



ADDENDUM # 1

Date: September 21, 2020

Title: Cleaning Services for the Embassy of Canada to Belgium

The Department of Foreign Affairs, Trade and Development hereby amends, in accordance with this Addendum the Request for Proposals (RFP) for the provision of cleaning services, bearing number 20-162781. This Addendum hereby forms part of the RFP and the purpose is to:

1. Answer questions related to the RFP that we received
2. Make amendments to the RFP

This Addendum is issued prior to receipt of bids to provide for certain revisions to and clarification of the solicitation documents.

QUESTIONS AND ANSWERS

- Q1. Regarding the yearly cleaning of the fabric furniture, how do we submit the price: an hourly rate, a rate calculated per item cleaned or based on a fixed inventory you will provide?
- A1. The price for the yearly cleaning of the fabric furniture must be submitted per item (see amendment to RFP below – *section highlighted in yellow*).
- Q2. For the carpet cleaning, can you specify to what extent the furniture should be moved?
- A2. See amendment to RFP below – *section highlighted in yellow*.
- Q3. Do you have any particular specifications for the cleaning of the carpet (for example a special technique specified by the manufacturer)?
- A3. See amendment to RFP below – *section highlighted in yellow*.
- Q4. The time of the services is to be defined according to the surface or would you like a person permanently from 8:00 to 5:00? In the first case, do you have a schedule preference or specific time period? How would you like us to inform you of the prices for the planning of tasks: (Page 48 of/de 54 – Section 1 /...)
Ground floor cleaning/weekly
Windows and air vents ground floor/monthly
Windows and partitions/doors 5th floor/quarterly
Kitchen ground floor/yearly
Carpets/fitted carpet/fabric furniture ground floor/yearly
Carpets/fitted carpet/furniture 5th floor/yearly
Can we provide an overall price by including all tasks to be performed (weekly, monthly, quarterly and yearly) and divide them by 12 (months) for a fixed amount per month?
- A4. You must submit a firm monthly price for tasks/requirements associated with Permanent Cleaning (see number 5. a) below).



- Q5. During the site visit, it was expected that we would be notified of the quantity/item of fabric furniture (chairs, sofas) to be cleaned once a year.
- A5. See amendment to RFP below – *section highlighted in yellow.*

AMENDMENTS TO THE RFP

1. On the cover page – **PROPOSAL DELIVERY**

DELETE:

In its entirety

INSERT:

In order for the proposal to be valid, it must be received no later than 14:00 EDT (Ottawa, Ontario time), on September 28, 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

Solicitation #: 20-162781

2. At **ANNEX A – STATEMENT OF WORK**

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5. TASKS/REQUIREMENTS

WEEKLY (GROUND FLOOR)		
46 weeks/year (no cleaning during the Christmas period and in the month of August)		
ITEMS/LOCATIONS	DUTIES	SPECIFICATIONS
FLOORS - Natural stone (<i>stone</i>) 281.27 m2 - Parquet floor (<i>wood</i>) 347.35 m2 - 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.
CARPETS/FITTED CARPET (112.78 m2) DINING ROOM RUG (28.97 m2)	- Vacuum all carpets, fitted carpet and rugs; - Remove/wash stains.	
ENTRANCES, EXITS, LOBBIES AND RECEPTIONS/SECURITY	- Dust; - Remove all rubbish;	



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



	<ul style="list-style-type: none"> - Clean and remove marks/fingerprints on the walls; - Clean the chairs, armchairs, tables, desks, work stations and doors; - Vacuum all sofas and fabric chairs; - Refill the hydroalcoholic gel dispensers and paper towels when they are empty. 	<p>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>
<p>TOILETS</p> <ul style="list-style-type: none"> - 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"> - Dust and remove all rubbish; - Refill hand soap and toilet paper; - Empty the bins and replace the bin bags (<i>once they are full and/or smell unpleasant</i>); - 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>); - Wipe clean and disinfect the taps and tops as well as the inside and outside of washbasins; - Wipe clean all mirrors; - Clean and remove marks/fingerprints on the walls; - Clean the lights, dispensers and receptacles; - Wipe clean the door handles and bottom plates of all doors; - Refill the hydroalcoholic gel dispensers and paper towels when they are empty. 	<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>



MONTHLY (GROUND FLOOR)		
11 months/year (no cleaning in the month of August)		
WINDOWS	<ul style="list-style-type: none"> - Clean the <i>interior</i> windows of the <i>front</i> facade; - Clean both sides of the windows of the SAS* entrance; - Clean the <i>interior</i> and <i>exterior</i> windows on the garden side. 	<p>Located on Avenue des Arts 57</p> <p>*Area between the two glass doors</p> <p>In Espace Canada</p>
AIR VENTS	- Clean the air vents on the wall.	
QUARTERLY (5th FLOOR)		
WINDOWS	- Clean the <i>interior</i> windows of the 5th floor.	With the exception of the garden side
PARTITIONS/DOORS	- Clean <i>both sides</i> of the partitions and glass doors of reception.	
YEARLY (GROUND FLOOR)		
KITCHEN	<p>Remove grease and wipe clean the walls and ceilings;</p> <ul style="list-style-type: none"> - Scrub the floors; - Clean, wash and disinfect the counters, bins, extractor fan, ovens, microwaves, fridges and cold rooms; <p>Clean, wash and remove grease from the taps and sinks;</p> <ul style="list-style-type: none"> - Clean the shelves and cupboards; - Clean and remove marks/fingerprints on the walls; 	The Mission will clear the shelves, cabinets and counters of their contents beforehand.
CARPETS/FITTED CARPET/FABRIC FURNITURE	- Clean all carpets, fitted carpet and fabric furniture.	



YEARLY (5th FLOOR)		
CARPETS/FITTED CARPET/FURNITURE	- Clean all carpets, fitted carpet and fabric furniture.	

**INSERT:
5. TASKS/REQUIREMENTS**

a) Permanent Cleaning

WEEKLY (GROUND FLOOR)		
46 weeks/year (no cleaning during the Christmas period and in the month of August)		
ITEMS/LOCATIONS	DUTIES	SPECIFICATIONS
FLOORS - Natural stone (<i>stone</i>) 281.27 m2 - Parquet floor (<i>wood</i>) 347.35 m2 - 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.
CARPETS/FITTED CARPET (112.78 m2) DINING ROOM RUG (28.97 m2)	- Vacuum all carpets, fitted carpet and rugs; - Remove/wash stains.	
ENTRANCES, EXITS, LOBBIES AND RECEPTIONS/SECURITY	- Dust; - Remove all rubbish; - Wipe clean the benches, counters, counter decorations, banners, signs and cloakroom lockers; - Wipe clean doors and door frames (<i>both sides</i>); - Empty the bins and replace the bin bags (<i>once they are full and/or smell unpleasant</i>); - Clean around safety/security appliances;	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.



	<ul style="list-style-type: none"> - Wipe clean switches, thermostats and screens; - Clean and remove marks/fingerprints on the walls; - Refill the hydroalcoholic gel dispensers and the paper towels when they are empty. 	
HALLWAYS AND BACK CORRIDORS	<ul style="list-style-type: none"> - Dust and remove all rubbish; - Empty the bins and replace the bin bags (<i>once they are full and/or smell unpleasant</i>); - Dust the fire extinguishers and first aid kits which are attached to the walls; - Clean and remove marks/fingerprints on the walls; - Wipe clean switches, thermostats and screens; - Refill the hydroalcoholic gel dispensers and paper towels when they are empty. 	<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>
MEETING ROOMS	<ul style="list-style-type: none"> - Dust and remove all rubbish; - Empty the bins and replace the bin bags (<i>when they are full and/or smell unpleasant</i>); - Clean and remove marks/fingerprints on the walls; - Clean the chairs, armchairs, tables, desks, work stations and doors; - Vacuum all sofas and fabric chairs; - Refill the hydroalcoholic gel dispensers and paper towels when they are empty. 	<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>



<p>TOILETS</p> <ul style="list-style-type: none"> - 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"> - Dust and remove all rubbish; - Refill hand soap and toilet paper; - Empty the bins and replace the bin bags (<i>once they are full and/or smell unpleasant</i>); - 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>); - Wipe clean and disinfect the taps and tops as well as the inside and outside of washbasins; - Wipe clean all mirrors; - Clean and remove marks/fingerprints on the walls; - Clean the lights, dispensers and receptacles; - Wipe clean the door handles and bottom plates of all doors; - Refill the hydroalcoholic gel dispensers and paper towels when they are empty. 	<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>MONTHLY (GROUND FLOOR) 11 months/year (no cleaning in the month of August)</p>		
<p>WINDOWS</p>	<ul style="list-style-type: none"> - Clean the <i>interior</i> windows of the <i>front</i> facade; - Clean both sides of the windows of the SAS* entrance; - Clean the <i>interior</i> and <i>exterior</i> windows on the garden side. 	<p>Located on Avenue des Arts 57</p> <p>*Area between the two glass doors</p> <p>In Espace Canada</p>
<p>AIR VENTS</p>	<ul style="list-style-type: none"> - Clean the air vents on the wall. 	



QUARTERLY (5th FLOOR)		
WINDOWS	- Clean the <i>interior</i> windows of the 5th floor.	With the exception of the garden side
PARTITIONS/DOORS	- Clean <i>both sides</i> of the partitions and glass doors of reception.	
YEARLY (GROUND FLOOR)		
KITCHEN	<p>Remove grease and wipe clean the walls and ceilings;</p> <p>- Scrub the floors;</p> <p>- Clean, wash and disinfect the counters, bins, extractor fan, ovens, microwaves, fridges and cold rooms;</p> <p>Clean, wash and remove grease from the taps and sinks;</p> <p>- Clean the shelves and cupboards;</p> <p>- Clean and remove marks/fingerprints on the walls;</p>	The Mission will clear the shelves, cabinets and counters of their contents beforehand.
CARPETS/FITTED CARPET	- Clean all carpets and fitted carpet.	<p>- All furniture on wheels as well as all the items weighing less than 15 kilos must be moved.</p> <p>- Cleaning technique is at the choice of the contractor and must be compliant to industry best practice.</p>



YEARLY (5th FLOOR)

CARPETS/FITTED CARPET	- Clean all carpets and fitted carpet.	All furniture on wheels as well as all the items weighing less than 15 kilos must be moved. - Cleaning technique is at the choice of the contractor and must be compliant to industry best practice.
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5. b) Yearly cleaning of fabric furniture – Ground floor & 5th floor

Cleaning of the fabric furniture is done yearly, generally between February and April, at the request of the coordinator, his representative or the technical authority. The furniture inventory varies slightly from year to year. This service must be invoiced separately from the permanent cleaning.

TYPE	PHOTOS (not exhaustive, for informational purposes only)
Chair pad	
Chair completely in fabric	
1 seater sofa	



2 seater sofa	
3 seater sofa	

3. At ANNEX B – BASIS OF PAYMENT – a.

DELETE:

Bidders MUST quote in (Currency Code), all-inclusive, firm monthly and hourly rates, as indicated in tables below.

INSERT:

Bidders MUST quote in Euro (EUR), all-inclusive, firm monthly, hourly and per item rates, as indicated in tables below.

4. At ANNEX B – BASIS OF PAYMENT – c.

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In its entirety

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The firm monthly, hourly and per item 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.

5. At ANNEX B – BASIS OF PAYMENT

INSERT:

SECTION 5A / YEARLY CLEANING OF FABRIC FURNITURE

Estimated quantity is used for evaluation purposes and is no guarantee of volume.

PRICING SCHEDULE 5A – YEARLY CLEANING OF FABRIC FURNITURE			
Type	Estimated Quantity per year	Rate per item	Subtotal
	A	B	C = A x B
Chair pad	21		
Chair completely in fabric	33		
1 seater sofa	5		
2 seater sofa	2		
3 seater sofa	1		
Pricing Schedule 5A – Evaluated price (VAT excluded) (EUR)			



6. At **ANNEXE B – BASIS OF PAYMENT, SECTION 6 / PRICING SUMMARY**

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In its entirety

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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)	
5A – Yearly cleaning of fabric furniture	
5B – Services as required and on request	
SUBTOTAL (EUR)	

VAT	%	Amount

TOTAL (Subtotal amount + VAT amount) (EUR)	
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED