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**Request for Proposals (RFP)**

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

<b>TITLE</b> Commercial Cleaning Services for Embassy of Canada to Mexico in Mexico City	
<b>SOLICITATION NUMBER</b> 18-142774	<b>DATE</b> October 18, 2019
<p><b>PROPOSAL DELIVERY</b></p> <p>In order for the proposal to be valid and accepted, it must be received no later than 14:00 EST on November 28, 2019 (as per Ottawa, Ontario) referred to as the "Closing Date".</p> <p>Only electronic copies will be accepted and received at the following e-mail address:</p> <p>internationalproposals@international.gc.ca</p> <p>Solicitation #: 18-142774</p>	
<p><b>Offer to: Foreign Affairs, Trade and Development Canada</b></p> <p><b>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.</b></p> <p><b>Name and title of person authorized to sign on behalf of the supplier:</b></p> <p>_____</p> <p>_____</p> <p><b>Signature</b> <span style="float: right;"><b>Date</b></span></p>	



**TABLE OF CONTENTS**

**PART 1 - GENERAL INFORMATION ..... 4**

1.1 INTRODUCTION..... 4

1.2 SUMMARY..... 4

1.3 CONTRACT DOCUMENTS ..... 5

1.4 INTERPRETATION ..... 5

**PART 2 - BIDDER INSTRUCTIONS..... 6**

2.1 LANGUAGE OF PROPOSAL ..... 6

2.2 REFERENCE CLAUSES ..... 6

2.3 STANDARD INSTRUCTIONS..... 6

2.4 SUBMISSION OF PROPOSALS ..... 7

2.5 SITE VISIT – MANDATORY ..... 8

2.6 COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS ..... 8

2.7 APPLICABLE LAWS ..... 9

2.8 ENTIRE REQUIREMENT ..... 9

2.9 DEBRIEFINGS..... 9

2.10 CHALLENGES..... 9

2.11 NO PROMOTION OF BIDDERS INTEREST..... 9

2.12 CONTROLLED GOODS REQUIREMENT..... 9

2.13 LEGAL CAPACITY ..... 10

2.14 INCAPACITY TO CONTRACT WITH GOVERNMENT..... 10

**PART 3 - BID PREPARATION INSTRUCTIONS..... 11**

3.1 PROPOSAL PREPARATION INSTRUCTIONS..... 11

3.2 TECHNICAL PROPOSAL INSTRUCTIONS ..... 11

3.3 FINANCIAL PROPOSAL INSTRUCTIONS ..... 11

3.4 FIRM PRICE..... 11

3.5 CERTIFICATIONS ..... 12

3.6 INSURANCE REQUIREMENTS ..... 12

**ATTACHMENT 1 TO PART 3 – CERTIFICATIONS..... 13**

**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION..... 16**

4.1 EVALUATION AND SELECTION ..... 16

4.2 TECHNICAL EVALUATION ..... 16

4.3 FINANCIAL EVALUATION..... 16

4.4 BASIS OF SELECTION ..... 16

**ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA..... 17**

**PART 5 - RESULTING CONTRACT CLAUSES..... 27**

5.1 DEFINITIONS ..... 27

5.2 PRIORITY OF DOCUMENTS ..... 27

5.3 AUTHORITIES AND COMMUNICATION..... 28

5.4 STANDARD CLAUSES AND CONDITIONS ..... 29

5.5 GENERAL CONDITIONS ..... 29

5.6 ENTIRE AGREEMENT ..... 29

5.7 APPLICABLE LAWS ..... 30

5.8 NUMBER AND GENDER ..... 30

5.9 POWERS OF CANADA / STATE IMMUNITY..... 30

5.10 TIME OF THE ESSENCE ..... 30

5.11 EXCUSABLE DELAY ..... 30

5.12 SEVERABILITY ..... 30

5.13 SUCCESSORS AND ASSIGNS ..... 31



5.14	SURVIVAL .....	31
5.15	ADDITIONAL SACC MANUAL CLAUSES .....	31
5.16	PERFORMANCE OF THE WORK .....	31
5.17	CERTIFICATIONS .....	34
5.18	CONTROLLED GOODS PROGRAM .....	34
5.19	PAYMENT TERMS .....	34
5.20	SUSPENSION AND INFRACTION .....	35
5.21	INSURANCE TERMS .....	36
5.22	GOVERNANCE AND ETHICS .....	36
5.23	DISPUTE RESOLUTION.....	37
<b>ANNEX A – STATEMENT OF WORK .....</b>		<b>38</b>
<b>ANNEX B – BASIS OF PAYMENT .....</b>		<b>57</b>
<b>ANNEX C – INSURANCE REQUIREMENTS .....</b>		<b>64</b>
<b>ANNEX D – SECURITY REQUIREMENTS CHECK LIST (SRCL) .....</b>		<b>65</b>
<b>ANNEX E - PROPOSED RESOURCE TABLE .....</b>		<b>68</b>



## **PART 1 - GENERAL INFORMATION**

### **1.1 INTRODUCTION**

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

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

Attachment 1 to Part 3 includes the Certifications, Attachment 1 to Part 4 includes the Evaluation criteria, Attachment 1 to the Draft Contract includes Supplemental Conditions.

The Annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), Insurance Requirements (Annex C), Security Requirements Check List (Annex D), Proposed Resource Table (Annex E).

### **1.2 SUMMARY**

- 1.2.1** The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada to Mexico in Mexico City, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide commercial cleaning services as described in the Statement of Work (Annex A).
- 1.2.2** The Work is to be performed from the contract award date (tentatively set for February 1, 2020 for a period of 2 years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 3 additional one year irrevocable option periods under the same terms and conditions.
- 1.2.3** There are security requirements associated with this requirement. For additional information, consult Part 5 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.4** The requirement may be subject to the provisions of the:
  - a) World Trade Organization Agreement on Government Procurement (WTO-AGP)
  - b) North American Free Trade Agreement (NAFTA)
  - c) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
  - d) Canadian Free Trade Agreement (CFTA)
  - e) Canada - Chile Free Trade Agreement (CCFTA)
  - f) Canada - Columbia Free Trade Agreement
  - g) Canada - Korea Free Trade Agreement
  - h) Canada - Honduras Free Trade Agreement
  - i) Canada - Panama Free Trade Agreement



- j) Canada - Peru Free Trade Agreement (CPFTA)
- k) Canada - Ukraine free Trade Agreement (CUFTA)
- l) Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

### **1.3 CONTRACT DOCUMENTS**

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

### **1.4 INTERPRETATION**

In this document, unless the context otherwise requires:

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

"Bid" or "proposal" is an offer to provide services or supply goods as a result of a solicitation. .

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

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

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



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 LANGUAGE OF PROPOSAL

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

### 2.2 REFERENCE CLAUSES

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

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

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

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

### 2.3 STANDARD INSTRUCTIONS

**2.3.1** The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23) (2019-03-04) Standard Instructions - *Goods or Services - Competitive Requirements* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23>), are incorporated by reference into and form part of the bid solicitation.

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

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

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

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

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

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

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

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

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

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



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

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

## 2.4 **SUBMISSION OF PROPOSALS**

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

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

The e-mail address indicated on page one (1) of the solicitation is for the purpose of proposal submission and enquiries concerning that solicitation. No other communications are to be forwarded to this address.

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

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

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

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

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

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

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

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

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



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

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

## **2.5 SITE VISIT – MANDATORY**

It is mandatory that the Bidder or a representative of the Bidder attend the conference. The conference will be held at **Schiller 529, Col. Bosque de Chapultepec (Polanco), Del. Miguel Hidalgo, 11580 Mexico City, D.F., Mexico** on **October 30, 2019** and will begin at **10 AM and end at 12 PM Central Standard Time**, in Mexico City, Mexico.

Bidders are requested to confirm their attendance with Canada's Representative no later than five (5) working days before the conference and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit.

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

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

## **2.6 COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS**

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 7 days before the bid closing date. Enquiries and suggestions received after that time may not be answered.





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

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

## **2.7 APPLICABLE LAWS**

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

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

## **2.8 ENTIRE REQUIREMENT**

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

## **2.9 DEBRIEFINGS**

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

## **2.10 CHALLENGES**

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

## **2.11 NO PROMOTION OF BIDDERS INTEREST**

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

## **2.12 CONTROLLED GOODS REQUIREMENT**

N/A



## 2.13 LEGAL CAPACITY

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

## 2.14 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

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



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 PROPOSAL PREPARATION INSTRUCTIONS

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

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

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

### 3.2 TECHNICAL PROPOSAL INSTRUCTIONS

**Section I:** to be labeled “**Technical Proposal**”; (1 soft copy by email submission)

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

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

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

### 3.3 FINANCIAL PROPOSAL INSTRUCTIONS

**Section II:** to be labeled “**Financial Proposal**”; (1 soft copy by email submission)

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

### 3.4 FIRM PRICE

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



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

### **3.5 CERTIFICATIONS**

**Section III:** to be labeled "**Certifications**"; (1 soft copy by email submission)

Bidders must submit the certifications required under Attachment 1 to Part 3.

### **3.6 INSURANCE REQUIREMENTS**

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex C. If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.



## ATTACHMENT 1 TO PART 3 – CERTIFICATIONS

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

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

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

### A1. CERTIFICATIONS REQUIRED WITH THE BID

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

#### A1.1. INTEGRITY PROVISIONS – DECLARATION OF CONVICTED OFFENCES

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

### A2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION

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

#### A2.1. INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION

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

#### A2.2. Federal Contractors Program for Employment Equity – Bid Certification

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

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



### **A2.3. STATUS AND AVAILABILITY OF RESOURCES**

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

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

### **A2.4. EDUCATION AND EXPERIENCE**

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

### **A2.5. FORMER PUBLIC SERVANT**

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

### **DEFINITIONS**

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

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

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum



payment period does not include the period of severance pay, which is measured in a like manner.

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

**FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION**

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

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

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

**WORK FORCE ADJUSTMENT DIRECTIVE**

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

If so, the Bidder must provide the following information:

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

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

**CERTIFICATION STATEMENT**

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

\_\_\_\_\_  
**Name & Signature of Authorized Individual**

\_\_\_\_\_  
**Date**



## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 EVALUATION AND SELECTION**

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

### **4.2 TECHNICAL EVALUATION**

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

### **4.3 FINANCIAL EVALUATION**

#### **4.3.1 Mandatory Financial Criteria**

The price of the bid will be evaluated in Mexican Peso (MXN). Applicable Taxes excluded.

### **4.4 BASIS OF SELECTION**

#### **4.4.1 Mandatory Technical Criteria**

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

#### **4.4.2 Basis of Selection – Lowest Price Per Point**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation;
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 84 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 140 points
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.





## ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

### 1.0 Mandatory Technical Criteria

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

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

Mandatory Technical Criteria (MT)			
#	Mandatory Technical Criterion	Met / Not Met	Reference to Proposal
<b>MT1</b>	<b>Experience of the Bidder</b>		
	<p>a) The Bidder must:</p> <p>a) Have a minimum of 5 years' experience within the last 10 years prior to bid closing date, in the provision of commercial cleaning services for projects with similar tasks to those listed in Annex A, Statement of Work.</p> <ul style="list-style-type: none"> <li>• Projects of similar size and scope are defined as follows:               <ul style="list-style-type: none"> <li>i. A minimum duration of 12 consecutive months and,</li> <li>ii. Office space in a large international organization, diplomatic mission, or embassy of 15,000 square feet of greater.</li> </ul> </li> </ul> <p>The minimum of 5 years' experience must be demonstrated through provision of the following:</p> <p>A complete list of past/present projects where the experience was gained (must be non-concurrent), and must include the following information:</p> <ul style="list-style-type: none"> <li>○ Company name;</li> <li>○ Location (city, country);</li> <li>○ Brief description of the role/work; and,</li> <li>○ Start and end dates of the work (i.e. month / year).</li> </ul> <ul style="list-style-type: none"> <li>• The Bidder must provide a reference for each project, and should include the following information:               <ul style="list-style-type: none"> <li>○ Company Name;</li> <li>○ Name of reference and title;</li> <li>○ E-mail address of reference; and,</li> <li>○ Telephone number of reference.</li> </ul> </li> </ul> <p><b>References may be contacted to verify the validity of the information provided by the Bidder.</b></p>		
<b>MT2</b>	<b>Proposed Supervisors (One for Chancery and one for Annex) &amp; Alternate Supervisors (One for Chancery and one for Annex) Experience</b>		



	<p>1) The Bidder's Supervisors must:</p> <ul style="list-style-type: none"> <li>a) Have a minimum of 4 years' experience within the last 7 years prior to bid closing date, in the management of commercial cleaning services, including team supervision, recruitment, tasking and, performance evaluation;</li> <li>b) Have experience in the use of commercial cleaning equipment. <ul style="list-style-type: none"> <li>The minimum of 4 years' experience must be demonstrated through provision of the following: <ul style="list-style-type: none"> <li>i. Detailed resume, including the languages spoken.</li> </ul> </li> </ul> </li> </ul> <p>References may be contacted to verify the validity of the information provided by the Bidder.</p> <p><b><u>NOTE: The Supervisor(s) are the employees of the Bidder who are designated by the Bidder as being in full charge of the site operations and the contractor for the purpose of this contract. The information must be provided on the forms in ANNEX E –Proposed Resource Table.</u></b></p> <p>2) The Bidder's Alternate Supervisors must:</p> <ul style="list-style-type: none"> <li>a) Have a minimum of 2 years' experience within the last 5 years, in cleaning type operations in the management of commercial cleaning services, including team supervision, recruitment, tasking and, performance evaluation.</li> <li>b) Have experience in the use of commercial cleaning equipment. <ul style="list-style-type: none"> <li>The minimum of 2 year of experience must be demonstrated through provision of the following: <ul style="list-style-type: none"> <li>i. Detailed resume, including the languages spoken.</li> </ul> </li> </ul> </li> </ul> <p><b><u>NOTE: The Alternate Supervisors are the employees of the Bidder who are designated by the Bidder as being in full charge of the site operations and the Contractor in the absence of the Supervisor for the purpose of this contract. The information must be provided on the forms in ANNEX E –Proposed Resource Table.</u></b></p>		
MT3	<b>INSURANCE REQUIREMENT</b>		
	<p>The Bidder must submit a letter from an Insurance Broker or Insurance Company licensed to operate in Mexico that certifies that the Bidder, if successful in being awarded a contract, will be or can be insured in accordance with all the insurance coverage requirements, with a minimum of Civil Liability of \$5,000,000 MXN pesos dedicated to the Embassy of Canada.</p> <p>The Bidder must provide a letter or documentation from the Mexican Institute of Social Insurance demonstrating that all employees are registered and can receive services as required.</p>		



<b>MT4</b>	<b>COMPANY REGISTRATION</b>		
	The Bidder must provide a copy of their Registro Federal de Contribuyentes (RFC) and their Acta Constitutiva, and copy of Registro Patronal antes el IMSS. If the owner of the Company has delegated their signing authority to another party, a copy of a Poder Especial signed before a Notary Public is required to support this delegation, to support the fact that it has been fully registered and is authorized, as per Mexican Law, to provide the services requested for the contract.		
<b>MT5</b>	<b>Office Proximity</b>		
	The bidder <b>MUST</b> demonstrate that the company has an office within 100km (60 miles) radius of the embassy (Schiller 529, Col. Bosque de Chapultepec (Polanco), Del. Miguel Hidalgo, 11580 Mexico City, D.F., Mexico) The bidder must provide the company's address.		

## 2.0 Point-Rated Technical Criteria

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

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

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

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



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

Rated Criterion Number	Title	Maximum Points Available	Minimum Points Required
<b>RT1</b>	<b>Bidder's Experience</b>	<b>20</b>	<b>84</b>
<b>RT2</b>	<b>Supervisor Experience</b>	<b>15</b>	
<b>RT3</b>	<b>Alternate Supervisor Experience</b>	<b>5</b>	
<b>RT4</b>	<b>Work Plan</b>	<b>50</b>	
<b>RT5</b>	<b>Schedule of Operations</b>	<b>20</b>	
<b>RT6</b>	<b>Transition Plan</b>	<b>30</b>	
<b>Total</b>		<b>140</b>	



<b>Point Rated Technical Criteria (RT)</b>			
<b>RT1 - Bidder's Experience</b>			
<b>#</b>	<b>Point Rated Technical Criteria</b>	<b>Point allocation</b>	<b>Weighting</b>
<b>RT1</b>	<p>For each year in addition to the five (5) minimum years of experience (as per MT1), list the Bidder's experience in providing cleaning services for Class 'A' facilities such as Embassies/ Consulates, Government Ministries or Corporation/ International Companies of similar size to the Canadian Embassy.</p> <p>The experience <b>MUST</b> be demonstrated by providing the following:</p> <p>a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and</p> <p>b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).</p>	6-10 years' experience	10 points
		11-15 years' experience	15 points
		16 or more years' experience	20 points
<b>Maximum Points =</b>			<b>20</b>



<b>Point Rated Technical Criteria (RT)</b>			
<b>RT2 - Supervisor Experience</b>			
#	Point Rated Technical Criteria	Point allocation	Weighting
RT2	<p>For each year in addition to the four (4) minimum years of experience (as per MT2) list the Supervisors' experience in directing cleaning type operations in a supervisory capacity for Embassies/Consulates, Government Ministries or Corporation International Companies of similar size to the Canadian Embassy.</p> <p>The experience <b>MUST</b> be demonstrated by providing the following:</p> <p>a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and</p> <p>b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).</p> <p><b><u>The information must be provided on the forms in ANNEX E –Proposed Resource Table.</u></b></p>	5 years' experience	6 points
		6 years' experience	9 points
		7 years' experience	12 points
		8 or more years' experience	15 points
<b>Maximum Points =</b>			<b>15</b>



Point Rated Technical Criteria			
RT3 – Alternate Supervisor Experience			
#	Point Rated Technical Criterion	Point allocation	Weighting
RT3	<p>For each year in addition to the two (2) minimum years of experience (as per MT3) list the Alternate Supervisors' experience in cleaning type operations for Embassies/Consulates, Government Ministries or Corporation International Companies of similar size to the Canadian Embassy.</p> <p>The experience MUST be demonstrated by providing the following:</p> <p>a) A complete list of past/present projects (which cannot be concurrent) that are similar in scope and complexity, including the project's duration and dates; and</p> <p>b) The names and telephone numbers of references who can be contacted to confirm the Bidder's experience and satisfactory performance (i.e. one (1) reference for each project).</p> <p><b><u>The information must be provided on the forms in ANNEX E –Proposed Resource Table.</u></b></p>	3 years' experience	1 Point
		4 years' experience	2 Points
		5 years' experience	3 Points
		6 years' experience	4 Points
		7 or more years' experience	5 Points
<b>Maximum Points =</b>			<b>5</b>



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





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



<b>Point Rated Technical Criteria (RT)</b>			
<b>RT6 – Transition Plan</b>			
<b>#</b>	<b>Point Rated Technical Criteria</b>	<b>Bid Preparation Instructions</b>	<b>Weighting</b>
RT6	<p>The bidder must submit a transition plan.</p> <p>The transition plan submitted by the Bidder must include details on the following:</p> <ul style="list-style-type: none"> <li>i. Timeline of transition;</li> <li>ii. Activities and level of effort required for each transition activity; and,</li> <li>iii. Vetting procedures used for new staff</li> </ul>	<p>The transition plan submitted by the Bidder must include details on the following:</p> <ul style="list-style-type: none"> <li>i. Timeline of transition</li> <li>ii. Activities and LOE required for each transition activity</li> <li>iii. Vetting procedures</li> </ul>	<p>10 Points</p> <p>10 Points</p> <p>10 Points</p>
<b>Maximum Points =</b>			<b>30</b>



## **PART 5 - RESULTING CONTRACT CLAUSES**

### **5.1 DEFINITIONS**

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

### **5.2 PRIORITY OF DOCUMENTS**

The Parties agree to be bound by the following documents:

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



- (f) Insurance Requirements (Annex C);
- (g) Security Requirements Check List (Annex D);
- (h) Proposed Resource Table (Annex E).

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

### **5.3 AUTHORITIES AND COMMUNICATION**

#### **5.3.1 Canada's Representative**

Canada's Representative for this Contract is:

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

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

#### **5.3.2 Project Authority**

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

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

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

#### **5.3.3 Communication and Notices**

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



### 5.3.4 Management of the Contract

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

### 5.3.5 Contractor's Representative

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

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

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

### 5.3.6 Amendment

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

### 5.3.7 Assignment

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

## 5.4 STANDARD CLAUSES AND CONDITIONS

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

## 5.5 GENERAL CONDITIONS

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

## 5.6 ENTIRE AGREEMENT

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



## **5.7 APPLICABLE LAWS**

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

## **5.8 NUMBER AND GENDER**

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

## **5.9 POWERS OF CANADA / STATE IMMUNITY**

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

## **5.10 TIME OF THE ESSENCE**

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

## **5.11 EXCUSABLE DELAY**

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

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

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

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

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

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

## **5.12 SEVERABILITY**

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



### **5.13 SUCCESSORS AND ASSIGNS**

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

### **5.14 SURVIVAL**

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

### **5.15 ADDITIONAL SACC MANUAL CLAUSES**

N/A

### **5.16 PERFORMANCE OF THE WORK**

#### **5.16.1 Description of Work**

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

#### **5.16.2 Period of the Contract**

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

#### **5.16.3 Option to Extend the Contract**

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

#### **5.16.4 Exercise of Option to Extend**

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 days before the expiry date of the Contract. The option may only be exercised by Canada's Representative, and will be evidenced for administrative purposes only, through a Contract amendment.

#### **5.16.5 Independent Contractor**

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

#### **5.16.6 Conduct**

The Contractor must:

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



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

#### **5.16.7 Time**

For the purposes of this Contract, a full day of Work is any period of seven and one half (7.5) hours within any twenty-four (24) hour period. If the Contractor is engaged in the performance of the Work for any period that exceeds or is less than a full day, the Contractor will be paid a pro-rata portion of the firm daily rate that corresponds to the number of hours during which the Contractor was so engaged.

#### **5.16.8 Assigned Individuals**

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

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

#### **5.16.9 Resources**

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

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

#### **5.16.10 Replacements**

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

#### **5.16.11 Compliance with Local Law**

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

#### **5.16.12 Inspection and Acceptance**

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





### 5.16.13 Security Requirements

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

- 5.16.13.1** The Contractor must diligently maintain up-to-date, the information related to the Contractor's and individual(s) site(s) or premises, where safeguarding measures are required in the performance of the Work, for the following address(es):
- Schiller 529, Col. Bosque de Chapultepec (Polanco), Del. Miguel Hidalgo, 11580 Mexico City, D.F., Mexico.
  - Cervantes Saavedra 193 col. Ampliacion Granada Ciudad de Mexico, Mexico City, D.F., Mexico.
- 5.16.13.2** The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individual(s) hold a valid security clearance at the required level.
- 5.16.13.3** At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be escorted by a member of the Canada-based staff (CBS) on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted **with the permission of the Mission Security Officer (MSO) or by CBS as authorized by the MSO and the guards will be under the continuous escort of the MSO or CBS while working within the restricted zone**. Failure to provide a contingent of guards able to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers.
- 5.16.13.4** If the **Contractor** breaches Sub-paragraph (1) above, DFATD shall terminate this Contract immediately without notice or any further obligation to the **Contractor**. The **Contractor** shall immediately refund to the Receiver General of Canada via DFATD all unspent funds provided under this Contract

### 5.16.14 Green Procurement

- 5.16.14.1** The Contractor should make every effort to ensure that all documents prepared or delivered under this contract are printed double-sided on Ecologo certified recycled paper or on paper with equivalent post-consumer recycled content, to the extent it is procurable.
- 5.16.14.2** The Contractor should make every effort to use environmentally preferred goods, services and processes, as required, to reduce any environmental impacts resulting from the performance of the Work. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.



## **5.17 CERTIFICATIONS**

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

## **5.18 CONTROLLED GOODS PROGRAM**

N/A

## **5.19 PAYMENT TERMS**

### **5.19.1 Basis of Payment**

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

### **5.19.2 Limitation of Expenditure**

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

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

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

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

### **5.19.3 Method of Payment – Monthly Payments**

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

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

### **5.19.4 Audit**

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



### **5.19.5 Invoicing Instructions**

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

### **5.19.6 Discrepancies**

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

### **5.19.7 Termination Payments**

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

### **5.19.8 Remittance to appropriate tax authority**

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

### **5.19.9 Payment of Invoices by Credit Card**

N/A

## **5.20 SUSPENSION AND INFRACTION**

### **5.20.1 Suspension of the Work**

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

### **5.20.2 Infraction**



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

## **5.21 INSURANCE TERMS**

### **5.21.1 Specific Insurance Requirement**

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

## **5.22 GOVERNANCE AND ETHICS**

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

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

### **5.22.2 Incapacity to Contract with the Government**

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

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



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

### 5.22.3 Anti-Terrorism

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

## 5.23 DISPUTE RESOLUTION

### 5.23.1 Discussion and Negotiation

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



## ANNEX A – STATEMENT OF WORK

### 1. Title

Commercial Cleaning Services for Embassy of Canada to Mexico in Mexico City.

### 2. Background

Embassy of Canada to Mexico in Mexico City is soliciting sealed proposals for commercial cleaning services for:

- Embassy of Canada is a building (approximately 94,000 square feet) and consists of four floors including a basement, and parking area located at Schiller 529, Col. Bosque de Chapultepec (Polanco), Del. Miguel Hidalgo, 11580 Mexico City, D.F., Mexico. Embassy of Canada operates between the hours of 8:00 AM (0800hrs.) to 16:30 PM. (1630 hrs.), Monday through Friday.
- Embassy of Canada – Parking Garage is situated on site of 529 Schiller Office consists indoor garages, accommodating approximately 15 Vehicles. The area is comprised of only one (1) level and includes parking spaces, storage areas and offices;
- Annex is situated at Cervantes Saavedra 193 col. Ampliacion Granada Ciudad de Mexico, which operates between the hours of 7:30 AM (0730hrs.) to 15:45 PM (1545 hrs.), Monday through Friday. The Annex is approximately 45,000 square feet, and consists of four floors, and includes a parking area with storage spaces

### 3. Objectives

The purpose of this Statement of Work (SOW) is to identify potential suppliers of commercial cleaning services for the Embassy of Canada in Mexico City, Mexico, as described in the following paragraphs.

This SOW is designed to satisfy without interruption, the cleaning service requirements of the Embassy of Canada, in Mexico City, Mexico, referred to as “the Embassy”. The commercial cleaning services requirements include Scheduled and On-Call services.

Scheduled Cleaning Services are described as the core cleaning services required by the Embassy for the duration the contract, including option periods.

On-Call Cleaning Services are the “as and when requested” cleaning services required from time-to-time in response to specific situations, needs, special events, and emergencies.

### 4. Scope

The contractor will provide all personnel, materials, labor, supervision, tools, equipment, uniforms, and other items and services necessary to provide commercial custodial and housekeeping services as described herein, and is exempted only from those items that are specifically noted.

### 5. Operations and Frequencies

#### 5.1. Daily Operations(once per day unless stated otherwise within the specific task)

- **Exterior:**
  - 5.1.1.1. Under the supervision of the Project Authority, remove graffiti, posters, and stickers from exterior surfaces, doors, and windows at street level, using a safe removal technique;
  - 5.1.1.2. Clean metal surfaces, including all handrails and gates;
  - 5.1.1.3. Clean glass and sashes on main entrance and all glass doors in the Main Entrance, terraces and on all the floors;



- 5.1.1.4. Clean glass of fingerprints and smudges in main entrance doors;
- 5.1.1.5. Clear litter and sweep all areas to include walkways, driveways and ramp;
- 5.1.1.6. Remove litter and debris from outside sidewalks located in along the Embassy area and the Annex;
- 5.1.1.7. Sweep and mop floors in the guard hut area;
- 5.1.1.8. Clean washroom in the guard hut area and
- 5.1.1.9. Clean furniture in the guard hut area

- **Interior:**

**5.1.2. Floors - Resilient Tile, Marble and Rubber**

- 5.1.2.1. Sweep and damp-mop all Embassy floors, including Atrium, meeting rooms, cafeteria, corridors, halls, bathrooms and elevators.
- 5.1.2.2. Sweep and damp-mop floors in main lobby at the Annex including interview booths as well as bathrooms and elevator areas;
- 5.1.2.3. Sweep or vacuum floors in all office areas.

**5.1.3. Floors – Ceramic Tile**

- 5.1.3.1. Sweep, or vacuum, and damp mop; and
- 5.1.3.2. Remove litter, foreign material, and items stuck to tile.

**5.1.4. Floors – Carpet**

- 5.1.4.1. Vacuum all offices, conference rooms, and high traffic areas such as the lobby, atrium, and corridors.

**5.1.5. Floors/Stairs – Marble**

- 5.1.5.1. Sweep and damp-mop all floors, stairways and corridors;
- 5.1.5.2. Remove foreign matter stuck to floors and wash stains and spills; and
- 5.1.5.3. Dust and/or vacuum cove bases in corridors.

**5.1.6. Floor/Stairs – Concrete**

- 5.1.6.1. Sweep all floors; and
- 5.1.6.2. Remove litter and foreign matter in stairways.

**5.1.7. Walls, Doors and Other Surfaces**

- 5.1.7.1. Wipe and polish all stainless steel, bronze hand rails, doors and frames and all other metal surfaces using an approved non-abrasive stainless steel and bronze cleaner; and
- 5.1.7.2. Damp wipe all aluminum windowsills to remove dust.

**5.1.8. Elevators**

- 5.1.8.1. Clean walls, rails and doors of fingerprints and smudges using an approved non-abrasive cleaner, and;
- 5.1.8.2. Mop-clean the floors.

**5.1.9. Washrooms**

- 5.1.9.1. All washrooms must be serviced (**TWICE DAILY**), except for the washroom in the restricted area which must be serviced once per day;
- 5.1.9.2. Remove all litter and foreign matter from floors and counters;



- 5.1.9.3. Wipe fixtures, counters, partitions and other surfaces with an approved germicidal cleaning solution;
- 5.1.9.4. Wipe stainless steel fixtures and any surfaces with an approved non-abrasive cleaner/polisher;
- 5.1.9.5. Remove debris caught in strainers and drains in all fixtures;
- 5.1.9.6. Wipe smudges and fingerprints off mirrors and walls;
- 5.1.9.7. Empty Sani-baskets, wash and disinfect with an approved cleaner, and provide new bags; and
- 5.1.9.8. Restock all dispensers with approved liquid hand soap, toilet tissue and paper towels.

#### **5.1.10. Cafeteria-Embassy & Annex**

- 5.1.10.1. Damp wipe tabletops, legs and chair frames;
- 5.1.10.2. Wipe smudges and fingerprints from walls, ledges, and painted glass wall plates; and;
- 5.1.10.3. Wet mop Resilient Tile Floor in the "food service line", cafeteria floors, and terraces.

#### **5.1.11. Furniture and Furnishings**

- 5.1.11.1. Dust all horizontal surfaces;
- 5.1.11.2. Spot clean fingerprints and smudges from furniture and metal cabinets using approved cleaners and lint-free dusting cloths;
- 5.1.11.3. Dust picture frames and wall hangings, excluding paintings and art objects; (the Project Authority will specify items not to be cleaned);
- 5.1.11.4. Empty wastebaskets and replace disposable liners.

#### **5.1.12. Shipping and Receiving Area**

- 5.1.12.1. Sweep loading dock;
- 5.1.12.2. Remove litter and spillage; and
- 5.1.12.3. Wipe smudges and stains from doors, windows, and walls.

#### **5.1.13. Trash/Dumper Area**

- 5.1.13.1. Collect all office waste;
- 5.1.13.2. Place all disposable material in appropriate bins before end of workday;
- 5.1.13.3. Flatten cardboard containers before placing in bins; and
- 5.1.13.4. Sweep trash area and keep dock free of litter and debris.

#### **5.1.14. Miscellaneous Furnishings and Equipment**

- 5.1.14.1. Wipe fingerprints and smudges from all drinking fountains using disinfectant; and
- 5.1.14.2. Check rolled-paper dispensers in kitchenettes and refill as necessary.

#### **5.1.15. Parking Garage**

- 5.1.15.1. Sweep area around entrance kiosk and remove all debris inside entrance/exit doors and on ramps;
- 5.1.15.2. Check all areas and remove debris and litter;
- 5.1.15.3. Remove "standing water" with squeegees to nearest drains; and
- 5.1.15.4. Empty sand-urns provided for disposal of smoking materials, and small waste containers at entrance to each garage elevator lobby.

#### **5.1.16. Contractor's Space**

- 5.1.16.1. Remove litter and debris from Janitor's closets;
- 5.1.16.2. Wash and disinfect sinks in Janitor's Closets with an approved cleaner;





- 5.1.16.3. Wash and disinfect washrooms in Janitor's area with an approved cleaner; and
- 5.1.16.4. Keep brooms, mops, buckets, and other cleaning utensils in a clean and odor-free manner.

#### **5.1.17. Cups, Glasses and Mugs**

- 5.1.17.1 Wash all glasses, cups and mugs, used by the Chancery staff in the morning, once a day, by collecting them in every section and returning them once cleaned.

### **5.2. Weekly Operations(once per week unless stated otherwise within the specific task)**

#### **- Interior:**

##### **5.2.1. Floors - Resilient Tile, Marble and Rubber**

- 5.2.1.1. Wash and scrub elevator floors, using approved cleaners to remove all foreign matter, before applying polisher;
- 5.2.1.2. Spot spray-buff high traffic areas in front of, and behind counters, in desk wells and traffic lanes in office areas and corridors;
- 5.2.1.3. Spray-buff floor in Cafeterias areas;
- 5.2.1.4. Sweep and damp-mop basements, storage and gym areas.

##### **5.2.2. Floors – Ceramic Tile**

- 5.2.2.1. Wet mop all floors;
- 5.2.2.2. Wash floors with an approved germicidal detergent in washrooms and private showers;
- 5.2.2.3. Place chemicals in floor drains to ensure p-traps are full.

##### **5.2.3. Floors – Carpet \*TWICE WEEKLY\***

- 5.2.3.1. Vacuum open work areas, closets, and storage rooms.

##### **5.2.4. Floors/Stairs – Marble**

- 5.2.4.1. Damp-mop cover bases in corridors; and
- 5.2.4.2. Wet-mop all floors.

##### **5.2.5. Floors/Stairs – Concrete**

- 5.2.5.1. Sweep, or vacuum all stairways and landing.

##### **5.2.6. Walls, Doors and Other Surfaces**

- 5.2.6.1. High dust (above seven (7) feet) in lobbies and tops of door frames and corridors, lobbies and hallways;
- 5.2.6.2. High Dust (above seven (7) feet) in Main Entrances, Main Hallways, Meeting rooms; and
- 5.2.6.3. Wash, using an approved mild detergent, all walls around elevator “call” buttons.

##### **5.2.7. Elevators**

- 5.2.7.1. Scrape and vacuum doorsills and tracks and at each landing, and;
- 5.2.7.2. Wash floors, removing all smudges and dirt accumulated during the week, polish.



### **5.2.8. Washrooms**

**5.2.8.1.** Dry wash all partitions and partition doors with an approved germicidal detergent; and

**5.2.8.2.** Descale toilet bowls and urinals with an approved cleaner.

### **5.2.9. Mechanical Rooms**

**5.2.9.1.** Vacuum floor and remove trash.

### **5.2.10. Cafeteria-Embassy & Annex**

**5.2.10.1.** Clean furniture; and

**5.2.10.2.** Wash resilient floor in "food service line".

### **5.2.11. Furniture and Furnishings**

**5.2.11.1.** Vacuum under cushions on upholstered furniture;

**5.2.11.2.** Dust vertical surfaces of furniture;

**5.2.11.3.** Damp wipe exterior of wastebaskets; and

**5.2.11.4.** Damp wipe and polish all conference Rooms tables using approved materials.

### **5.2.12. Trash/Dumper Area**

**5.2.12.1.** Wash floor in trash area.

### **5.2.13. Miscellaneous Furnishings and Equipment**

**5.2.13.1.** Dust roller curtains; and

**5.2.13.2.** Damp wipe and disinfect counters and sinks in kitchenettes.

### **5.2.14. Parking Garage**

**5.2.14.1.** Dust both sides of entrance/exit doors;

**5.2.14.2.** Remove floor drain covers, clean built-in receptacles of dirt and debris and replace covers; minimum of one gallon of water in each floor drain; and

**5.2.14.3.** Empty large waste receptacles, and wash receptacles provided for smoking materials and replenish sand.

### **5.2.15. Tablecloths, Cutlery, and Glasses**

**5.2.15.1.** Wash and iron all tablecloths and cloth napkins used for Embassy and Annex events.

**5.2.15.2.** Wash all cutlery and glasses used for Embassy and Annex events.

## **5.3. Monthly Operations(once per month unless stated otherwise within the specific task)**

### **- Exterior**

**5.3.1.** Wash exterior cafeteria terrace including furniture;

**5.3.2.** Wash exterior ashtrays, accessories, in the cafeteria terrace area;

**5.3.3.** Wash sidewalk along the area of the Embassy and Annex respectively;

**5.3.4.** Wash exterior main entrance of the Embassy and Annex respectively; and

**5.3.5.** Wash parking and loading ramps.

### **- Interior**

#### **5.3.6. Reception Area**



5.3.6.1. Vacuum top of ceiling panels in from of Reception area on Main Floor;

### **5.3.7. Floors - Resilient Tile, Marble and Rubber**

5.3.7.1. Wet scrub and refinish, on a full floor basis, all corridors;

5.3.7.2. Wet scrub and refinish floors in Cafeterias areas; and

5.3.7.3. Spray-buff floors in Cafeteria area.

### **5.3.8. Floors – Ceramic Tile**

5.3.8.1. Deep cleaning the public washrooms;

5.3.8.2. Steam clean floors in the public washrooms and

5.3.8.3. Machine scrub Man Traps.

### **5.3.9. Floors – Carpet**

5.3.9.1. Wash walk-on mats as per manufacturer instructions and for damage from fraying or tears and report irregularities to the Project Authority

### **5.3.10. Floors/Stairs – Marble**

5.3.10.1. Wet-mop stairways.

### **5.3.11. Floor/Stairs – Concrete**

5.3.11.1. Machine scrub all floors.

### **5.3.12. Walls, Doors and Other Surfaces**

5.3.12.1. Dust or vacuum all air intake grills air diffusers and metal surroundings;

5.3.12.2. Vacuum baseboard heaters; and

5.3.12.3. Polish sculptures with approved cleaner.

### **5.3.13. Elevators**

5.3.13.1. Wash walk-on mats.

### **5.3.14. Washrooms**

5.3.14.1. Machine scrub floors with an approved germicidal detergent;

5.3.14.2. Wash ceramic tile walls and floors with pressure washer; and

5.3.14.3. Pressure wash floors and walls in showers

### **5.3.15. Mechanical Rooms**

5.3.15.1. Wet mop concrete floors; and

5.3.15.2. Dust panels and equipment.

5.3.15.3. Dust/vacuum pipes, light fixtures and cabinets in Mechanical Rooms

### **5.3.16. Trash/Dumper Area**

5.3.16.1. Wash interior of trash containers and disinfect with an approved cleaner.

### **5.3.17. Annex**

5.3.17.1. Spray buff floors in Cafeteria area; and



**5.3.17.2.** Strip and refinish Food Service Line Floor in Cafeteria with an approved cleaner

### **5.3.18. Shipping and Receiving Area**

**5.3.18.1.** Pressure wash floors and walls in entire loading dock area. Ensure that water is mopped up so that no puddles are left as "standing-water".

### **5.3.19. Miscellaneous Furnishings and Equipment**

**5.3.19.1.** Damp wipe cupboards under sinks in kitchenettes; and

**5.3.19.2.** Vacuum and wash interior of all cupboards and kitchenettes.

### **5.3.20. Parking Garage**

**5.3.20.1.** Wash interior and exterior of garage entrance/exit doors;

**5.3.20.2.** Sweep and damp mop concrete floors in storage rooms;

**5.3.20.3.** Dust portable fire extinguishers and respective cabinets; and

**5.3.20.4.** Wash interiors of large waste receptacles and disinfect with approved cleaner as necessary.

**5.3.20.5.** Remove sand, dirt, and debris from catch-boxes in Garage Ramp and Driveway

**5.3.20.6.** Dust/vacuum (including high dusting) pipes, light fixtures and cabinets in Garage.

## **5.4 Quarterly (four times per year unless stated otherwise within the specific task)**

### **- Interior**

#### **5.4.1 Blinds**

**5.4.1.1** Damp wipe blinds in all offices and corridors.

#### **5.4.2 Floors - Resilient Tile, Marble and Rubber**

**5.4.2.1** Wet scrub and refinish, on a full floor basis, all office areas.

#### **5.4.3 Floors – Ceramic Tile**

**5.4.3.1** Machine scrub Garages and Passenger Elevators.

#### **5.4.4 Floor/Stairs – Concrete**

**5.4.4.1** Machine Scrub stairways and landings.

#### **5.4.5 Walls, Doors and Other Surfaces**

**5.4.5.1** Wash, using approved mild detergent, all air intake grills, air diffusers and metal trim and surroundings; and

**5.4.5.2** Wipe smudges off mechanical access panels and doors.

#### **5.4.6 Elevators**

**5.4.6.1** Machine scrub floors.

#### **5.4.7 Washrooms**

**5.4.7.1** Steam clean floor grout;

**5.4.7.2** Steam-clean floors in Bathroom Stalls and in Private Washroom in Secure Area; and



**5.4.7.3** Wash interior of wastebaskets and trash containers.

#### **5.4.8 Mechanical Rooms**

**5.4.8.1** Vacuum pipes, equipment, light fixtures and panels.

#### **5.4.9 Furniture and Furnishings**

**5.4.9.1** Vacuum upholstered office partitions;

**5.4.9.2** Clean and polish frames and bases using approved cleaner;

**5.4.9.3** Clean and polish chair legs using approved cleaner; and

**5.4.9.4** Wash interior of wastebaskets.

#### **5.4.10 Miscellaneous Furnishings and Equipment**

**5.4.10.1** Damp wipe roller curtains; and

**5.4.10.2** Defrost refrigerators in kitchenettes and offices. (Estimated but not limited to 24 machines) – Maintain a list with work control of units cleaned.

### **5.5 Semi Annual Operations (Two times per year unless stated otherwise within the specific task)**

#### **- Interior:**

##### **5.5.1 Floors – Ceramic**

**5.5.1.1** Machine scrub ceramic floors.

##### **5.5.2 Floors/Stairs – Marble**

**5.5.2.1** Machine scrub floors.

##### **5.5.3 Wash interior glass office partitions(Execute 2 times a year)**

##### **5.5.4 Parking Garage**

**5.5.4.1** Dust or vacuum ledges, tops of pipes and partitions, including the tops of hanging and wall mounted light fixtures and conduit; and

**5.5.4.2** Wash all ceiling and wall mounted light fixtures.

### **5.6 Annual Operations(Once per year unless stated otherwise within the specific task)**

#### **- Interior**

##### **5.6.1 Floors/Stairs – Marble**

**5.6.1.1** Strip and reseal floors and stairways.

##### **5.6.2 Floors – Ceramic Tile**

**5.6.2.1** Steam clean & polish bathroom stalls, private washroom in secure area and showers.

##### **5.6.3 Floors – Mats**

**5.6.3.1** Steam cleaning or chemical washing of floor mats with approved cleaner



#### 5.6.4 Washrooms

##### 5.6.4.1 Wash ceilings.

### 6. Special Requirements

#### 6.1. Scheduled Cleaning

**6.1.1.** This section of the specification covers the detailed requirements of the Embassy of Canada in terms of the required frequency of the Schedules Cleaning, and the manner in which such cleaning must be undertaken. The detailed requirements given are not intended to provide minimum guidelines for the work to be performed, and are not intended to be exclusive instructions.

**6.1.2.** Scheduled Cleaning must be undertaken at the following locations:

**6.1.2.1. Embassy of Canada** situated at Schiller 529 Col. Polanco Ciudad de Mexico between the hours of 8:00 AM (0800hrs.) to 4:30 PM (1630 hrs.), Monday through Friday. The Embassy is approximately 94,000 square feet and consists of four floors including a basement, and parking area.

In addition to the work outlined in the above paragraph, supervised cleaning of the secured areas of the Chancery must take place between the hours of 9:30 AM (0930 hrs.) and 4:30 PM (1630 hrs.), Monday through Friday

**6.1.2.2. Embassy of Canada – Parking Garage** the parking facilities are indoor garages, accommodating approximately 15 Vehicles in the 529 Schiller Office. The area is comprised of only one (1) level and includes parking spaces, storage areas and offices;

**6.1.2.3. Annex** situated at Cervantes Saavedra 193 col. Ampliacion Granada Ciudad de Mexico, between the hours of 7:30 AM (0730hrs.) to 15:45 PM. (1545 hrs.), Monday through Friday. The Annex is approximately 45,000 square feet, and consists of four floors, and includes a parking area with storage spaces.

In addition to the work outlined in the above paragraph, supervised cleaning of the secured areas of the Annex must take place between the hours of 9:30 (0930 hrs.) and 3 PM (1500 hrs.) Monday through Friday.

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

#### 6.2. "On-Call" Cleaning Services (As-and-When-Requested)

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

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

**6.2.3.** "On-Call" cleaning shall be done in areas of the building (called Representational Areas) where events are held on an irregular basis both during and after regular working hours.



**6.2.4.** The following list describes the types of tasks that could be requested under this 6.2. "On-Call" cleaning category. The list is not exhaustive:

- cleaning before and after an event held at the Chancery or Annex;
- cleaning of Head of Mission's residence before or after an event;
- cleaning (washing, drying, ironing) of bed linens, bath and dish towels/cloths normally included in Embassy pack-up kits; and
- general cleaning tasks of an unforeseen nature.

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

**6.2.6.** The formula used to complete the estimate will be based on the approved hourly rate for the "supervisor" Heavy Duty Cleaner and each "additional cleaner" at the approved hourly rate for Light Duty Cleaner included in Appendix D - Financial Proposal;

**6.2.7.** On a monthly basis, the Contractor must submit a claim to the Embassy of Canada for the performance of any "On-Call" cleaning services. Additional fees shall not be submitted for event work completed during regular work hours using existing (regular) cleaning staff.

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

**6.2.9.** In addition to following procedures for cleaning floors, etc., as outlined in the Contract, 'On

**6.2.10.** Call' Cleaning staff shall be required to return tables, chairs, easels, walk-on mats, etc., that are used at hospitality events to the proper storage locations to facilitate the required cleaning duties.

### **6.3 Re-Lamping**

**6.3.1** All lamps and tubes are provided by the Embassy and replacement is made with same type and wattage as lamp removed;

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

**6.3.3** Provide a list to Work Control of lamps replaced to ensure Work Order is raised to keep track of number of lamps replaced;

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

**6.3.5** Dry wipe bulbs and tubes during the replacement; wipe smudges, cobwebs and fingerprints off fixtures and surrounding surfaces after replacing lamps;

**6.3.6** Replace fluorescent tubes must be placed in cardboard container before being placed in trash bin.

## **7. General Conditions and Quality Standards**



## 7.1. Glossary of Terms

- a) Cleaner (Light Duty) - Picks up litter, empties waste paper baskets and small wax receptacles; removes foreign material from rooms, cleans furniture, fixtures, and dusts all surfaces, damp mops, dust mops, vacuums, replenishes supplies in washrooms, cleans toilet facilities, wash basins, stainless steel, and chrome fittings, mirrors, and dispensers.
- b) Cleaner (Heavy Duty) - Picks up litter, empties, cleans and/or washes heavy waste receptacles, sweeps, damp mops, washes and scrubs floors, removes and applies floor finishes, washes or vacuums walls and ceilings, replaces lamps and tubes, operates powered cleaning equipment and other related heavy duties.
- c) Routine cleaning - Cleaning operations, which are specified, to be performed monthly or more frequently than monthly, such as twice weekly or daily.
- d) Scheduled Operations - Cleaning operations which are specified to be performed less frequently than monthly, such as every two months, quarterly, semi-annually or annually.
- e) "On-Call" Cleaning - Cleaning operations, which are specified to be performed only when ordered by the Project Authority.
- f) Materials - All supplies and expendable goods (such as light bulbs and fluorescent tubes, toilet tissue, paper towels, hand soap, plastic bags and Sani-bags) necessary for the physical cleaning of the building (such as waste containers, brushes, mops, etc.)
- g) Equipment - All machines and appliances used to support the execution of the Contract, such as vacuums, floor/buffer/polishers, chemical dispensers, pressure washers, extension cords, carpet shampoos.
- h) Supervisor - The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor for the purpose of this contract.
- i) Alternate - The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor for the purpose of this contract.
- j) Contractor - The company who is successful in being awarded the Contract.
- k) Work - Includes the whole of the works, materials, matter and things required to be done, furnished and performed by the Contractor under the contract.
- l) Monthly - Means twelve (12) times per calendar year, or approximately every thirty (30) days.
- m) Quarterly - Means four (4) times per calendar year, or approximately every ninety (90) days.
- n) Semi-annually - Means two (2) times per calendar year, or approximately every one hundred and eighty (180) days.
- o) Annually - Means once every twelve (12) months or approximately every three hundred and sixty-five (365) days.
- p) Twice weekly - Means every three (3) to four (4) days (i.e. Monday and Thursday, or Tuesday and Friday).
- q) Normal Business Hours - For the purpose of this Contract, the normal business hours shall be: Embassy of Canada and Embassy Parking Garage - between the hours of 8:00 AM (0800hrs.) to 16:30 PM. (1630 hrs.), Monday through Friday.  
Annex, at Cervantes Saavedra 193 col. Ampliacion Granada Ciudad de Mexico, which operates between the hours of 7:30 AM (0730hrs.) to 15:45 PM (1545 hrs.), Monday through Friday.
- r) Normal Work Week - For the purpose of this contract, the normal workweek shall be the hours listed as "Normal Business Hours".
- s) Sweeping - Consists of removing loose, dry surface soil with a broom, treated dust mop, treated dust cloth, or solvent-free dust mop or cloth. Note: Treated mops and cloths shall have chemicals applied the day before they are used to ensure no streaks are left on floor and furniture.
- t) Spray Buffing - Consists of spraying a spray-buff on a swept floor with care taken that no solution splashes against furniture, walls, doors, and baseboards. Floor shall be swept after spray buffing has been completed.
- u) Wet Scrubbing - Consists of removing the top layer, or layers, of floor finish using the wet scrub method with a floor scrubbing machine. Followed by the application of two (2) coats of a self-polish, non-slip, interlocked floor finish to the dry, clean floor. Operation is completed by cleaning baseboards.
- v) Wash (floor) - Consists of applying a neutral detergent solution to the floor and agitating it with a mop, removing the solution and rinsing the floor with clean water and picking up the rinse water.





- w) Damp Mop (floor) - Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.
- x) Vacuum - Consists of removing dust, dirt, and litter using an upright or canister type vacuum cleaner, capable of having a hose and crevice tool attached to clean in corners and along baseboards or behind and under cushions on upholstered furniture as well as air-conditioning supply and return grills in walls and ceilings.
- y) Dusting - Consists of removing loose dirt, dust, and cobwebs using treated, or untreated, dust mop or cloth on horizontal surfaces on windowsills, stools and furniture.
- z) Spot Cleaning - Consists of removing finger marks, smudges stains, and graffiti using a moistened cloth followed by a dry cloth.
- aa) Polishing - Consists of removing soil marks and stains, as well as finger marks and smudges, by applying an approved cleaner/polisher and buffing with a dry cloth until dry.

## 7.2. General Conditions

- 7.2.1. The Contractor must furnish a complete written list of proposed material giving manufacturer, origin, composition, etc. that will be used to carry out the Contract for approval by the Project Authority;
- 7.2.2. Contractor shall maintain a file or binder with the MSDS (Material Safety Data Sheet) of all chemicals and cleaning products approved for use in carrying out the Contract;
- 7.2.3. Quality of approved products shall not be changed without written permission of the Project Authority;
- 7.2.4. All cleaning operations including products, equipment and disposal must be approved by the Mission with respect to environmentally sound practices as per the *Secretaria del Trabajo y Prevision Social (STPS)*;
- 7.2.5. A log must be maintained in the Contractor's office in which a daily record is kept of all work performed other than the normal day-to-day cleaning. The log must be made available for inspection by the Project Authority as required.
- 7.2.6. The Contractor shall notify the Project Authority when each scheduled cleaning task has been completed as well as after the completion of each "as required" cleaning request for an inspection to ensure work has been carried out in compliance with the Contract.
- 7.2.7. The Embassy will provide a telephone extension, which is connected through the Embassy switchboard, for the Contractor's use at no charge, with the exception of toll-call charges and long distance costs, which will be borne by the Contractor. The Contractor must not list, publicize or use in any fashion, for business purposes, the name or address of the Embassy.

## 7.3. Custodial Supply/Storage Room

- 7.3.1. The contractor shall be provided with office and storage space considered necessary for the performance of the Contract. This space will be mutually agreed to by the Embassy and the Contractor, and the appearance of this space will be kept up to standards of similar spaces used by the Embassy for the same purposes;

## 7.4. Material and Equipment

- 7.4.1. No equipment shall be operated with more than one (1) 50-foot electric extension cord added to the manufacturers' original electric cord. Equipment that has had the original electric cord altered shall not be used with any additional extension cord attached.
- 7.4.2. Quality of approved products will NOT be changed without written permission of the Project Authority.
- 7.4.3. Equipment shall be kept in good working condition and repairs shall be made immediately to any device that poses a safety or fire hazard. Such equipment shall be removed from use as soon as defects have been observed.
- 7.4.4. Steam cleaners, pressure washers, hoses and other devices that use water must not leak and must be maintained to operate in a safe manner at all times;



- 7.4.5. Equipment belonging to the contractor which is brought into the Embassy, as part of this contract, shall not be removed without the prior knowledge of the Project Authority, and will be inspected prior to removal. When equipment is removed for repairs, it shall be replaced with a like piece for use during the repair period; and
- 7.4.6. The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible for supplying suitable replacement equipment.

## 7.5. General Interior Operations

- 7.5.1. Do not place chairs, wastepaper baskets, etc. on desks, tables, or other furniture surfaces during cleaning operations;
- 7.5.2. Do not allow cleaning solutions or chemicals to seep under legs of furniture or file cabinets and partitions;
- 7.5.3. Place warning signs in prominent location when performing floor-cleaning operations;
- 7.5.4. Clean-up all spills as soon as they are reported or found;
- 7.5.5. Place all trash and waste in the proper containers in the loading dock as soon as possible after it is collected;
- 7.5.6. Flatten all empty cardboard boxes before placing them in the appropriate container on the loading dock (do not fill empty cardboard boxes with other cardboard boxes); and
- 7.5.7. Collect separate and or divide all recycle material obtained from the Embassy and place in designated bins.

## 7.6. General Exterior Operations

- 7.6.1. **Debris/Litter collection** - Sidewalks, driveways, and walkways shall be free of paper and other debris after policing;
- 7.6.2. **Sweeping** - Sidewalks, entrances, and other designated areas shall be clean after scheduled sweeping;
- 7.6.3. **Hosing** - Sidewalks and other designated areas shall be clean after scheduled sweeping;
- 7.6.4. **Entrances** - After washing exterior stone surfaces they shall present a clean surface, free from grime and glass shall be free of water streaks.

## 7.7. Floor Maintenance

- 7.7.1. **Sweeping** - There shall be no dirt, trash or other matter left in corners, behind or under doors, furniture or radiators. Floors shall be free of dust film. There shall be no dirt left where sweepings were picked up. Furniture and equipment shall be relocated to where it was prior to the sweeping operation. Walk-on mats will be returned to their proper position;
- 7.7.2. **Damp and Wet Mopping** - All mopped areas shall be clean and free of surface stains, mop streaks, and loose mop strands. Walls, baseboards and other surfaces shall be free of watermarks and splashing marks. Water or other cleaning solutions shall not have been allowed to collect under furniture legs and doors;
- 7.7.3. **Spray buffing** - There shall be neither dust nor dirt left on the floor after spray buffing. There shall be no muddying or rippling effect caused by over spraying. The floor shall present an overall appearance of cleanliness. Baseboards, doors, and equipment shall be free of spray residue; and
- 7.7.4. **Vacuuming** - All carpets shall be cleaned of miscellaneous office debris such as paper clips, elastic bands, etc., after vacuuming has been done. Care will be taken not to damage furniture, walls or door frames when moving vacuuming equipment through offices and corridors. No equipment will be operated with defective or damaged cords or with extensions that exceed limits detailed in the contract.



## **7.8. Floors – Resilient Time, Marble and Rubber**

- 7.8.1. All floors shall be cleaned and polished using the standard approved industry method; and
- 7.8.2. Remove litter and foreign matter, and clean rubber baseboards of and foreign matter before applying polishes or washes;

## **7.9. Floors – Carpets**

- 7.9.1. Notify Project Authority of any damage found to any carpeting or if carpet-tile lifting is observed anywhere;
- 7.9.2. Remove spots and stains using the system and method prescribed by the Carpet Cleaning Contractor. Notify Project Authority of spots or stains that cannot be removed; and
- 7.9.3. All carpets, rugs and walk-on mats must be vacuumed at least once a day during the Normal Work Week with approved HEPA-filter machines.

## **7.10. Walls, Doors, and Other Surfaces**

- 7.10.1. Windowsills and stools will be kept dust free;
- 7.10.2. Glass doors, windows, partitions and walls shall be kept free of all smudges and foreign matter;
- 7.10.3. Metal surfaces, doorframes and jambs shall be kept smudge and dirt free;
- 7.10.4. Walls will be wiped of smudges, marks and kept dirt free.

## **7.11. Elevators**

- 7.11.1. Keep elevators in neat appearance and replace spent light bulbs in cabs as soon as reported;

## **7.12. Washrooms**

- 7.12.1. During cleaning of washrooms, proper signage must be displayed to inform users of cleaning operations
- 7.12.2. Blocked toilets, urinals, sinks and drains shall be cleared immediately by use of a plunger ("plumber's helper"). If not successful, report problem to the Project Authority for further action;
- 7.12.3. Ensure that floor drain p-traps are not dry

## **7.13. Cafeteria-Embassy & Annex**

- 7.13.1. The Food Service Contractor is responsible for the cleaning and housekeeping in the food preparation areas;
- 7.13.2. Cleaning Contractor shall be responsible for cleaning and housekeeping outside of food preparation areas, to include "food service line" and dining room, appliances, microwaves and anything else found in these areas;
- 7.13.3. The Cleaning Contractor shall be responsible for cleaning and housekeeping the Cafeteria Areas located in the Annex to include all appliances microwaves and any other items.

## **7.14. Furniture and Furnishings**

- 7.14.1. Papers, files, and material left on furniture shall not be disturbed by the cleaning staff. When a desktop is to be cleaned, all items will be removed prior to the cleaning operation by a member of the Embassy Staff;
- 7.14.2. Dusting of cabinets, bookcases, occasional tables, etc. shall be done exercising care not to damage items on surfaces;
- 7.14.3. Vacuuming of upholstered furniture will be done using proper attachments on hoses;



### **7.15. Trash/Dumper Area**

7.15.1. Appropriate containers (organic and inorganic) will be provided by Embassy.

### **7.16. Parking Garage**

7.16.1. The Contractor shall ensure the ramps are kept clean of debris at all times; and,

7.16.2. Provide and apply an absorbent compound to oil and grease leaks and spills and remove as quickly as possible. Report habitual leaks of oil and fluids by parking number to the Project Authority.

### **7.17. Contractor's Space**

7.17.1. Staff area to be maintained to cleaning standards of other rooms within the Embassy.

7.17.2. Unless otherwise specified, furniture and material to be maintained to same cleaning standards of areas occupied by embassy staff; and

7.17.3. Supplies and approved cleaning products must be stored to manufacturer's specifications.

### **7.18. Tablecloths, Cutlery, Dishes and Glasses**

7.18.1. Tablecloths shall be laundered and free of stains; cutlery, glass and dishes shall be spot-cleaned.

### **7.19. Assistance in Setup of Events & Other Activities**

7.19.1. Provide assistance in the set-up of events in the different meeting rooms and events areas during business hours by setting up and stacking chairs and tables;

7.19.2. Pick-up and delivery of boxes containing files from offices to the storage area as required

## **8. Human Resource**

### **8.1. Supervisors**

8.1.1. The Contractor shall provide and identify two (2) Supervisors, one (1) for the Chancery and one (1) for the Annex as well as two (2) Alternate Supervisors, one (1) for the Chancery and one (1) for the Annex.

8.1.2. The Contractor shall provide adequate supervision at all times when contract work is being performed. The Supervisors shall have full authority to act for the Contractor, and by being so designated in writing, shall be familiar with all contract matters relating to daily operation of this contract; and

8.1.3. The Supervisor shall be available at all times during normal working hours. The contractor shall supply telephone number for the Embassy to use to contact Supervisors or Alternate Supervisors at all times. All personnel shall receive close and continuing first-line supervision by the Contractor.

### **8.2. Cleaning Staff**

8.2.1. Employees shall be of good character and shall conduct themselves in a professional and businesslike manner at all times. The Contractor must ensure the cleaning staff project a positive image.

8.2.2. All staff assigned to the Embassy, whether permanent or temporary, must be properly trained and able to perform the work required. All cleaning staff must adhere to the strictest requirements in terms of discretion and integrity as well as being medically fit to carry out their work.

8.2.3. The Contractor must ensure that arrangements are made for the replacement of staff as soon as it is known that they are unable to report for work. The Project Authority (or



delegates) must be notified of any changes to scheduled staff within a reasonable amount of time of the change.

- 8.2.4.** The contractor must not change any staff without prior approval of the Embassy Representative due to security and medical reasons. Only security cleared workers must be allowed to work under this Contract. The Contractor must be fully responsible for his / her employees and must ensure that they possess the necessary job knowledge, skills and experience in the fields of their operations.
- 8.2.5.** In case of absenteeism, replacement must be provided by the Contractor. If the Contractor does not provide adequate replacement staff in case of absenteeism, any expenditure incurred by the Embassy for operation must be recovered from the Contractor or adjusted against amount due and payable to the Contractor.
- 8.2.6.** Any staff assigned by the Contractor will have to be security cleared through a reliability status check before starting to work onsite. The Embassy will take care of the security screening process and inform the contractor of the documentation requirements and duration. The Contractor's employees must wear their Identification Passes clearly visible at all times while on Embassy property. The Contractor must provide replacement staff in sufficient numbers to ensure continuity of service during regular employee absences. The replacement staff must also obtain the reliability status.
- 8.2.7.** This condition must apply equally to any employees of the Contractor who are engaged for work at the Embassy after the start of the contract.
- 8.2.8.** The Embassy reserves the right to deny access to any individual on the basis of security reasons.

## **9. Uniforms**

- 9.1.1.** ALL Contractors' employees, including Supervisors and Alternate Supervisors, shall be uniformed at all times while on Embassy property. Access to the building will be denied to any non-uniformed employee of the Contractor.
- 9.1.2.** Uniforms shall consist of matching trousers, pants or slacks with coordinated, and matching, shirts or blouses. The uniform can have the Contractor's name, or monogram, neatly affixed thereon, but they must be consistent. Complimentary coveralls, smocks or aprons may be worn when performing tasks that require such additional attire.
- 9.1.3.** Clean uniforms shall be worn at ALL times, and the appearance of the uniforms must be acceptable to the Project Authority. Contractor's employees shall be required to dress neatly, commensurate with the Embassies' appearance.
- 9.1.4.** Contractor's employees shall not wear hats, caps, sweatshirts, T-shirts, sports teams clothing or other garments that depict such things as cartoon characters, professional sports team logos, social comments, "catch phrases", etc. Contractor's employees shall not wear apparel that has logos or advertising, nor may they wear dark glasses while inside the building.
- 9.1.5.** Ornaments, such as lapel-pins or badges, are limited to one (1) and may NOT be of a political nature.

## **10. Supervision of Contract Work**

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

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

## **11. Inspection**



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

## **12. Building Security**

- 12.1.** Building Identification Security Passes, (with employee's photograph), will be worn by ALL Contractor's employees at ALL times when on Embassy property. 'Passes' will be worn above the waist and must be visible at ALL times;
- 12.2.** Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of work. No other persons accompanying Contractor's employees, or guests of Contractor's employees, will be allowed on site;
- 12.3.** The Contractor's employees shall be subject to questioning and search of cleaning material in relation to security matters by designated members of the Embassy Security Staff;
- 12.4.** Contractor's employees may not bring privately owned radios, CD-players, recording devices, cameras, camcorders, etc., into the building. Nor may Contractor's employees carry or wear such devices on Embassy property while on duty;
- 12.5.** Contractor's employees shall enter and exit the building through the Main Lobby Security Trap, not through the vehicle ramps in either of the locations.
- 12.6.** Contractor's employees may not carry personal portable telephones, cell phones or telephone pagers inside building;
- 12.7.** All keys required for the execution of the Contract must be signed-for by the Contractor and fully protected at all times. Keys that may be required on an irregular basis must be signed-for at the Security Control Centre and returned immediately after use or no later than the end of each work day.
- 12.8.** Names of perspective employees the Contractor may wish to assign to the Embassy must be submitted for security screening documentation, at least twenty (20) working days prior to the anticipated start date at the Embassy; and
- 12.9.** Contractor's employees will be escorted at all times when inside of a "secure area" within the building.

## **13. Contractor's Access to Facilities**

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

13.2 Any other staff or supervisors of the contract must request written permission from the Project Authority for access the premises by notifying at least forth eight (48) hours in advance, explaining the reason for the visit, time, and duration.

## **14. Health and Safety**

- 14.1.1.** The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by Project Authority and/or prescribed by the authorities having jurisdiction concerning equipment, work habits and procedures; and



- 14.1.2. Safety goggles, ear plugs and protective outerwear are the responsibility of the Contractor when tasks call for their use and industry safety standards must be observed when undertaking assignments in the Contract;
- 14.1.3. The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible for supplying suitable replacement equipment.
- 14.1.4. The contractor must perform a Health & Safety Risk assessment of all working operations to be performed under this contract. An initial site meeting must be held with the successful Contractor to review their risk assessment and resultant safety plan.
- 14.1.5. The Contractor must abide by the rules and regulations which the Embassy may from time to time make or adopt for the care, protection and administration of the premises and the general welfare and comfort of the visitor, owner / occupant's personnel.
- 14.1.6. The Contractor's resources for this work must be in good health and free from any infection or disease and a medical fitness report needs to be submitted upon contract award for the assigned employees.
- 14.1.7. Declaring Contractor staff as medically unfit can also be decided by the Contractor. Project Authority to provide feedback to Contractor if anything unusual is observed.
- 14.1.8. The Contractor shall be responsible for medical check-ups as per OSHA of Mexico Department of Labor for all of the workers prior to their starting work at the Embassy. The cost shall be borne by the Contractor. Personnel who, once the required medical check-ups have been completed, are found to be medically unfit for the contracted duties, shall not be allowed to work under this contract.

## 15. "On-Call" Cleaning

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

## 16. Capacity for On-Call Services

- 16.1.1. The Contractor shall respond to written request of services (i.e. revamping, trash removal, urgent clean-ups, etc.) by completing Work Order tickets issued by the Project Authority or Work Order Clerk.
- 16.1.2. The Supervisors must have the appropriate member(s) of their staff respond promptly to all service calls between the hours of 7:30 AM (0730 hrs.) and 5:30 PM (17:30 hrs.), Monday through Friday, and be available on call if services are required during or after these hours, in which case charges for extra services are not included in this contract.

## 17. Constraints

### 17.1. General

- 17.1.1. The building must be fully staffed beginning the first day of work under the contract. The employees must be experienced cleaning personnel who are trained and qualified in custodial type work and are capable of operating with a minimum of supervision.
- 17.1.2. No equipment shall be operated with more than one (1) fifty (50) feet of electric extension cord added to the manufacturers' original electric cord. Equipment that has had the original electric cord altered shall not be used with any additional extension cord attached.
- 17.1.3. Vacuum cleaners must have HEPA dust filters and have a very low noise output when in maximum operation. Decibel ratings of equipment must be submitted for approval to the Project Authority.
- 17.1.4. The Contractor will use ONLY the white electric outlets available throughout the building. At no time will equipment be plugged into orange receptacles.
- 17.1.5. All products used by the Contractor in the provision of services must be approved by the Project Authority.



## **18. Deliverables**

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

## **19. Language of Work**

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





## ANNEX B – BASIS OF PAYMENT

Name of Bidder:

Address:

Contact Person:

Phone number: (     )     -     

E-mail:

*Print Name and Capacity*

*Date*

### **Firm Price**

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



**SECTION 1 /INITIAL CONTRACT PERIOD (24 MONTHS)**

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

<b>PRICING SCHEDULE 1A</b>			
<b>INITIAL PERIOD FIRST YEAR (12 MONTHS)</b>			
<b>Category</b>	<b>Firm Monthly Rate (PESOS)</b>	<b>Number of Month/Year</b>	<b>Sub-total (PESOS)</b>
	A	B	C = A x B
Cleaning Services • _____(Number of) cleaners Regular Working Hours		12	PESOS
Supervisor • _____(Number of) supervisors Regular Working Hours		12	PESOS
<b>Pricing Schedule 1A - Evaluated Price (VAT excluded)</b>			<b>PESOS</b>

<b>PRICING SCHEDULE 1B</b>			
<b>INITIAL PERIOD SECOND YEAR (12 MONTHS)</b>			
<b>Category</b>	<b>Firm Monthly Rate (PESOS)</b>	<b>Number of Month/Year</b>	<b>Sub-total (PESOS)</b>
	A	B	C = A x B
Cleaning Services • _____(Number of) cleaners Regular Working Hours		12	PESOS
Supervisor • _____(Number of) supervisors Regular Working Hours		12	PESOS
<b>Pricing Schedule 1B - Evaluated Price (VAT excluded)</b>			<b>PESOS</b>



**SECTION 2/ FIRST OPTION PERIOD**

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

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

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

<b>PRICING SCHEDULE 2</b>			
<b>OPTION PERIOD 1 (12 MONTHS)</b>			
<b>Category</b>	<b>Firm Monthly Rate (PESOS)</b>	<b>Number of Month/Year</b>	<b>Sub-total (PESOS)</b>
	<b>A</b>	<b>B</b>	<b>C = A x B</b>
Cleaning Services • _____(Number of) cleaners Regular Working Hours		12	PESOS
Supervisor • _____(Number of) supervisors Regular Working Hours		12	PESOS
<b>Pricing Schedule 2 - Evaluated Price (VAT excluded)</b>			<b>PESOS</b>



**SECTION 3/ OPTION PERIOD 2**

It is **MANDATORY** that bidders submit firm prices / rates for all items specified below for option period 2. This section applies only if the option to extend the contract is exercised by Canada.

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

<b>PRICING SCHEDULE 3</b>			
<b>OPTION PERIOD 2 (12 MONTHS)</b>			
<b>Category</b>	<b>Firm Monthly Rate (PESOS)</b>	<b>Number of Month/Year</b>	<b>Sub-total (PESOS)</b>
	A	B	C = A x B
Cleaning Services • _____(Number of) cleaners Regular Working Hours		12	PESOS
Supervisor • _____(Number of) supervisors Regular Working Hours		12	PESOS
<b>Pricing Schedule 3 - Evaluated Price (VAT excluded)</b>			<b>PESOS</b>



**SECTION 4/ OPTION PERIOD 3**

It is **MANDATORY** that bidders submit firm prices / rates for all items specified below for option period 3. This section applies only if the option to extend the contract is exercised by Canada.

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

<b>PRICING SCHEDULE 4</b>			
<b>OPTION PERIOD 3 (12 MONTHS)</b>			
<b>Category</b>	<b>Firm Monthly Rate (PESOS)</b>	<b>Number of Month/Year</b>	<b>Sub-total (PESOS)</b>
	A	B	C = A x B
Cleaning Services			
<ul style="list-style-type: none"> <li>• _____(Number of cleaners Regular Working Hours</li> </ul>		12	PESOS
Supervisor			
<ul style="list-style-type: none"> <li>• _____(Number of supervisors Regular Working Hours</li> </ul>		12	PESOS
<b>Pricing Schedule 4 - Evaluated Price (VAT excluded)</b>			<b>PESOS</b>



**SECTION 5/ PRICING SCHEDULE 5:**

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

**LABOUR:** Our firm hourly rate per qualified personnel will be:

<b>PRICING SCHEDULE 5</b>			
<b>As and WHEN (12 MONTHS)</b>			
<b>Period</b>	<b>ESTIMATED Maximum number of hours per year</b>	<b>Firm Hourly rate (PESOS)</b>	<b>Firm Annual Rate (PESOS)</b>
	A	B	C = A x B
Initial period year 1	Cleaners : 150 Supervisor : 50	PESOS PESOS	PESOS
Initial period year 2	Cleaners : 150 Supervisor : 50	PESOS PESOS	PESOS
Option period 1	Cleaners : 150 Supervisor : 50	PESOS PESOS	PESOS
Option period 2	Cleaners : 150 Supervisor : 50	PESOS PESOS	PESOS
Option period 3	Cleaners : 150 Supervisor : 50	PESOS PESOS	PESOS
<b>TOTAL</b>			<b>PESOS</b>



**TOTAL**

The total amount of the tax must be shown separately, if applicable. The total will be used in the calculation of the lowest price per point defined in section 4.4 BASIS OF SELECTION.

<b>PRICING SCHEDULE1A Initial period, First year – Annual price (Evaluated Price X 12 months)</b>	<b>PESOS</b>
<b>PRICING SCHEDULE1B Initial period, Second year – Annual price (Evaluated Price X 12 months)</b>	<b>PESOS</b>
<b>PRICING SCHEDULE2 Option Period 1– Annual price (Evaluated Price X 12 months)</b>	<b>PESOS</b>
<b>PRICING SCHEDULE3 Option Period 2– Annual price (Evaluated Price X 12 months)</b>	<b>PESOS</b>
<b>PRICING SCHEDULE4 Option Period 3– Annual price (Evaluated Price X 12 months)</b>	<b>PESOS</b>
<b>PRICING SCHEDULE 5 “As and WHEN/On Call”(12 MONTHS)</b>	<b>PESOS</b>
<b>TOTAL</b>	<b>PESOS</b>



## ANNEX C – INSURANCE REQUIREMENTS

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

The Contractor must ensure that insurance cover provides for Contractor's liability to a minimum amount of 5,000,000 MXN and that it must be unlimited in respect of the Contract.

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

2. The Contractor shall provide to DFATD a full certified copy of the Comprehensive general Liability Policy. Such certified copies must be delivered to, and approved by, Project Authority, before the Contractor shall be permitted to commence work;

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





## ANNEX D – SECURITY REQUIREMENTS CHECK LIST (SRCL)

	Government of Canada Gouvernement du Canada	Contract Number / Numéro du contrat
		Security Classification / Classification de sécurité
<b>SECURITY REQUIREMENTS CHECK LIST (SRCL)</b> <b>LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)</b>		
<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction MXICO Property
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant Consultoria y Administ. de Aseo y Limpiez, S.A. de C.V.	
4. Brief Description of Work / Brève description du travail CH Cleaning Services - Temporary Sole-Source Contract		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input checked="" type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to / Limité à : <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :	Restricted to / Limité à : <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :	Restricted to / Limité à <input checked="" type="checkbox"/> Specify country(ies) / Préciser le(s) pays : MXICO
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>
TBS/SCT 350-103(2004/12)		Security Classification / Classification de sécurité



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

**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 COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRES SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRES SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

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

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

TBS/SCT 350-103(2004/12)

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

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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ		NATO				COMSEC							
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRES SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRES SECRET	
						TOP SECRET	NATO DIFFUSION RESTRICTED	NATO CONFIDENTIAL	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).

Security Classification / Classification de sécurité
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## ANNEX E - PROPOSED RESOURCE TABLE

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

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



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



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



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