



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada

800 Burrard Street, Room 219

800, rue Burrard, pièce 219

Vancouver, BC V6Z 0B9

Bid Fax: (604) 775-7526

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

### Proposal To: Public Works and Government Services Canada

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

### Proposition aux: Travaux Publics et Services Gouvernementaux Canada

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

### Comments - Commentaires

### Vendor/Firm Name and Address

### Raison sociale et adresse du

### fournisseur/de l'entrepreneur

### Issuing Office - Bureau de distribution

Public Works and Government Services Canada - Pacific  
Region

219 - 800 Burrard Street

800, rue Burrard, pièce 219

Vancouver, BC V6Z 0B9

<b>Title - Sujet</b> Janitorial services Penticton airpo	
<b>Solicitation No. - N° de l'invitation</b> T7054-190037/A	<b>Date</b> 2019-11-21
<b>Client Reference No. - N° de référence du client</b> T7054-190037	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VAN-802-8694	
<b>File No. - N° de dossier</b> VAN-9-42161 (802)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-01-02</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Pacific Standard Time PST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Dumay, Clara	<b>Buyer Id - Id de l'acheteur</b> van802
<b>Telephone No. - N° de téléphone</b> (604) 499-9708 ( )	<b>FAX No. - N° de FAX</b> (604) 775-7526
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF TRANSPORT #109 3000 AIRPORT RD PENTICTON British Columbia V2A8X1 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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CCC No./N° CCC - FMS No./N° VME

### **Support the use of apprentices**

Through Canada's Economic Action Plan 2013, the Government of Canada proposes to support the employment of apprentices in federal construction and maintenance projects. To support this initiative, a voluntary certification signaling the Contractor's commitment to hire and train apprentices is available at Annex "E."

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**TITLE:** Janitorial Services, Penticton Airport T7054-190037

**PART 1 - GENERAL INFORMATION**

**1. Introduction**

The bid solicitation is divided into seven 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;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, Point-Rated Criteria, Basis of Payment, Evaluation, Basis of Selection, Financial Evaluation, the Electronic Payment Instruments, the Voluntary Certification to Support the Use of Apprentices, Form "A" Bid Submission Form. Security Requirements Checklist, Required Finger Prints, Personnel Screening Consent and Authorization Form TBS/SCT 330-23E.

**2. Summary**

- 2.1** The requirement is to supply and provide labour, janitorial supplies, equipment and related services to Transport Canada, Penticton Airport, Penticton, B.C. for the period of the Contract. The period of the contract will be for one (1) year from the date of award with an option to extend

the term of the contract by three (3) additional periods of one (1) year each under the same conditions.

## **2.2 Security Requirements**

There is a security requirement associated with this requirement. For additional information, consult Part 6 – Security, Financial and Other Requirements and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Contract Security Program (CSP) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

See Annexes 'H' and 'I' to be completed as required.

## **2.3 Trade Agreements**

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

## **2.4. E-post Connect Service**

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information."

## **3. Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

#### Section 08, 2019-03-04 Transmission by epost Connect

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect service](#) provided by Canada Post Corporation.
  - i. PWGSC, Pacific Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is:

**[TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca)**

or, if applicable, the email address identified in the bid solicitation.

- ii. PWGSC regional offices: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.
- b. To submit a bid using epost Connect service, the Bidder must either:
  - i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
  - ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- c. If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
- e. The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
- f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid

- Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
- g. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
- i. receipt of a garbled, corrupted or incomplete bid;
  - ii. availability or condition of the epost Connect service;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid;
  - vii. security of bid data; or,
  - viii. inability to create an electronic conversation through the epost Connect service.
- h. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- i. Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.
- j. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

All instructions, clauses and conditions identified in the bid solicitation 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.

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.

The 2003 [2018-05-22](#) Standard Instructions - Goods or Services - competitive requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 180 days

#### **2.1.1 SACC Manual Clauses**

#### **2.2 Submission of Bids**

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the bid solicitation.

Bid Receiving  
Public Works and Government Services  
Canada 800 Burrard Street, Room 219  
Vancouver, BC V6Z 0B9

[TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca)

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

### 2.3. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, 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:

- (1) an individual;
- (2) an individual who has incorporated;
- (3) a partnership made of former public servants; or
- (4) 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 as defined above?

YES ( ) NO ( )

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

- (1) name of former public servant;
- (2) date of termination of employment or retirement from the Public Service.



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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.

### **2.4. Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation 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.

### **2.5. Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in [British Columbia](#).

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

### **2.6. Mandatory Site Visit**

The Bidder or a representative of the Bidder must visit the work site. Arrangements have been made for the site visit to be held at 109, 3000 Airport Road, Penticton, BC V2A 8X1 on December 10, 2019. The site visit will begin at 10:00 am PST.

Bidders are requested to communicate with the Contracting Authority no later than December 9, 2019 to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be requested to sign an attendance sheet. Bidders who do not attend or do not send a representative will not be given an alternative appointment. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications

- If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid (one hard copy)  
Section II: Financial Bid (one hard copy)  
Section III: Certifications (one hard copy)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- use 8.5 x 11 inch (216 mm x 279 mm) paper;
- use a numbering system that corresponds to the bid solicitation.

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) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>.) To assist Canada in reaching its objectives, bidders should:

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

#### Section I: Technical Bid

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.

The evidence provided by the bidder may be verified by Canada. Failure by the bidder to provide the required evidence or in the event that the evidence cannot be verified shall result in the bidder being disqualified and no further consideration will be given to the bidder. If the Bidder submits references in excess of the stated requirement above, only the references up to the identified limit will be assessed.

PWGSC reserves the right to verify information for completeness and accuracy and to confirm reference satisfaction with services provided. In the event where the information cannot be verified or the service found to be unsatisfactory shall result in the proposal being considered non-responsive and no further consideration will be given to the Bidder.

## **Section II: Financial Bid**

- 1.1** Bidders must submit their financial bid in accordance with the "Basis of Payment in Annex "B." The total amount of Applicable Taxes must be shown separately.
- 1.2** Electronic Payment of Invoices - Bid  
If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted.
- If Annex "D" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.
- Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

## **Section III: Certifications**

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

## **Section IV: Additional Information**

The Company Security Officer (CSO) must ensure through the Contract Security Program (CSP) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the "technical", and "financial", evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### 1.1 Technical Evaluation

##### 1.1.1. Mandatory Technical Criteria

- See ANNEX "A"
- The Contractor has the ability to provide janitorial personnel replacement within 12 hours when the current janitor assigned in the contract will be away. The replacement must have the similar ability with an acceptable security clearance as required in the Contract.
- Supplier possesses 2 consecutive years of janitorial services experience within the last 5 years on contracts of similar size and scope to the requirement identified in the solicitation.
- Two weeks before contract start date, all resources must have the required security clearances to access the site.
- Suppliers certify, prior to the RFP closing date that neither they nor their administrators have ever been convicted, of an offence under the Canada Labour Code, or under any provincial labour/employment legislation. The supplier will also certify that he has not been convicted of an offence, other than an offence for which a pardon has been granted, under section 121, 124 or 418 of the Criminal Code.

##### 1.1.2 Point Rated Technical Criteria

See ANNEX "A1"

### 2. Basis of Selection

SACC Manual Clause A0027T (2012-07-16) Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of **55 points** overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed on a scale of **80 points**.
2. Bids not meeting a, b and c will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained/ maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest

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evaluated price and the ratio of **30%**.

6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 80 and the lowest evaluated price is **\$85,000 (85)**.

**Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)**

	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
Overall Technical Score	55/80	70/80	60/80
Bid Evaluated Price	\$95,000.00	\$90,000.00	\$85,000.00
Technical Merit Score	$55/80 \times 70 = 48.125$	$70/80 \times 70 = 61.25$	$60/80 \times 70 = 52.50$
Pricing Score	$85/95 \times 30 = 26.84$	$85/90 \times 30 = 28.33$	$85/85 \times 30 = 30.00$
Combined Rating	74.96	89.58	82.50
Overall Rating	3rd	1st	2nd

## **PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION**

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. Unless specified otherwise, 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.

The Contracting Authority 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 Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### **5.1 Certifications Required with the Bid**

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

#### **5.1.1 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 website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

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

#### **5.2.1 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.

##### **5.2.3.2 Status and Availability of Resources**

SACC Manual Clause A3005T 2010-08-16 Instructions to Bidders/Contractors.

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 similar qualifications and experience. The Bidder must advise the Contracting Authority 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 resume to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the

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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.

### **5.2.3.3 Education and Experience**

#### **5.2.3.3.1 SACC Manual clause A301OT 2010-08-16 Education and Experience.**

The Bidder certifies that all the information provided in the resumes 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.

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## **PART 6 - SECURITY REQUIREMENT**

### **6.1 Security Requirement**

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
  - (d) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
  - (e) the Bidder must provide the address(es) of proposed location(s) of work performance or document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. **For additional information on security requirements, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.**

### **2. Financial Capability**

Manual SACC clause A9033T A9033T 2012-07-16 Financial Capability

### **3. 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 Part 7 - Resulting Contract Clauses.

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.



## PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 1. Statement of Work

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

### 2. 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.

#### 2.1 General Conditions

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

#### 2.2 Supplemental General Conditions

### 3. Security Requirement

3.1 The following security requirement (SRCL and related clauses) applies and form part of the Contract.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: T7054-190037 Transport Canada, Penticton Airport: T7054-190037

- 3.3.1 The Contractor/Offerer must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP) of the Industrial Security Sector (ISS), Public Works and Government Services (PWGSC).
- 3.3.2 The Contractor/Offerer personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP/ISS/PWGSC.
- 3.3.3 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP/ISS/PWGSC.
- 3.3.4 The Contractor/Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and Security Guide (if applicable), attached at Annex G.
  - b) Industrial Security Manual (Latest Edition).

### 4. Term of Contract

#### 4.1 Period of the Contract

The Work is to be performed for ONE (1) year period from Contract award.

#### 4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three additional one year period(s) under the same conditions. The Contractor agrees that, during the

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extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

## **5. Authorities**

### **5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Clara Dumay  
Title: A/Supply Officer  
Organization: Procurement Branch, Public Works and Government Services Canada  
Telephone: 604-499-9708  
E-mail address: clara.dumay@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. 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 the Contracting Authority.

### **5.2 Project Authority**

The Project Authority for the Contract is:

Name: Amanda Hazelton  
Title: Manager, Resource Management, Penticton Airport  
Organization: Transport Canada  
Address: 109, 3000 Airport Road  
Telephone: 250-770-4416  
E-mail address: Amanda.hazelton@tc.gc.ca

The Project Authority is the representative of the department or agency 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 the Contracting Authority.

### **5.3 Contractor's Representative**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## **6. Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be

reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

## 7. Payment

### 7.1 Basis of Payment - Firm Prices and "As and When"

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor shall be paid firm prices as identified below. Applicable Taxes are extra, if applicable.

- a) Firm rates shall be paid in accordance with **the Basis of Payment**.
- b) "As and When Requested" Work  
Any costs incurred for **Extra Work** in accordance with **the Basis of Payment** shall be paid, on an "as and when requested" basis, in accordance with the Specification, Annex A, after completion, inspection and acceptance of the work performed.

Canada's total liability under the "as and when requested" portion of the Contract shall not exceed \_\_\_\_\_ **(to be determined)**. Applicable Taxes are extra, if applicable

The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor shall notify the Contracting Authority in writing as to the adequacy of this sum when:

- (a) it is 75 percent committed, or
- (b) if the Contractor considers that the said sum may be exceeded, the Contractor must promptly notify the contracting Authority.

whichever comes first.

In the event that the notification refers to inadequate funds, the Contractor shall provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of specifications, made by the Contractor, will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the Work.

### 7.2 Limitation of Expenditure

SACC Manual clause C6001C (2017-08-17) for all cost reimbursable contracts. Limitation of Expenditure.

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  1. when it is 75% committed, or

2. four months before the contract expiry date, or
  3. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **7.3 Determination of Cost**

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract shall be calculated using the firm monthly rate per m<sup>2</sup> identified in Pricing Schedule, and in accordance with the following formula:

The firm monthly rate per m<sup>2</sup> in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m<sup>2</sup>. The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

### **7.4 Time Verification**

SACC Manual clause [C0711C](#) (2008-05-12), Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

### **7.5 Electronic Payment of Invoices – Contract**

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

## **8. Invoicing Instructions**

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions.

Invoices cannot be submitted until all work identified in the invoice has been completed and that all maintenance service call reports related to the Work identified in the invoice have been received by the Project Authority.

The Contractor must distribute the invoices and reports as follows:

The original invoice and monthly maintenance reports must be forwarded to the following address for certification and payment:

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Amanda Hazelton  
Manager, Resource Management  
Transport Canada  
Penticton Airport  
3000 Airport Road  
Penticton BC V2A 8X1

OR

Email: [amanda.hazelton@tc.gc.ca](mailto:amanda.hazelton@tc.gc.ca)

## 9. Certifications and Additional Information

### 9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor, in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

## 10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia

## 11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2010C (2018-06-21), General Conditions - Services {Medium Complexity};
- (c) Annex A, Statement of Work
- (d) Annex B, Basis of Payment;
- (e) Annex D, Electronic Payments Instruments
- (f) Annex E, Voluntary Certification to Support the Use of Apprentices
- (g) Annex G, Security Requirements Check List

## 12. Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in the **following article 13.2 Commercial General Liability Insurance**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer

licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

#### **12.1 Commercial General Liability Insurance**

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
  - (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - (j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
  - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - (l) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

#### **13. Contract Financial Security - Janitorial Services**

1. The supplier must provide to Canada one of the following contract financial securities within 30 calendar days after the date of contract award:

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- (a) a certified cheque to the Receiver General for Canada in the amount of 10 percent of the contract price; or
- (b) an irrevocable standby letter of credit as defined in clause E0008C in the amount of 10 percent of the contract price.
2. If Canada does not receive the required financial security within the specified period, Canada may terminate the contract for default pursuant to its default provision.

**14. Government Site Regulations**

The Contractor must comply with all regulations, instructions and directives in force on the site where the Work is performed.

**15. Voluntary Reports for Apprentices Employed during the Contract**

The Contractor should compile and maintain records on the number of apprentices that were hired to work on the contract and their trade specialty.

The Contractor should provide this data in accordance with the format below. If no apprentices were hired during the contract period, the Contractor should still provide a "nil" report.

The data should be submitted to the Contracting Authority 6 months after contract award or at the end of the contract, whichever comes first.

Number of apprentices hired	Trade specialty

(Add lines if needed)

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## ANNEX "A" Statement of Work

### Title: Janitorial Services, Penticton Airport T7054-190037

Project Authority, Amanda Hazelton  
Resource Manager, Penticton Airport  
Transport Canada, 109, 3000 Airport Road, Penticton, BC V2A 8X1

#### A. GENERAL

**Description of work:** The Contractor must supply and provide labour, janitorial supplies, equipment and related services to Transport Canada, Penticton Airport, Penticton, B.C. for the period of the Contract. The work shall be performed in a professional and diligent manner, to the satisfaction of the Project authority.

Where the Project authority is mentioned it is understood that this includes his/her authorized representative as confirmed by the original Project authority identified herein.

The Contractor and the Contractor's employees must have the necessary training and/or experience to perform the work identified herein and be capable of carrying out the work as detailed in this Statement of Work and Cleaning Specifications. This includes the ability to operate equipment.

For health and safety reasons all cleaning staff must possess a good working knowledge of all services required herein and be able to read and communicate in English fluently.

IT IS THE RESPONSIBILITY OF THE CONTRACTOR TO ENSURE THAT THERE ARE A SUFFICIENT NUMBER OF EMPLOYEES TO COMPLETE THE WORK HEREIN AND ARRANGE FOR A REPLACEMENT TO PERFORM THE CLEANING DUTIES IN THEIR ABSENCE DUE TO VACATION, ILLNESS, ETC. THE CONTRACTOR MUST BE RESPONSIBLE FOR THE PAYMENT ETC. OF HIS/HER REPLACEMENT STAFF. THE CONTRACTOR MUST NOT BE ABSENT WITHOUT AN ALTERNATE TO PERFORM THE CLEANING.

**Work Schedule:** Routine cleaning will be timed around scheduled flights, arrivals/departures with a suitable, workable and flexible schedule to be agreed on between the Airport Manager and the Project Authority. It is the responsibility of the Contractor to be aware of access times for certain security areas and the work his/her employees are schedules to accommodate these times. Work shall be performed SEVEN / 07 days per week 365 days per year.

Preferred Hours of Work Hours of Work:

- a. 0830-1130 hours or 2030-2330 hours – 2 people (choice of shift)
- b. 0830-1130 hours and 2030-2330 hours – 1 person

However, additional work (such as snow and ice removal identified herein) may be requested at any time by the Project Authority. A log book shall be kept on site in which all scheduled work completion dates are recorded. Routine cleaning will be timed to not interrupt flight arrivals/departures and will commence after a flight has arrived and cleared the terminal. Schedules are to be agreed upon with the Project Authority. A logbook or time clock may be used to indicate start and finish times for each custodian. It is a condition of this contract that all hours on site are spent solely in the abovementioned facility.

Statutory holidays ARE INCLUDED IN DAYS OF WORK. Statutory holidays would be priced as working a weekend day. Statutory holidays are defined as:

New Year 's Day - January 1  
Good Friday - Friday preceding Easter  
Easter Monday – Monday following Easter



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Victoria Day - Monday preceding May 24  
Canada Day - July 1  
Labour Day - First Monday in September  
Thanksgiving - Second Monday in October  
Remembrance Day - November 11  
Christmas Day - December 25  
Boxing Day - December 26

**Bidders must also take into consideration any other holidays that will impact their pricing (i.e. BC Family Day – Second Monday in February).**

1) **Labour and Materials**

Transport Canada shall supply all required consumable items as they relate to passenger and employee use such as plastic garbage/recycle bags, paper towels, toilet tissue, hand soap, sanitary disposal bags, road sand/ice melter and deodorant cakes. The Contractor is responsible to ensure that he/she has sufficient quantities on site for the day to day usage.

The Contractor shall provide all required janitorial supplies that include but not limited to floor finish, stain removers, cleaning solutions, disinfectants as needed for the acceptable completion of the work.

The Contractor shall provide and ensure sufficient equipment and tools for all varying types of work are available at the work site i.e. wet/dry vacuum cleaner, upright vacuum with beater/rotary brush, floor machine with pad holding attachments, and cleaning trolley are a minimum. A variety of small hand tools, equipment and supplies are also necessary to ensure that a good standard of work can be maintained.

The contractor should have a local office within a 50 kilometer radius of the worksite. It is essential that a sufficient number of employees/supervisor are on the worksite to complete the work according to the specifications of the contract documents. Contractor's employees must be able to communicate clearly in English to the site staff and understand instructions easily.

2) **Time of Work**

1. Routine cleaning will be timed to not interrupt flight arrivals / departures, a suitable workable and flexible schedule will be agreed with the Airport Manager. A log book or time clock may be used to indicate start and finish times for each custodian. It is a condition of this contract that all hours on site are spent solely on the tasks detailed within this specification. **A proposed schedule of cleaning times** are to be submitted with your tender documents showing a breakdown of each custodians hours, and proposed areas to be cleaned with time allotted to that area. It is the responsibility of the Contractor to be aware of access times for certain security areas and work his/her employees' schedules to accommodate these times. Cleaners must advise their employers of leave, and the employer to advise us who will be attending.
  - a. A list of cleaners and DL numbers to be provided by the employer.
  - b. Emergency contact number to be provided for a no show.

3) **Transport**

Transportation of the Contractor's employees to, from and around the site is the Contractor's responsibility at all times.

4) **Access**

Keys to all site areas are to be given only to authorized Contractor personnel. Keys are to be kept secure at all times, and surrendered upon completion of the contract to the Airport Manager.

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5) **Safety**

All ladders, scaffolding, or other devices used to reach surfaces or objects, not otherwise accessible for the required cleaning operation shall be moved into the areas where they are required, placed or shifted as necessary, and removed from the areas in such a manner as to provide maximum safety to persons and property and cause the least possible interference with normal usage of such areas by the public and Customs personnel. All waxes, polishing oils, etc. shall be kept tightly sealed and stored in separate shelving from rags and other cleaning materials. All floor mops shall be stored in a suspended position to allow free air circulation around head of mops.

**WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (W.H.M.I.S.)**

It is mandatory that the Contractor complies with WHMIS (criteria). WHMIS is a Canada-wide, federally imposed legislation system to classify and label products used in the workplace. The program requires that workers are informed and knowledgeable about the potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. The legislation states that all chemicals must be labelled by a mark, sign, tag, sticker, etc., and that the MSDS must be provided for all materials controlled by WHMIS.

Use of flammable cleaning material shall be at the Project Authority's approval only and shall be removed from premises at the end of each workday. Storage of hazardous material must comply with WHMIS criteria.

All Cleaning Service Providers and their personnel shall be trained in the proper handling of chemicals, proper cleaning procedures and the proper use and maintenance of any cleaning equipment in use in accordance with WHMIS procedures and regulations and manufacturer specifications. The contractor must provide proof of WHMIS training for staff when requested.

6) **Fire Safety**

All litter, waste papers and sweepings shall be picked up in a container equipped with a well-fitted lid. All litter, waste papers and sweepings so collected shall be removed from the work site and placed in containers provided in the loading dock area.

Janitor rooms and storage closets shall be kept clean, neat and tidy at all times. Mops and dusters that have been treated with furniture polish, wax or oil shall be kept in closed metal containers to prevent spontaneous combustion.

All mops shall be stored in a suspended position to allow free circulation of air around the mop heads.

Hot plates or electric utensils must not be used in rooms in which cleaning equipment is kept.

Care shall be taken when collecting combustible or flammable material, i.e., contents of ash trays, cigarette stands, sand pails, etc. Combustible or flammable material shall be collected in appropriate metal containers.

This site is designated a **NO SMOKING AREA**. Smoking prohibitions and posted signs shall be strictly adhered to.

Damages caused because of lack of due care and observation of fire safety measures by Contractor's Employees, will be "made good" by the Contractor or assessed against the Contractor and deducted from monies due the Crown.

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7) **Security**

Security and Safety Briefings: The Contractor and all employees are required to attend an Airport Safety and Security briefing before commencing work at the airport.

Security: All secure areas are to be left as such upon completion of the work, windows shut, lights turned off at the end of the day. Lost security passes, gate clickers or keys will be deducted from invoices due to the Contractor at a cost for rekeying or a fee of \$500.00 for loss passes or gate clickers.

Security and Access: Security passes, gate clickers and keys to all site areas are to be given only to authorized Contractor personnel. Security passes, access cards and keys are to be kept secure at all times.

Keys are not, under any circumstance, to be loaned, transferred, given possession of, misused, modified or altered. Further to this, the Contractor and their employees are not to cause, allow or contribute to the making of any unauthorized copies of any keys.

All security forms to be completed prior to starting the contract. There should be enough for backup employees if needed.

1. TBS/SCT 330-23E Form to be completed and handed in.
2. Copies of both sides of two pieces of identification (one must be a photo)
3. Fingerprints to be done at local RCMP and forwarded to the Department code on the attached letter.

Violation of this agreement may result in penalty under the Canadian Aviation Security Regulations.

All keys, security passes and gate clickers are to be immediately returned to Transport Canada in the Penticton Airport Office, when they are no longer required or when requested to do so by the Airport Manager.

**Security Requirements for Contractor**

Security Clearance will be necessary for this work, all Contractor employees will be expected to have Criminal Records Check required by the Airport Manager. The Contractor must be cognizant of the facility security requirements at all times, and follow all security requirements and directives given. The contractor is responsible for informing his/her employees and ensuring their compliance with security requirements. Any substitutes or replacement employee must have a Criminal Records Check before access is given to any area of the site. Access to the site will only be granted to those designated as security cleared. Any breach of these requirements by an employee or the Contractor may be grounds for his/her removal from the site and/or taking work out of the Contractors hands. The cost to secure the security clearances is to be paid by the Contractor.

8) **Employee List**

The contractor shall ensure that the following staffing requirements are met throughout the life of the contract:

**NON-PERMANENT RESIDENT (CANADIAN COMPANIES):**

Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfilment of the Contract. In some instances, employment authorization necessary to enter Canada cannot be issued with prior approval of a Canada Employment Centre (CEC). A CEC should always be contacted as soon as the decision to bring in a

non-permanent resident is made. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

#### **NON-PERMANENT RESIDENT (FOREIGN COMPANIES):**

The Contractor shall ensure that non-permanent residents intending to work in Canada on a temporary basis in fulfilment of the Contract, who are neither Canadian citizens nor United States nationals, receive all appropriate documents and instructions relating to Canadian immigration requirements and secure all required employment authorizations prior to their arrival at the Canadian port of entry. The Contractor shall ensure the United States nationals having such intentions receive all appropriate documents and instructions in that regard prior to their arrival at the Canadian port of entry. Such documents may be obtained at the appropriate Canadian Embassy / Consulate in the Contractor's country. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

#### **REPLACEMENT OF PERSONNEL:**

The Contractor must provide the services of those person(s) named in its proposal, and any additional employees necessary to perform the Work and provide the services required under this Contract, unless the Contractor is unable to do so for reasons beyond the control of the Contractor.

Should the Contractor, at any time, be unable to provide the employees named above, the Contractor must be responsible for providing replacements who must be of similar ability and attainment and who must be acceptable to the Technical Authority and the Contracting Officer. In such cases, the Contractor must notify in writing, both the Technical Authority and the Contracting Officer and provide:

- (a) the reason for the removal of the named employee(s) from the Work;
- (b) the name of the proposed replacement(s);
- (c) an outline of the qualifications and experience of the candidate(s); and
- (d) accepted security clearance certification(s), as applicable.

Such notice must be sent at least thirty (30) days in advance of the date on which any replacement is to commence work. Any change to the terms and conditions of the contract which results from a replacement of personnel must be effected by a contract amendment.

Notwithstanding the foregoing, the Contractor is required to perform the Work and provide the services in accordance with the terms of the contract.

The Contractor must present a list of all employees who will be working on site to the Project Authority. The contractor cannot sub-contract the work out, it must be direct employees of the company.

#### **9) Uniform**

For security hygiene and identification, it is a requirement of this contract that all Contractors staff are to wear clean suitable uniforms displaying the Contractors name clearly. All other clothing/footwear should be suitable for the work carried out and be neat in appearance. Acceptable uniform is similar shirt or apron with company logo or easily identifiable.

#### **10) Garbage Storage**

All dry garbage must be contained in plastic bags, or steel cans with appropriate lids, and stored in designated pick up areas. Storage areas must be kept free of litter at all times. Any authorized storage should be done in a safe manner and should be clean, dry materials, bagged and ready for suitable disposal. Materials that can be recycled are to be kept separate by the type of materials, packaged as required and disposed of at the final collection point(s) on the site designated by the Project Authority, and will conform to Government standards of disposal.

Storage Space-The Contractor must store all supplies, material, and equipment in storage areas and custodial closets designated by the Project Authority. The Contractor must keep these areas neat and clean at all times in accordance with fire regulations. Cleaning equipment must be kept clean and in good repair. The Contractor must comply with all WHMIS regulations. All waxes, polishing oils, etc. must be kept tightly sealed and stored in separate shelves from rags and other cleaning materials. All floor mops must be stored in a suspended position to allow free air circulation around head of mops.

Fire prevention practices must be strictly adhered to. Flammable materials must be stored in approved containers.

11) **Repairs**

The Contractor must promptly notify the Project Authority, **in writing**, for:

- a) needed repairs and/or damage to fixtures, building, and appurtenances;
- b) the presence of pests and any maintenance issues discovered while performing cleaning operations.

12) **Lost and Found**

The Contractor must immediately return any found article on the site property to the Project Authority or his/her designated Representative on site. The Contractor must instruct all employees that gratuities are not to be accepted or solicited for any reason from any source.

13) **Quantity / Deficiency**

In the event of deficiency or lack of performance of the work the Airport Manager will notify the Contractor of the deficiency with a 48 hour time limit for correction, if correction is not made within the stipulated time frame then a deduction from the monthly invoice will occur (see CLEANING SPECIFICATION – TERM DEFINITIONS/STANDARDS OF ACCEPTANCE). Where the deficiency cannot be rectified (i.e. daily tasks) notification will be given an adjustment to the invoice will be made accordingly together with detail of deficiency and calculation.

## **PERFORMANCE REMEDY**

### **Performance Report**

The quality of the Contractor's performance will be assessed through the Project Authority's inspections in conjunction with the Operations and Frequencies Schedule, Operations and Quality Standards and Glossary of Terms and Quality Standards. Operations not identified on the Building Services Inspection Report as being below standard may not have been checked, however, those identified are below standard must receive immediate and continued attention.

### **Contract Enforcement:**

Bidders must be aware that this Contract will be enforced in the following manner to ensure satisfactory performance or else the speedy removal of the Contractor for default of contract under the terms of the Contract.

- a) Repeated poor performance or any serious deficiency in specified contract performance will be considered a default of contract.
- b) Poor or deficient performance will result in verbal or written reports, which will result in a first letter of notification to the Contractor. A first serious default will result in a first letter of notification to the Contractor.
- c) If the default is not immediately corrected, the Project Authority may contract another Contractor to rectify the default and deduct the cost from payment due, or the Project Authority may deduct monies

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relating to the default for the service not rendered. If the Contract is bonded with a Performance Bond, a copy of the first letter of default will be forwarded to the Bonding Company.

- d) Any first letter of poor performance or serious default will also notify the Contractor that continuous poor performance or a second serious default of any kind will automatically commence action to take the work out of the Contractor's hands in accordance with the terms of the Contract.
- e) Continuous poor performance or a second default by the Contractor MAY result in a second letter from the Project Authority giving notice of the default. This second letter MAY also be the final notice that the Contractor will receive prior to termination.
- f) If repeated poor performance or a second default occurs, a termination letter will be sent to the Contractor; all payments will immediately cease; and the work of the Contract will be taken out of the hands of the Contractor.

There will be no "action steps" as outlined above for very serious poor performance or abandonment of the Contract or bankruptcy etc. The Project Authority will, in these very serious situations, immediately commence to take the work out of the Contractor's hands in accordance with the terms of the Contract.

ALL PERFORMANCE EVALUATIONS AND ANY RESULTANT ACTIONS MUST BE CLEARED THROUGH THE CONTRACTING AUTHORITY IDENTIFIED HEREIN PRIOR TO ANY ACTIONS BEING TAKEN.

14) **Site Visits**

It is imperative that communications between the Contractor, Custodians and Site personnel be kept open, it is a requirement of the contract that the Contractor contact the Airport Manager monthly to ascertain if service level is consistent to requirements. The frequency may be increased by request of the Airport Manager if an ongoing problem is identified. This requirement is based on the necessity for a high level of cleaning services and fast adjustment of any deficiencies found.

15) **Cleanliness and Hygiene**

Janitor rooms and storage closets must be kept clean, neat and tidy at all times. Dusters and mops, both wet and dry must be thoroughly cleaned daily to avoid odours and hygiene problems. The cloth or brush used for the cleaning of toilets and urinals must not be used for any other purposes.

Color coded cleaning cloths - for the purpose of hygiene and ease of identification the Contractor will supply the following colored dusting cloths:

RED OR PINK -	for cleaning toilets and urinals
BLUE OR GREEN -	for cleaning sinks, countertops, and wiping down tables
WHITE OR YELLOW -	for all other general dusting duty

16) **Project Work**

Project work may be requested only by the Airport Manager when he/she identifies the need. Payment for approved project work will be calculated on the basis of the hourly rate quoted by the contractor. The hourly rate quoted will also be used to apply against any deficiency in work and will be discounted against the Contractor's invoice when the deficiency is not rectified (reference **CLEANING SPECIFICATION – TERM DEFINITIONS/STANDARDS OF ACCEPTANCE**).

17) **Weekly Task Check List**

A weekly task check list clearly stating work to be done for that week will be used by the Contractor's custodian, to ensure full understanding of all tasks to be performed. Upon completion of the week, the custodian should sign and submit the completed task list to the Airport Manager. A sample list is attached for reference purposes only, you may choose to use an existing check listing, or the one provided.

18) **Recycling**

Recycling is to be picked up from the bins provided and delivered at an approved recycling depot.

**CLEANING SPECIFICATION – SCHEDULED WORK**

<b><u>Item</u></b>	<b>1) Entrances (Vestibules)</b>	<b><u>Frequency Per Year</u></b>
1	Vacuum all entrance door threshold plates & pivot points.	Daily
2	Vacuum all rubber entrance matting and walk off mats.	Daily
3	Wet mop rubber entrance matting and walk off mats.	Daily
4	Mop up all stains and spills.	Daily
5	Dust mop all hard floors with treated dust mop.	Daily
6	Damp mop entire hard surface area.	Daily
7	Clean both sides of all entrance glass doors.	Daily
8	Using a damp cloth dust all horizontal surfaces.	Daily
9	Using a high speed machine, spray buff all quarry tile surface areas.	Weekly
10	Clean all ceiling vents.	Jun & Nov
11	Dust and damp wipe all light fixtures.	Monthly
12	Pick up litter and debris inside and outside the main terminal, fire hall	Daily

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	building and maintenance building, ground side. This includes all areas to the sidewalk edge from front entrance doors. Including sweeping the area, washing as needed.	
13	Exterior building cleaning of all walls and light fixtures. Air side and ground side. (Webs and all debris)	Semi-Annually

<u>Item</u>	<b>2) Washrooms</b>	<b><u>Frequency Per Year</u></b>
1	Empty washroom waste containers and replace lines.	Daily
2	Using a germicidal solution, thoroughly clean all sinks including underside and pipes. Wipe and polish all chrome.	Daily

3	Replenish all washroom supplies (keep full at all times).	Daily
4	Using a damp cloth, dust all horizontal surfaces.	Daily
5	Using a germicidal solution, spot clean all stains and spills (policing only).	Daily
6	Using a germicidal solution, spot clean all vertical surfaces.	Daily
7	Spot clean all architectural metals.	Daily
8	Using a germicidal solution, thoroughly clean all toilets and urinals inside and outside. Wipe and polish all chrome fixtures.	Daily
9	Dust mop all hard surface floors with a treated dust mop.	Daily
10	Damp mop floor using a germicidal soap.	Daily
11	Using a germicidal solution, wipe walls and partitions around toilets, urinals and sinks.	Daily
12	Clean mirrors.	Daily
13	Remove graffiti using appropriate cleaner.	Daily



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14	De-scale toilets and urinals using organic non-acid type bowl cleaner.	Daily
15	Wash all trash containers using germicidal detergent.	Weekly
16	Scrub floors and apply two coats of metalized polymer finish.	Jun & Nov
17	Clean ceiling vents.	Jun & Nov
18	Dust and damp wipe all light fixtures.	Jun & Nov

<u>Item</u>	<b>3) <u>Offices, Operations Rooms and Public Use Areas</u></b>	<b><u>Frequency Per Year</u></b>
1	Empty all waste receptacles, wipe soiled container and replace liners if required.	Daily
2	Spot clean all horizontal and vertical surfaces including light switches, plugs and doors.	Daily
3	Clean and polish all drinking fountains, removing water marks, scale and splashed surfaces on front and sides.	Daily
4	Vacuum all console tops completely.	Daily
5	Vacuum all operating and staff chairs (cloth).	Weekly
6	Mop up all stains and spills.	Daily
7	Dust all horizontal surfaces.	Daily
8	Dust all vertical surfaces.	Monthly
9	Spot clean all partition and door glass.	Daily
10	Dust all reachable T.V.'s and EDP Boards and clean screens (except radar screens or as directed).	Weekly

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11	Damp wipe all telephones with germicidal solution, including ear	Weekly
12	Spot clean carpet areas using a carpet spot remover.	Daily
13	Dust mop all hard surface floors with treated dust mop.	Daily
14	Damp mop entire hard surface area.	Daily
15	Damp wipe / polish any boardroom / meeting room tables.	Weekly
16	Using a high speed machine, spray and buff all hard surface areas.	Monthly
17	Using a tank or back pack vacuum, detail clean all edges.	Weekly
18	Clean all partitions and glass.	4
19	Fully vacuum all carpets from wall to wall.	Daily
20	Dust / vacuum high and low areas (pictures, clocks, partition tops, etc.).	Weekly
21	Clean, dust and remove all smudges from all window blinds.	Weekly
22	Clean all ceiling vents.	Jun & Nov
23	Dust and damp wipe all fixtures.	Jun & Nov

<u>Item</u>	<b>4) Locker Rooms and Showers</b>	<b><u>Frequency Per Year</u></b>
1	Pick up litter and debris.	Daily
2	Empty all waste receptacles, wipe soiled container and replace liners if required.	Daily
3	Damp wipe all seating with cloth dampened with germicidal solution.	Daily

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4	Using push broom, sweep all open areas and remove debris.	Daily
5	Spot clean all walls, doors, outside of lockers using a cloth dampened with germicidal solution.	Daily
6	Damp mop floor using germicidal solution.	Daily
7	Hand wash all shower walls with germicidal solution.	Daily
8	Machine scrub all floors using a germicidal detergent.	Weekly
9	Wash all trash containers using a germicidal detergent.	Weekly

<u>Item</u>	<b>5) Lunchrooms</b>	<b><u>Frequency Per Year</u></b>
1	Damp wipe all lunchroom tables.	Daily
2	Using a cloth dampened with germicidal solution, damp wipe all horizontal surfaces.	Daily
3	Using a germicidal solution, spot clean all vertical surfaces.	Daily
4	Spot clean all horizontal and vertical surfaces, removing fingerprints, smudges and stains.	Daily
5	Dust mop all hard surface floors with treated dust mop.	Daily
6	Empty all waste receptacles, wipe soiled container and replace liners if required.	Daily
7	Spot clean all partition and door glass.	Daily
8	Mop up all stains and spills.	Daily
9	Using a high speed machine, spray and buff all hard surface areas.	Monthly

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10	Clean all partition and glass doors.	Daily
11	Damp mop entire hard surface area.	Weekly
12	Scrub floors and apply 2 coats of metalized polymer finish.	Jun & Nov
13	Clean all ceiling vents.	Jun & Nov
14	Dust and damp wipe all light fixtures.	Jun & Nov

<u>Item</u>	<b>6) Window Maintenance</b>	<b><u>Frequency Per Year</u></b>
1	Interior wall glass to be washed both sides.	Daily
2	All exterior building windows must be cleaned thoroughly, ground side and air side.	Monthly
3	Dust and wipe all blinds (mylar and horizontal) leaving no smears.	Weekly

<u>Item</u>	<b>7) Steam Cleaning Carpets</b>	<b><u>Frequency Per Year</u></b>
1	<p>Vacuum carpets before steam cleaning, spot clean any stained areas. Steam clean and retexture carpeting, leaving "Danger Wet Flooring" signs wherever necessary.</p> <p><b>Note:</b> Special care is required when steam cleaning any carpeted flooring so as not to apply too much water, as some sites do have electrical/electronic equipment running under the flooring. Consult Project Authority before any steam cleaning commences.</p>	Jun & Nov

<u>Item</u>	<b>8) Snow and Ice Removal</b>	<b><u>Frequency Per Year</u></b>
1	Remove all snow and ice from designated pedestrian traffic areas and apply de-icing material when necessary.	As required

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	<b>Note:</b> Designated pedestrian traffic areas include the following: <ul style="list-style-type: none"> <li>• Sidewalks</li> <li>• Crosswalks</li> <li>• All entrances and exits leading into the Terminal Building</li> <li>• Airside departure and arrival walkways from the aircraft stand(s) of the Terminal Building.</li> </ul>	
<b><u>Item</u></b>	<b>9) Other Penticton Airport Buildings</b>	<b><u>Frequency Per Year</u></b>
1	Firehall Building – Clean once a week or as directed by Project Authority. Washrooms, floors and garbage / recycling removal.	Weekly
2	Canada Border and Services Agency Office – Scheduled with 72 hours-notice or a designated day each month. Requires CBSA Agent on site for their security measures. This small office must be cleaned during day time hours, anytime between 0800-1600 hours.	Monthly

## CLEANING SPECIFICATION – TERM DEFINITIONS/STANDARDS OF ACCEPTANCE

TERM	DESCRIPTION OF OPERATION	QUALITY STANDARD
Area Policing	Consists of patrolling sidewalks, driveways, lawn areas, loading docks, entrance, and other areas and picking up paper and all other debris.	Designated areas must be free of paper and all other debris after policing.
Sweeping Exterior	Consists of removing loose, dry surface soil.	Sidewalks, loading docks, entrances, and other designated areas must be clean after sweeping.
Hosing Sidewalks	Consists of washing sidewalks by spraying with water under pressure from a garden hose.	Sidewalks and other designated areas must be clean after hosing.
Snow Removal	Remove snow and ice from identified areas. Spread salt, ice melter or sand as required.	Provide safe footing for public and crown employees.
Sweeping	Consists of removing loose, dry surface soil. Where surface is not subject to damage by	There should be no dirt, trash or other matter left in corners, behind or under free-standing

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	solvent, use a solvent-based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax-based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used, to ensure no streaks are left on the floor.	radiators, under furniture or behind doors. Floors should be free of dust film, there should be no dirt left where sweepings were picked up and furniture and equipment should be relocated to where it was prior to the sweeping operation.
Damp and Wet Mopping	Consists of applying neutral detergent solution to the floor, agitating it with a mop removing the solution, rinsing the floor and wiping up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution.	The mopped area should be clean and free of surface stains, mop streaks and loose mop strands. Wall baseboards and other surfaces should be free of watermarks and splashing. Water or other cleaning solutions should not be allowed to collect under furniture legs and cabinets.
Wash Floor	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution.	There should be no surface dirt or stains visible following the floor washing operation. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment. The floor should be free of streaks, loose mop strands and water or other cleaning solutions should not be allowed to collect under furniture legs and cabinets.
Floor Spray Buffing	Consists of spraying a spray buff on a swept floor, approximately 50 centimetres ahead of the floor machine. Care must be taken that no solution is splashed against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad.	Spray buffing is continued until all traffic marks are removed and shine restored.  Floor must be swept after spray buffing has been completed.
Floor Scrub and Refinish	Consists of removing the top layer or layers of floor finish, using either the wet or dry scrub method. When using the wet scrub or wet strip method use a minimum amount of solution and rinse the floor twice before applying sealer or finish. When using the dry scrub or dry strip method, damp mop the floor twice before applying sealer or finish. Baseboards to be cleaned after each operation to remove streaks and splashes.	There should be no surface dirt or stains visible following the scrubbing operation. There should be no wax or finish build-up on the floor surface. Furniture (excluding file cabinets) should have been moved for complete floor coverage. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.
Vacuuming and/or Carpet Sweeping	Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.	Carpet and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction. T mats should be clean and carpet or rug area around and under T mats should be free of dust and dirt. Floor area under immediate edge of rugs should be free of dirt and dust. Bare floors

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		around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators. Upholstered furniture should be free from dust, dirt and other debris. All furniture and equipment moved during the cleaning operation should be returned to its original location.
Vacuuming Walk Away Mats	Consists of removing sand, slush or water, using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.	Walk-away-mats should be clean and free of dust, dirt, sand, slush, salt and water after vacuuming. Floor area under the mat should be free of dust and dirt and present a clean appearance.
Salt/Stain Removal Walk Away Mats	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed.	There should be no salt stain visible and no discoloration of the walk-away-mat after salt stain removal operation. Floor area under mat should be free of dust and dirt and present a clean appearance.

Glass Cleaning	Consists of washing glass surfaces with a detergent solution and wiping dry with a clean cloth.	Glass should be clean on both sides and free of streaks and smears. Sash, sill, stools and floors should be clean and free of water marks. Items moved during the cleaning operation should be replaced to original location.
Cleaning Stairways and Landings	Consists of sweeping, dusting, mopping and stripping; spot cleaning walls and polishing handrails, doorknobs and other metal surfaces where applicable.	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris. Stair railings, ledges, door mouldings, radiators, window stools and grilles should be free of dust. Stair landings, treads, risers, walls and baseboards should be clean and free of water marks and splashes from cleaning and finishing solutions. Hand railings, doorknobs and other metal surfaces should be clean and polished.
Cleaning Walk Away Mats	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacturer and in accordance with the instructions.	There should be no stains visible and no discoloration of the walk-away mat. The floor area under the mat should be free of dust, dirt and present a clean appearance after cleaning operations.
Dusting	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.	There should not be any dust or dust streaks on desks or other furniture. Glass tops on desks and tables should be clean and free of finger marks and stains. All pictures, plaques, etc., should be free of dust. Corners and crevices should be free of dust. Radiators, window stools, door ledges, frames, louvers, baseboards and partition ledges should be free of dust.

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Metal Cleaning	Consists of polishing with an approved metal polish doorknobs, push bars, kick plates, railings and other metal surfaces to remove stains and restore the shine.	Doorknobs, push bars, kick plates, railing, doors and other surfaces should be clean and polished.
Cleaning Washroom Fixtures	See herein. Consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls and urinals to disinfect and remove dust, dirt, spots and stains.	All surfaces of wash basins, taps, and all exposed piping should be free of dust, dirt, spots and stains. All surfaces of flush tank toilet seats, bowls and urinals should be disinfected. Plumbing fixtures should be free of stains, soap build-up, dust and mould.
Patrol Cleaning	Consists of picking up litter; wiping up spillage; cleaning tables, countertops, all washroom fixtures; polishing mirrors; emptying and cleaning ashtrays; emptying waste receptacles in designated areas and replenishing empty dispensers. This work is in addition to the regular routine cleaning.	Floors should be free of litter and there should be no surface dirt or stains visible. Tables, countertops and all washroom fixtures should be free of dust, dirt and stains. Ashtrays and waste receptacles should be empty and clean. Washroom supplies should be replaced as applicable.
Spot Clean Dispensers, Walls, Stall Partitions, Doors Shelves, Mirrors & Ledges	Consists of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.	All dispensers, shelves, shelf brackets and ledges should be free of finger marks, dust and stains. All mirrors should be clean. Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould. Walls, up to a standing height, should be free of all marks.
Empty Waste Receptacles	Consists of emptying waste receptacles and replacing dirty plastic bags; ashtrays are to be emptied into a separate metal container and wiped clean. All refuse is to be placed in a designated fireproof space.	All paper and garbage receptacles should be emptied, plastic bags should be replaced, if required, and the exterior surface wiped clean. All ashtrays should be empty, clean and in place.
Recycling Bins (Green Boxes or Equivalent if applicable)	Empty green boxes once per week into separate container and take over to recycling tent & sort.	
Cleaning Drinking Fountains	Consists of washing and disinfecting all surfaces. The odour of the disinfectant must not be objectionable.	The porcelain, metal and/or enamel surfaces should be clean and free of stains. All other surfaces should be free of spots, stains and streaks. All fountains should be disinfected.
Dusting/	Consists of dusting or vacuuming both sides of the slats and adjoining window frame area.	Both sides of slats should be clean and free of dust. Window frames and adjoining area



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Vacuuming Blinds		should be free of dust.
Vacuuming Air Grilles Air Diffusers	Consists of removing dust, dirt and cobwebs using a vacuum cleaner, equipped with a wand and brush attachment, or, wipe with a damp sponge and dry with a clean cloth.	Air Grilles and Air Diffusers should be free of dust, loose dirt and cobwebs after vacuuming operation.
Contractor's Space and Janitors' Closet	Consists of sweeping, washing, scrubbing and refinishing the floor. Washing walls and shelves and disinfecting sinks. The area is to be kept free of debris; mops are to be washed clean before storing and all other equipment is to be kept clean. Cleaning supplies are to be neatly stored.	All floors should be clean. All fixtures and walls should be free of dust and stains. Mop pails/trucks should be empty and free of odours. There should be no waste paper, garbage or empty containers in the Janitor Closets.
Cleaning Vinyl & Leatherette Upholstery	Consists of removing soil marks and stains using an approved cleaner.	There must be no dirt, soil marks, or stains visible following the scheduled cleaning.

## **ANNEX "A1" Point Rated Criteria:**

Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the work in compliance with the specific point-rated criteria listed below.

Where the information submitted is not sufficiently precise, Canada may request the appropriate location in the documentation provided with the bid. Canada will evaluate only the documentation provided by the bidder's bid. Canada will not evaluate information such as reference to website addresses where additional information can be found.

<b>The contractor's proposal will be rated on the following items:</b>	<b>TOTAL POINTS</b>	<b>COMMENTS</b>	<b>PAGE NO. in bid documents where information can be found.</b>
<p><b>1 – Organization and Staffing Plan</b></p> <p>Bidder should provide written and detailed statement of:</p> <ul style="list-style-type: none"> <li>a. Organization structure including reporting structure.</li> <li>b. Staffing plan, to include staff strength, how the Bidder will employ to meet the contract requirements, including full-time and relief staff minimum on-site strength for staffing problem mitigation strategy.</li> </ul> <ul style="list-style-type: none"> <li>• Unsatisfactory/no details provided = <b>NOT MEET/NON COMPLIANT</b></li> <li>• Incomplete and / or limited summary explaining staffing sufficiency, and staffing problem mitigation. Several major deficiencies exist = 0</li> <li>• Complete, but poor summary explaining staffing sufficiency, and staffing problem mitigation. A few major deficiencies exist = 5 points</li> <li>• Acceptable and / or adequate summary explaining staffing sufficiency, and staffing problem mitigation. Several minor deficiencies exist = 10 points</li> <li>• Good explanation summary explaining staffing sufficiency, and problem mitigation. A few minor deficiencies exist = 15 points</li> <li>• Excellent, in-depth and specific summary explaining staffing sufficiency, and staffing problem mitigation. No deficiencies exist = 20 points</li> </ul>	<b>20</b>		
<p><b>2 – Additional Staff Training and Certification Outline (above mandatory minimum).</b></p> <ul style="list-style-type: none"> <li>a. For each Cleaning / Janitorial Staff trained in First Aid including CPR C <u>above</u> the mandatory requirements and required in the SOW = 3 points each (9 points maximum).</li> <li>b. The bidder is encouraged to list any additional relevant certifications <u>beyond</u> the mandatory requirements (e.g. Green Clean, Rest Room Care, Occupational Health &amp; Safety in the workplace, Building Services Worker Level 1). <u>Proof</u> required before contract starts. For each additional certification per cleaning staff member = 1 point each (Maximum 7 points)</li> <li>c.</li> </ul>	<b>16</b>		
<p><b>3 – Supervision, Monitoring, Performance and Quality Assurance</b></p> <ul style="list-style-type: none"> <li>a. The bidder should provide a description of the intended</li> </ul>			

<p>methods to supervise and monitor Cleaning Personnel to ensure the work performance and Quality Assurance adheres to the specifications of the contract.</p> <ul style="list-style-type: none"> <li>Unsatisfactory / no details provided = 0</li> <li>Incomplete and / or limited summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. Several major deficiencies exist = 2 points</li> <li>Complete, but poor summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. A few major deficiencies exist = 4 points</li> <li>Acceptable and / or adequate summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. Several minor deficiencies exist = 6 points</li> <li>Good explanation summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. A few minor deficiencies exist = 8 points</li> <li>Excellent, in-depth and specific summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. No deficiencies exist = 10 points</li> </ul> <p>b. Bidder should describe Customer complaint and corrective action procedures and level of guarantee in terms of response time for both assessment and corrective action to regain expected standards and in terms of re-work time and re-work cost responsibility.</p> <ul style="list-style-type: none"> <li>Unsatisfactory / no details = 0</li> <li>Incomplete and / or limited summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. Several major deficiencies exist = 2 points</li> <li>Complete, but poor summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. A few major deficiencies exist = 4 points</li> <li>Acceptable and / or adequate summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. Several minor deficiencies exist = 6 points</li> <li>Good explanation summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. A few minor deficiencies exist = 8 points</li> <li>Excellent, in-depth and specific summary explaining the intended supervisory approach / methodology that monitors and ensures quality of work. No deficiencies exist = 10 points</li> </ul>	20		
<p>4. Company's years of experience in the janitorial field, please provide proof. Must provide detailed examples of contracts to demonstrate years of experience, including:</p> <ul style="list-style-type: none"> <li>Name of client; Contract dates; Location of contract; Name of reference</li> <li>Email address or telephone number of reference</li> </ul>	8		

<ul style="list-style-type: none"><li>• &lt;12 mos experience = 0 pts</li><li>• 12-24 mos experience = 2 pts</li><li>• 25-36 mos experience = 4 pts</li><li>• 37-47 mos experience = 6 pts</li><li>• 48+ mos experience = 8 pts</li></ul>																											
<p>5. References</p> <p>Two references with a description of two projects similar in size, scope and dollar value within the <b>last 5 years</b>. Include the following: Name of client; Contract dates from month/year; Location of contract; Name of reference; Email address and telephone number of reference for purposes of performance feedback. <u>Reference from site authority must be obtainable.</u></p> <ul style="list-style-type: none"><li>• Sufficient information provided by Bidder but overall reference feedback is not obtainable = <b>NOT MEET / NON COMPLIANT</b></li><li>• First Reference feedback obtainable. Meets similar size, scope &amp; dollar value. Reference feedback and comments including overall level of satisfaction of janitorial services:</li></ul> <table border="1"><tr><td>Reference Overall Level of Satisfaction</td><td>Rating/Points</td></tr><tr><td>Not at all satisfied</td><td>0</td></tr><tr><td>Partly satisfied</td><td>2</td></tr><tr><td>Satisfied</td><td>4</td></tr><tr><td>More than satisfied</td><td>6</td></tr><tr><td>Very satisfied</td><td>8</td></tr></table> <ul style="list-style-type: none"><li>• Second Reference feedback obtainable. Meets similar size, scope &amp; dollar value. Reference feedback and comments including overall level of satisfaction of janitorial services:</li></ul> <table border="1"><tr><td>Reference Overall Level of Satisfaction</td><td>Rating/Points</td></tr><tr><td>Not at all satisfied</td><td>0</td></tr><tr><td>Partly satisfied</td><td>2</td></tr><tr><td>Satisfied</td><td>4</td></tr><tr><td>More than satisfied</td><td>6</td></tr><tr><td>Very satisfied</td><td>8</td></tr></table>	Reference Overall Level of Satisfaction	Rating/Points	Not at all satisfied	0	Partly satisfied	2	Satisfied	4	More than satisfied	6	Very satisfied	8	Reference Overall Level of Satisfaction	Rating/Points	Not at all satisfied	0	Partly satisfied	2	Satisfied	4	More than satisfied	6	Very satisfied	8			
Reference Overall Level of Satisfaction	Rating/Points																										
Not at all satisfied	0																										
Partly satisfied	2																										
Satisfied	4																										
More than satisfied	6																										
Very satisfied	8																										
Reference Overall Level of Satisfaction	Rating/Points																										
Not at all satisfied	0																										
Partly satisfied	2																										
Satisfied	4																										
More than satisfied	6																										
Very satisfied	8																										
	16																										
<b>TOTAL POINTS</b>	<b>80</b>																										

\*An aggregate score of zero within any one of 1,2,3,4 will result in a non-compliant bid.

- Total Points (1 through 5): 80 points maximum
- Proposals MUST receive a rated requirements minimum score of **50 points** over all in order to be considered technically responsive. Those not meeting the minimum score of 50 points will not be considered further.
- The bidder site visit prior to bidding is **mandatory on December 10, 2019**. Failure to attend the site visit will result in a non-compliant bid.

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## ANNEX "B"

### BASIS OF PAYMENT

Price must be an all-inclusive price for the provision of all labour, janitorial supplies, equipment and related services required for Janitorial Services. No other charges will be allowed.

Janitorial	Estimate	\$/mo YEAR 01	\$/mo Option Year 1	\$/mo Option Year 2	\$/mo Option Year 3	Extended Totals
	A	B	C	D	E	A x (B+C+D+ E)
Scheduled Cleaning	12 months	\$ /mo	\$ /mo	\$ /mo	\$ /mo	\$
As and when requested during the hours of 0600-2400						
Snow and Ice Removal	20 hours per year	\$ /hr	\$ /hr	\$ /hr	\$ /hr	\$
Additional cleaning tasks not listed in Annex "A"	20 hours per year	\$ /hr	\$ /hr	\$ /hr	\$ /hr	\$
Evaluation Total (GST Extra)						\$

## **ANNEX "C.1"**

### **Evaluation and Basis of Selection**

#### **EVALUATION OF BID:**

1. Canada will evaluate bids received based on, but not be limited to, the following factors:
  - a) Compliance with the terms and conditions of this solicitation;
  - b) Compliance with the specifications
  - c) Assessment of all technical documentation and information for technical compliance;
2. Canada reserves the right to reject any bid which does not comply with all the mandatory requirements of this solicitation.
3. A bidder may be required to demonstrate to Canada's satisfaction that it is capable of successfully completing the Work in accordance with this solicitation.
4. The release of any information provided to Canada in response to this solicitation will be subject to the provisions of the Access to Information and Privacy Acts of Canada.
5. Within 72 hours of notification, the successful contractor must forward to the contracting authority either a certified true copy of the insurance policy or the certificate of insurance containing reasonable detail of the insurance coverage, exclusions, deductibles and conditions applying to such policies and confirming that the insurance is in force to meet these requirements. Failure of the successful contractor to forward the required certification must render the bid non-responsive.

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## ANNEX "C.2"

### Financial Evaluation

Evaluation of price: The price of bids will be evaluated in Canadian dollars, taxes excluded. NOTE: Price must be an all-inclusive price for the provision of all labour, janitorial supplies, equipment and related services required for Janitorial Services. No other charges will be allowed.

Janitorial	Estimate	\$/mo YEAR 01	\$/mo Option Year 1	\$/mo Option Year 2	\$/mo Option Year 3	Extended Totals
	A	B	C	D	E	A x (B+C+D+E)
Scheduled Cleaning	12 months	\$ /mo	\$ /mo	\$ /mo	\$ /mo	\$
As and when requested during the hours of 0600-2400						
Snow and Ice Removal	20 hours per year	\$ /hr	\$ /hr	\$ /hr	\$ /hr	\$
Additional cleaning tasks not listed in Annex "A"	20 hours per year	\$ /hr	\$ /hr	\$ /hr	\$ /hr	\$
Evaluated Bid Price (GST Extra)						\$

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## **ANNEX “D”**

### **PART 3 OF THE BID SOLICITATION**

#### **ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts any of the following Electronic Payment Instrument(s):

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);
- ☐ ( ) Electronic Data Interchange (EDI);
- ☐ ( ) Wire Transfer (International Only);
- ☐ ( ) Large Value Transfer System (LVTS) (Over \$25M)



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## ANNEX "E"

### Voluntary Certification to Support the Use of Apprentices

1. To encourage employers to participate in apprenticeship training, Contractors bidding on construction and maintenance contracts by Public Works and Government Services Canada (PWGSC) are being asked to sign a voluntary certification, signaling their commitment to hire and train apprentices.
2. Canada is facing skills shortages across various sectors and regions, especially in the skilled trades. Equipping Canadians with skills and training is a shared responsibility. In Economic Action Plan (EAP) 2013, the Government of Canada made a commitment to support the use of apprentices in federal construction and maintenance contracts. Contractors have an important role in supporting apprentices through hiring and training and are encouraged to certify that they are providing opportunities to apprentices as part of doing business with the Government of Canada.
3. Through the Economic Action Plan 2013 and support for training programs, the Government of Canada is encouraging apprenticeships and careers in the skilled trades. In addition, the government offers a tax credit to employers to encourage them to hire apprentices. Information on this tax measure administered by the Canada Revenue Agency can be found at: [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca). Employers are also encouraged to find out what additional information and supports are available from their respective provincial or territorial jurisdiction.
4. Signed certifications will be used to better understand contractor use of apprentices on Government of Canada maintenance and construction contracts and may inform future policy and program development.
5. The Contractor hereby certifies the following:

*In order to help meet demand for skilled tradespeople, the Contractor agrees to use, and require its subcontractors to use, reasonable commercial efforts to hire and train registered apprentices, to strive to fully utilize allowable apprenticeship ratios<sup>1</sup> and to respect any hiring requirements prescribed by provincial or territorial statutes.*

The Contractor hereby consents to this information being collected and held by PWGSC, and Employment and Social Development Canada to support work to gather data on the hiring and training of apprentices in federal construction and maintenance contracts.

<sup>1</sup> The journeyman-apprentice ratio is defined as the number of qualified/certified journeymen that an employer must employ in a designated trade or occupation in order to be eligible to register an apprentice as determined by provincial/territorial (P/T) legislation, regulation, policy directive or by law issued by the responsible authority or agency.

Name:

Signature:

Company Name:

Company Legal Name:

Solicitation Number:

Optional information to provide:

Number of apprentices planned to be working on this contract:

Trades of those apprentices:

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## ANNEX "F"

### FORM A – Bid Submission Form

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003]		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently <b>directors of the Bidder</b> . Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"><li>1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</li><li>2. This bid is valid for the period requested in the bid solicitation;</li><li>3. All the information provided in the bid is complete, true and accurate; and</li><li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li></ol>		
Signature of Authorized Representative of Bidder		Date

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## ANNEX "G" SECURITY REQUIREMENTS CHECK LIST



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

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Transport Canada	2. Branch or Directorate / Direction générale ou Direction Programs	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Janitorial services in Airport terminal and other buildings		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non 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? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui (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)		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to / Limité à : <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to / Limité à : <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to / Limité à : <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :
7. c) Level of information / Niveau d'information		
PROTECTED A <input type="checkbox"/> PROTÉGÉ A <input type="checkbox"/> PROTECTED B <input type="checkbox"/> PROTÉGÉ B <input type="checkbox"/> PROTECTED C <input type="checkbox"/> PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL <input type="checkbox"/> CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> SÉCRÉT <input type="checkbox"/> TOP SECRET <input type="checkbox"/> TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) <input type="checkbox"/> TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED <input type="checkbox"/> NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED <input type="checkbox"/> NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL <input type="checkbox"/> NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET <input type="checkbox"/> COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A <input type="checkbox"/> PROTÉGÉ A <input type="checkbox"/> PROTECTED B <input type="checkbox"/> PROTÉGÉ B <input type="checkbox"/> PROTECTED C <input type="checkbox"/> PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL <input type="checkbox"/> CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> SÉCRÉT <input type="checkbox"/> TOP SECRET <input type="checkbox"/> TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) <input type="checkbox"/> TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

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of Canada

Gouvernement  
du Canada

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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  
If Yes, indicate the level of sensitivity.  
Dans l'affirmative, Indiquer le niveau de sensibilité. ☒ No ☐ Yes  
Non Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes  
Non Oui

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

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

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

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

Special comments:  
Commentaires spéciaux: Transport Canada Security Clearance for access to restricted areas

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

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

TBS/SC 350-103(2004/12)

Security Classification / Classification de sécurité

Canada

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of Canada  
Gouvernement  
du Canada

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**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				CRISTAL				
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO SECRET	NATO CONFIDENTIAL	NATO SECRET	GROUPS FOR SECRET TOP SECRET	PROTECTED / PROTÉGÉ	CONFIDENTIAL	SECRET	TOP SECRET	
Information Affairs / Affaires d'Information															
IT Areas / Zones IT															
Other / Autres															

- 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 ce 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 ce présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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<b>PART D - AUTHORIZATION / PARTE D - AUTORISATION</b>			
<b>13. Organization Project Authority / Chargé de projet de l'organisme</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Kern Haybille-Raffel		Airport Manager	[Signature]
Telephone No - N° de téléphone	Facsimile No - N° de télécopieur	E-mail address - Adresse courriel	Date
250-770-4414	250-770-4423	kern.haybille-raffel@tc.gc.ca	20-Sept-2019
<b>14. Organization Security Authority / Responsable de la sécurité de l'organisme</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
			[Signature]
Telephone No - N° de téléphone	Facsimile No - N° de télécopieur	E-mail address - Adresse courriel	Date
			2019-11-01
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes Non / Oui
<b>16. Procurement Officer / Agent d'approvisionnement</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Cynthia Butt TDFG		Material & Contracting Officer	[Signature]
Telephone No - N° de téléphone	Facsimile No - N° de télécopieur	E-mail address - Adresse courriel	Date
374-370-5521	604-666-8105	Cynthia.butt@tc.gc.ca	2019/10/31
<b>17. Contracting Security Authority / Autorité contractante en matière de sécurité</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No - N° de téléphone	Facsimile No - N° de télécopieur	E-mail address - Adresse courriel	Date

Michael Sutherland  
Chief IM/IT Security  
for Organization Security Authority  
613-990-5531  
[Michael.sutherland@tc.gc.ca](mailto:Michael.sutherland@tc.gc.ca)

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## ANNEX "H" Required Fingerprints



Transport Canada  
Transportation Security

Transport Canada  
Sûreté des Transports

### Fingerprints for Employment with the Government of Canada

Dear applicant,

Security screening is at the core of the Policy on Government Security as a fundamental practice that establishes and maintains a foundation of trust within government, between government and Canadians, and between Canada and other countries.

As part of the security screening process, your fingerprints are required. Please present this letter to the person who will be taking your fingerprints. Your fingerprints can be taken at your local police station or use the [RCMP locator](#) to find an RCMP detachment near you or contact [Commissionaires](#)\*. RCMP detachments that do not provide fingerprinting services may refer applicants to an accredited fingerprinting company\* to be fingerprinted.

\*There may be a fee for this service.

At your appointment you will be required to provide two pieces of current, government-issued identification, one of which must have a current photo. Acceptable forms of identification include:

- Valid driver's licence, valid BC Identification Card, valid passport, valid Permanent Residency card, birth certificate, valid citizenship card, valid Native Status card and valid Nexus card

Please have the service provider submit your fingerprints on your behalf to the RCMP to complete a fingerprint-based Criminal Record Check. The results can be forwarded electronically to Transport Canada (**ON80057**) or are sent to the address below:

Transport Canada  
Safety and Security  
Security Screening Program  
Routing Symbol: ABPB  
330 rue Sparks Street  
Ottawa ON, K1A 0N5  
(613) 990-5532

If you have any questions, please contact us at (604) 666-4733 or  
[TC.PAC.TB.ADMIN.TC@tc.gc.ca](mailto:TC.PAC.TB.ADMIN.TC@tc.gc.ca).

Yours truly,

Edith Wuo  
Manager, Administrative Services  
Pacific Region  
Transport Canada – Transportation Security

Canada

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## ANNEX "I" TBS FORM 330-23E



Government of Canada / Gouvernement du Canada		PROTECTED (when completed)	
PERSONNEL SCREENING, CONSENT AND AUTHORIZATION FORM			
OFFICE USE ONLY			
Reference number	Department/Organization number	File number	
<b>NOTE:</b> For Privacy Act Statement refer to Section C of this form and for completion instructions refer to attached instructions. Please typewrite or print in block letters.			
<b>A ADMINISTRATIVE INFORMATION (To be completed by the Authorized Departmental/Agency/Organizational Official)</b>			
<input type="checkbox"/> New <input type="checkbox"/> Update <input type="checkbox"/> Upgrade <input type="checkbox"/> Transfer <input type="checkbox"/> Supplemental <input type="checkbox"/> Re-activation			
The requested level of reliability/security check(s) <input type="checkbox"/> Reliability Status <input type="checkbox"/> Level I (CONFIDENTIAL) <input type="checkbox"/> Level II (SECRET) <input type="checkbox"/> Level III (TOP SECRET) <input type="checkbox"/> Other _____			
<b>PARTICULARS OF APPOINTMENT/ASSIGNMENT/CONTRACT</b> <input type="checkbox"/> Indeterminate <input type="checkbox"/> Term <input type="checkbox"/> Contract <input type="checkbox"/> Industry <input type="checkbox"/> Other (specify secondment, assignment, etc.) _____			
Justification for security screening requirement _____			
Position/Competence/Contract number		Title	
Employee ID number/PRV/Rank and Service number (if applicable)		Group/Level (Rank if applicable)	
Name and address of department / organization / agency		Name of official	
		Telephone number ( )	
		Facsimile number ( )	
<b>B BIOGRAPHICAL INFORMATION (To be completed by the applicant)</b>			
Surname (Last name)		Full given names (no initials) underline or circle usual name used	
Family name at birth			
All other names used (i.e. Nickname)		Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	
Date of birth Y M D		Country of birth	
Date of entry into Canada if born outside Canada Y M D			
RESIDENCE (provide addresses for the last five years, starting with the most current) Home address		Daytime telephone number ( )	
E-mail address			
1 Apartment number Street number Street name		Civic number (if applicable)	
From Y M To present			
City Province or state Postal code		Country Telephone number ( )	
2 Apartment number Street number Street name		Civic number (if applicable)	
From Y M To Y M			
City Province or state Postal code		Country Telephone number ( )	
Have you previously completed a Government of Canada security screening form? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, give name of employer, level and year of screening. Y	
<b>CRIMINAL CONVICTIONS IN AND OUTSIDE OF CANADA (see instructions)</b>			
Have you ever been convicted of a criminal offence for which you have not been granted a pardon? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, give details: (charge(s), name of police force, city, province/state, country and date of conviction)	
Charge(s)		Name of police force City	
Province/State		Country	
Date of conviction Y M D			



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 <b>Government of Canada</b> <b>Gouvernement du Canada</b>		<b>PERSONNEL SCREENING, CONSENT AND AUTHORIZATION FORM</b>		PROTECTED (when completed)	
Surname and full given names			Date of birth Y M D		
<b>C CONSENT AND VERIFICATION (To be completed by the applicant and authorized Departmental/Agency/Organizational Official)</b>					
Checks Required (See instructions)		Applicant's initials	Name of official (print)	Official's initials	Official's Telephone number
1. <input type="checkbox"/> Date of birth, address, education, professional qualifications, employment history, personal character references					( )
2. <input type="checkbox"/> Criminal record check					( )
3. <input type="checkbox"/> Credit check (financial assessment, including credit records check)					( )
4. <input type="checkbox"/> Loyalty (security assessment only)					
5. <input type="checkbox"/> Other (specify, see instructions)					( )
<p><b>The Privacy Act Statement</b> The information on this form is required for the purpose of providing a security screening assessment. It is collected under the authority of subsection 7(1) of the Financial Administration Act and the Government Security Policy (GSP) of the Government of Canada, and is protected by the provisions of the Privacy Act in institutions that are covered by the Privacy Act. Its collection is mandatory. A refusal to provide information will lead to a review of whether the person is eligible to hold the position or perform the contract that is associated with this Personnel Screening Request. Depending on the level of security screening required, the information collected by the government institution may be disclosed to the Royal Canadian Mounted Police (RCMP) and the Canadian Security Intelligence Service (CSIS), which conduct the requisite checks and/or investigation in accordance with the GSP and to entities outside the federal government (e.g. credit bureaus). It is used to support decisions on individuals working or applying to work through appointment, assignment or contract, transfers or promotions. It may also be used in the context of updating, or reviewing for cause, the reliability status, security clearance or site access, all of which may lead to a re-assessment of the applicable type of security screening. Information collected by the government institution, and information gathered from the requisite checks and/or investigation, may be used to support decisions, which may lead to discipline and/or termination of employment or contractual agreements. The personal information collected is described in Standard PIB PSU 917 (Personnel Security Screening) which is used by all government agencies, except the Department of National Defence PIB DND/PPE 834 (Personnel Security Investigation File), RCMP PIB CMP PPU 065 (Security/Reliability Screening Records), CSIS PIB SIS PPE 815 (Employee Security), and PWGSC PIB PWGSC PPU 615 (Personnel Clearance and Reliability Records) used for Canadian Industry Personnel. Personal information related to security assessments is also described in the CSIS PIB SIS PPU 005 (Security Assessments/Advice).</p> <p>I, the undersigned, do consent to the disclosure of the preceding information including my photograph for its subsequent verification and/or use in an investigation for the purpose of providing a security screening assessment. By consenting to the above, I acknowledge that the verification and/or use in an investigation of the preceding information may also occur when the reliability status, security clearance or site access are updated or otherwise reviewed for cause under the Government Security Policy. My consent will remain valid until I no longer require a reliability status, a security clearance or a site access clearance, my employment or contract is terminated, or until I otherwise revoke my consent, in writing, to the authorized security official.</p> <p>Signature _____ Date (Y/M/D) _____</p>					
<b>D REVIEW (To be completed by the authorized Departmental/Agency/Organizational Official responsible for ensuring the completion of sections A, B and C)</b>					
Name and title		Telephone number			
Address		Facsimile number			
<b>E APPROVAL (To be completed by authorized Departmental/Agency/Organizational Security Official only)</b>					
I, the undersigned, as the authorized security official, do hereby approve the following level of screening.					
Reliability Status					
<input type="checkbox"/> Approved Reliability Status <input type="checkbox"/> Not approved					
Name and title _____					
Signature _____ Date (Y/M/D) _____					
Security Clearance (if applicable)					
<input type="checkbox"/> Level I <input type="checkbox"/> Level II <input type="checkbox"/> Level III <input type="checkbox"/> Not recommended					
Name and title _____					
Signature _____ Date (Y/M/D) _____					
Comments _____					



**INSTRUCTIONS FOR PERSONNEL SCREENING CONSENT AND AUTHORIZATION FORM TBS/SCT 330-23E (Rev. 2002/02)**  
Once completed, this form shall be safeguarded and handled at the level of Protected A.

**General:**

If space allotted in any portion is insufficient please use separate sheet using same format.

**1. Section A (Administrative Information) Authorized Departmental/Agency/Organizational Official**

The Official, based on instructions issued by the Departmental Security Officer, may be responsible for determining, based on five year background history, what constitutes sufficient verification of personal data, educational and professional qualifications, and employment history. References are to be limited to those provided on the application for employment or equivalent forms.

**SUPPLEMENTAL INFORMATION REQUIREMENTS**

Persons who presently hold a SECURITY CLEARANCE and subsequently marry, remarry or commence a common-law partnership, in addition to having to update sections of the Security Clearance Form (TBS/SCT 330-50), are required to submit an original Personnel Screening, Consent and Authorization Form, with the following parts completed:

Part A - As set forth in each question

Part B - As set forth in each question, excluding CRIMINAL CONVICTIONS IN AND OUTSIDE OF CANADA.

Part C - Applicant's signature and date only are required

"Other". This should be used to identify if the security screening is for Site Access, NATO, SIGINT etc.

**2. Section B (Biographical Information)**

To be completed by the applicant. If more space is required use a separate sheet of paper. Each sheet must be signed.

*Country of Birth - For "NEW" requests, if born abroad of Canadian parents, please provide a copy of your Certificate of Registration of Birth Abroad. If you arrived in Canada less than five years ago, provide a copy of the Immigration Visa, Record of Landing document or a copy of passport.*

- List only criminal convictions for which a pardon has NOT been granted. Include on a separate attached sheet of paper, if more than one conviction. Applicant must include those convictions outside Canada.  
- Offences under the National Defence Act are to be included as well as convictions by courts-martial are to be recorded.

**3. Section C (Consent and Verification)**

A copy of Section "C" may be released to institutions to provide acknowledgement of consent.

Criminal record checks (fingerprints may be required) and credit checks are to be arranged through the Departmental Security Office or the delegated Officer.

Consent: may be given only by an applicant who has reached the age of majority, otherwise, the signature of a parent or guardian is mandatory.

The age of majority is:

19 years in Nfld., N.S., N.B., B.C., Yukon, Northwest Territories and Nunavut;

18 years in P.E.I., Que., Ont., Man., Sask. and Alta.

The applicant will provide initials in the "applicant's initials box".

The official who carried out the verification of the information will print their name, insert their initials and telephone number in the required space.

- Reliability Screening (for all types of screening identified within Section A): complete numbers 1 and 2 and 3 if applicable.  
- Security Clearance (for all types of screening identified within Section A): complete numbers 1 to 4 and 5 where applicable.  
- Other: number 5 is used only where prior Treasury Board of Canada Secretariat approval has been obtained.

**4. Section D (Review)**

To be completed by authorized Departmental/Agency/Organizational Official who is responsible for ensuring the completion of sections A to C as requested.

**5. Section E (Approval)**

Authorized Departmental/Agency/Organizational Security Official refers to the individuals as determined by departments, agencies, and organizations that may verify reliability information and/or approve/reject approve reliability status and/or security clearances. Approved Reliability Status and Level I, II and III, as well as the signature of the authorized security official or manager are added for Government of Canada use only. Applicants are to be briefed, acknowledge, and be provided with a copy of the "Security Screening Certificate and Briefing Form (TBS/SCT 330-47)".  
Note: Private sector organizations do not have the authority to approve any level of security screening.

**Photographs:** Departments/Agencies/Organizations are responsible for ensuring that three colour photographs of passport size are attached to the form for the investigating agency. Maximum dimensions are 50mm x 70mm and minimum are 43mm x 54mm. The face length from chin to crown of head must be between 25mm x 35mm. The photographs must be signed by the applicant and an authorized security official. The photographs must have been taken within the last six months. It is required for new or upgrade Level III security clearances for identification of the applicant during the security screening investigation by the investigating agency. The investigating agency may in specific incidents request a photograph for a Level I or II clearances when an investigation is required.