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**Request for Proposals (RFP)**

PERFORMANCE OF THE WORK DESCRIBED  
IN THE STATEMENT OF THE DRAFT  
CONTRACT.

**TITLE**

Cleaning Services for the Embassy of Canada in  
Belgium

**SOLICITATION NO.**

20-162781

**DATE**

August 11, 2020

**PROPOSAL DELIVERY**

In order for the proposal to be valid, it must be received no later than 14:00 EDT (Ottawa, Ontario time), on September 21 2020. This date is referred to herein as the "Closing date".

Only electronic copies will be accepted and received at the following email address:

[internationalproposals@international.gc.ca](mailto:internationalproposals@international.gc.ca)

Solicitation #: 20-162781

**OFFER TO: FOREIGN AFFAIRS, TRADE AND DEVELOPMENT  
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 AND SERVICES LISTED  
HEREIN AND ON ANY ATTACHED SHEETS AT THE PRICE(S)  
SET OUT THEREFOR.**

**NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ON  
BEHALF OF THE SUPPLIER.**

\_\_\_\_\_  
**Signature**

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



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## **PART 1 - GENERAL INFORMATION**

### **1.1 INTRODUCTION**

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

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

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

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

### **1.2 SUMMARY**

- 1.2.1** The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada to Brussels in Belgium, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide Cleaning Services as described in the Statement of Work (Annex A).
- 1.2.2** The Work is to be performed from the contract award date, tentatively set for November 1<sup>st</sup> 2020, for a period of 2 years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 3 additional 1-year irrevocable option periods under the same terms and conditions.
- 1.2.3** The requirement may be subject to the provisions of the:
  - (a) Canadian Free Trade Agreement (CFTA)
  - (b) Canada - Chile Free Trade Agreement (CCFTA)
  - (c) Canada - Columbia Free Trade Agreement
  - (d) Canada - Korea Free Trade Agreement
  - (e) Canada - Honduras Free Trade Agreement
  - (f) Canada - Panama Free Trade Agreement
  - (g) Canada - Peru Free Trade Agreement (CPFTA)

### **1.3 CONTRACT DOCUMENTS**

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



## 1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

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

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



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 LANGUAGE OF PROPOSAL

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

### 2.2 REFERENCE CLAUSES

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

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

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

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

### 2.3 STANDARD INSTRUCTIONS

**2.3.1** The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23) (2020-05-28) Standard Instructions - *Goods or Services - Competitive Requirements* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23>), are incorporated by reference into and form part of the bid solicitation.

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

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

**Delete:** sixty (60)

**Insert:** one hundred and twenty (120)

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

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

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

- returned to the Bidder in the case where hard copies were requested; or
- deleted / destroyed where soft copies were requested, unless they qualify under the provisions of the Delayed Bids clause stipulated in paragraph 2.3.5



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

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

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

### 2.3.6 Subsection 08 (2019-03-04) Transmission by Facsimile or by epost connect

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

## 2.4 SUBMISSION OF PROPOSALS

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

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

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

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

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

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

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

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

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

Links to an online storage service (such as Google Drive™, Dropbox™, etc.) or to another



website, a File Transfer Protocol (FTP) service access, or any other mean of transferring files, **will not** be accepted. All documents submitted must be attached to the e-mail.

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

- 2.4.4** Canada requires that each proposal, at closing date and time or upon request from Canada's Representative, be signed by the Bidder or by an authorized representative of the Bidder. If any required signature(s) are not submitted as requested, Canada's Representative may inform the Bidder of a time frame within which to provide the signature(s). Failure to comply with the request of Canada's Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive. If a proposal is submitted by a joint venture, it must be in accordance with section 17 Joint Venture, of [2003](#) (2020-05-28) *Standard Instructions - Goods or Services - Competitive Requirements*.
- 2.4.5** It is the Bidder's responsibility to:
- (a) obtain clarification of the requirements contained in the RFP, if necessary, before submitting a proposal;
  - (b) prepare its proposal in accordance with the instructions contained in the RFP;
  - (c) submit by closing date and time a complete proposal;
  - (d) send its bid only to the address specified on page 1 of the bid solicitation;
  - (e) ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the proposal; and,
  - (f) provide a comprehensible and sufficiently detailed proposal, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.6** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.7** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.8** A proposal cannot be assigned or transferred in whole or in part.

## **2.5 SITE VISIT – MANDATORY**

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. It will be held at Avenue des Arts 57 – 1000 Brussels on August 24, 2020 and will begin at 2:00 PM in Brussels, Belgium.

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





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

Please note, any travel and other costs associated with attending a Bidders' site visit form part of "Bid Costs" as per [2003](#) (2020-05-28) *Standard Instructions - Goods or Services - Competitive Requirements*, and will not be reimbursed by Canada.

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

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 5 days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition or favor a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

## **2.7 APPLICABLE LAWS**

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

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

## **2.8 ENTIRE REQUIREMENT**

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



## 2.9 DEBRIEFINGS

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

## 2.10 CHALLENGES

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

## 2.11 NO PROMOTION OF BIDDERS INTEREST

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

## 2.12 LEGAL CAPACITY

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

## 2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

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



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 PROPOSAL PREPARATION INSTRUCTIONS

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

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

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

### 3.2 TECHNICAL PROPOSAL INSTRUCTIONS

**Section I:** to be labeled "**Technical Proposal**";

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

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

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

### 3.3 FINANCIAL PROPOSAL INSTRUCTIONS

**Section II:** to be labeled "**Financial Proposal**";

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



### 3.4 FIRM PRICE

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

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

### 3.5 FIRM HOURLY RATES

**3.5.1** Bidders must quote Hourly Rates in Euro (EUR) on the attached form Financial Proposal Form. The Hourly Rates must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, and all costs resulting from the performance of any additional Work described in the Bidder's Proposal (unless clearly described as an option).

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

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

### 3.6 CERTIFICATIONS

**Section III:** to be labeled "**Certifications**";

Bidders must submit the certifications required under ATTACHMENT 1 TO PART 3 – CERTIFICATIONS.



## ATTACHMENT 1 TO PART 3 – CERTIFICATIONS

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

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

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

### A1. CERTIFICATIONS REQUIRED WITH THE BID

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

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

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

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

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

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

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

#### A2.2. STATUS AND AVAILABILITY OF RESOURCES

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



beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

### **A2.3. EDUCATION AND EXPERIENCE**

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

### **A2.4. FORMER PUBLIC SERVANT**

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

### **DEFINITIONS**

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

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

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

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



[Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

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

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** ( ) **No** ( )

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

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

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

#### **WORK FORCE ADJUSTMENT DIRECTIVE**

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

If so, the Bidder must provide the following information:

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

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

#### **CERTIFICATION STATEMENT**

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

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

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



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

### **4.1 EVALUATION AND SELECTION**

**4.1.1** Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.

**4.1.2** An evaluation team composed of representatives of Canada will evaluate the bids.

### **4.2 TECHNICAL EVALUATION**

Mandatory technical evaluation criteria are included in Attachment 1 to Part 4.

### **4.3 BASIS OF SELECTION**

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





## ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

### 1.0 Mandatory Technical Criteria

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

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

MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M1	<p><b><u>License, Certification and Legal situation</u></b></p> <p>The Bidder must clearly demonstrate his competence as a cleaning service company in Belgium, that his legal situation is in order, and also in order with the National Social Security Office.</p>	<p>The Bidder must provide:</p> <ul style="list-style-type: none"><li>a. copies of official documents certifying the authorization to operate in these services (<i>Belgian official journal</i>);</li><li>b. a copy of his information at the Banque-Carrefour des Entreprises indicating that his legal situation is "normal";</li><li>c. a certificate for a public contract from the National Social Security Office;</li><li>d. an official document proving no criminal record for a public contract (<i>model 596.1-32</i>) from FPS Justice (<a href="mailto:casierjudiciaire@just.fgov.be">casierjudiciaire@just.fgov.be</a>).</li></ul> <p><i>If these documents are currently awaiting government review or renewal, copies of these should be provided.</i></p>		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M2	<p><b><u>Office Location</u></b></p> <p>The Bidder must clearly demonstrate that the company has a permanent office located within 100 kilometers radius of:</p> <p>The Embassy of Canada Avenue des Arts 58 1000 Brussels Belgium</p>	<p>The Bidder must provide the complete address of the company's permanent office closest to the Embassy of Canada.</p>		
M3	<p><b><u>Corporate Experience</u></b></p> <p>The Bidder must demonstrate it has a minimum of 1 year of experience within the last 10 years from the bid closing date, in cleaning services and having completed a minimum of 3 contracts.</p>	<p>The Bidder must demonstrate its experience by providing the following information:</p> <ul style="list-style-type: none"><li>a. project or contract name;</li><li>b. name of the client organization;</li><li>c. start date and end date (<i>or indicate if work is still in progress</i>);</li><li>d. a description of the scope of the services provided;</li><li>e. name and contact information (<i>phone number, email</i>) of an authorized representative who will confirm the information supplied by the Bidder.</li></ul> <p><i>References may be contacted to verify the validity of the information provided by the Bidder.</i></p>		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M4	<p><b><u>Supervisor Experience</u></b></p> <p>The Bidder must demonstrate that the proposed supervisor has a minimum of 1 year of experience within the last 5 years from the bid closing date, in cleaning services and in buildings of at least 800 m2.</p>	<p>The Bidder must demonstrate the experience of the supervisor by providing, for each position, the following information:</p> <p>a. position title;</p> <p>b. name of organization, city, country;</p> <p>c. start date and end date;</p> <p>d. a short description of the work performed as a supervisor;</p> <p>e. the work area (in m2).</p>		
M5	<p>The Bidder must demonstrate that the proposed supervisor is fluent in French or English (<i>oral communication, reading and writing</i>).</p>	<p>It is sufficient to indicate in the proposal that the supervisor has the required language skills.</p> <p><i>The Bidder could also provide a copy of a successful language test or proof that the supervisor has successfully completed courses.</i></p>		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M6	<p><b><u>Cleaning Technician Experience</u></b></p> <p>The Bidder must demonstrate that the proposed cleaning technician has a minimum of 1 year of experience in cleaning and handling services.</p>	<p>The Bidder must demonstrate the experience of the cleaning technician by providing, for each position, the following information:</p> <p>a. position title;</p> <p>b. name of organization, city, country;</p> <p>c. start date and end date;</p> <p>d. a short description of the work performed as a supervisor;</p> <p>e. the work area (in m2).</p>		
M7	<p>The Bidder must demonstrate that the proposed cleaning technician is fluent in French or English (<i>oral communication</i>).</p>	<p>It is sufficient to indicate in the proposal that the cleaning technician has the required language skills.</p> <p><i>The Bidder could also provide a copy of a successful language test or proof that the cleaning technician has successfully completed courses.</i></p>		



## PART 5 - RESULTING CONTRACT CLAUSES

### 5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

### 5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2020-05-28);
- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);



- (e) Security Requirements Check List (Annex C);
- (f) Contractor's bid dated yyyy-mm-dd (*Inserted at Contract award*)

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

### **5.3 AUTHORITIES AND COMMUNICATION**

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

Canada's Representative for this Contract is: (*Inserted at Contract award*)

Name:

Title:

Department of Foreign Affairs, Trade and Development

Directorate:

Address:

Telephone:

E-mail address:

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

#### **5.3.2 Project Authority**

The Project Authority for this Contract is: (*Inserted at Contract award*)

Name:

Title:

Department of Foreign Affairs, Trade and Development

Directorate:

Address:

Telephone:

E-mail address:

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

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

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



#### 5.3.4 Management of the Contract

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

#### 5.3.5 Contractor's Representative

The Contractor's Representative is: *(Inserted at Contract award)*

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

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

#### 5.3.6 Amendment

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

#### 5.3.7 Assignment

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

### 5.4 STANDARD CLAUSES AND CONDITIONS

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

### 5.5 GENERAL CONDITIONS

[2035](#) (2020-05-28), *General Conditions - Higher Complexity - Services*, apply to and form part of the Contract.



## **5.6 ENTIRE AGREEMENT**

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

## **5.7 APPLICABLE LAWS**

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

## **5.8 NUMBER AND GENDER**

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

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

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

## **5.10 TIME OF THE ESSENCE**

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

## **5.11 EXCUSABLE DELAY**

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

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

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

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

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





Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

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

## **5.12 SEVERABILITY**

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

## **5.13 SUCCESSORS AND ASSIGNS**

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

## **5.14 SURVIVAL**

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

## **5.15 PERFORMANCE OF THE WORK**

### **5.15.1 Description of Work**

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

### **5.15.2 Period of the Contract**

The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive. (*Completed at Contract award*).

### **5.15.3 Option to Extend the Contract**

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

### **5.15.4 Exercise of Option to Extend**

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 days before the expiry date of the Contract. The option may only be exercised by Canada's



Representative, and will be evidenced for administrative purposes only, through a Contract amendment.

#### **5.15.5 Independent Contractor**

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

#### **5.15.6 Conduct**

The Contractor must:

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

#### **5.15.7 Assigned Individuals**

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

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

#### **5.15.8 Resources**

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

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

#### **5.15.9 Replacements**

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



#### 5.15.10 Compliance with Local Law

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

#### 5.15.11 Inspection and Acceptance

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

#### 5.15.12 Security Requirements

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

- 5.15.12.1** At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers. Missions requesting a security clearance for Contractors to perform work in restricted zones of the Mission or to access classified information/assets must consult with Security Operations and Personal Safety Division (ISR) and Corporate Security Division (ISC).
- 5.15.12.2** If the **Contractor** breaches Sub-paragraph (1) above, DFATD shall terminate this Contract immediately without notice or any further obligation to the **Contractor**. The **Contractor** shall immediately refund to the Receiver General of Canada via DFATD all unspent funds provided under this Contract

#### 5.15.13 Green Procurement

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



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

## **5.16 CERTIFICATIONS**

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

## **5.17 HEALTH AND SAFETY**

Contractor must comply with all requirements of applicable Canadian (federal, provincial, municipal), foreign and local environmental, health and safety laws and regulations. The Contractor must follow the prevention and infection control measures of the workplace or put in place by the Canadian mission (i.e. practise physical distancing, practise proper hand washing, avoid touching face with unwashed hands, etc.) and follow the proper protocols to complete the required work such as utilizing the appropriate equipment and personal protective equipment (PPE) as necessary. The Contractor is responsible for all costs associated with the compliance to protective measures and any other costs related to the general health and safety of its employees and agents.

## **5.18 PAYMENT TERMS**

### **5.18.1 Basis of Payment**

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

### **5.18.2 Limitation of Price**

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

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

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

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



#### 5.18.4 Audit

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

#### 5.18.5 Invoicing Instructions

**5.18.5.1** The Contractor must ensure that each invoice it provides to Canada:

- (a) is submitted in the Contractor's name;
- (b) is submitted each month do so for each delivery or shipment;
- (c) only applies to the Contract;
- (d) shows the date, the name and address of the Project Authority, the description of the Work and the Contract number;
- (e) details the claimed fees and disbursements, if applicable, in accordance with the Basis of Payment, exclusive of Applicable Taxes;
- (f) sets out Applicable Taxes, such as the Contractor's output VAT, as a separate item along with corresponding registration numbers from the tax authorities;
- (g) identifies all items that are zero-rated, exempt from Applicable Taxes or to which it does not apply.

**5.18.5.2** By submitting an invoice, the Contractor certifies in each case that the invoice is consistent with the Work delivered and is in accordance with the Contract.

#### 5.18.6 Discrepancies

If the contents of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within 15 Days of the invoice receipt. The 30-Day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within 15 Days will only result in the date specified in subsection 16 of [2035](#) (2020-05-28) *General Conditions - Higher Complexity - Services*, to apply for the sole purpose of calculating interest on overdue accounts.

#### 5.18.7 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of [2035](#) (2020-05-28) *General Conditions - Higher Complexity - Services*, the Contractor will be entitled, in accordance with the Basis of Payment (Annex B), to be paid only the amounts that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. Under no circumstance will Canada be liable to the Contractor for early termination of this Contract.

#### 5.18.8 Remittance to appropriate tax authority

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



## **5.19 SUSPENSION AND INFRACTION**

### **5.19.1 Suspension of the Work**

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

### **5.19.2 Infraction**

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

## **5.20 INSURANCE TERMS**

### **5.20.1 Insurance at Discretion of Contractor**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

## **5.21 GOVERNANCE AND ETHICS**

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

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

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

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

- (a) paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian Financial Administration Act (R.S.C., 1985, c. F-11); or
- (b) section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or purchasing office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the Criminal Code of Canada (R.S.C., 1985, c. C-46); or
- (c) section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the Criminal Code of Canada (R.S.C., 1985, c. C-46); or



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

### **5.21.3 Anti-Terrorism**

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

## **5.22 DISPUTE RESOLUTION**

### **5.22.1 Discussion and Negotiation**

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

### **5.22.2 Procurement Ombudsman**

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Canadian Department of Public Works and Government Services Act (S.C. 1996, c. 16), will, on request and consent of the parties to bear the cost of such process, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).





## ANNEX A – STATEMENT OF WORK

### TITLE

Cleaning and room planning (*material handling*) services at the Embassy and the Mission of Canada to the European Union in Brussels, as well as at the dwellings belonging to the Crown.

### 1. INTRODUCTION

The Embassy of Canada and the Mission of Canada to the European Union, hereinafter referred to as the "Mission", requires cleaning services in its representational space, staff premises as well as in the dwellings of the Crown. It also requires room planning (*material handling*) services.

### 2. BACKGROUND

The Department of Foreign Affairs, Trade and Development (DFATD) has 178 diplomatic and consular missions in 112 countries. The Mission located in Brussels requires cleaning services in its representational space and in the premises occupied by the staff.

Furthermore, these services could also be required in the dwellings belonging to the Crown as well as in the official residences.

Mission's staff already clean the representational area between each event as well in the offices. However, it may call on the Contractor for cleaning needs.

Occasionally, and according to the needs of the Mission, room planning (*material handling*) will be necessary.

### 3. OBJECTIVE

Provide cleaning services in order to maintain cleanliness and hygiene at the Mission of Canada by looking after the premises and their furniture whilst using appropriate products for each type of surface and meeting the different environmental criteria.

### 4. SCOPE

The Contractor must supply staff, equipment and all the material and products necessary to perform the cleaning and room planning (*material handling*) services. Work will be carried out at different intervals: *weekly, monthly, quarterly and annually*.





In most cases, these services will be performed during working hours (08:00 - 17:00) on the day planned the week before with the Events Coordinator.

Staff must travel, *at their own expense*, to these different locations, *though not limited to*:

- The ground floor of Avenue des Arts 57 (*area of 811.03 m<sup>2</sup>*);
- The 5th floor of Avenue des Arts 58 (*area of 2300 m<sup>2</sup>*);
- The dwellings belonging to the Crown situated in the municipalities of Ixelles, Woluwé-Saint-Pierre, Kraainem and in the City of Brussels (*area of 122 m<sup>2</sup> and 362 m<sup>2</sup>*);
- The official residences (*area of 550 m<sup>2</sup>, 800 m<sup>2</sup>, 67.49 m<sup>2</sup> and 230 m<sup>2</sup>*).

\*Located in the city centre of Brussels near the entrance to "Trône" metro station.

## 5. TASKS/REQUIREMENTS

<b>WEEKLY (GROUND FLOOR)</b> <b>46 weeks/year (no cleaning during the Christmas period and in the month of August)</b>		
<b>ITEMS/LOCATIONS</b>	<b>DUTIES</b>	<b>SPECIFICATIONS</b>
<b>FLOORS</b>  - Natural stone ( <i>stone</i> ) 281.27 m <sup>2</sup>  - Parquet floor ( <i>wood</i> ) 347.35 m <sup>2</sup>  - Doormat	- Vacuum all floors;  - Clean and mop all entrance, exit, lobby and reception/security floors;  - Replace dirty rugs;  - Lift the rugs in order to clean and mop the floors.	Clean each type of floor according to recommendations of the manufacturer.
<b>CARPETS/FITTED CARPET</b> (112.78 m <sup>2</sup> )  <b>DINING ROOM RUG</b> (28.97 m <sup>2</sup> )	- Vacuum all carpets, fitted carpet and rugs;  - Remove/wash stains.	
<b>ENTRANCES, EXITS, LOBBIES AND RECEPTIONS/SECURITY</b>	- Dust;  - Remove all rubbish;	



	<ul style="list-style-type: none"><li>- Wipe clean the benches, counters, counter decorations, banners, signs and cloakroom lockers;</li><li>- Wipe clean doors and door frames (<i>both sides</i>);</li><li>- Empty the bins and replace the bin bags (<i>once they are full and/or smell unpleasant</i>);</li><li>- Clean around safety/security appliances;</li><li>- Wipe clean switches, thermostats and screens;</li><li>- Clean and remove marks/fingerprints on the walls;</li><li>- Refill the hydroalcoholic gel dispensers and the paper towels when they are empty.</li></ul>	<p>The bins need to be clean on the <i>inside</i> and <i>outside</i> before adding a new bin bag. They must also be brought back to their original location.</p>
<b>HALLWAYS AND BACK CORRIDORS</b>	<ul style="list-style-type: none"><li>- Dust and remove all rubbish;</li><li>- Empty the bins and replace the bin bags (<i>once they are full and/or smell unpleasant</i>);</li><li>- Dust the fire extinguishers and first aid kits which are attached to the walls;</li><li>- Clean and remove marks/fingerprints on the walls;</li><li>- Wipe clean switches, thermostats and screens;</li></ul>	<p>The bins need to be clean on the <i>inside</i> and the <i>outside</i> before adding a new bin bag. They must also be brought back to their original location.</p>



	<ul style="list-style-type: none"><li>- Refill the hydroalcoholic gel dispensers and paper towels when they are empty.</li></ul>	
<b>MEETING ROOMS</b>	<ul style="list-style-type: none"><li>- Dust and remove all rubbish;</li><li>- Empty the bins and replace the bin bags (<i>when they are full and/or smell unpleasant</i>);</li><li>- Clean and remove marks/fingerprints on the walls;</li><li>- Clean the chairs, armchairs, tables, desks, work stations and doors;</li><li>- Vacuum all sofas and fabric chairs;</li><li>- Refill the hydroalcoholic gel dispensers and paper towels when they are empty.</li></ul>	<p>The bins need to be clean on the <i>inside</i> and <i>outside</i> before adding a new bin bag. They must also be brought back to their original location.</p> <p>Chairs must always be properly placed beneath the tables.</p>
<b>TOILETS</b>  - Public area ( <i>visitors</i> ): 2 women's/2 men's/1 handicapped  - Technical area ( <i>employees</i> ): 2 women's/2 men's + 2 urinals	<ul style="list-style-type: none"><li>- Dust and remove all rubbish;</li><li>- Refill hand soap and toilet paper;</li><li>- Empty the bins and replace the bin bags (<i>once they are full and/or smell unpleasant</i>);</li><li>- Clean, disinfect and descale the bases as well as the inside and outside of toilet bowls and urinals (<i>remove all waste from the urinal strainers</i>);</li></ul>	<p>The bins need to be clean on the <i>inside</i> and <i>outside</i> before adding a new bin bag. They must also be brought back to their original location.</p>



	<ul style="list-style-type: none"><li>- Wipe clean and disinfect the taps and tops as well as the inside and outside of washbasins;</li><li>- Wipe clean all mirrors;</li><li>- Clean and remove marks/fingerprints on the walls;</li><li>- Clean the lights, dispensers and receptacles;</li><li>- Wipe clean the door handles and bottom plates of all doors;</li><li>- Refill the hydroalcoholic gel dispensers and paper towels when they are empty.</li></ul>	
<b>MONTHLY (GROUND FLOOR)</b> <b>11 months/year (no cleaning in the month of August)</b>		
<b>WINDOWS</b>	<ul style="list-style-type: none"><li>- Clean the <i>interior</i> windows of the <i>front</i> facade;</li><li>- Clean both sides of the windows of the SAS* entrance;</li><li>- Clean the <i>interior</i> and <i>exterior</i> windows on the garden side.</li></ul>	Located on Avenue des Arts 57  *Area between the two glass doors  In Espace Canada
<b>AIR VENTS</b>	<ul style="list-style-type: none"><li>- Clean the air vents on the wall.</li></ul>	
<b>QUARTERLY (5<sup>th</sup> FLOOR)</b>		
<b>WINDOWS</b>	<ul style="list-style-type: none"><li>- Clean the <i>interior</i> windows of the 5th floor.</li></ul>	With the exception of the garden side



<b>PARTITIONS/DOORS</b>	<ul style="list-style-type: none"><li>- Clean <i>both sides</i> of the partitions and glass doors of reception.</li></ul>	
<b>YEARLY (GROUND FLOOR)</b>		
<b>KITCHEN</b>	<p>Remove grease and wipe clean the walls and ceilings;</p> <ul style="list-style-type: none"><li>- Scrub the floors;</li><li>- Clean, wash and disinfect the counters, bins, extractor fan, ovens, microwaves, fridges and cold rooms;</li></ul> <p>Clean, wash and remove grease from the taps and sinks;</p> <ul style="list-style-type: none"><li>- Clean the shelves and cupboards;</li><li>- Clean and remove marks/fingerprints on the walls;</li></ul>	<p>The Mission will clear the shelves, cabinets and counters of their contents beforehand.</p>
<b>CARPETS/FITTED CARPET/FABRIC FURNITURE</b>	<ul style="list-style-type: none"><li>- Clean all carpets, fitted carpet and fabric furniture.</li></ul>	
<b>YEARLY (5th FLOOR)</b>		
<b>CARPETS/FITTED CARPET/FURNITURE</b>	<ul style="list-style-type: none"><li>- Clean all carpets, fitted carpet and fabric furniture.</li></ul>	



### **5.1 OPTIONAL CLEANING AND PLANNING SERVICES (*MATERIAL HANDLING*) *"AS REQUIRED AND ON REQUEST"***

The Contractor may be called on for cleaning services according to operational needs and on request. In addition, he may be requested by the Coordinator, his representative or by the technical authority to carry out furniture planning tasks and assemble/disassemble stages and large tables. Some tasks involve equipment too heavy for one person and thus require a minimum of two people. The Contractor has 24 hours to supply labour following the service request.

These services may be carried out at all times during the day, including before or after regular working hours (08:00-17:00) and/or during the weekend and according to the instructions of the Events Coordinator or his representative. These optional services are to be billed separately.

### **5.2 EXCLUDED AREAS**

The areas listed below are not part of the Statement of Work and are the responsibility of the property owner.

These areas are therefore not included:

- mechanical and electrical rooms, transformer and heating rooms;
- garages;
- attics.

### **5.3 EXCLUDED ITEMS**

- computers and associated equipment;
- audio-visual equipment;
- kitchen accessories;
- artworks (*includes paintings and sculptures*);
- drawers and cabinets;
- coffee vending machines;
- tableware;
- electrical appliances and kitchen cabinets (*unless mentioned specifically*).

**5.4** The Contractor must supply and ensure the maintenance of all tools, equipment, gear and products required to carry out the work, with the exception of the hydroalcoholic gel and paper towels used to refill dispensers. Hydroalcoholic gel and paper towels will be available to the Contractor in the store room, which it will have access to.

**5.5** All products used to meet this requirement must comply with current local market health and safety codes.



**5.6** The cleaning products used must comply with the European environmental laws in force.

**5.7** General features of environmentally-friendly cleaning products used to provide cleaning services include:

- use of concentrated formulas in order to reduce transport volume and weight as well as packaging;
- biodegradability;
- use of spray bottle containers;
- cleaning products with recyclable and reusable packaging;
- no toxic ingredients or petrochemical compounds;
- little or no irritation to skin, eyes or breathing;
- no colorants, perfumes and highly flammable compounds or unnecessary corrosive substances;
- products not tested on animals.

**5.8** The Contractor must supply a list of products, gear and equipment to be used to carry out the work. Only the products, gear and equipment approved by the Mission will be authorised.

The list must include, *though is not limited to*:

- toilet paper (regular 2-ply);
- according to local standards, regular clear plastic bags of matching sizes for recycled materials (paper, cardboard, PMC, glass);
- bathroom soap (mild and thick consistency)
- hand disinfectant;
- cleaning products adapted to each type of material;
- disposable or washable masks/face coverings for the cleaner to use.

**5.9** The Contractor must not perform any task other than those in the State of Work without the written consent of the representative of the Mission or his deputy.

**5.10** All contract staff must wear an industrial type uniform, i.e. matching shirt and trousers, overalls or an apron. All uniforms must clearly display the company name and logo/badge.

**5.11** The Contractor must ensure that all equipment used to carry out the work is in good condition by conducting regular tests of the equipment on the site. The technical authority reserves the right to decide if a device is dangerous, inappropriate or faulty and to remove it from service. The Contractor must then provide replacement equipment suitable for commercial use.

**5.12** The Contractor must handle and store all chemical and cleaning products in a safe manner, complying with the applicable European standards, particularly ATEX 153, the general labour protection regulation, as well as European Parliament and Council Directive 2014/34/EU.



## 6. DELIVERABLES

The Contractor must meet cleaning quality, hygiene and safety standards:

**6.1** These standards must be checked by the technical authority and/or the contracting authority in order to ensure their compliance throughout the duration of the contract. Random inspections will therefore be carried out, which may be attended by the Contractor's representative on request.

**6.2** The Contractor must keep an operations log. This log will be used to record all inquiries, requests, deficiencies or any other situations observed and related to the cleaning activities. Corrective measures must also be entered in the log, which must be available on site for the technical authority and/or his representative to consult.

**6.3** The person in charge or the supervisor must meet regularly with the technical authority and/or the contracting authority so that they can all be informed and kept up-to-date with regard to the cleaning activities.

## 7. CONSTRAINTS

**7.1** The technical authority may ask for employees who do not meet the contractual requirements in terms of competence, behaviour or safety to be replaced.

**7.2** The Contractor must, at all times, keep a list of at least two employees who meet the safety criteria and are available at the same time or separately for the Mission's needs throughout cleaning operation hours.

**7.3** The Contractor must designate one person in charge or a supervisor. This designated person will be responsible for responding to service calls and emergencies. The person in charge must ensure that work is carried out according to the Mission's requirements. The person in charge must also have a mobile phone with voicemail or be on hand for service calls and emergencies in order to be reachable at all times between 07:00 and 18:00, and must also have met the safety criteria.

**7.4** The Contractor must ensure that the cleaning team projects a positive image. A fundamental factor of this positive image is the attitude of the employees and/or representatives, through their politeness and their knowledge. The Contractor will be the only person responsible for the conduct, behaviour and discipline of the staff hired on the site and in the surrounding area.

**7.5** The Contractor and his staff must do their utmost to prevent the occurrence of any known or proven harm or damage. In the event of misconduct, whether this results in a financial loss or burden for the Mission or not, the contracting party may take the appropriate measures against the staff at fault in consultation with the technical authority. However, the latter cannot be held responsible for any conflicts resulting from disciplinary measures taken against the staff at fault. The Contractor must dismiss/replace any employee in compliance with the instructions of the technical authority.





**7.6** The Mission shall not be responsible for loss or damage caused to equipment, furniture, materials or personal belongings brought to or left on the Mission's premises by the Contractor's employees.

## **8. LANGUAGE OF WORK**

The *supervisor* must be able to communicate orally and understand written instructions in French or English.

The *cleaning technician* must be able to communicate orally in French and English.

## **9. TRAVEL REQUIREMENTS**

The time and costs incurred for staff to travel to the locations where the cleaning and planning (*material handling*) services are performed shall not be charged to the Mission.

## **10. GOVERNMENT-FURNISHED EQUIPMENT/INFORMATION**

**10.1** The Mission shall provide the Contractor with a storage site and a designated cupboard for the duration of the contract.

**10.2** The Mission shall provide the Contractor with keys and access cards, which must be kept safe at all times. Should keys be lost, the Contractor must pay the costs associated with replacing the locks and keys.

## **11. LOCATION OF WORK**

The cleaning and planning (*material handling*) services are to be performed at Avenue des Arts 57 and 58 - 1000 Brussels and in the municipalities of Ixelles, Woluwé-Saint-Pierre, Kraainem and the City of Brussels.

## **12. TERMINOLOGY**

**Carpet/fitted carpet cleaning:** Consists of using an appliance with a cleaning solution and a suitable cloth for cleaning and removing carpet stains and then applying an antistatic. The rug must be vacuumed before it is cleaned. This process also includes removing and returning office items once the carpet is dry. Once it has been cleaned, the carpet must have an attractive appearance and a pleasant smell.

**Stain removal (carpets/fitted carpet and furniture):** Consists of identifying the type of stain and removing it using stain remover and/or an appropriate technique according to the instructions for the commercial stain removal kits available. The carpet fibres must not show any discolouration after removing stains.



**Steam cleaning:** Consists of removing dust, dirt and stains found on carpets using a steam machine or an injection/extraction machine with the appropriate detergent and then applying an antistatic. The carpet must be vacuumed before it is cleaned. This process also includes removing and returning office items once the carpet is dry. Once it has been steam cleaned, the carpet must have an attractive appearance and a pleasant smell.

**Cleaning of fabric furniture:** Consists of dusting, vacuuming, removing stains and deep cleaning using appropriate products and equipment according to the type of fabric.

**Cleaning:** Consists of removing dirt, dust, rubbish, spills, stains, finger marks and all other foreign matter from horizontal and vertical surfaces using the appropriate products, tools and equipment.

**Washing/wiping clean:** Consists of applying, scrubbing and rinsing with a cleaning solution, soap or cleaning solvent, alone or diluted with water, using the appropriate cleaning tool (rag, sponges or mop depending on the surface to be cleaned), while leaving no dirt residue or streaks on the surfaces. No scourer shall be used.

**Rubbish bin:** Waste container and sanitary baskets.

**Rubbish:** Also includes paper clips, paper, pins, staples and other objects left on the ground or furniture. All paper and cardboard as well as PMC and glass must be thrown into the containers provided for this purpose on the minus 1 of the building.

**Equipment:** Tools needed to carry out the work.

**Products:** Includes the items required to perform the work in addition to the products needed to clean the buildings, i.e. toilet paper, soap, hand disinfectant, as well as plastic and sanitary bags.

**Supplies:** Consists of the items required for cleaning such as products, equipment and tools.

**Sweeping:** Consists of removing dust, dirt and rubbish found on the floor using a microfiber broom.

**Vacuuming:** Consists of removing dust, dirt and rubbish found on the floor and on surfaces using a vacuum cleaner equipped with the appropriate accessories in order to reach all places.

**Permanent cleaning:** The Contractor must carry out weekly permanent cleaning in the representation area 46 times per year. Other permanent services must be performed on a monthly, quarterly and annual basis.

**Monthly cleaning:** Services included in the permanent cleaning to be carried out and scheduled by the Contractor once a month. This monthly cleaning concerns the cleaning of the windows in the representational area and the air vents on the walls.

**Quarterly cleaning:** Services included in the permanent cleaning to be carried out every 3 months in consultation with the Events Coordinator. This quarterly cleaning concerns the cleaning of interior window panes and partitions of the offices on the 5th floor occupied by the Mission staff.



**Yearly cleaning:** Services included in the permanent cleaning to be carried out once a year in consultation with the Events Coordinator or his representative. This cleaning also includes the annual cleaning requirements for the kitchen, fabric furniture and carpets/fitted carpet of the representation area and the offices on the 5th floor occupied by the Mission staff.

**Cleaning and/or optional material handling:** Cleaning services and/or optional material handling are cleaning services and/or additional material handling that may be required, on request, according to the activities and scheduled events following an incident or in the absence of staff.

**Optional material handling:** Consists of placing and moving furniture as well as moving the removable partitions according to the needs identified by the Events Coordinator or his representative.

**Optional furniture assembly:** Consists of taking the equipment into a storage room, handling, assembling and dismantling the same (stage, large tables) according to the needs identified by the Events Coordinator or his representative.



## ANNEX B – BASIS OF PAYMENT

Name of Bidder: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone number: (      ) \_\_\_\_\_

E-mail: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- a. Bidders MUST quote in (Currency Code), all-inclusive, firm monthly and hourly rates, as indicated in tables below. Value Added Tax (VAT) must be indicated separately, \*as applicable, and must **ONLY** appear in the **PRICING SUMMARY**.

\*If taxes are not applicable, the Bidder must mark N/A in the "amount" field of the PRICING SUMMARY.

- b. It is **MANDATORY** that the Bidders complete the PRICING SCHEDULES and PRICING SUMMARY below. Failure to provide pricing for an item will render the bid non-responsive.
- c. The firm monthly and hourly rates submitted must be all-inclusive therefore they have to include the cost of labour, direct materials and supplies, equipment, fringe benefits, general and administrative expenses, overhead and profit, as applicable.
- d. Travel and Living Expenses will not be paid for any part of this contract including any relocation required to perform the work, as outlines in Annex A.



## SECTION 1 / INITIAL PERIOD (24 MONTHS)

PRICING SCHEDULE 1A – FIRST YEAR			
Category	Firm Monthly Rate	Number of Months	Subtotal
	A	B	(C = A x B)
Permanent Cleaning Services		12	
Pricing Schedule 1A – Evaluated Price (VAT excluded) (EUR)			

PRICING SCHEDULE 1B – SECOND YEAR			
Category	Firm Monthly Rate	Number of Months	Subtotal
	A	B	(C = A x B)
Permanent Cleaning Services		12	
Pricing Schedule 1B – Evaluated Price (VAT excluded) (EUR)			

## SECTION 2 / FIRST OPTION PERIOD

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

PRICING SCHEDULE 2 – FIRST OPTION PERIOD (THIRD YEAR)			
Category	Firm Monthly Rate	Number of Months	Sous-total
	A	B	(C = A x B)
Permanent Cleaning Services		12	
Pricing Schedule 2 – Evaluated Price (VAT excluded) (EUR)			

## SECTION 3 / SECOND OPTION PERIOD

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

PRICING SCHEDULE 3 – SECOND OPTION PERIOD (FOURTH YEAR)			
Category	Firm Monthly Rate	Number of Months	Sous-total
	A	B	(C = A x B)
Permanent Cleaning Services		12	
Pricing Schedule 3 – Evaluated Price (VAT excluded) (EUR)			



#### SECTION 4 / THIRD OPTION PERIOD

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

PRICING SCHEDULE 4 – THIRD OPTION PERIOD (FIFTH YEAR)			
Catagory	Firm Monthly Rate	Number of Months	Sous-total
	A	B	(C = A x B)
Permanent Cleaning Services		12	
Pricing Schedule 4 – Evaluated Price (VAT excluded) (EUR)			



**SECTION 5 / OPTIONAL CLEANING AND PLANNING SERVICES (MATERIAL HANDLING)**

**"AS REQUIRED AND ON REQUEST":**

Estimated numbers of hours are used for evaluation purposes and is no guarantee of volume.

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

PRICING SCHEDULE 5 - "AS REQUIRED AND ON REQUEST"					
Period	Professional Qualified Staff	Time period	Estimated maximum number of hours per year	Firm Hourly Rate	Subtotal
			A	B	C = A x B
Initial Period First year	Cleaning Technician	Monday to Friday from 8:00 AM to 5:00 PM	140		
		Monday to Friday from 5:01 PM to 7:59 AM and Week-end	40		
Initial Period Second year	Cleaning Technician	Monday to Friday from 8:00 AM to 5:00 PM	140		
		Monday to Friday from 5:01 PM to 7:59 AM and Week-end	40		
First Option Period	Cleaning Technician	Monday to Friday from 8:00 AM to 5:00 PM	140		
		Monday to Friday from 5:01 PM to 7:59 AM and Week-end	40		
Second Option Period	Cleaning Technician	Monday to Friday from 8:00 AM to 5:00 PM	140		
		Monday to Friday from 5:01 PM to 7:59 AM and Week-end	40		
Third Option Period	Cleaning Technician	Monday to Friday from 8:00 AM to 5:00 PM	140		
		Monday to Friday from 5:01 PM to 7:59 AM and Week-end	40		
	Pricing Schedule 5 – Evaluated Price (VAT excluded (EUR))				



## SECTION 6 / PRICING SUMMARY

The total will be used in the calculation of the lowest price per point defined in section **4.3 BASIS OF SELECTION**.

PRICING SUMMARY	
Pricing Schedules	Subtotal (VAT excluded)
1A – First Year	
1B – Second Year	
2 – First Option Period (Third Year)	
3 – Second Option Period (Fourth Year)	
4 – Third Option Period (Fifth Year)	
5 – Services as required and on request	
<b>SUBTOTAL (EUR)</b>	

VAT	%	Amount

<b>TOTAL</b> (Subtotal amount + VAT amount) (EUR)	
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**ANNEX C – SECURITY REQUIREMENTS CHECK LIST (SRCL)**Government  
of CanadaGouvernement  
du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité  
Unclassified**SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

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



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité  
Unclassified

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

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

Special comments:

Commentaires spéciaux : Pour le personnel permanent et principalement

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



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité  
Unclassified

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".**

**Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.**

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).**

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