPM Project Authority shall be the laid down cost for the acquisition of the materials, supplies, etc. and shall be invoiced to NRC as a flow through cost supported by a copy of all vendor invoices. Additional costs such as material delivery or material handling can be applied to the NRC invoice, by adding the mark-up quoted.

Provide the percentage mark-up that the Proponent will use to calculate the charges to ASPM for additional materials, equipment or supplies to be provided at cost plus percentage margin.

The figures provided in this section will be applied to services on a straight percentage basis; i.e. 10 percent mark-up on a \$100 cost to the Proponent will result in a charge of \$110 to ASPM, all inclusive of overhead, profit, etc.

**6. Labour Rates - General**

The value of the hourly labour rates shall be determined by adding to the labour cost a percentage margin for the Proponent's overhead and profit.

- Proponents are expected to include possible future increases in the Saskatchewan Minimum Wage in their bids. Reduction in staff as a means of dealing with these increases could void this contract.

- Labour costs shall include all direct wage costs and direct labour supervision, plus all supplementary wage burdens as maybe required by collective agreements and all associated statutory charges.
- Supplementary wage burdens referred to above are those in individual collective agreements, when applicable, and include but are not limited to vacation pay, pension plan, apprenticeship, training and employers contribution.
- Statutory charges referred to above shall include but is not limited to Worker's Compensation payments, Canada Pension Plan and Unemployment Insurance contribution.
- Overtime compensation for services and hourly rates will be charged at 1 ½ time when an employee is requested to work over and above his normal work day or on his first day of rest. When an employee is required to work on his second day of rest or on a statutory holiday he would be entitled compensation at double time.

The Proponent's mark-up, overhead and profit fee shall include the following:

The Proponent's administration costs, the Proponent's head office expenses and without limiting the generality of those expenses, they shall include associated traveling costs, financing costs, bonding and insurance costs.

- The cost of all site supervision.
- The cost of all expendable tools and equipment.

**Note: The Family Day Holiday in February is not a federal government holiday. The Contractor must provide regular full level services on this day.**

## 7. Basis of Payment

1. For the performance of this work in accordance with the terms and conditions of this Contract, the Contractor shall be paid Firm Fixed Monthly Fee and Firm Hourly Rates as tendered for services provided during the invoice period.
2. Payment will only be made after receipt of satisfactory invoices supported by a monthly report which marks the monthly cost of scheduled cleaning per building as well as additional services provided during the invoice period.
3. The Contractor is responsible for performing or having performed all necessary inspections to substantiate that the services provided conform to the Contract requirements. A copy of the monthly inspections must be provided to the ASPM Project Authority.

Any Quality Assurance Inspection Report which indicates a performance level inferior to 80% for any part of a building may result in corrective measures taken by NRC.

4. The Harmonized Sales Tax (HST) shall not be included in the pricing quoted by the Contractor. The HST must be shown as a separate line item on all invoices and will be paid by NRC.

#### 8. Determination of Cost and Payment

1. Payments for the Building Cleaning Operations shall be made at monthly intervals.

The amount of the monthly payment may be increased or decreased from time to time by the ASPM Project Authority to provide additions to or reductions of the services in the Contract amount to be authorized under the terms and conditions of the Contract.

2. Payment for Project Cleaning, On-Demand Cleaning and Post Construction Cleaning shall be made upon satisfactory completion of the services requested using the pricing tendered.

#### 9. Basis for Addition, Subtraction or Withdrawal of Payment.

1. The ASPM Project Authority may decrease the amount of monthly payment when, in his/her opinion the Contractor has failed to execute any part of the work in accordance with the terms of the Contract. Such a decrease in a monthly payment will constitute a decrease in the Contract amount.
2. **Where cleaning is not completed by the requested date, the ASPM Project Authority reserves the right to have the cleaning done by others and all costs involved will be deducted from the Contractor's monthly payment.**
3. **The ASPM Project Authority reserves the right to adjust monthly payment when the cleanable area is modified by +/- 200 square metres. Cost reference in Detailed Price Tendered.**
4. The Contract amount will not be increased or decreased by reason of any increase or decrease in the cost of the work brought about by any increase or decrease in the cost of labour, materials, tools or equipment. The Contractor's tendered prices as detailed in "Detailed Prices Tendered" will be considered as final to perform the work as tendered for the given area.
5. In the case of minor additions to the work, such as an increase in frequency of individual cleaning operations or the total cleaning of vacant space, an amount mutually agreed upon by the ASPM Project Authority and the Contractor in accordance to the Detailed Price tendered.

6. In the case of minor reductions in the work, such as a reduction in frequency of individual cleaning operations, or the total elimination of cleaning in vacant space, an amount mutually agreed upon by the ASPM Project Authority and the Contractor which is a fair and reasonable estimate of the savings in costs to the Contractor resulting from such reduction in the work.
7. In the case of the total addition or total elimination of cleaning in **vacant space**, an amount calculated on the price per diem computed by the formula:  
  
The tendered unit price per square metre for Routine scheduled cleaning operations as tendered, divided by two hundred and fifty, equals the cost per square metre per day; multiplied by the number days (20.83 per month) the additional space will be cleaned or eliminated, equals the amount of increase or decrease in the Contract amount;  
  
In the case of additions or reductions in the work, the Contractor shall increase or may reduce the number of employees, or their number of hours of work, in proportion to the amount of additional or reduced work specified by the ASPM Project Authority; but only in those areas where the work has been increased or reduced.
8. Where resilient floor surface is converted to carpet, or carpet finish is changed to resilient floor, there shall be no change in price with respect to Routine Building Cleaning Operations.

#### 10. Evaluation

Evaluation of the pricing submission will be done using the data submitted in a predetermined pricing model. This model will take into account all components of all the data submitted. All the responsive proposals will be reviewed, evaluated and rated.

Once the total price proposal for the 5 years is determined, pricing then is given a rating value which is included in the total calculation of the point rated score. The evaluation methodology will calculate a "Best Value" 5-year proposal by balancing the score obtained in the Management and Technical Proposals and the Financial Proposal.

For example:

- 25% of the points awarded to Management Proposal
- 45% of the points awarded to Technical Proposal
- 30% of the points awarded to the Cost Proposal.

The following illustrates the highest total score taking into consideration the management and technical merit and price will be considered the "Best Value" for NRC.



Highest Management Merit (25%), Technical Merit (45%) and Price (30%)				
Bidder	Proposal 1	Proposal 2	Proposal 3	Winner
Management Score	90	82	78	
Technical Score	92	85	80	
Price Quoted	\$70,000	\$65,000	\$55,000	
Calculation	Management Technical	Price Points	Total Score	
Proposal 1	$\frac{90}{100} \times 25 = 22.5$ $\frac{92}{100} \times 45 = 41.4$	$\frac{*55}{70} \times 30 = 23.6$	87.5	XXX
Proposal 2	$\frac{82}{100} \times 25 = 20.5$ $\frac{85}{100} \times 45 = 38.25$	$\frac{55}{65} \times 30 = 25.38$	84.13	
Proposal 3	$\frac{78}{100} \times 25 = 19.5$ $\frac{80}{100} \times 45 = 36.1$	$\frac{55}{55} \times 30 = 30$	85.6	

Assuming three compliant bids have been received and the maximum management and technical score that can be obtained is 100 points. Estimated budget is \$70,000. Highest technical score is prorated against the stipulated 100 points while the lowest price proposal received full rated percentage and other proposals are prorated accordingly.

\* Represents the lowest price proposal.

Winner is the bidder scoring the highest total points established by adding the rated management and technical scores and the rated price proposal score. Based on the above calculations, a contract would be awarded to Bidder 1, which offers the highest total score taking into consideration the management technical merit and price of the bidder's proposal.

The Proponent receiving the highest "Total Score" is the entity that the Evaluation Board will recommend be approached in order to finalize the details of a contractual agreement for the provision of the required services. In the case of a tie, the Proponent submitting the lower price for the services will be selected.

#### 11. Pricing Schedules

The Proponent must fill out the "Pricing Schedules" attentively and must include all of the following completed schedules in his financial package;

1. Costs for "Routine Building Cleaning Operations" for each building
2. Costs for Labour Rates on a "As and When Requested" basis.
3. Material percentage mark-up.
4. Costs for Project, On-Demand and Post-Construction cleaning operations.

#### PROJECT CLEANING, ON-DEMAND CLEANING AND POST-CONSTRUCTION CLEANING OPERATIONS

- Unit or hourly rates are to be used for Project Cleaning, extra cleaning, On-Demand cleaning

requests or changes to Scope of Contract. The costs for services shall be inclusive of all associated labour, material and equipment costs for the requested services.

- Rates indicated herein remain fixed for a period of one year and will be adjusted annually using the Consumer Price Index (CPI) for the Region as published by Statistics Canada.
- The prices below are not to be part of the Contractor's total cost of the detailed prices tendered. Please provide your prices for extra cleaning, when extra cleaning is ordered, it will be paid according to the prices quoted.

#### Project Cleaning

- Cost for scrubbing floors \$ \_\_\_\_\_ per/m2
- Cost for stripping and refinishing floors \$ \_\_\_\_\_ per/m2
- Cost for steam cleaning carpets \$ \_\_\_\_\_ per/m2
- Cost for a cleaner to carry-out cleaning as directed \$ \_\_\_\_\_ per/hour
- Cost for a cleaner to provide re-lamping as directed \$ \_\_\_\_\_ per/hour
- Costs for a cleaner to pick-up and empty the black Mini-bin and blue recycling container from individual Office areas and empty them at the central recycling station \$ \_\_\_\_\_ per/hour

#### One-time Cleaning Operations

- Cost for steam cleaning a sofa \$ \_\_\_\_\_ per/unit
- Cost for steam cleaning a chair \$ \_\_\_\_\_ per/unit
- Cost for washing inside a refrigerator \$ \_\_\_\_\_ per/unit
- Cost for washing inside a microwave \$ \_\_\_\_\_ per/unit

#### Construction Cleaning Operations

This work may include the following:

- Picking up garbage/removing of material
- Dusting high/low areas
- Interior washing of windows
- Washing or stripping and refinishing a floor
- Washing doors, walls, partitions
- Washing or dusting of individual work stations
- Cleaning before a client moves into a building or the space

Minimum cost \$ \_\_\_\_\_ per/ m2  
Hourly rate \$ \_\_\_\_\_ per/hour

**Building Cleaning Contract Price Proposal**

Year One Contract Price (partial): \$ \_\_\_\_\_  
November 1, 2019 to March 31, 2020

Year Two Contract Price: \$ \_\_\_\_\_  
April 1, 2020 to March 31, 2021

Year Three Contract Price: \$ \_\_\_\_\_  
April 1, 2021 to March 31, 2022

Year Four Contract Price: \$ \_\_\_\_\_  
April 1, 2022 to March 31, 2023

Year Five Contract Price: \$ \_\_\_\_\_  
April 1, 2023 to March 31, 2024

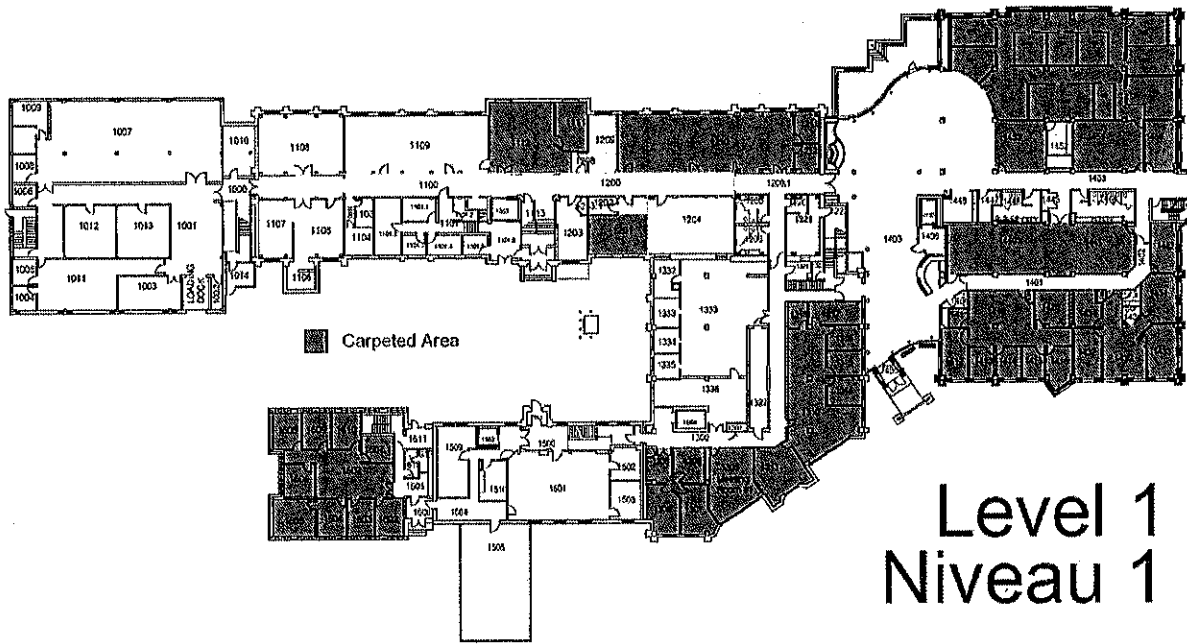
**Total Five Years Contract Price Proposal \$ \_\_\_\_\_**

**END OF SECTION 5**

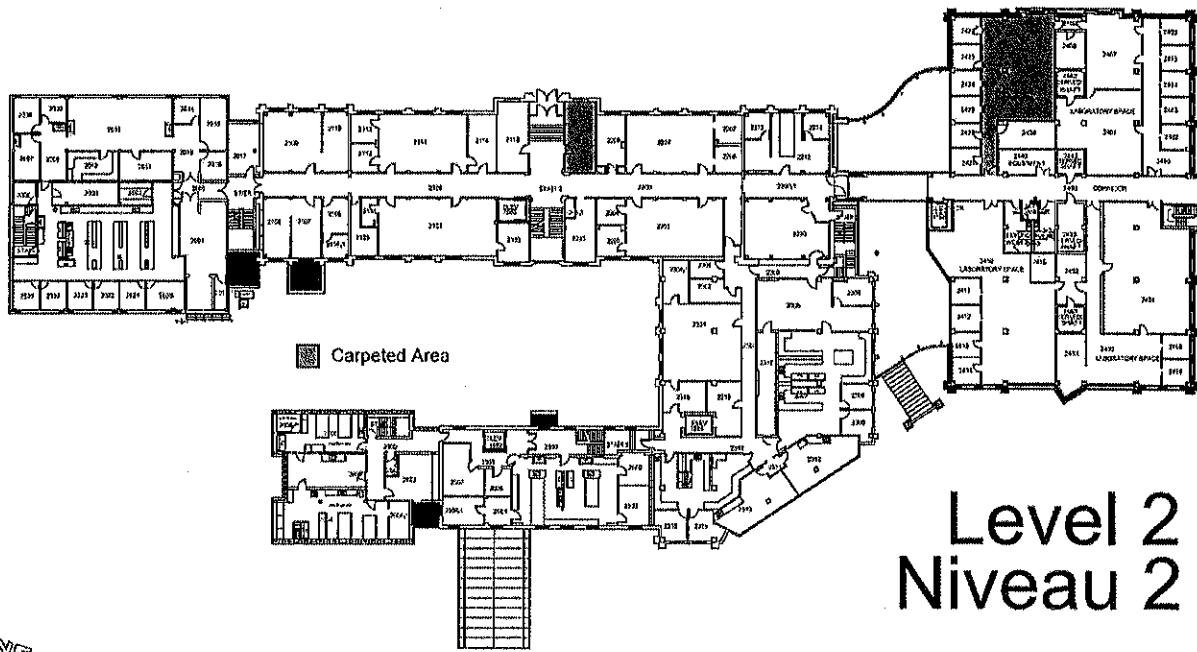
**SECTION 6**

**KEY PLANS**



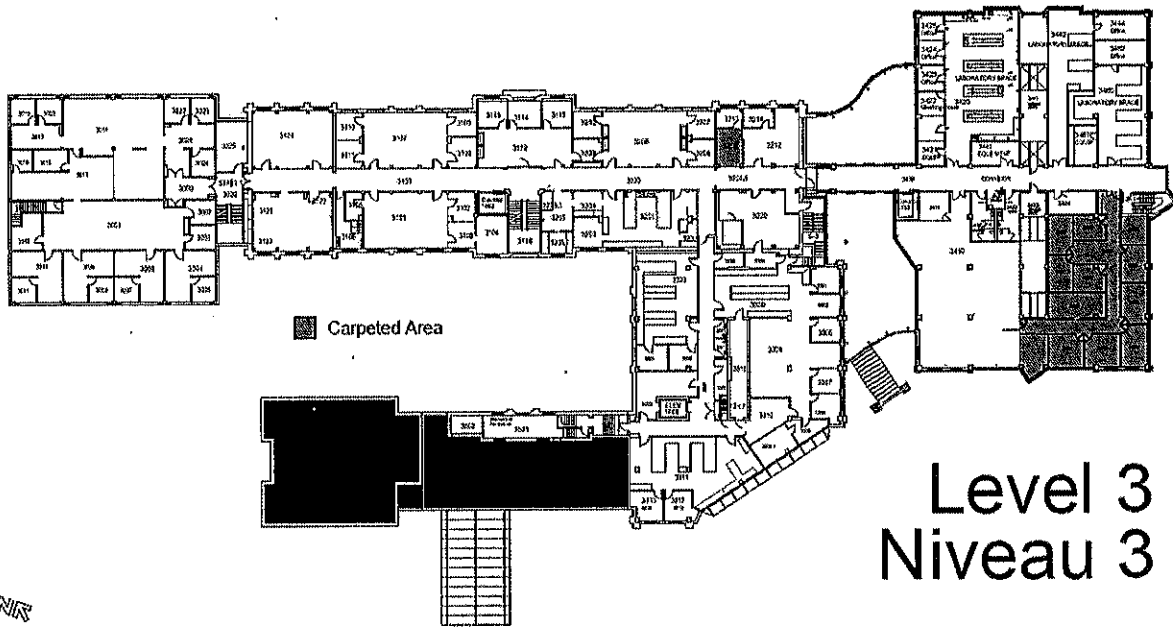


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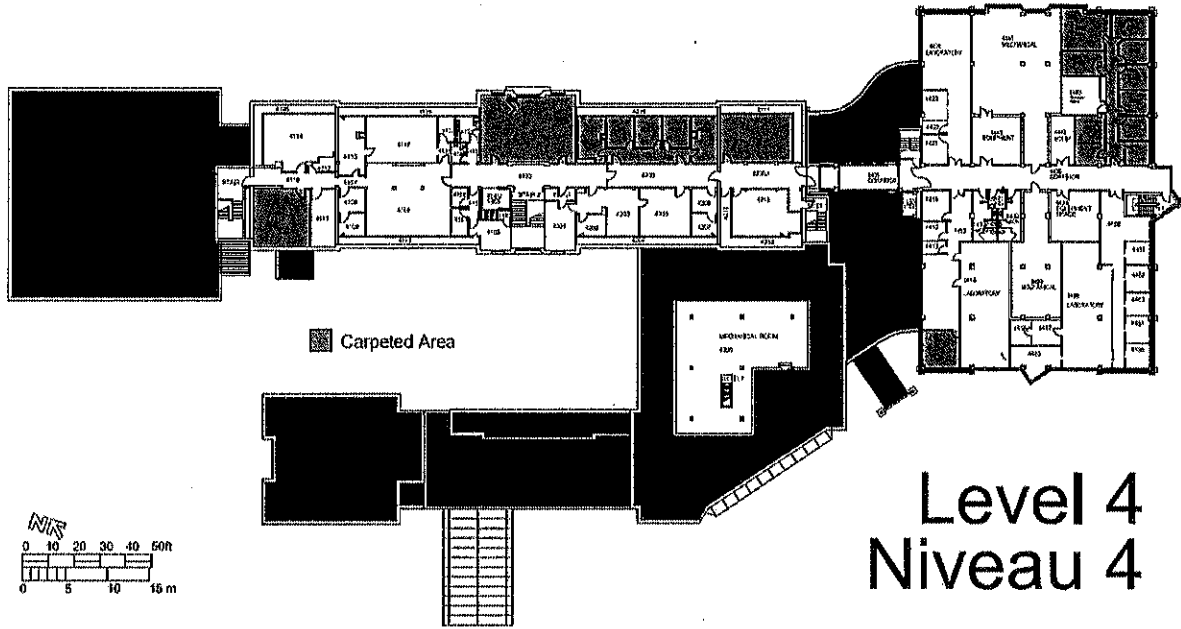
Level 2  
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Level 4  
Niveau 4

END OF SECTION 6





<b>ID</b>	<b>2010C</b>
<b>Title</b>	<b>General Conditions Services (Medium Complexity</b>
<b>Date</b>	<b>2010-08-16</b>
<b>Status</b>	<b>Active</b>

- 01 Interpretation
- 02 Powers of Canada
- 03 Status of the Contractor
- 04 Conduct of the Work
- 05 Subcontracts
- 06 Time of the Essence
- 07 Excusable Delay
- 08 Inspection and Acceptance of the Work
- 09 Invoice Submission
- 10 Taxes
- 11 Payment Period
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- 14 Compliance with Applicable Laws
- 15 Liability
- 16 Government Property
- 17 Amendment
- 18 Assignment
- 19 Suspension of the Work
- 20 Default by the Contractor
- 21 Termination for Convenience
- 22 Right of Set-off
- 23 Conflict of Interest and Values and Ethics Codes for the Public Service
- 24 Contingency Fees
- 25 International Sanctions
- 26 Harassment in the Workplace
- 27 Entire Agreement



**2010C 01 (2008-05-12) Interpretation**

In the Contract, unless the context otherwise requires:

"Articles of Agreement" means the clauses and conditions set out in full text or incorporated by reference to form the body of the Contract; it does not include these general conditions, any supplemental general conditions, annexes, the Contractor's bid or any other document

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the National Research Council Canada and any other person duly authorized to act on behalf of the National Research Council Canada.

"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;

"Contracting Authority" means the person designated by that title in the Contract, or by notice to the Contractor, to act as Canada's representative to manage the Contract;

"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 Goods and Services Tax and Harmonized Sales Tax;

"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;

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

**2010C 02 (2008-05-12) Powers of Canada**

All rights, remedies, powers and discretions granted or acquired by Canada under the Contract or by law are cumulative, not exclusive.

**2010C 03 (2008-05-12) Status of the 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.



**2010C 04 (2008-05-12) Conduct of the Work**

1. The Contractor represents and warrants that:
  - (a) it is competent to perform the Work;
  - (b) it has everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and
  - (c) it has the necessary qualifications, including knowledge, skill, know-how and experience, and the ability to use them effectively to perform the Work.
2. The Contractor must:
  - (a) perform the Work diligently and efficiently;
  - (b) except for Government Property, supply everything necessary to perform the Work;
  - (c) use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the Contract;
  - (d) select and employ a sufficient number of qualified people;
  - (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;
  - (f) provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.
3. The Contractor consents in the case of a contract that has a value in excess of \$10,000.00 to the public disclosure of information – other than information described in any of paragraphs 20(1)a) to (d) of the Access to Information Act – relating to the contract.

**2010C 05 (2008-05-12) Subcontracts**

The Contractor may subcontract the supply of goods or services that are customarily subcontracted by the Contractor. Subcontracting does not relieve the Contractor from any of its obligations under the Contract or impose any liability upon Canada to a subcontractor. In any subcontract, the Contractor agrees to bind the subcontractor by the same conditions by which the Contractor is bound under the Contract, unless the Contracting Authority agrees otherwise.

**2010C 06 (2008-05-12) Time of the Essence**

It is essential that the Work be performed within or at the time stated in the Contract.

**2010C 07 (2008-05-12) Excusable Delay**

1. A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:
  - (a) is beyond the reasonable control of the Contractor;



- (b) could not reasonably have been foreseen;
- (c) could not reasonably have been prevented by means reasonably available to the Contractor; and
- (d) occurred without the fault or neglect of the Contractor,

will be considered an "Excusable Delay" if the Contractor advises the Contracting Authority 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 the Contracting Authority, within fifteen (15) working days, of all the circumstances relating to the delay and provide to the Contracting Authority 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.

- 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.
- 3. However, if an Excusable Delay has continued for thirty (30) days or more, the Contracting Authority 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.
- 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.

#### **2010C 08 (2008-05-12) Inspection and Acceptance of the Work**

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.

#### **2010C 09 (2008-05-12) Invoice Submission**

- 1. Invoices must be submitted in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
- 2. Invoices must show:
  - (a) the date, the name and address of the client, item or reference numbers, deliverable and/or description of the Work, contract number, Procurement Business Number (PBN) or GST/HST #;
  - (b) details of expenditures in accordance with the Basis of Payment, exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable);
  - (c) deduction for holdback, if applicable;



- (d) the extension of the totals, if applicable; and
  - (e) if applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. If applicable, the GST or HST must be specified on all invoices as a separate item. All items that are zero-rated, exempt or to which the GST or HST does not apply, must be identified as such on all invoices.
  4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

### 2010C 10 (2010-08-16) Taxes

1. Municipal Taxes  
Municipal Taxes do not apply.
2. Provincial Taxes
  - (a) Excluding legislated exceptions, federal government departments and agencies are not required to pay any sales tax payable to the province in which the taxable goods or services are delivered. This exemption has been provided to federal government departments and agencies under the authority of one of the following:
    - (i) Provincial Sales Tax (PST) Exemption Licence Numbers, for the provinces of:
      - Prince Edward Island OP-10000-250
      - Manitoba 390-516-0
    - (ii) for Quebec, Saskatchewan, the Yukon Territory, the Northwest Territories and Nunavut, an Exemption Certification, which certifies that the goods or services purchased are not subject to the provincial/territorial sales and consumption taxes because they are purchased by the federal government with Canada funds for the use of the federal government.
  - (b) Currently, in Alberta, the Yukon Territory, the Northwest Territories and Nunavut, there is no general PST. However, if a PST is introduced in Alberta, the Yukon Territory, the Northwest Territories or Nunavut, the sales tax exemption certificate would be required on the purchasing document.
  - (c) Federal departments must pay the HST in the participating provinces of Newfoundland and Labrador, Nova Scotia, New Brunswick, Ontario and British Columbia.
  - (d) The Contractor is not exempt from paying PST under the above Exemption Licence Numbers or Exemption Certification. The Contractor must pay the PST on taxable goods or services used or consumed in the performance of the Contract (in accordance with applicable provincial legislation), including material incorporated into real property.
3. Changes to Taxes and Duties

If there is any change to any tax or duty payable to any level of government in Canada after the bid submission date that affects the costs of the Work to the Contractor, the Contract Price will be adjusted to reflect the increase or decrease in the cost to the Contractor. However, there will be



no adjustment for any change that increases the cost of the Work to the Contractor if public notice of the change was given before bid submission date in sufficient detail to have permitted the Contractor to calculate the effect of the change on its cost. There will be no adjustment if the change takes effect after the date required by the Contract for delivery of the Work.

4. GST or HST

The estimated GST or HST, if applicable, is included in the total estimated cost on page 1 of the Contract. The GST or HST is not included in the Contract Price but will be paid by Canada as provided in the Invoice Submission section above. The Contractor agrees to remit to Canada Revenue Agency any amounts of GST and HST paid or due.

5. Tax Withholding of 15 Percent

Pursuant to the *Income Tax Act*, 1985, c. 1 (5th Supp.) and the *Income Tax Regulations*, Canada must withhold 15 percent of the amount to be paid to the Contractor in respect of services provided in Canada if the Contractor is a non-resident unless the Contractor obtains a valid waiver. The amount withheld will be held on account for the Contractor in respect to any tax liability which may be owed to Canada.

**2010C 11 (2008-05-12) Payment Period**

1. Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with the section 12.
2. If the content 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 fifteen (15) days of 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 fifteen (15) days will only result in the date specified in subsection 1 to apply for the sole purpose of calculating interest on overdue accounts.

**2010C 12 (2008-12-12) Interest on Overdue Accounts**

1. For the purpose of this section:

"Average Rate" means the simple arithmetic mean of the Bank Rates in effect at 4:00 p.m. Eastern Time each day during the calendar month immediately before the calendar month in which payment is made;

"Bank Rate" means the rate of interest established from time to time by the Bank of Canada as the minimum rate at which the Bank of Canada makes short term advances to members of the Canadian Payments Association;

"date of payment" means the date of the negotiable instrument drawn by the Receiver General for Canada to pay any amount under the Contract;

an amount becomes "overdue" when it is unpaid on the first day following the day on which it is due and payable according to the Contract.





2. Canada will pay to the Contractor simple interest at the Average Rate plus 3 percent per year on any amount that is overdue, from the date that amount becomes overdue until the day before the date of payment, inclusive. The Contractor is not required to provide notice to Canada for interest to be payable.
3. Canada will pay interest in accordance with this section only if Canada is responsible for the delay in paying the Contractor. Canada will not pay interest on overdue advance payments.

**2010C 13 (2008-05-12) Audit**

The amount 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.

**2010C 14 (2008-05-12) Compliance with Applicable Laws**

1. The Contractor must comply with all laws applicable to the performance of the Contract. The Contractor must provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request.
2. The Contractor must obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work. If requested by the Contracting Authority, the Contractor must provide a copy of any required permit, license, regulatory approvals or certificate to Canada.

**2010C 15 (2008-05-12) Liability**

The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract.

**2010C 16 (2008-05-12) Government Property**

The Contractor must take reasonable and proper care of all Government Property while it is in its possession or subject to its control. The Contractor is responsible for any loss or damage resulting from its failure to do so other than loss or damage caused by ordinary wear and tear.

**2010C 17 (2008-05-12) Amendment**

To be effective, any amendment to the Contract must be done in writing by the Contracting Authority and the authorized representative of the Contractor.

**2010C 18 (2008-05-12) Assignment**

1. The Contractor must not assign the Contract without first obtaining the written consent of the Contracting Authority. 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.



2. Assignment of the Contract does not relieve the Contractor from any obligation under the Contract and it does not impose any liability upon Canada.

**2010C 19 (2008-05-12) Suspension of the Work**

The Contracting Authority 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.

**2010C 20 (2008-05-12) Default by the Contractor**

1. If the Contractor is in default in carrying out any of its obligations under the Contract, the Contracting Authority may, by giving written notice to the Contractor, terminate for default the Contract or part of the Contract. The termination will take effect immediately or at the expiration of a cure period specified in the notice, if the Contractor has not cured the default to the satisfaction of the Contracting Authority within that cure period.
2. If the Contractor becomes bankrupt or insolvent, makes an assignment for the benefit of creditors, or takes the benefit of any statute relating to bankrupt or insolvent debtors, or if a receiver is appointed under a debt instrument or a receiving order is made against the Contractor, or an order is made or a resolution passed for the dissolution, liquidation or winding up of the Contractor, the Contracting Authority may, to the extent permitted by the laws of Canada, by giving written notice to the Contractor, immediately terminate for default the Contract or part of the Contract.
3. If Canada gives notice under subsection 1 or 2, the Contractor will have no claim for further payment except as provided in this section. The Contractor will be liable to Canada for all losses and damages suffered by Canada because of the default or occurrence upon which the notice was based, including any increase in the cost incurred by Canada in procuring the Work from another source. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

**2010C 21 (2008-05-12) Termination for Convenience**

1. At any time before the completion of the Work, the Contracting Authority may, by giving notice in writing to the Contractor, terminate for convenience the Contract or part of the Contract. Once such a notice of termination for convenience is given, the Contractor must comply with the requirements of the termination notice. If the Contract is terminated in part only, the Contractor must proceed to complete any part of the Work that is not affected by the termination notice. The termination will take effect immediately or, as the case may be, at the time specified in the termination notice.
2. If a termination notice is given pursuant to subsection 1, the Contractor will be entitled to be paid, for costs 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. The Contractor will be paid:
  - (a) on the basis of the Contract Price, for all completed work that is inspected and accepted in accordance with the Contract, whether completed before, or after the termination in accordance with the instructions contained in the termination notice;



- (b) the Cost to the Contractor plus a fair and reasonable profit for all work terminated by the termination notice before completion; and
  - (c) all costs incidental to the termination of the Work incurred by the Contractor but not including the cost of severance payments or damages to employees whose services are no longer required, except wages that the Contractor is obligated by statute to pay.
3. Canada may reduce the payment in respect of any part of the Work, if upon inspection, it does not meet the requirements of the Contract.
  4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

**2010C 22 (2008-05-12) Right of Set-off**

Without restricting any right of set-off given by law, Canada may set-off against any amount payable to the Contractor under the Contract, any amount payable to Canada by the Contractor under the Contract or under any other current contract. Canada may, when making a payment pursuant to the Contract, deduct from the amount payable to the Contractor any such amount payable to Canada by the Contractor which, by virtue of the right of set-off, may be retained by Canada.

**2010C 23 (2008-05-12) 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, the Conflict of Interest Code for Members of the House of Commons, the Values and Ethics Code for the Public Service or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract.

**2010C 24 (2008-12-12) Contingency Fees**

The Contractor certifies that it has not, directly or indirectly, paid or agreed to pay and agrees that it will not, directly or indirectly, pay a contingency fee for the solicitation, negotiation or obtaining of the Contract to any person, other than an employee of the Contractor acting in the normal course of the employee's duties. In this section, "contingency fee" means any payment or other compensation that depends or is calculated based on a degree of success in soliciting, negotiating or obtaining the Contract and "person" includes any individual who is required to file a return with the registrar pursuant to section 5 of the *Lobbying Act*, 1985, c. 44 (4th Supplement).

**2010C 25 (2010-08-16) International Sanctions**

1. Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to economic sanctions.



**Appendix B**

2. The Contractor must not supply to the Government of Canada any goods or services which are subject to economic sanctions.
3. The Contractor must comply with changes to the regulations imposed during the period of the Contract. The Contractor must immediately advise Canada if it is unable to perform the Work as a result of the imposition of economic sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services. If the Parties cannot agree on a work around plan, the Contract will be terminated for the convenience of Canada in accordance with section 21.

**2010C 26 (2010-08-16) Harassment in the Workplace**

1. The Contractor acknowledges the responsibility of Canada to ensure, for its employees, a healthy work environment, free of harassment. A copy of the Policy on the Prevention and Resolution of Harassment in the Workplace, which is also applicable to the Contractor, is available on the Treasury Board Web site.
2. The Contractor must not, either as an individual, or as a corporate or unincorporated entity, through its employees or subcontractors, harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with Canada. The Contractor will be advised in writing of any complaint and will have the right to respond in writing. Upon receipt of the Contractor's response, the Contracting Authority will, at its entire discretion, determine if the complaint is founded and decide on any action to be taken.

**2010C 27 (2008-05-12) 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.

**STANDARD INSTRUCTIONS AND CONDITIONS:  
(APPLICABLE TO BID SOLICITATION)**

**1. Submission of Bids**

1.1 It is the Bidder's responsibility to:

- (a) send a signed original of the bid solicitation, duly completed, IN THE FORMAT REQUESTED;
- (b) direct its bid ONLY to the email address specified;
- (c) ensure that the Bidder's name, the bid solicitation reference number, and bid solicitation closing date and time are clearly visible;
- (d) provide a comprehensive and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation.

**Timely and correct delivery of bids to the specified email address is the sole responsibility of the Bidder. The National Research Council Canada (NRC) will not assume or have transferred to it those responsibilities. All risks and consequences of incorrect delivery of bids are the responsibility of the Bidder.**

- 1.2 Bids may be accepted in whole or in part. The lowest or any bid will not necessarily be accepted. In the case of error in the extension of prices, the unit price will govern. NRC may enter into contract without negotiation.
- 1.3 Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the terms and conditions of the resulting contract.
- 1.4 Bids will remain open for acceptance for a period of not less than sixty (60) days from the closing date of the bid solicitation, unless otherwise indicated by NRC in such bid solicitation.
- 1.5 While NRC may enter into contract without negotiation, Canada reserves the right to negotiate with bidders on any procurement.
- 1.6 Notwithstanding the bid validity period stipulated in this solicitation, Canada reserves the right to seek an extension from all responsive bidders, within a minimum of three (3) days prior to the end of such period. Bidders shall have the option to either accept or reject the extension.
- 1.7 If the extension referred to above is accepted, in writing, by all those who submitted responsive bids, then Canada shall continue immediately with the evaluation of the bids and its approval processes.
- 1.8 If the extension referred to above is not accepted, in writing, by all those who submitted responsive bids then Canada shall, at its sole discretion: either continue to evaluate the responsive bids of those who have accepted the extension and seek the necessary approvals; or cancel the solicitation; or cancel and reissue the solicitation.

**2. Late Bids**

- 2.1 It is NRC policy to return, unopened, bids delivered after the stipulated bid solicitation closing date and time.
- 2.2 All risks and consequences of incorrect delivery of bids are the responsibility of the Bidder. The NRC will not be held responsible for electronic bids that arrive after the due date and time due to power failure or any other electronic failure issues.

For further information, please contact the Contracting Authority identified in the bid solicitation.





Government of Canada

Gouvernement du Canada

Contract Number / Numéro du contrat PR 815826
Security Classification / Classification de sécurité UNCLASSIFIED

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

**PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE**

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine NRC	2. Branch or Directorate / Direction générale ou Direction ASPM
3. a) Subcontract Number / Numéro du contrat de sous-traitance PR 815826	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant Name Address
4. Brief Description of Work / Brève description du travail JANITORIAL FOR BUILDING @ 110 GYMNASIUM PLACE SASKATOON	

5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED Information or assets? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED Information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès
Canada <input checked="" 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 checked="" 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"/>



Contract Number / Numéro du contrat PR 815826
Security Classification / Classification de sécurité UNCLASSIFIED

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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
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?  No / Non  Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET           | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET-SIGINT<br>TRÈS SECRET - SIGINT          | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMBLEMES                  |   |   |  |

Special comments:

Commentaires spéciaux :

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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





Contract Number / Numéro du contrat PR 815826
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

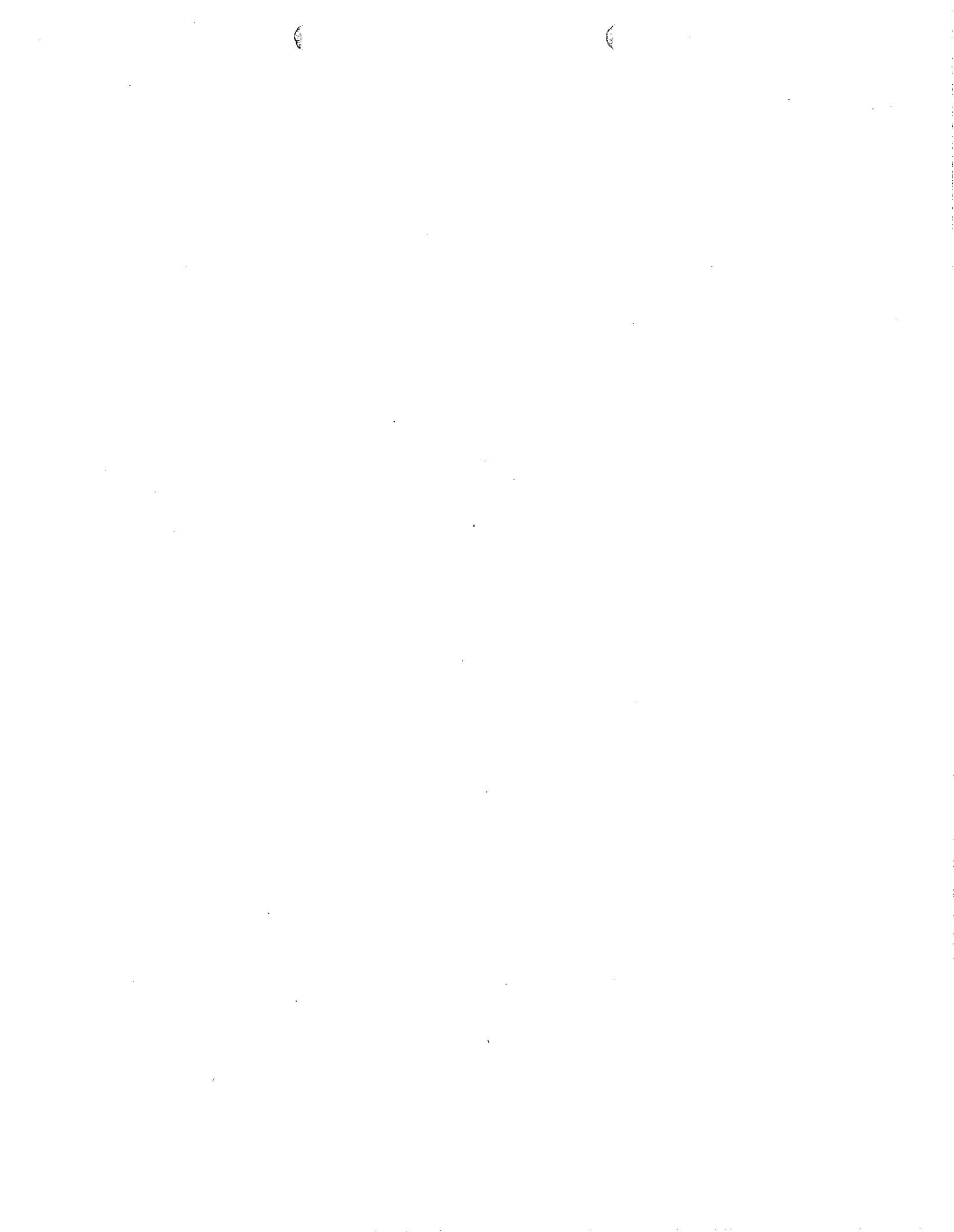


Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat PR 816826
Security Classification / Classification de sécurité UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
ROMAN MAMCZASZ	SITE OPERATIONS SUPERVISOR		
Telephone No. - N° de téléphone 13069754195	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel roman.mamczasz@nrc-cnrc.gc.ca	Date 30/04/2019
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Tori Pelletier	Analyst, Security in Contracting		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Tori.Pelletier@nrc-cnrc.gc.ca	Date 2019.05.10
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
PHILIPPE G. CLÉROUX	Senior Contracting officer		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date







Protected B when completed

## Integrity Declaration Form

An Integrity Declaration Form must be submitted **only** when:

1. the supplier, one of its affiliates<sup>1</sup> or a proposed first-tier subcontractor<sup>2</sup> has, in the past three years, been charged with or convicted of a criminal offence in a country other than Canada that, to the best of the supplier's knowledge and belief, may be similar to one of the listed offences in the *Ineligibility and Suspension Policy* (the "Policy"); and/or
2. the supplier is unable to provide any of the certifications required by the Integrity Clauses.

### Instructions for Submitting an Integrity Declaration Form

1. Please complete the Integrity Declaration Form by providing the information requested in the table, below. Put the completed Form in a sealed envelope labeled, "Protected B," and addressed to:

Integrity, Departmental Oversight Branch  
Public Services and Procurement Canada  
11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1 – room 105  
Gatineau (Québec), Canada K1A 0S5

2. Include the sealed envelope with your bid submission, offer or lease.

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<sup>1</sup> Please refer to the Policy for the definition of affiliate. An affiliate of a business entity includes persons, such as the senior officers of the business entity, and associated entities such as parent companies and subsidiaries.

<sup>2</sup> The term "first-tier subcontractor" is defined in section 16(a) of the Policy. A proposed first-tier subcontractor is a first-tier subcontractor that is identified by name in a bid submission, offer, lease, etc. by a supplier in a procurement process or real property transaction.

**SECTION 1: SUPPLIER INFORMATION**

Supplier's legal name:	
Supplier's address:	
Supplier's procurement business number (PBN):	
Lease or solicitation number:	
Date of bid, offer submission date or closing date of Invitation to Offer: (YYYY-MM-DD)	

**SECTION 2: FOREIGN CRIMINAL OFFENCES**

If applicable, please provide a complete list of all foreign criminal charges and convictions received in the past three years, pertaining to yourself, your affiliates and your proposed first-tier subcontractors that, to the best of your knowledge and belief, may be similar to one of the domestic criminal offences listed in the Policy.

If there is more than one potentially similar foreign charge or conviction, please identify all additional charges and convictions received in the past three years, including the information below, in a separate document under the heading **Foreign Criminal Offences**, to be included with this Form.

Name of party with charge or conviction	
Relationship of party to supplier	
Foreign country and jurisdiction where charge/conviction occurred	
Specify whether charge or conviction	
Section number and law under which charge/conviction occurred	
Date of charge/conviction (YYYY-MM-DD)	
Domestic offence that may be similar	
Additional Comments:	

Additional charges/convictions are identified in a separate document included with this Form:

Yes  No **SECTION 3: INABILITY TO PROVIDE A CERTIFICATE****A. INABILITY TO CERTIFY AS TO FOREIGN CRIMINAL CHARGES AND CONVICTIONS**

If you are unable to certify that you have provided the required list of all foreign criminal charges and convictions received in the past three years, you must explain why. The explanation should be provided in a separate document under the heading Inability to Certify as to Foreign Criminal Charges and Convictions, to be included with this Form. PWGSC may request additional information from you.

An explanation regarding foreign criminal charges and convictions received in the past three years is provided in a separate document included with this Form: Yes  No

**B. INABILITY TO CERTIFY AS TO DOMESTIC CRIMINAL OFFENCES AND OTHER CIRCUMSTANCES**

If a criminal offence or other circumstance described in the Policy applies to you, one of your affiliates or a proposed first-tier subcontractor, you must identify that offence or circumstance, below. By marking a box beside an offence, you are acknowledging that the identified party, be it you, an affiliate or a first-tier subcontractor, has been charged with, convicted of or pleaded guilty to, that offence in the past three years. In the row titled Comments, you must identify the affected party by name and specify how the particular offence you have identified applies to the named party.

<b>Offence</b>	<b>Supplier</b>	<b>Affiliate</b>	<b>Subcontractor</b>
<b><i>Financial Administration Act</i></b>			
80(1)(d): False entry, certificate or return	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
80(2): Fraud against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
154.01: Fraud against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Criminal Code</i></b>			
121: Frauds on the government and contractor subscribing to election fund	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
124: Selling or purchasing office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
380: Fraud – committed against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
418: Selling defective stores to Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Criminal Code</i></b>			
119: Bribery of judicial officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
120: Bribery of officers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
346: Extortion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
366: Forgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

367:	Punishment for forgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
368:	Use, trafficking or possession of a forged document	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
382:	Fraudulent manipulation of stock exchange transactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
382.1:	Prohibited insider trading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
397:	Falsification of books and documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
422:	Criminal breach of contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
426:	Secret commissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
462.31:	Laundering proceeds of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
467.11:	Participation in activities of criminal organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
467.12:	Commission of offence for criminal organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
467.13:	Instructing commission of offence for criminal organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Competition Act</b>				
45:	Conspiracies, agreements or arrangements between competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46:	Foreign directives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47:	Bid rigging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49:	Agreements or arrangements of federal financial institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52:	False or misleading representation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53:	Deceptive notice of winning a prize	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Corruption of Foreign Public Officials Act</b>				
3:	Bribing a foreign public official	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4:	Accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5:	Offence committed outside Canada	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Controlled Drugs and Substances Act</b>				
5:	Trafficking in substance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6:	Importing and exporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7:	Production of substance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Lobbying Act</b>				
Registration of Lobbyists				
5:	Consultant Lobbyists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7:	In-house Lobbyists (Corporations and Organizations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Income Tax Act</b>				



239: False or deceptive statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Excise Tax Act</b> 327: False or deceptive statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Other Circumstances (Specify):</b>			
<b>Comments:</b>			

**C. INABILITY TO CERTIFY AS TO A DETERMINATION OF INELIGIBILITY OR SUSPENSION**

If you are aware of a determination of ineligibility or suspension with respect to yourself, one of your affiliates or a proposed first-tier subcontractor, you should explain the circumstances of your participation in the competitive process. With respect to an ineligible or suspended subcontractor, then you should include a copy of the written consent to propose the ineligible or suspended subcontractor.

If you are otherwise unable to certify that you are unaware of a determination of ineligibility or suspension with respect to yourself, one of your affiliates or a proposed first-tier subcontractor you must explain why.

All required explanations should be provided in a separate document under the heading Inability to Certify as to a Determination of Ineligibility or Suspension, to be included with this Form. PWGSC may request additional information from the supplier.

An explanation regarding a determination of ineligibility or suspension is provided in a separate document included with this Form: Yes  No .

**Declaration**

I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (supplier's name) \_\_\_\_\_ declare that the information provided in this Form is, to the best of my knowledge and belief, true, accurate and complete. I am aware that a false or misleading certification or declaration will result in my proposal or offer being deemed non-responsive. I am also aware that Canada may terminate a contract or real property agreement for default when a supplier has provided a false or

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misleading certification or declaration and, further to the Policy, the supplier will be ineligible for award of a contract or real property agreement for 10 years.

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Signature

### **With Thanks**

We appreciate your interest in doing business with the Government of Canada and your understanding of the additional steps that must be taken to protect the integrity of Canada's procurement and real property processes.

## Guidance Document for the Declaration Form

This Integrity Declaration Form (the "Form") is for use by bidders in procurement processes and by vendors, purchasers, tenants and lessors in real property transactions. In this Form, the term "supplier" includes bidders, vendors, purchasers, tenants and lessors. The term "party" is used in this Form to include suppliers, affiliates and first-tier subcontractors.

The Integrity Clauses contained in instruments involved in procurement processes and real property transactions (the "Integrity Clauses") require a supplier to submit an Integrity Declaration Form in two circumstances:

1. when the supplier, one of its affiliates<sup>3</sup> or a proposed first-tier subcontractor<sup>4</sup> has, in the past three years, been charged with or convicted of a criminal offence in a country other than Canada that, to the best of the supplier's knowledge and belief, may be similar to one of the listed offences in the *Ineligibility and Suspension Policy* (the "Policy"); and
2. when the supplier is unable to provide any of the certifications required by the Integrity Clauses.

An Integrity Declaration Form must be submitted only when one or both of these circumstances apply to the supplier. When no Form is submitted, it will be understood to mean that neither of these two circumstances apply to the supplier.

A supplier that provides a false or misleading certification or declaration will have its proposal or offer deemed non-responsive. Canada may also terminate a contract or real property agreement for default in such circumstances. Moreover, further to the Policy, a supplier will be ineligible for award of a contract or real property agreement for 10 years.

### 1. Foreign Criminal Offences

The Policy provides, among other things, that a supplier may be ineligible for award of a contract or real property agreement when the supplier or one of its affiliates has, in the past three years, been convicted of an offence listed in the Policy or of a similar offence in a foreign jurisdiction. The Integrity Clauses require a supplier to provide a complete list of all foreign criminal charges and convictions, received in the past three years, pertaining to itself, its affiliates and its proposed first-tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the domestic criminal offences listed in the Policy. The domestic offences listed in the Policy, including their section numbers, are identified in section B of this form, under the heading **Inability to Certify as to Domestic Criminal Offences and Other Circumstances**. PWGSC determines whether a foreign offence and

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<sup>3</sup> Please refer to the Policy for the definition of affiliate. An affiliate of a business entity includes persons, such as the senior officers of the business entity, and associated entities such as parent companies and subsidiaries.

<sup>4</sup> The term "first-tier subcontractor" is defined in section 16(a) of the Policy. A proposed first-tier subcontractor is a first-tier subcontractor that is identified by name in a bid submission, offer, lease, etc. by a supplier in a procurement process or real property transaction.

an offence listed in the Policy are similar. PWGSC may seek additional information from a supplier for purposes of making this determination.

If there is more than one potentially similar foreign charge or conviction, please identify all additional charges and convictions, including all necessary information, in a separate document under the heading **Foreign Criminal Offences**, to be included with this Form.

## **2. Inability to Provide a Certificate**

The Integrity Clauses provide that, by submitting a bid or offer, a supplier is certifying to the truth of six statements. Generally speaking, a supplier is certifying that:

1. it has read and understands the Policy, including that it may be declared ineligible to enter into a contract or real property agreement with Canada in certain circumstances;
2. none of those circumstances that will or may result in the supplier being ineligible to enter, or suspended from entering, a contract or real property agreement apply to it; and
3. it has provide a complete list of all foreign criminal charges and convictions received in the past three years, pertaining to itself, its affiliates and its proposed first-tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the domestic offences listed in the Policy.

When a supplier is unable to provide any of the six certifications required by the Integrity Clauses, it must complete and submit this Form with its bid or offer.

### **A. Inability to Certify as to Foreign Criminal Charges and Convictions**

As noted above, the Integrity Clauses require a supplier to provide a complete list of all foreign criminal charges and convictions, received in the past three years, pertaining to itself, its affiliates and its proposed first-tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the domestic criminal offences listed in the Policy. The complete list of foreign criminal charges and convictions, if any, must be submitted using this Form. By submitting a bid or offer, a supplier is certifying that it has provided a complete list of all such foreign criminal charges and convictions, if any.

If a supplier is unable to certify that it has provided the required list of all foreign criminal charges and convictions received in the past three years, it must explain why. The explanation should be provided in a separate document under the heading **Inability to Certify as to Foreign Criminal Charges and Convictions**, to be included with this Form. PWGSC may request additional information from the supplier.

### **B. Inability to Certify as to Domestic Criminal Offences and Other Circumstances**

The Integrity Clauses require a supplier to certify that, in the past three years, none of the domestic criminal offences listed in sections 6(a) to (c) of the Policy, as identified in section 3.B of this form, and other circumstances described in the Policy, that will or may result in a determination of ineligibility or suspension, apply to it, one of its affiliates or a proposed first-tier subcontractor. A criminal offence applies to a party where the party has been charged with, convicted of or pleaded guilty to, the offence in the past three years and has not received a pardon for the offence.<sup>5</sup> Other circumstances identified in the Policy that will or may result in ineligibility or suspension include entering into a first-tier subcontract with an ineligible or suspended supplier [Policy, s. 6(d)], providing a false or misleading certification or declaration [Policy, s. 6(e)] and breaching a term or condition of an Administrative Agreement with PWGSC [Policy, s. 7(c)].

When a criminal offence or other circumstance described in the Policy, occurring in the past three years, applies to a supplier, one of its affiliates or a proposed first-tier subcontractor, the supplier must identify that offence or circumstance. By marking a box beside an offence, a supplier is acknowledging that in the past three years, the identified party, be it the supplier, an affiliate or a first-tier subcontractor, has been charged with, convicted of or pleaded guilty to, that offence. In the row titled Comments, the supplier must identify the affected party by name and specify how the particular offence it has identified applies to the named party.

### **C. Inability to Certify as to a Determination of Ineligibility or Suspension**

The Integrity Clauses require a supplier to certify that it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it, one of its affiliates or a proposed first-tier subcontractor. The process for determining the status of a party under the Policy is described in section 16(b) of the Policy. When a supplier is unable to provide this certification, it must complete this Form.

Under section 15 of the Policy, titled Public Interest Exception ("PIE"), a contracting authority may enter into a contract or real property agreement with an ineligible or suspended supplier in narrow circumstances if the relevant Deputy Head or equivalent considers that doing so is in the public interest. Subject to receiving a PIE, an ineligible or suspended supplier that participates in a competitive solicitation or real property transaction will be declared non-responsive [Policy, s. 13(c)]. A supplier seeking a PIE in a competitive process would be unable to certify as to the absence of a determination with respect to itself.

Similarly, under section 16(e) of the Policy, a supplier may seek, in advance, the written consent of the relevant Deputy Head or equivalent to propose an ineligible or suspended first-tier subcontractor in a competitive process. Such request should be made through the named contracting or real property authority. A supplier that has obtained, in advance, written consent to use an ineligible or suspended first-tier subcontractor would

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<sup>5</sup> See, Policy, section 8, for information on pardons. A pardon would apply only to a conviction.

be unable to certify as to the absence of a determination with respect to the subcontractor.

It should be noted, however, that a Deputy Head or equivalent cannot provide consent to contract with a supplier that has lost its capacity to contract with Canada, further to subsection 750(3) of the *Criminal Code*. Similarly, consent cannot be provided for a supplier to enter into a first-tier subcontract with a subcontractor that has lost its capacity to receive any benefit under a contract between Canada and any other person, further to subsection 750(3) of the *Criminal Code*.

When a supplier is aware of a determination of ineligibility or suspension with respect to itself, one of its affiliates or a proposed first-tier subcontractor it should explain the circumstances of its participation in the competitive process. If the supplier is seeking a PIE, it should explain why it is in the public interest to be awarded the contract. With respect to an ineligible or suspended subcontractor, the supplier should include a copy of the written consent to propose the ineligible or suspended subcontractor.

When a supplier is otherwise unable to certify that it is unaware of a determination of ineligibility or suspension with respect to itself, one of its affiliates or a proposed first-tier subcontractor it must explain why.

All required explanations should be provided in a separate document under the heading **Inability to Certify as to a Determination of Ineligibility or Suspension**, to be included with this Form. PWGSC may request additional information from the supplier.

National Research Council Canada  
**Insurance Conditions**

1 of 1

**NRC0204D**

INSURER'S CERTIFICATE OF INSURANCE

(TO BE COMPLETED BY INSURER (NOT BROKER) AND DELIVERED TO NATIONAL RESEARCH COUNCIL CANADA WITHIN 30 DAYS FOLLOWING ACCEPTANCE OF TENDER)

**CONTRACT**

DESCRIPTION OF WORK	CONTRACT NUMBER	AWARD DATE
LOCATION		

**INSURER**

NAME

ADDRESS

**BROKER**

NAME

ADDRESS

**INSURED**

NAME OF CONTRACTOR

ADDRESS

**ADDITIONAL INSURED**

HER MAJESTY THE QUEEN IN RIGHT OF CANADA AS REPRESENTED BY THE NATIONAL RESEARCH COUNCIL CANADA

THIS DOCUMENT CERTIFIES THAT THE FOLLOWING POLICIES OF INSURANCE ARE AT PRESENT IN FORCE COVERING ALL OPERATIONS OF THE INSURED IN CONNECTION WITH THE CONTRACT MADE BETWEEN THE NAMED INSURED AND THE NATIONAL RESEARCH COUNCIL CANADA AND IN ACCORDANCE WITH THE INSURANCE CONDITIONS "E".

**POLICY**

TYPE	NUMBER	INCEPTION DATE	EXPIRY DATE	LIMITS OF LIABILITY	DEDUCTIBLE
COMMERCIAL GENERAL LIABILITY					
BUILDERS RISK "ALL RISKS"					
INSTALLATION FLOATER "ALL RISKS"					

THE INSURER AGREES TO NOTIFY THE NATIONAL RESEARCH COUNCIL CANADA IN WRITING 30 DAYS PRIOR TO ANY MATERIAL CHANGE IN OR CANCELLATION OF ANY POLICY OR COVERAGE SPECIFICALLY RELATED TO THIS CONTRACT

NAME OF INSURERS OFFICER OR AUTHORIZED EMPLOYEE	SIGNATURE	DATE:
		TELEPHONE NUMBER:

ISSUANCE OF THIS CERTIFICATE SHALL NOT LIMIT OR RESTRICT THE RIGHT OF THE NATIONAL RESEARCH COUNCIL CANADA TO REQUEST AT ANY TIME DUPLICATE COPIES OF SAID INSURANCE POLICIES

