



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Travaux publics et Services gouvernementaux
Canada

Voir dans le document/
See herein

NA

Québec

NA

INVITATION TO TENDER

APPEL D'OFFRES

**Tender To: Public Works and Government Services
Canada**

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

**Soumission aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

***There is a security requirement associated with this
requirement

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Oue
800, rue de La Gauchetière Ouest
7e étage, suite 7300
Montréal
Québec
H5A 1L6

Title - Sujet Entretien Ménager- Édif. J-V Allard	
Solicitation No. - N° de l'invitation W6893-20EMJ4/A	Date 2020-10-20
Client Reference No. - N° de référence du client W6893-20EMJ4	GETS Ref. No. - N° de réf. de SEAG PW-\$MTC-120-15894
File No. - N° de dossier MTC-0-43103 (120)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-11-30	
Time Zone Fuseau horaire Heure Normale du l'Est HNE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Harvey, Keven	Buyer Id - Id de l'acheteur mtc120
Telephone No. - N° de téléphone (514) 607-2867 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: MINISTERE DE LA DEFENSE NATIONALE UNITÉ DES OPÉRATIONS IMMOBILIÈRES (QUÉBEC) DÉT. ST-JEAN GARNISON ST-JEAN (MÉGA ET HÉBERGEMENT) 25 BOUL. GRAND-BERNIER-SUD ST-JEAN-SUR-RICHELI Québec Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

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PART 1 - GENERAL INFORMATION

1. Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

2. Summary

Provide Janitorial Services including all labour, material and equipment for the St-Jean's Garrison (Rooms Area/ Hostelry) located in St-Jean-sur-Richelieu, (Quebec) Canada. The services must be provided in accordance with the Technical Specification attached at Annex "A"

The period of the contract is for 2 years with a possibility of three (3) years optional.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website". Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003 and 2004.

For services requirements, Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in article 3 of Part 2 of the bid solicitation.

"The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the United States–Mexico–Canada Agreement (USMCA), and the Agreement on Internal Trade (AIT)."

There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex named Federal Contractors Program for Employment Equity - Certification.

3. Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: 60 days

Insert: 90 days

2.1.1 Performance Evaluation

Bidders shall take note that the performance of the Contractor during and upon completion of the work shall be evaluated by Canada. The evaluation shall be based on the quality of workmanship; timeliness of the work; project management; contract management and management of health and safety. Should the Contractor's performance be considered unsatisfactory, the Contractor's bidding privileges on future work may be suspended indefinitely. The form PWGSC-TPSGC 2913, SELECT – Contractor Performance Evaluation Report Form (<https://www.tpsgc-pwgsc.gc.ca/app-acq/forms/2913-eng.html>) is used to record the performance.

2.2 Submission of Bids

Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the bid solicitation:

PWGSC Quebec Region Bid Receiving Unit

Only bids submitted using epost Connect service will be accepted. The Bidder must send an email requesting to open an epost Connect conversation to the following address:

TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca

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

It is the Bidder's responsibility to ensure the request for opening an epost Connect conversation is sent to the email address above at least six (6) days before the solicitation closing date.

For more information, visit the following web page: Steps to follow for the Bid Submission to Bid Receiving Unit (BRU) using epost Connect

<https://buyandsell.gc.ca/steps-to-follow-for-the-bid-submission-to-bid-receiving-unit-bru-using-epost-connect>

Bids transmitted by facsimile or hardcopy to PWGSC will not be accepted.

3. Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension as defined above?

YES () NO ()

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

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

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.

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **seven (7)** calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

5. Applicable Laws

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

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

6. Optional Site Visit

It is recommended that the tenderer, or a representative of the Bidder, visit the work site. Arrangements have been made for the site visit, to be held at the **St-Jean Garrison (Hotel Sector) on November 10, 2020. The site visit will begin at 10:00 EST. The meeting point will be at 35 Grand Bernier south, St-Jean-sur-Richelieu, J0J 1R0. Building B-182 Megastructure, main entrance where the flags are located, take the stairs and at the top is "La Rotonde".** Staff will be on hand to welcome visitors.

Bidders are requested to communicate with the Contracting Authority no later than 72 hours before the date of the visit, to confirm attendance and provide the name (s) of the person (s) who will attend, as well as the name of the company that will be attending. For security measures, attendance must be confirmed in order to be able to access the site visit.

Bidders must sign an attendance sheet and provide two (2) pieces of identification. No other appointment will be granted to bidders who do not attend the visit or who do not send a representative. Bidders who do not attend the visit may still submit a bid. Any clarifications or changes made to the bid solicitation as a result of the site visit will be included in the bid solicitation as an amendment.

Due to the current COVID-19 pandemic, we ask the proponents to comply with the following measures:

- a. A maximum of one (1) person per firm is permitted.
- b. You will need to identify yourself to the person in charge of the visit at the reception.
- c. Wearing a mask is mandatory during the visit.
- d. The principles of distance, two (2) meters between each person, must be respected.
- e. Latecomers should go to security and should follow the tour from the time they join or may be denied access.
- f. Please contact the Contracting Authority if, within fifteen (15) days after the visit, visitors shows signs of COVID-19.

7. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least ten (10) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

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

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

Bids transmitted by facsimile or hardcopy will not be accepted.

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry 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.

3.1.1 Mandatory Contractor's Experience and Past Performance

Supplier possesses 2 consecutive years of janitorial services experience within the last 5 years on contracts of similar size and scope to the requirement identified in the solicitation. Similar in size and scope is defined as :

- A space that is a minimum of 50% of the size (m2)
- A space of similar use or type

PROJECT/CONTRACT REFERENCE NO. 1	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone and facsimile number of client contact	Phone No.: _____ Fax No.: _____
Approximate size in square meters of the cleanable area of the project or contract	_____ square meters
Location/site of the project or contract:	_____
Value of the project or contract	\$ _____
Performance period of the project or contract (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of Project or Contract: _____ _____ _____ _____	

PROJECT/CONTRACT REFERENCE NO. 2	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone and facsimile number of client contact	Phone No.: _____ Fax No.: _____
Approximate size in square meters of the cleanable area of the project or contract	_____ square meters
Location/site of the project or contract:	_____
Value of the project or contract	\$ _____
Performance period of the project or contract (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of Project or Contract: _____ _____ _____ _____	

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Bid Package "Annex B". The total amount of Applicable Taxes must be shown separately.

IN THE EVENT OF AN ERROR IN THE PRICE CALCULATION, THE UNIT PRICE WILL TAKE PLACE. CANADA WILL BE ABLE TO CONCLUDE A CONTRACT WITHOUT NEGOTIATION.

1.2 Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "D" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Section III: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

(a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the "technical" and "financial" evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Mandatory Technical Criteria (4)

- 1) Supplier's qualification in accordance with Part 3, Section 1.1 Mandatory Contractor's Experience and Past Performance, articles:
 - 3.1.1: Mandatory Contractor's Experience and Past Performance
- 2) At the date of bid closing the Bidder must hold a valid organization security clearance as indicated in Part 6 – Security Requirement;
- 3) Provide the certificates requested in part 5.
- 4) Submission of a Firm Price/Rate for all the items listed in Bid Package - Annex B;

4.2 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.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the [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 with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed) website

(http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed).

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

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), for each member of the Joint Venture.

PART 6 - SECURITY REQUIREMENT

1. At the date of bid closing, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. For additional information on security requirements, bidders should refer to the [Canadian Industrial Security Directorate \(CISD\), Industrial Security Program](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

2. Standard Clauses and Conditions

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

2.1 General Conditions

2010C (2020-05-28), General Conditions - Medium Complexity - Services, apply to and form part of the Contract.

3. Security Requirement

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

At the bid closing date, the following conditions must be met: the Bidder must hold a valid organization security clearance.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE N° W6893-20-EMJ04

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

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract for a 2 year period.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to **three (3) additional one (1) year periods** 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.

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

"At the time of the exercise of *each option year (from Option Year 2 - for contracts with 2 year period)*, the rates in the Basis of Payment (Annex B) will be increased or decreased by multiplying the rates by the percentage change in "*The Consumer Price Index, major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted*" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which shall be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:

- <http://www5.statcan.gc.ca/bsolc/olc-cel/olc-cel?catno=62-001-X&chprog=1&lang=eng>;
- <http://www.statcan.gc.ca/daily-quotidien/130823/dq130823a-eng.htm>; or
- <http://www5.statcan.gc.ca/cansim/pick-choisir?lang=eng&p2=33&id=3260020>

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Keven Harvey

Title: Procurement Specialist

Public Works and Government Services Canada

Acquisitions Branch

Address: 800, rue de la Gauchetière West, Portail South-West, 7 floor, suite 7300. Montréal (QC), H5A 1L6

Telephone: 514-607-2867

E-mail address: keven.harvey@tpsgc.pwgsc.gc.ca

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

5.2 Project Authority (to be determined)

The Project Authority for the Contract is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-_____

Facsimile: ____-____-_____

E-mail address: _____

5.3 Contractor's Representative (Information required at the bid closing)

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____ - ____ - ____

E-mail address: _____

6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

7. Payment

7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price as specified in Annex B for a cost of _____ \$ to be determined. Customs duties are included and Applicable Taxes are extra.

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.

7.2 Limitation of Expenditure C6001C

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are _____ (*insert "included", "excluded" or "subject to exemption"*) and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75% committed, or
 - b. four months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.3 SACC Manual Clauses

H1008C (2008-05-12) Monthly Payment
H1001C (2008-05-12) - Multiple payments
C0705C (2010-01-11) Discretionary Audit

7.4 Determination of Cost

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract shall be calculated using the firm monthly rate per m² identified in Pricing Schedule, and in accordance with the following formula:

The firm monthly rate per m² in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m². The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

7.5 Electronic Payment of Invoices – Contract

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

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

8. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice has been completed and that all maintenance service call reports related to the Work identified in the invoice have been completed.
2. The Contractor must distribute the invoices and reports as follows:

The original and one (1) copies of the invoices and maintenance reports must be forwarded to the address shown on page 1 of the Contract for certification and payment.

9. Certifications

9.1 Compliance

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

9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

10. Applicable Laws

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

11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions – 2010C (2020-05-28);
- (c) Annex A, Statement of Work (Technical Specifications);
- (d) Annex B, Basis of Payment (Bid Package);
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Electronic Payment Instruments
- (g) Annex E, Federal Contractors Program for Employment Equity - Certification
- (h) Annex F, Additional Information and Information on Incumbent Employees
- (i) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:* ", as clarified on _____ " **or** ",as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

12. SACC Manual Clauses

A9117C (2007-11-30) T1204 - Direct Request by Customer Department
C0710C (2007-11-30) Time and contract price verification
A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

13. Insurance – Specific Requirements

13.1 Insurance – Specific Requirements

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

13.2 Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

- (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
- (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- (j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (l) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

14. Contract Financial Security - Janitorial Services

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

- (a) a certified cheque to the Receiver General for Canada in the amount of 5 percent of the contract price; or
 - (b) an irrevocable standby letter of credit as defined in clause E0008C in the amount of 5 percent of the contract price.
2. If Canada does not receive the required financial security within the specified period, Canada may terminate the contract for default pursuant to its default provision.

14.1 SACC Manual clause E0008C (2018-06-21) Financial Security Definition

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/E/E0008C/5>

15. Canadian Forces Site Regulations

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

ANNEX A

STATEMENT OF WORK (TECHNICAL SPECIFICATIONS)

DEPARTMENT OF NATIONAL DEFENCE
GOVERNMENT OF CANADA

“TECHNICAL SPECIFICATIONS”

JANITORIAL SERVICES ST-JEAN GARRISON, QC – HOSTELRY SECTOR (Accommodation services - Lodging)



REAL PROPERTY OPERATIONS UNIT (QUEBEC)
ST-JEAN DETACHMENT

W6893-20-EMJ4 (VF)

October 15, 2020

TECHNICAL SPECIFICATIONS
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
W6893-20-EMJ4
NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

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TECHNICAL SPECIFICATIONS
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

"SECTION 1 – GENERAL INFORMATION"

GENERAL

1.1 The general information; general, qualitative and specific requirements; additional information; and the Technical Specification by Prototype of the bid solicitation are an integral part of these *Technical Specifications*.

FORMS

1.2 Bidders must use the bid forms prepared by CANADA. Please complete them legibly and include all information requested.

MEASUREMENT OF SURFACES AND IDENTIFICATION OF SPACES

1.3 The surface areas and quantities indicated in the documents are provided for information purposes only.

KNOWLEDGE AND INTERPRETATION

1.4 Bidders must familiarize themselves with all of the provisions, including, but not limited to, those stipulated in the *Technical Specifications* and the *Bid Package*.

PRICE

1.5 Each bidder is responsible for taking into account in its initial financial bid the possibility of an amendment with regard to either pay or benefits to the Decree Respecting Building Service Employees in the Montreal Region and/or the Province of Quebec, as the case may be.

1.6 At no time during any contract period will Canada accept any adjustment to the prices originally submitted to offset any increases under the aforementioned Decree.

INDEXATION

1.7 From the first day of each annual contract extension, the prices bid will be indexed every year, as per the corresponding contractual clause.

DEFINITIONS

1.8 For the purpose of this document, the following definitions apply:

Liaison Officer

The *Liaison Officer* is a member of the contractor's management who is designated and has the authority to represent the contractor, including during visits to DND facilities to determine the condition of the premises, the quality of the work performed by the contractor's personnel and any deficiencies that may need to be corrected.

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"SECTION 1 – GENERAL INFORMATION"

Leap Year

In a *leap year*, the contractor shall provide for the additional day, in this case February 29, in accordance with the contract hours and shall not receive additional compensation therefore.

Contracting Authority

The *Contracting Authority* designated by CANADA for the contract is the agent appointed by the Public Services and Procurement Canada (PSPC) authorities and is the sole individual authorized to approve the contract, any amendments thereto and any options to extend the term and increase the value on behalf of the Government of Canada, for the Department of National Defence (DND).

Bid Package

The *Bid Package* is the part of the contract documents that includes submission requirements, bid evaluation procedures and the bidder's initial financial bid.

Contractor Foreman

The *Foreman* is the person designated by the contractor to act on its behalf and to plan, organize, coordinate and ensure the performance of all contract activities and tasks in accordance with the prescribed requirements and requests from the designated DND representative within the expected time frames.

Technical Specification by Prototype

The *Technical Specification by Prototype* is the part of the contract documents that sets out the tasks associated with the routine, monthly and periodic work in a building, as well as the quality standards and specific requirements.

EcoLogo (certification)

The Canadian EcoLogo (also known as Environmental Choice) helps to identify products and services that have been independently certified to meet strict environmental standards that reflect their entire life cycle, from manufacturing to disposal. EcoLogo standards are designed so that only the top 20% of products available on the market can achieve certification. More than 7,000 products, from paint to paper, carry this logo.

Contractor

The *Contractor* is the person or legal entity whose bid is selected and who is subsequently awarded the contract.

Full-Time Equivalent (FTE)

Full-time equivalent (FTE) is the minimum number of part-time or full-time work hours equivalent to one person working forty (40) productive hours over one work week in order to perform the routine work on site.

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FTE is determined by the *PROPRE* software based on the information provided about the work to be performed in the specified spaces.

Statutory Holidays

Statutory holidays and applicable provisions are determined in accordance with Quebec's *Act respecting labour standards*.

The contractor will be required to perform only the work required seven (7) days a week and the tasks required on weekends during the following statutory holidays:

- January 1 (New Year's Day);
- Good Friday;
- Easter Monday;
- the Monday preceding May 25 (Victoria Day or National Patriots' Day);
- June 24 (Saint-Jean-Baptiste Day). If this date falls on a weekend, it will be the next business day;
- July 1 (Canada Day). If this date falls on a weekend, it will be the next business day;
- the first Monday of September (Labour Day);
- the second Monday of October (Thanksgiving);
- December 25, (Christmas Day);
- Boxing Day.

DND

DND is the abbreviation commonly used to identify Canada's Department of National Defence.

Cleaning Personnel

Cleaning personnel refers to the Contractor's employees assigned to the heavy-duty work associated with the routine and monthly tasks.

Maintenance Personnel

Maintenance personnel refers to the Contractor's employees assigned to the light-duty work associated with the routine and monthly tasks.

PROPRE (software)

PROPRE designates the computer application (see software) used by DND to estimate production requirements based on standard time data, according to the surface area, type of flooring, tasks and frequencies established for the maintenance of the various spaces and facilities (see prototype). The software also provides estimates of the costs and financial performance required to achieve the prescribed performance.

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"SECTION 1 – GENERAL INFORMATION"

Prototype

A *Prototype* refers to all of the spaces or facilities with a similar, comparable or identical function that require the same type of maintenance and cleaning at the same frequencies.

DND Representative

The *Department of National Defence (DND) Representative*, commonly referred to as the contract Technical Authority (TA), is the individual designated to represent the Commander of the Real Property Operations Unit or Detachment for the contractor and the Contracting Authority (PSPC).

Flooring

Flooring refers to the floor covering.

Bid

Bid refers to all of the information quoted by the bidder, including the technical bid and the financial bid.

Bidder

Bidder refers to the person or legal entity who submitted a bid with the aim of winning the janitorial services contract.

Successful Bidder

Successful bidder refers to the person or legal entity whose compliant bid has been selected for the execution of the janitorial services contract.

Surface Area

Surface area means the approximate or exact floor surface duly calculated, including furniture and furnishings.

Contractor Supervisor

The *Contractor Supervisor* designates the assistant to the contractor's foreman and the person responsible for supervising the regular and/or annual or periodic work teams on site. The supervisor may be a worker and be included in the work plans but has the obligation to verify the performance and ensure the quality of the work in accordance with requirements and to implement any necessary corrective action according to needs and requirements.

OPERATING PROCEDURES

1.9 The contractor shall take care not to disrupt building activities. The janitorial services must therefore be carried out according to a schedule that allows building activities to proceed smoothly.

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"SECTION 1 – GENERAL INFORMATION"

1.10 The contractor shall comply with the procedures and requirements of the designated DND representative to carry out the janitorial services activities in special-use areas.

ITEMS SUPPLIED BY DND

- 1.11 Wherever possible, particularly where the contract requires the contractor's foreman to be present on site, DND will provide goods and services at its own expense, as follows:
- a. All office furniture.
 - b. A space reserved for the foreman's office with a telephone (if required). Telephone installation and service fees shall be borne by the contractor.
 - c. No space shall be specifically provided for janitorial service employees, such as washrooms, changing rooms, showers or dining room facilities.
 - d. A room, inside or near each building maintenance area, reserved for janitorial service personnel for the storage of the carts, equipment and products they require. These rooms shall be equipped to facilitate the performance of janitorial services in the area (if required).
 - e. The necessary keys and access cards to allow the personnel to carry out their daily tasks. However, the contractor shall comply with DND administrative standards and regulations. Additional operating procedures will be explained when the contract is signed.
 - f. It is understood that the contractor becomes jointly responsible for the care and maintenance of the equipment entrusted to it and its subordinate personnel.

Parking

1.12 The contractor and its personnel shall comply with the parking regulations and instructions and any amendments thereto in force on DND property. A copy of the regulations will be provided as required.

Storage space (products, appliances and equipment)

1.13 To the extent possible, the designated DND representative shall provide the contractor with suitable storage facilities for tools, appliances, equipment and cleaning products.

1.14 The contractor shall keep the storage facilities clean and tidy and shall ensure that containers are properly sealed at all times to prevent odours and potential spills of products and to prevent cloths and other supplies from accumulating and becoming a potential fire, contamination or other hazard. The contractor shall properly store any flammable product in containers approved by the competent authorities.

1.15 If required, and with the approval of the designated DND representative, the contractor may rearrange the interior of the storage facilities at its own expense, including the installation of shelving, lockers and tables. It is understood that no element shall be affixed to the walls, floor or ceiling of the facilities. The facilities loaned to the contractor shall be returned to their original condition before the end of the contract.

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"SECTION 1 – GENERAL INFORMATION"

1.16 At any time, the designated DND representative may inspect the contractor's equipment and the premises to ensure compliance with the requirements. The contractor and its personnel will be required to comply with the instructions and implement appropriate corrective action as indicated by the DND representative as soon as possible.

Keys

1.17 The designated DND representative shall provide the necessary keys for access to the DND buildings and facilities subject to this contract. It is understood that the contractor and its personnel must maintain strict control over the keys at all times, including preventing them from being lost or forgotten, and shall never transfer keys to unauthorized personnel.

1.18 The contractor and its personnel are not authorized to make any additional copies of DND keys. The contractor also undertakes to ensure strict control so that none of its employees make additional copies.

1.19 The contractor will be held liable for any negligence and preventable situations. All sets of keys will be kept in a locked cabinet in a location designated by the DND representative. Keys shall be returned to that location at the end of each work shift.

1.20 All costs associated with any changes to locks or key duplication as a result of any negligence shall be borne by the contractor.

DOORS

1.21 At no time shall the contractor's personnel unlock the door for anyone. If necessary, they shall direct such persons to the designated DND building representative.

RENT AND FEES

1.22 DND shall not charge any rent or fees for spaces provided to the contractor during the term of the contract.

TELEPHONE SERVICES

1.23 The contractor shall reimburse Canada for the monthly telephone expenses, including long-distance charges and any other telephone expenses. Any changes shall be subject to approval by the designated DND representative.

DAMAGE

1.24 The contractor shall notify the designated DND representative as soon as possible in the event of any damage caused, accidentally or otherwise, by its personnel.

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DEFECTS

1.25 The contractor's personnel shall note any defects detected in the equipment or the building and shall report them to the supervisor. The supervisor shall notify the designated DND representative as soon as possible, depending on the severity of the situation.

1.26 Particularly in winter, the contractor's personnel shall notify the supervisor immediately when a window in the building has been left open. Based on the situation and sound judgment, the personnel shall immediately close the window before notifying the supervisor and/or the designated DND representative.

LAUNDRY

1.27 The contractor shall make the necessary arrangements for the maintenance of the items (uniforms, cloths, rags, etc.) that it and its personnel require to carry out the contract activities.

FOUND ITEMS

1.28 The contractor's personnel shall hand over any items found to the supervisor. The supervisor will give the items to the building security officer or the designated DND representative.

MEDICAL TREATMENT

1.29 The contractor is responsible for providing and installing a first-aid kit in the maintenance room to respond to minor accidents. In the event of a serious accident, the contractor is responsible for taking steps to obtain immediate treatment for the injured person or persons, regardless of whether they are employees or building users.

STRIKE AND LOCKOUT

Contractor and its personnel

1.30 In the event of a strike by its personnel or a lockout ordered by the contractor, it shall nevertheless ensure the provision of the goods and services provided for in the contract. Failure to do so, and any prejudice or damage to DND, will subject the contractor to administrative, financial legal or other action against its company, itself and its personnel, if applicable.

DND and other personnel

1.31 In the event of a strike by DND personnel and/or other employees of the Government of CANADA or a lockout ordered by the Government of CANADA, the contract activities may have to be significantly reduced upon written notice of the designated DND representative. It is understood that certain specific provisions will have to be negotiated between the parties, under the direction of the designated Contracting Authority.

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"SECTION 2 – GENERAL REQUIREMENTS"

SPACES TO BE MAINTAINED

2.1 The contractor undertakes to maintain all physical premises included in the list of spaces. The contractor also undertakes to provide all labour, products, tools, appliances and equipment required to perform the planned and required work as described in the Technical Specification by Prototype and the contract documents, as well as any other work which, although not specifically mentioned, may be implicitly included.

BREAKDOWN OF QUOTED PRICE FOR ROUTINE AND MONTHLY WORK

2.2 The price quoted in the financial bid of the successful bidder for the routine and monthly work and for the supply of products and equipment set out in the technical specifications shall be broken down by prototype on the basis of the standard times in the PROPRES software, under the responsibility of the designated DND representative. That breakdown will later be used in the course of the contract to calculate any adjustments required in the event that changes are made to the list of spaces and/or the Technical Specification by Prototype for the routine and monthly work for each prototype.

BREAKDOWN OF ROUTINE AND MONTHLY WORK

2.3 An example of a contract price breakdown formula in the form of a table is provided following the text below. The purpose of this formula is to ensure equity and a balanced budget at all times with regard to the prices quoted by the contractor, particularly in the event that a change is made during the contract period.

2.4 The designated DND representative will break down (subdivide) the total amount quoted by the contractor for costs associated with routine and monthly work and chemical products and equipment listed in the technical specifications, in accordance with the following information included in the request for proposal documents:

- The surface area by prototype in square metres (m²);
- The bid amount (annual cost in Canadian dollars (\$/year)).

2.5 The PROPRES software will be used to calculate and produce this breakdown by prototype based entirely on the financial bid of the successful bidder. The exercise consists of breaking down the overall price for routine and monthly work into prototypes to determine the annual cost of each prototype.

TECHNICAL SPECIFICATIONS
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ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
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"SECTION 2 – GENERAL REQUIREMENTS"

EXAMPLE OF CONTRACT PRICE BREAKDOWN

BASIC ANALYSIS GENERATED ON JUNE 1, 2020 THIS CONTRACT IS VALUED AT \$50,000.00					
CODE	PROTOTYPE DESCRIPTION	SURFACE AREA		AMOUNT	
0100	VEHICLE SHEDS, HANGARS AND TRAFFIC	73.20 m ²	0.26%	\$95	0.19%
0150	INDOOR DRILL HALLS	2,662.20 m ²	9.14%	\$3,548	7.10%
1070	TOILETS, BATHROOMS AND/OR SHOWERS	59.44 m ²	0.20%	\$926	1.85%
1110	UTILITY STORAGE AREAS (e.g. stationery)	19.40 m ²	0.07%	\$29	0.06%
1140	LOUNGES AND BREAK ROOMS	29.72 m ²	0.10%	\$180	0.36%
1150	DINING ROOMS	31.58 m ²	0.11%	\$210	0.42%
1240	EXAMINATION, TREATMENT OR THERAPY ROOMS	20.50 m ²	0.07%	189%	0.38%
1311	RECEPTION, ADMISSION AND SECRETARIAL ROOMS	54.20 m ²	0.19%	449%	0.90%
1320	OFFICES AND OFFICE SPACE	3,188.17 m ²	10.95%	\$10,170	20.34%
1340	MEETING ROOMS, CLASSROOMS OR COMPUTER ROOMS	817.24 m ²	2.81%	\$2,067	4.13%
1390	CAFETERIAS AND SNACK BARS	89.60 m ²	0.31%	\$942	1.88%
1430	ARCHIVES AND FILM LIBRARIES	15.80 m ²	0.05%	\$50	0.10%
1510	LIBRARIES	94.74 m ²	0.33%	\$309	0.62%
1530	GYMNASIUMS AND PALESTRAS	137.10 m ²	0.47%	\$443	0.87%
1531	SQUASH COURTS	172.00 m ²	0.59%	\$394	0.79%
1600	LOBBIES, ENTRANCE TUBES AND ENTRANCE HALLS	114.80 m ²	0.39%	\$673	1.35%
1611	CORRIDORS AND EMERGENCY EXITS	1,157.70 m ²	3.98%	\$3,828	7.66%
1620	MAIN STAIRS	121.99 m ²	0.42%	\$650	1.30%
1630	SECONDARY AND EMERGENCY STAIRS	17.40 m ²	0.06%	\$37	0.07%
1651	TOILETS	540.20 m ²	1.86%	\$7,480	14.96%
1660	SHOWER ROOMS	36.00 m ²	0.12%	\$846	1.69%
1681	MESSES, COMMON ROOMS AND KITCHENETTES	3,279.74 m ²	11.26%	\$12,088	24.18%
1700	AMPHITHEATRES AND AUDITORIUMS	63.20 m ²	0.22%	\$320	0.64%
1710	CLOAKROOMS AND LOCKER ROOMS	188.90 m ²	0.65%	\$1,382	2.76%
1730	HOISTS	4.40 m ²	0.02%	\$93	0.19%
1740	SANITARY MAINTENANCE ROOMS	132.82 m ²	0.46%	\$1,883	3.77%
1760	QUARTER MASTERS, DEPOTS AND STORES	223.80 m ²	0.77%	\$114	0.23%
1820	MECHANICAL AND ELECTRICAL ROOMS	13.00 m ²	0.04%	\$1	0.00%
1991	SERVICES ON REQUEST (Frequency indicated)	823.78 m ²	2.83%	\$615	1.23%
1999	SELF-CONTAINED SPACES	14,937.43 m ²	51.30%	\$0	0.00%
TOTAL		29,120 m²	100%	\$50,000	100%

In short, this formula allows full compliance with the amount quoted by the contractor (the successful bidder) and to break it down by prototype in a balanced manner. It also allows for an appropriate adjustment of costs when the list of spaces and/or technical specifications for certain prototypes are amended, based on the standard times in the PROPRES software for routine and monthly work only.

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CHANGES TO THE SCOPE OF WORK

Preamble

2.6 At any time during the term of the contract, the designated DND representative may request changes to the initial scope of the planned routine and monthly work. The approval of the designated representative of the Contracting Authority (see PSPC) and of the contractor is required prior to any such changes, as they may affect the bid prices.

2.7 The calculation of any required adjustments to tasks and/or costs associated with changes to the initial scope of work will be performed using the PROPRES software, namely on the basis of the rules described below.

Change to the surface area of spaces

2.8 In the event of changes to the surface area of a space to be maintained, the software will automatically calculate the new cost of maintenance for the prototype(s) concerned by automatically analyzing the new workloads for the space, upward or downward.

Change in the use of spaces

2.9 When the use of a given space changes (e.g. warehouse converted to a washroom with toilets and sinks), the PROPRES software will create a new prototype to automatically calculate the new workloads and corresponding costs compared to the existing values.

Change in the frequency of a task

2.10 The designated DND representative may also request a change in the frequency of a task in the specification of routine and monthly work for a prototype. In this case, the annual cost for the prototype concerned and/or the total price quoted may have to be adjusted. The PROPRES software will calculate the possible cost variation by comparing the new workload to the initial one.

2.11 Any changes to the initial scope of work and bid prices are subject to prior approval by the designated representative of the contractor and of the Contracting Authority and shall be confirmed in writing.

PERIODIC AND ADDITIONAL WORK

2.12 Periodic work consists of predefined activities or tasks, and additional work remains to be defined. This is to be done upon request by the designated DND representative only.

2.13 A written purchase order (contract) shall be used to confirm the performance of periodic work in accordance with the bid price, if applicable.

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2.14 The performance of the periodic work shall not affect the performance of the routine and daily tasks carried out by the contractor's regular personnel.

2.15 DND does not undertake to have periodic work performed one or more times per year, in whole or in part.

INVOICING

2.16 Payments for goods and services shall be made as follows:

a. **Daily and monthly routine work**

The quoted price for routine and monthly work shall be invoiced monthly and payable in twelve (12) equal installments.

b. **Sanitary products**

The costs associated with the supply of sanitary products shall be invoiced monthly and paid in twelve (12) installments.

c. **Periodic work**

Periodic work shall be invoiced as it is completed and paid within thirty (30) days of acceptance by the designated DND representative.

2.17 Each contractor invoice shall be addressed to the DND Technical Authority and shall include, at minimum, the following information:

- a. Company name and address;
- b. Contract or order reference number;
- c. Destination (location) of the work;
- d. Invoice reference number and date;
- e. Description of the goods or services concerned;
- f. Unit prices, flat rates or hourly rates applicable in accordance with the contract;
- g. Applicable taxes listed separately;
- h. Invoice sub-total and total;
- i. GST and QST registration numbers.

2.18 Upon request by the designated DND representative only, in conjunction with the monthly invoice for routine work, the contractor shall provide a list of all employees who were assigned to perform the contract work during the period concerned.

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ROLES AND RESPONSIBILITIES

Contractor

2.19 The contractor shall take full responsibility for the activities and obligations set out and inherent in the janitorial services to be provided under the contract.

2.20 The contractor, including its personnel and any subcontractors, undertakes to comply with the terms, conditions, schedules and timetables provided for, agreed to or specified in the contract, and to do everything in its power to fulfil the contract requirements, including the needs of users and those inherent in the requests and expectations of the designated DND representative.

2.21 The contractor is responsible for managing, directing and supervising the personnel it provides.

2.22 The contractor shall provide and convey the relevant instructions to its personnel and any subcontractors and shall provide them with the necessary training and development, including on local guidelines and work methods and appropriate conduct at DND facilities.

2.23 The contractor shall be liable at all times for the actions of its personnel on DND property during the performance of the contract, including for any damages and injury.

2.24 The contractor undertakes to comply with and enforce all applicable requirements and obligations with respect to occupational health and safety on DND property.

2.25 The contractor agrees that its personnel shall be adequately trained or briefed to respond appropriately to emergencies in DND facilities and on DND property.

Contractor's Representative

2.26 This may be the contractor itself or a member of its management staff designated to represent it and interact at all times with the designated DND representative. The representative shall visit periodically and at least one (1) time per month the DND facilities affected by the work or at the times requested by the designated DND representative.

2.27 The designated representative must be proficient in verbal and written French.

Foreman

2.28 The contractor's designated foreman must be familiar with the contract requirements and have the necessary skills, experience and knowledge to properly carry out the duties, role, tasks and responsibilities assigned to him or her.

2.29 The foreman shall, upon request and as required, report on the janitorial services activities to the designated DND representative.

2.30 The foreman is responsible for coordinating all of the activities required for the execution of the contract. More specifically, the foreman shall:

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- a. plan and organize the maintenance activities under the contract;
- b. ensure that the work is carried out properly and in a timely manner;
- c. verify the quality of the work carried out by the contractor's personnel;
- d. ensure the efficient replenishment of resources (human, material and other) as and when required.

2.31 The foreman must be present on site during regular working hours, Monday to Friday inclusively. The foreman shall notify the designated DND representative whenever he or she is required to be absent from the work site for a period of more than four (4) consecutive hours.

2.32 The foreman shall not be included in the work plans or replace absent operating personnel.

2.33 The foreman must be proficient in verbal and written French.

2.34 The foreman must have the necessary knowledge to use the Microsoft suite of computer applications, in particular, but not necessarily limited to, Word, Excel and Outlook.

Supervisor

2.35 Given the number of buildings and the surface areas covered by the performance of the contract work, the contractor must designate at least one staff supervisor for each day shift.

2.36 The supervisor acts as an assistant to the contractor's designated foreman. In particular, the supervisor is responsible for supervising the personnel of each routine work team and the team assigned to annual work, if applicable.

2.37 The supervisor must be proficient in verbal and written French.

2.38 The supervisor may be included in the work plans of the contractor's operating personnel.

SECURITY REQUIREMENTS (RELIABILITY)

2.39 The contractor, including any of its personnel designated to perform contract work that requires access to restricted areas of operations or work or who may be exposed to protected information or assets in DND facilities, must first hold valid Reliability Status at the required level issued by the Canadian and International Industrial Security Directorate (CIISD) of Public Services and Procurement Canada (PSPC).

2.40 Any person who does not meet the minimum security requirements will be denied access to DND facilities.

2.41 The contractor shall provide in a timely manner a complete list of personnel who will be assigned to the contract who meet the minimum security requirement. This list must be accompanied by a copy of the security clearance for each employee.

2.42 The contractor is responsible for making compliant personnel available at all times and for maintaining an up-to-date list of its personnel with valid security clearances to meet the security requirements.

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2.43 The contractor shall ensure that none of its employees are given authorization to take any materials or items that do not belong to them, including found items and residual materials, out of the building.

2.44 DND reserves the right at all times to search any packages or containers belonging to the contractor's employees and their equipment, lockers, cloakrooms and storage areas, including, but not limited to, those at DND facilities and on DND property. Any such searches shall be conducted by building security personnel, a member of the Military Police or any other person authorized by DND.

2.45 Neither the contractor nor its employees may perform any task at the work site other than those associated with the contract.

2.46 The contractor shall ensure that its personnel and subcontractors comply at all times with all local directives, instructions and regulations posted on site, including the sensitivity of certain information shared at DND facilities, and with any verbal or written instructions from the designated DND representative or a person in authority.

SCOPE OF WORK

Prototypes

2.47 Prototypes are provided for information purposes only, namely to specify the purpose or use of certain buildings, spaces or sectors and to provide an order of magnitude and other approximate information concerning the tasks and work to be performed, the frequency and the summary qualitative requirements.

Principle

2.48 Regardless of the prototypes and requirements prescribed in the contract, the contractor is ultimately responsible for maintaining the entire premises in an acceptable and consistent state of cleanliness at all times and for meeting normal standards for such work.

Evaluation of work hours

2.49 The hours proposed by the contractor in its bid implicitly correspond to the workload it intends to assume in order to accomplish the routine, monthly and periodic tasks to fulfil the contract requirements and achieve the expected results. Should the proposed number of hours be insufficient to complete the tasks, the contractor will be responsible for any overtime and any other costs incurred to meet the contract obligations and expectations.

2.50 The contractor must adhere to the number of personnel required to perform the planned work, including the supervision of personnel on site. Depending on the circumstances and the advice of the designated DND representative, financial or other adjustments may be deemed necessary to compensate for the tasks or the number of hours of work not performed.

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Personnel on site

2.51 The contractor must meet the minimum requirements set out in the contract at all times. The contractor may have to exceed the estimated number of full-time equivalent personnel, but will have to absorb any additional costs and expenses incurred.

2.52 The contractor shall at all times plan for and provide timely replacement personnel who meet the requirements, whether they are required to compensate for unplanned absences or vacations of its regular personnel.

2.53 The contractor must maintain a ratio of one (1) supervisor for every fifteen (15) on-site personnel assigned to the contract work.

2.54 The contractor shall provide a minimum daily staff between 7 a.m. and 11 p.m., Monday to Friday inclusively, excluding statutory holidays.

Temporary adjustments

2.55 The contractor shall absorb and provide for any temporary adjustments to its work plans for a certain period of time in certain sectors or spaces, depending on the season or during any renovation of spaces or other work performed by others. Depending on the circumstances, the usual workload could be affected, either by the postponement of certain tasks or by possible subsequent overloads to take advantage of the opportunity to carry out a complete and thorough cleaning before returning furniture, equipment and personnel to the spaces in question. No financial or other compensation shall be granted to the contractor in consideration of any of the above adjustments.

2.56 In the event of exceptional circumstances or situations (e.g. strike, demonstration, pandemic, vandalism, flooding, military drills and operations) that would require a review of certain routine tasks or frequencies and significant adjustments to working hours, negotiations shall be conducted between the contractor and DND and the Contracting Authority, as applicable, to determine the impact and extent of any compensation or reductions as appropriate, usually based on, but not limited to, the quoted hourly rate.

Communications

2.57 The contractor shall provide an internal cellular telephone to each designated supervisor and foreman or to the employee temporarily performing either of these functions on site so that the DND representative can reach a designated official on site at all times.

2.58 The contractor shall also provide computer equipment with functional peripherals to its on-site representative.

Instructions

2.59 Any questions related to the technical aspects of the work must be discussed with and addressed to the DND Technical Authority (TA).

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Contact with users

2.60 The contractor's personnel must not, under any circumstances, disturb the occupants of the buildings or Department of National Defence employees. If problems of this kind arise, the designated DND representative shall be notified. The same applies if the contractor's employees are disturbed.

Uniforms

2.61 All of the contractor's employees shall wear uniforms, the colours and tailoring of which shall be consistent with the type typically seen in the market. The uniform may consist of a smock, coverall or shirt and pants. The contractor's employees shall wear a visible identification card at all times.

WORK METHODS

General

2.62 The contractor shall use such working methods as it deems most appropriate for the performance of the contract work, taking into consideration current practices and the recommendations and requirements of manufacturers and suppliers of cleaning products, appliances and equipment.

2.63 As a general rule, the buffing technique shall be used to maintain resilient floor surfaces. Floor surfaces must first be swept and washed. The contractor shall also ensure that adjacent furniture is dusted after the floors have been buffed.

2.64 The DND TA reserves the right to require a change in work methods that it deems inappropriate or inconsistent with a manufacturer's recommendations or potentially damaging to DND property and facilities.

2.65 If necessary, the contractor shall consult with the DND TA regarding the cleaning techniques, mainly for certain surfaces, such as marble, wood panelling, ceramics and wool carpets, and the care of furniture, ornaments and other items.

2.66 All work requiring the use of alkaline products shall be done carefully to ensure that the surfaces have been neutralized after cleaning.

2.67 When carrying out general, full-scale carpet cleaning, the contractor's personnel shall allow enough time for the carpets to dry completely.

2.68 During the annual cleaning, the contractor's personnel shall move all furnishings (including office dividers, plants and other items) and put them back in the same place. The contractor shall also remove (see cleaning) and take all necessary precautions to prevent rust stains.

Rectification of work

2.69 The contractor shall rectify any daily tasks deemed unsatisfactory within two (2) hours of notification by the designated DND representative.

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Manual of work methods and programs

2.70 The contractor's supervisor must at all times be in possession of the manual of work methods submitted at the time of the call for tenders, including details on techniques and procedures, the organization of work plans and periodic work, a list of equipment and products and their corresponding material safety data sheets.

Performance of periodic work

2.71 Authorized periodic work shall be duly planned by the contractor so that all tasks will be completed according to schedule and on time. Periodic work may be performed on weekday evenings or weekends so as not to disturb the day-to-day operations of its own personnel assigned to daily tasks or of users.

2.72 In exceptional circumstances or as a result of impromptu but necessary operational activities of the Canadian Forces, the contractor shall make arrangements with the designated DND representative to postpone the performance of certain periodic work.

2.73 Depending on the circumstances, compensatory measures could be granted to the contractor as damages for any costs incurred by its personnel as a result of last-minute changes.

2.74 The contractor shall coordinate the performance of the periodic work with the affected users sufficiently in advance, namely with regard to access to spaces, the protection of certain property, the work schedule, the movement of furniture and other effects, etc.

2.75 The contractor shall notify the designated DND representative of the completion of periodic work for inspection by the designated DND representative for approval and subsequent payment, if applicable.

2.76 It is understood that the contractor is required to correct any deficiencies identified by the designated DND representative or reported by users as soon as possible before requesting payment.

New methods

2.77 The designated DND representative may require the contractor to use any new, proven sanitary maintenance method that could improve the quality of the work and productivity.

Restrictions

2.78 The contractor's personnel shall not move any papers, documents or objects left on desks or other furniture. The contractor's personnel shall not be allowed under any circumstances to open desk drawers, filing cabinets or other pieces of furniture.

2.79 Placing chairs, wastepaper baskets and other items on the desks and tables is strictly prohibited, unless the desks and tables have been covered with suitable protective cloth coverings beforehand. The contractor's personnel shall not at any time use the office equipment, such as tables, filing cabinets, chairs and other items, as scaffolding to carry out their work or for other purposes. In addition, the employees are not authorized at any time to use the telephones, computers and peripherals or other objects left on the

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desks, tables or furniture in general for personal reasons. Electrical appliances, electronic and computer hardware and telephones must never be unplugged.

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QUALITY MANAGEMENT

Preamble

3.1 The contractor is required to supply and deliver quality goods and services in accordance with the standard requirements set out below, including the recommendations of the manufacturers of the products and equipment used.

3.2 The purpose of the quality management procedure outlined below is to ensure that the performance of the work is monitored to meet the objectives.

3.3 This procedure will be implemented gradually during a one (1)-month breaking-in period at the start of the contract.

3.4 This procedure also sets out the specific protocol to be followed in the event that the contractor fails to comply with its service quality commitments.

Quality control of routine and monthly work

3.5 The designated DND representative shall inspect the work site on a periodic basis and at a time of his or her choosing. The sample quality control form provided in this document or any other equivalent may be used to record observations. The contractor's designated representative shall participate in the inspections with the DND representative. A copy of each report shall be provided to the contractor, and corrective action shall be undertaken within the agreed timeframe. Administrative arrangements could also be undertaken to compensate for work not carried out, where appropriate.

Tolerance thresholds by prototype

3.6 The designated DND representative shall provide the contractor with a tolerance threshold at which the maintenance work is deemed to meet the requirements of the specification. This tolerance threshold varies from one prototype to another and is determined by their strategic importance. (See the list "Tolerance Thresholds by Prototype" on pages 13 and 14 of section 4.)

Non-compliant results

3.7 In the event that the designated DND representative's quality control report indicates results that do not meet the tolerance thresholds, the contractor shall be considered in non-compliance.

3.8 If this is the first instance of non-compliance, the contractor shall receive a written notice from the designated DND representative setting out the changes required in order to meet the tolerance thresholds. No penalty will be imposed. However, the remedial work must be completed within forty-eight (48) hours.

3.9 In the event that not all of the remedial work requested has been properly executed within the required timeframe, the contractor shall receive a notice of non-compliance from the designated DND representative indicating the nature of any financial compensation that will be applied to the current or subsequent month's invoicing. In addition, the contractor will be required to correct the deficiencies within forty-eight (48) hours.

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3.10 The designated DND representative reserves the right to decide whether or not to apply the penalty, if he or she determines that the penalty related to the default is negligible. Nevertheless, the contractor will be required to correct the deficiencies within forty-eight (48) hours.

3.11 If the required remedial work is still not carried out by the contractor within the set time frames, or if it does not meet the standards, a remedial process shall be initiated and shall include the hiring of a third party that will carry out the non-compliant work at the contractor's expense.

Non-compliance clause for routine and monthly work

3.12 The adjustments shall be calculated separately for each prototype deemed non-compliant at the time of the initial quality assessment. The amount of these adjustments is a percentage of the prototype maintenance cost. The monetary amount of the adjustment is calculated by prototype as follows: $(1 - (\text{control \% divided by tolerance \%})) \times \text{prototype maintenance cost}$.

3.13 For example, suppose that the monthly maintenance cost for the offices prototype is \$17,000. After the quality control inspections are carried out that month, the designated DND representative assesses the quality of the maintenance in the offices at 70%, which is below the applicable tolerance threshold of 75%. The amount of the adjustment will therefore be \$1,133, which is the result of the calculation: $(1 - (70\% \text{ divided by } 75\%)) \times \$17,000$.

Another example: Let's take the toilets prototype. The monthly maintenance cost is \$8,200. After the quality control inspections are carried out, the designated DND representative assesses the quality of the maintenance in the toilets at 85%, which is below the applicable tolerance threshold for the prototype of 90%. The amount of the adjustment will therefore be \$455, which is the result of the calculation: $(1 - (85\% \text{ divided by } 90\%)) \times \$8,200$.

Note: The total of the adjustments applicable to the various prototypes is the total monthly adjustment.

CONTROL

3.14 The quality control form is a page of the spaces within a prototype to be inspected. The choice of prototypes and spaces to be inspected is entirely at the designated DND representative's discretion. Each space selected is assessed according to a set of sections and criteria.

3.15 A section is defined as a surface, a piece of equipment or an accessory to be cleaned, while a criterion is the state of a section. These sections and criteria vary and are adapted to each space prototype. The result of each criterion on the inspection report is based on the inspector's judgment based on the quality standards and requirements and is rated using the following symbols: Y = compliant; N = non-compliant; N/A = not applicable (if the criterion does not apply). The sections are weighted relative to one another and for each section. The criteria are also weighted relative to one another so that more importance is given to dominant elements in the calculation of the results. Two reports will be produced under the quality rating section: an analysis by prototype and an analysis by section, which means that the results are analyzed from at least two different, but complementary, angles.

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QUALITY CONTROL OF PERIODIC WORK

3.16 The designated DND representative shall inspect the periodic work either alone or with the contractor. The designated DND representative undertakes to provide the contractor with a copy of each inspection report.

Evaluation of quality control reports for periodic work

3.17 Periodic work is evaluated using a sampling method by section, by space and by task. The designated DND representative will divide the samples according to two (2) criteria, namely whether they are deemed compliant or non-compliant with the technical specifications.

Non-compliant periodic work

3.18 In the event that the designated DND representative's quality control of the periodic and on-request work shows that the work is non-compliant with the standards, the contractor is considered to be in non-compliance.

3.19 If this is the first instance of non-compliance, the contractor shall receive a written notice from the designated DND representative setting out the changes required in order for the work to be deemed compliant. No payment for the performance of the task shall be made until the remedial work is deemed compliant. Remedial work must be completed within seven (7) business days.

3.20 If this is a second instance of non-compliance, the designated DND representative shall send the contractor a final notice of non-compliance by mail indicating that unless the contractor corrects the listed deficiencies within four (4) business days, a monetary penalty will be imposed for non-compliance.

3.21 If the required remedial work is still not carried out by the contractor within the set time frames, or if it is non-compliant, the designated DND representative shall send the contractor a notice of non-compliance by mail or fax stating the type of penalty to be imposed for non-compliance.

Penalty for non-compliance

3.22 The penalty shall be calculated separately according to the workload associated with the remedial work for each task that was deemed non-compliant in the section being inspected. This penalty amount shall be equal to the number of work hours needed multiplied by an hourly rate of \$25.00, which includes supervision, labour, tools and supplies.

3.23 The designated DND representative will evaluate and determine the workload required for the remedial work using certain statements of work performed and the pertinent details.

Example: During the quality control inspection of section 101, the shampoo cleaning of carpeted surfaces was deemed non-compliant. The designated DND representative estimates the required workload for the remedial work to be one hundred (100) hours. The penalty will therefore be calculated as follows: 100 hours X \$25.00 = \$2,500. The total adjustment penalty imposed on the contractor will be the sum of all adjustments applied to the various tasks.

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DEFINITION OF STANDARDS

3.24 The designated DND representative and the contractor agree to use current standard requirements as the basis for assessing the quality of the work.

3.24.1 Maintenance of floors

- Floors shall be swept or dusted with a mop and stains shall be removed.
- Dirt or debris shall not be left in corners, behind or under radiators, under furniture or behind doors.
- There shall be no layers of dust on the floors.
- Swept areas shall be free of dust, traces of dirt and stains (calcium, coffee, soft drinks, scuff marks, etc.).
- Grooves shall be cleaned (boot scrapers, thresholds, etc.).

3.24.2 Wet and damp mopping

- All mopped areas shall be clean, spotless and free of mop strands and mop prints.
- There shall not be water or splash marks on walls, skirting boards and other surfaces.
- There shall not be any water or other cleaning liquid left underneath the feet of furniture or metal filing cabinets.
- Boot trays shall also be cleaned at this time.

3.24.3 Floor stain removal

- All stains, dirt or residue (e.g. calcium, coffee, soft drinks, scuff marks, etc.) shall be removed from the floor on a daily basis.
- All stains that resist normal cleaning shall be removed using appropriate stain removers.
- The manufacturers' stain removal instructions shall be followed. Stain removal products shall not harm finished surfaces.

3.24.4 Spray buffing

- There shall not be any dust or dirt on the floors.
- There shall not be any marks or streaks caused by excessive spray buffing.
- The floors shall have a clean appearance.
- There shall not be any spray splashes on the skirting boards, equipment or furniture.
- Boot trays shall also be cleaned at this time.

3.24.5 Brushing and stripping

- There shall not be any spots on brushed surfaces.
- There shall not be any traces of wax left on floor surfaces after stripping.
- Furniture, except filing cabinets, shall be moved.
- There shall not be any water or splash marks or streaks left by the equipment on walls, skirting boards and other surfaces.

3.24.6 Floor finishes (application of)

- Floors shall be free of loose strands.
- Floors, including corners and areas beneath furniture, shall be clean and shiny.

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- There shall not be any splash marks on walls, skirting boards, furniture or other surfaces.
- Furniture shall be put back in place after the work is finished.
- The type of wax chosen shall leave the floor slip resistant.
- A minimum of three (3) coats of wax shall be applied.

3.24.7 Vacuuming

- The carpets and rugs shall be clean and free of dust, dirt, stains and other debris.
- Doormats shall be free of dust and dirt.
- Floor areas beneath carpet edges shall be free of dust and dirt.
- Floor areas around carpets shall be clean. Dirt shall not be left in corners, under furniture or behind doors.

3.24.8 Miscellaneous

- Chairs, wastepaper baskets and other objects shall not be placed on desks or tables during the cleaning operation.
- Furniture and equipment shall be put back in place.

3.24.9 Walls

- There shall not be any marks, dirt or other grime on walls.

3.24.10 Glass doors and glass side panels

- There shall not be any streaks or marks on glass panels, and all frames shall be clean.
- There shall not be any water on the sills or ledges.

3.24.11 Polishing of metal surfaces

- Push bars, protective plates, balustrades, doors and other metal surfaces shall be clean and polished.

3.24.12 Miscellaneous

- Boot scrapers and doormat receptacles shall be free of dirt and debris after they have been cleaned.
- Doormats shall be clean and dry.
- Lobbies and entrances shall be free of debris, garbage and any other dirt accumulation.
- Notice boards, lecterns and the insides of fire hose cabinets, including the glass, shall be clean.
- Boot trays shall be free of dirt and debris and shall be cleaned every time the floors are cleaned.

3.24.13 Garbage collection

- Wastepaper baskets and garbage containers shall be emptied and the insides cleaned.
- Waste container bags shall be replaced and the outsides of the containers shall be clean.

3.24.14 Dusting

- The desks and the rest of the office furniture shall be dusted and cleaned.

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- Dust and dirt on chairs and armchairs shall be removed with a vacuum cleaner.
- The glass tops of desks and tables shall be wiped with a cloth.
- Furniture and other hardwood surfaces shall be polished using a water-resistant product that prevents finger marks (furniture cleaner/polish).
- All engravings, plaques and horizontal and other surfaces shall be dusted.
- Radiators, window ledges, doorsills, frames, louvers, skirting boards and partition edges shall be dusted.
- Dust shall be extracted from ventilation grates.
- Surfaces and accessories more than three (3) metres high off the ground shall be dusted and cleaned.

3.24.15 Stain removal

- Walls, doors, frames and partitions shall be immaculate.

3.24.16 Damp wiping

- Mirrors, ashtrays and other glass objects shall be wiped with a damp cloth.

3.24.17 Washrooms, baths and showers

• **Garbage collection**

- Wastepaper baskets and waste containers shall be emptied, waste container bags shall be replaced as needed, and exterior and interior surfaces shall be wiped appropriately.

• **Supplies**

- All dispensers shall be refilled as needed.

• **Sanitary napkin receptacles**

- All waste bags for sanitary napkins shall be replaced.
- All containers must be free of odours, smudges, stains and marks.

• **Patrol**

- Inspect the space and take the necessary corrective action on all surfaces using the appropriate products and technique for the surface (wall, furniture, floor, sanitary fixtures, etc.).

• **Sanitary fixtures**

- Sinks and exposed plumbing shall be free of dust, traces of dirt and stains.
- Flush handles, toilet seats, toilet bowls and urinals shall be cleaned thoroughly.
- Plumbing accessories as well as counters shall be free of stains, soap residue, dust and mildew.
- Baths and showers shall be thoroughly cleaned and disinfected.
- Bath and shower walls must be free of soap residue and shall be cleaned and disinfected.
- Bath and shower curtains shall be cleaned, disinfected and free of soap residue.

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- **Dispensers, walls, toilet stall partitions, doors, shelves, mirrors and ledges**
 - All dispensers, shelves, ledges and shelf brackets shall be free of smudge marks, dust and stains.
 - All mirrors shall be clean.
 - Walls, toilet stall partitions and doors shall be free of dust, streaks, graffiti, mop prints and strings and mildew.
- **Floors**
 - Floors shall be maintained as described under the headings “Maintenance of floors” and “Disinfection of areas where there is a risk of spreading contagious diseases”.

3.24.18 Cleaning of stairwells

- **Sweeping and dusting**
 - Staircase landings, stair steps and step corners shall be free of dirt, dust, debris and garbage.
 - Stair railings, ledges, mouldings, radiators, windowsills and screens shall be free of dust.
- **Cleaning and polishing**
 - Glass, wood and metal surfaces shall be clean and free of any marks or dirt.
 - Banisters and other surfaces shall be clean and polished.
 - Walls shall be free of marks up to head height.
- **Wiping and stripping**
 - Staircase landings, stair steps, stair risers, walls and skirting boards shall be clean and free of water and splash marks. The floors shall be maintained as described under the heading “Maintenance of floors”.

3.24.19 Sand-filled cylindrical ashtrays

- Not applicable.

3.24.20 Fountains

- Porcelain and metal or enamel surfaces shall be clean and spotless.
- All other surfaces shall be free of dirt, stains and streaks.

3.24.21 Cleaning of elevators

- Floors, corners, sills and sliding door tracks shall be clean.
- Floors shall be polished and not slippery.
- Floors shall be clean and dry.
- Inner walls shall be free of dust.
- Rails and skirting boards shall be clean and polished.
- Doors and frames shall be free of smudges and other marks.

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3.24.22 Clocks, engravings and plaques

- Plate glass shall be clean and free of streaks.
- Edges shall be wiped and free of dust.

3.24.23 Lockers

- Tops of lockers shall be free of dust.
- Front surfaces shall be free of stains, splash marks and dust.
- The interior of the lockers must be free of dirt, dust and debris.

3.24.24 Horizontal or vertical slat blinds

- All slats shall be free of dust on both sides.
- Frames, windows and adjacent surfaces shall be free of dust.

3.24.25 Fans and ventilators

- Fans and ventilators shall be dusted.
- Fan housings shall be wiped clean.

3.24.26 Exhaust fans

- Wall surfaces of exhaust fans shall be free of dust.

3.24.27 Junctions of walls and ceilings

- The junctions of walls and ceilings shall be free of spider webs.

3.24.28 Cleaning of windows, partitions and plate glass

- N/A

3.24.29 Compactor room

- Floors and walls shall be clean and free of debris and garbage.
- Compactor appliances shall be clean and free of smudge marks.

3.24.30 Garbage chutes

- The interior of garbage chutes shall be cleaned once (1) a month according to the designated DND representative's recommendations.
- Garbage chutes shall be cleared of debris, boxes, bags and any other objects obstructing the chutes.

3.24.31 Contractor's assigned area and storage spaces

- All floors shall be clean.
- All equipment and walls shall be free of dust and stains.
- Mop pails and carts shall be emptied, cleaned and odour-free.

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- There shall not be any papers, garbage or waste containers in the storage area reserved for products and equipment.
- Damp mops and dust mops must be cleaned and left to hang at the end of each day.

3.24.32 Details of Hotel Services.

The work required for **Hotel Services** is described in the *Technical Specifications by Prototype (Section 5)*.

Here are some additional details about the nature of these services:

- Bed: Remove and replace all bedding, including sheets, mattress covers, pillowcases and blankets; vacuum the mattress and mattress base; and clean and disinfect the pillow and mattress cover. Clean sheets and blankets shall be arranged so that no visible creases are visible.
- Soiled bedding: Sheets, pillows, blankets, and mattress covers must be counted and bundled according to established standards and transported to designated areas to exchange for clean ones.
- Set of towels and bathrobe: Used (soiled) sets must be replaced by clean ones. They will be installed on supports (hangers) so as not to have any creases. Dispose of soiled sets in the same manner as bedding.
- Wardrobes, bed drawers and desk drawers: All such furniture shall be free of dust, dirt and marks inside and outside.
- Walls, dividers (partitions), doors, shelves, ledges, mirrors and other elements or accessories must be free of dust, marks, graffiti and stains.
- Floors must be maintained in accordance with the requirements prescribed in the section on floor and carpet maintenance.
- Appliances: Appliances, including the microwave oven, refrigerator, toaster, and coffee maker will need to be cleaned/washed inside as well as outside.

3.24.33 Light fixtures

- When cleaning light fixtures, the power must be turned off and hands must be dry. Use of metal (including aluminum) stepladders is forbidden. The exterior of the light fixture shall be vacuumed and cleaned with a damp cloth or sponge (very little water). The interior of the light fixtures shall be cleaned when they are dirty or contain insects. All parts must be dry before the power is turned back on. After cleaning, the fixtures shall be free of dust, dirt and insects.

3.24.34 Disinfection of areas where there is a risk of spreading contagious diseases

- High standards of hygiene must be maintained in areas including, but not limited to, washrooms, showers, athletic changing rooms, parks, swimming pools, dental clinics and hospital environments, by cleaning and disinfecting with an approved germicidal detergent that is effective against coronaviruses, including the one that causes COVID-19.
- Floors, walls, shower curtains, soap dishes, floor drains and non-slip mats must be free of soap

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residue, garbage and any other dirt.

- A disinfecting solution shall be poured into all floor drains to control odours and bacteria which flourish there.

3.24.35 Carpet cleaning

- **Method**

- Cleaning of textile floor surfaces (carpets) shall be performed using appropriate methods, namely by removing stains with an institutional stain remover and by using a low speed single-brush system and an industrial strength detergent to dampen, brush and shampoo the carpets. Vacuum and remove waste water, rinse thoroughly to speed drying.

- **Standard**

- During cleaning of textile floor surfaces (carpets), the surfaces shall be thoroughly dried before furniture is repositioned. Moreover, the contractor shall take care to slide pieces of cardboard or plastic under metallic furniture legs for a few hours to avoid staining or corrosion caused by residual humidity in recently washed carpet fibres. In addition, no furnishings or accessories should be placed on the furniture. Upon completion of the work, all items shall be repositioned in their initial location.

3.24.36 Patrol

- In addition to regular cleaning, in some areas, patrols must be carried out to ensure that cleanliness is being maintained.
- The following tasks must be performed during the patrols:
 - Check and fill dispensers;
 - Collect and dispose of garbage;
 - Clean sanitary fixtures and all other surfaces;
 - Sweep, wash and disinfect all floor surfaces.

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TOLERANCE THRESHOLDS BY PROTOTYPE

CODE	PROTOTYPE DESCRIPTION	THRESHOLD
0100	VEHICLE SHEDS, HANGARS AND TRAFFIC	65%
0101	VEHICLE MAINTENANCE AND REPAIR SHOPS	65%
0110	ARENAS: SEATS AND PASSAGeways	70%
0111	PLAYERS' AND OFFICIALS' ROOMS	80%
0112	CHANGING ROOM SHOWERS/SAUNAS	85%
0130	V.I.P. SUITES	85%
0130A	V.I.P. SUITES (unit price)	85%
0131	BEDROOMS	80%
0131A	BEDROOMS (unit price)	80%
0132	DORMITORIES	75%
0132A	DORMITORIES (unit price)	75%
0133	TRANSIT ROOMS	80%
0133A	TRANSIT ROOMS (unit price)	80%
0150	INDOOR DRILL HALLS	70%
0151	RANGES AND VIRTUAL RANGES	65%
0180	MUSEUMS AND EXHIBITION ROOMS	65%
1010	HOSPITAL ROOMS	85%
1040	HOSPITAL ROOM TOILETS	90%
1070	TOILETS, BATHROOMS AND SHOWERS (7 days)	85%
1070A	TOILETS, BATHROOMS AND SHOWERS (unit price)	85%
1070B	TOILETS, BATHROOMS AND SHOWERS (5 days)	85%
1080	GUARD POSTS	70%
1090	WASHING, UTILITY AND LINEN ROOMS	75%
1110	UTILITY STORAGE AREAS (e.g. stationery)	65%
1140	LOUNGES AND BREAK ROOMS	80%
1140A	LOUNGES AND BREAK ROOMS (unit price)	80%
1150	DINING ROOMS	85%
1160	GARBAGE CHUTES AND COMPACTOR ROOMS	70%
1170	OPERATING ROOMS	90%
1230	EMERGENCY, MINOR SURGERY AND RECOVERY ROOMS	90%
1240	EXAMINATION, TREATMENT OR THERAPY ROOMS	90%
1290	SPECIALIZED WORKSHOPS	70%
1311	RECEPTION, ADMISSION AND SECRETARIAL ROOMS	80%
1320	OFFICES AND OFFICE SPACE	75%
1321	WORKSHOP OFFICES	70%
1340	MEETING ROOMS, CLASSROOMS OR COMPUTER ROOMS	80%
1370	KITCHENS (Production, distribution and dishwashing)	85%
1380	FREEZERS AND COLD STORAGE	80%
1390	CAFETERIAS AND SNACK BARS	85%
1410	HAIRDRESSING SALONS	75%
1420	CHAPELS	75%
1430	ARCHIVES AND FILM LIBRARIES	75%
1490	PHARMACIES OR DISPENSARIES	85%
1510	LIBRARIES	75%
1530	GYMNASIUMS AND PALESTRAS	75%

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TOLERANCE THRESHOLDS BY PROTOTYPE

1531	SQUASH COURTS	75%
1532	STADIUMS	75%
1533	PHYSICAL EXERCISE ROOMS	80%
1540	SWIMMING POOLS	80%
1551	DAY CARE CENTRES	90%
1600	LOBBIES, ENTRANCE TUBES AND ENTRANCE HALLS	80%
1610	CORRIDORS (7 days)	80%
1611	CORRIDORS AND EMERGENCY EXITS	80%
1620	MAIN STAIRS	70%
1630	SECONDARY AND EMERGENCY STAIRS	65%
1640	ELEVATORS	80%
1650	TOILETS (7 days)	85%
1651	TOILETS	85%
1660	SHOWER ROOMS	85%
1680	MESSES, CLUBS, RECEPTION AND GAMES ROOMS (7 days)	80%
1681	MESSES, CLUBS, RECEPTION AND GAMES ROOMS	80%
1691	WAITING ROOMS	80%
1700	AMPHITHEATRES AND AUDITORIUMS	75%
1710	CLOAKROOMS AND LOCKER ROOMS	80%
1711	ATHLETIC CHANGING ROOMS	85%
1720	SMOKING AREAS	75%
1730	HOISTS	65%
1740	SANITARY MAINTENANCE ROOMS	65%
1750	OUTSIDE BALCONIES AND TERRACES	65%
1751	INDOOR MEZZANINES	80%
1760	QUARTER MASTERS, DEPOTS AND STORES	65%
1770	FACILITIES MAINTENANCE SHOPS	70%
1780	INDOOR PARKING AREAS	65%
1790	FREIGHT RECEIVING AREAS	65%
1810	REFRIGERATED WASTE ROOMS	70%
1820	MECHANICAL AND ELECTRICAL ROOMS	65%
1990	SERVICES ON REQUEST (Frequency not defined)	70%
1991	SERVICES ON REQUEST (Frequency indicated)	65%
1999	SELF-CONTAINED SPACES	65%

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SAMPLE QUALITY CONTROL INSPECTION FORM

Quality Control Inspection Form Session: 010612A – Prepared on 2020/00/00 Prototype: 1651 – WASHROOMS – Page: 1 of 1 Area 1						
Criteria selected	106	107	135			
CLEANLINESS AND APPEARANCE OF FLOOR SURFACE						
Mopping OR vacuuming (debris/dust/other)						
Cleaning or scrubbing						
Polishing						
Protective doormats/carpets/floor mats						
Foot grills (floor drains)						
CLEANLINESS OF FURNITURE, EQUIPMENT AND ACCESSORIES						
Furniture, equipment and accessories						
Trash cans/recycling bins/ashtrays (interior/exterior)						
Sanitary fixtures (toilets, urinals, sinks)						
Paper towel and soap dispensers, odour controllers						
Cleaning equipment and product storage						
CLEANLINESS OF WALLS, DIVIDERS, DOORS AND WINDOWS						
Walls, dividers and doors						
Wall decorations, trim and fixtures						
Mirrors, glass partitions and glass door inserts						
Drapery, vertical and horizontal blinds						
List the result in the corresponding box: Y: compliant; N: non-compliant; Blank box: not applicable						
Observations and/or comments:						

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**SAMPLE QUALITY CONTROL SHEET
 PERIODIC AND ON-REQUEST WORK**

WORK REQUIRED FOR EACH SECTION PROTOTYPE	Frequency	DATE COMPLETED	INSPECTION		COMMENTS
			COMPLIANT	NON-COMPLIANT	
Dust and/or clean upper accessories and surfaces	1/Y				
Clean light fixtures	1/Y				
Clean walls and ceilings, including doors and ventilation grates	1/Y				
Scrub and/or strip all floor surfaces and apply finish as required	1/Y				
Shampoo-clean carpeted floors	1/Y				
Deep clean furniture and accessories, including the interior of storage areas, such as wardrobes, closets, cabinets or lockers	1/Y				

LIST THE RESULT IN THE CORRESPONDING BOX:
 Y = COMPLIANT
 N = NON-COMPLIANT
 N/A = NOT APPLICABLE

LEGEND: 1/Y = 1 x year

 Signature of DND Inspector

 Date

 Contractor's signature

 Date

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"SECTION 4 – SPECIFIC REQUIREMENTS"

PREAMBLE

4.1 Prototypes indicate the purpose of the spaces (toilet, office, conference room, etc.). The quality standards and technical specifications are minimum data regarding the cleanliness of the premises. The prescribed tasks and frequencies indicate the expected quality when the work is performed correctly.

4.2 Independently of the requirements in the Technical Specification by Prototype and the frequencies, the contractor is responsible for maintaining the premises as a whole in a state of cleanliness which meets normal standards. The contractor shall adjust its work plans according to the season and/or during any renovation work required in an area. Under these circumstances, a reduced workload should be anticipated for some time. Conversely, the contractor will be required to accommodate an extra workload to carry out a complete and thorough cleaning before the furniture and personnel are returned to the area.

4.3 No compensation will be paid for any temporary increase in the workload in connection with renovations to an area or construction or repair work.

4.4 It is understood that the contractor shall be prepared to make these schedule and workload adjustments in the event of exceptional circumstances, namely during military operations or drills, strikes, demonstrations, vandalism, disasters, etc. Any applicable adjustments will be made from the quoted rates according to the surface areas, duration and/or hourly rates quoted.

WORK SCHEDULE

4.5 The regular (usual) work schedule is from 8 a.m. to 4 p.m., Monday to Friday inclusively.

4.6 The Contractor shall provide the necessary personnel to perform tasks related to hotel and janitorial services for prototypes 0131A (rooms) and 0133A (transit rooms), Monday to Friday, between 8:00 am and 2:00 pm.

4.7 In exceptional circumstances and for a specified period of time, the contractor and its personnel shall be prepared to modify the regular work schedule, namely to work between 4 p.m. and 11 p.m. during the week and/or on weekends or a statutory holiday according to a schedule to be determined.

4.8 The designated DND representative could impose a list of areas that will require maintenance on a deferred schedule. If applicable, the contractor will need to review and organize its work plans to cover all areas according to the changes.

4.9 The designated DND representative may request that the contractor perform accommodation service and housekeeping duties on weekends and statutory holidays. The quoted unit rate will be applied.

WINTER

4.10 During the winter, **from November 1 to April 30**, the contractor shall keep the floors clean and free of calcium, dirt and debris at all times. Depending on requirements, floors may need to be cleaned up to five (5) times a week, even though some prototype specifications stipulate that floors must be washed once (1) a week.

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4.11 In its initial bid, the contractor will have to provide for the costs associated with annual work. The contractor will also need to adjust its routine and daily work to cover any additional workload associated with the winter season. DND will not provide any financial compensation in connection with any extra workload anticipated under these circumstances.

WORK MONITORING

Personnel attendance log

4.12 Each of the contractor's employees shall, on entering and leaving the building, sign the daily attendance log. Any employee who leaves work for whatever reason shall sign the log and enter the time of departure. If the employee returns to work, he or she must sign the log again.

Monitoring by the contractor

4.13 The contractor is responsible for coordinating tasks, supervising personnel, inspecting the work performed on a daily basis and taking corrective action during the regular work schedule.

4.14 The contractor shall establish an effective procedure for inspecting the work performed by its personnel. In addition, it shall ensure effective management of information in writing using an explicit and sufficiently detailed reporting form. In particular, the report form shall include observations, dates, times and corrective action taken. The contractor shall have the inspection procedure and report form pre-approved by the designated DND representative and take any corrective action with regard to the proposed procedure or report.

4.15 In addition to the daily monitoring and inspections, the contractor shall conduct a weekly overall inspection of all areas where work was performed.

4.16 At any time, upon request by the designated DND representative, the contractor shall provide a copy of its inspection reports and/or personnel attendance logs.

4.17 The contractor or its representative shall conduct random compliance inspections at least once a month with and at the request of the designated DND representative.

Corrective action

4.18 The contractor shall provide the necessary resources to carry out the required corrective action as soon as possible. Depending on the extent or severity of the situation, the required corrective action shall be completed within two (2) hours of the request by the designated DND representative.

4.19 It is understood that the corrective action must not disrupt the activities and operations taking place in the work area. At the sole discretion of the designated DND representative, the contractor may be granted time or permission to perform the corrective action outside of regular working hours.

4.20 Any work to be redone and any necessary corrective action shall be performed at the contractor's expense.

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CHECKS OF DOORS, WINDOWS AND TAPS

4.21 The contractor and its personnel shall make the necessary arrangements at all times to ensure that no doors or windows are left unlocked or open while an employee is absent (except in special cases as requested by the designated DND representative). Care shall also be taken to ensure that any taps left on are turned off. The contractor shall comply with all of the designated DND representative's instructions.

SECURITY

4.22 The contractor shall make the necessary arrangements to ensure that no doors are left unlocked and no lights are left on when the work is finished, unless the premises are occupied by building staff.

4.23 Special security measures are in effect in certain areas. The designated DND representative shall instruct the contractor as to the procedure to be followed on entering and leaving such areas.

GARBAGE

Non-recyclable garbage

4.24 All garbage shall be taken daily to the central garbage depot specified by the designated DND representative. It is the contractor's responsibility to check with the services concerned and to comply with their schedules for having garbage destroyed or removed from the premises.

4.25 The contractor shall notify the designated DND representative if it notices that the garbage compactor container is filled to capacity (up to the safety limit) so that it may be emptied promptly.

4.26 The contractor shall also report to the designated DND representative any damage or defects noted in the building's sanitary maintenance equipment.

Recyclable garbage

4.27 The contractor shall empty the collection containers on a daily basis and deposit the recycling in the areas specified by the designated DND representative. Cardboard shall be folded and disposed of according to the recycling policy instructions in force.

Garbage outside containers

4.28 Piles of paper or any other documents that are not inside a container (see garbage) may be removed only if they have "to be discarded", "garbage" or "waste" written on them.

CLEANING PRODUCTS, SANITARY SUPPLIES AND GARBAGE BAGS

4.29 To promote sustainable development, DND requires that the contractor provide and use cleaning products, sanitary supplies and garbage bags that are environmentally friendly.

4.30 In this regard, the mandatory criteria require that all products or product lines be approved and have received the *EcoLogo* environmental certification.

Cleaning products and disinfectants

4.31 The contractor shall provide all of the equipment and products required to perform the cleaning duties effectively.

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4.32 The contractor must provide the complete list of *EcoLogo*-certified cleaning products that it intends to use. The products must be accompanied by their material safety data sheets.

4.33 It is mandatory that the contractor use CLOROX, a hydrogen peroxide disinfectant cleaner, to disinfect washrooms, doors, doorknobs, stair railings and all other areas requested by the designated DND contract representative.

4.34 All cleaning product containers must be identified with a label. The designated DND representative reserves the right to request the replacement of any product deemed to be non-compliant or unsuitable. The designated DND representative may also require that specific products be used for certain tasks.

Prohibited/forbidden products

4.35 Unless prior approval is obtained from the designated DND representative, all cleaning products must be pre-approved. No acid-based cleaners or abrasive powders should be used, and no substitute products shall be permitted.

Cleaning product laws and regulations

4.36 The contractor is required to comply with all applicable occupational health and safety laws, codes, standards and regulations.

4.37 All of the products used or stored on the premises must be accompanied by their material safety data sheets. The products must be clearly identified.

4.38 The contractor shall ensure that all of its personnel (operating and supervisory) have received adequate training in occupational health and safety and the Workplace Hazardous Materials Information System (WHMIS).

4.39 The contractor shall maintain and make available at all times an inventory of products stored at DND facilities, including, but not limited to, the product name, manufacturer, quantity stored and location.

4.40 The contractor must have an emergency and product spill response plan with which its personnel must be familiar.

4.41 Absorbent products must be available at all times in the product storage room and be clearly identified.

Sanitary products and dispensers

4.42 The contractor must provide and install sanitary products, including *EcoLogo*-certified paper towels, toilet paper, hand soap and odour controllers.

4.43 The sanitary products provided must be compatible with the existing dispensers or dispensers to be replaced, if necessary, with the prior approval of the designated DND representative and at no additional cost to DND.

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"SECTION 4 – SPECIFIC REQUIREMENTS"

Hand soap

4.44 The contractor must provide *EcoLogo*-certified liquid hand soap that is pH-neutral (pH 7), has a pleasant scent, and is gentle on the hands and non-irritating.

Antibacterial and disinfecting hand soap

4.45 The contractor must provide antibacterial and disinfecting hand soap in designated areas (i.e. dental clinic, hospital).

Dispenser maintenance

4.46 The contractor shall clean the soap dispensers if they become clogged. Non-functioning dispensers shall be replaced by the contractor. No container that has previously served another purpose may be used.

Odour controllers

4.47 The contractor must provide and install, at its expense, odour controller dispensers in all washrooms, shower rooms, athletic changing rooms and garbage storage rooms. At no time shall deodorizer blocks be permitted. Each odour-control device must contain an odour neutralizer that provides ongoing and effective odour protection.

Paper towels

4.48 Paper towels must be of good quality and be *EcoLogo* certified. The paper must be made of 100% recycled fibres using a chlorine-free bleaching process.

Toilet paper

4.49 Toilet paper must be of good quality and be *EcoLogo* certified and must be white, two-ply, made of 100% recycled fibres and be manufactured using a chlorine-free bleaching process. The toilet paper must be soft and unscented.

Garbage bags

4.50 As part of sustainable development and composting initiatives, the contractor must provide and use garbage and recycling bags that are made of 100% recycled plastic and suitable composting bags. In addition, the bags must be 100% biodegradable in accordance with OXO-biodegradable standards.

4.51 The garbage and recycling bags must be certified 100% biodegradable in under seven (7) years in a landfill.

4.52 The contractor shall provide documentation from the manufacturer regarding the manufacture of the garbage bags and must provide the certification regarding the biodegradability of the bags.

4.53 The contractor shall obtain prior authorization from the designated DND representative before using the full range of garbage bags.

TECHNICAL SPECIFICATIONS
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
 NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

"SECTION 4 – SPECIFIC REQUIREMENTS"

APPLIANCES/EQUIPMENT

4.54 The contractor must use industrial-grade appliances/equipment that are in good working order at all times. All appliances/equipment shall run on 115–125 volts and a maximum of 15 amps and be designed for the intended use and workload.

4.55 The designated DND representative reserves the right to refuse any of the contractor’s appliances or equipment deemed to be non-compliant or unsafe for both the operator and the general public.

4.56 The contractor shall provide replacement equipment as soon as possible for what is defective or what the designated DND representative deems non-compliant or unsafe.

4.57 At all times, the contractor shall maintain the minimum quantity of appliances/equipment, including, but not limited to those listed in the table below, in good working order.

Equipment (minimum)	QTY
Floor scrubbing machine	3
Carpet extractor	1
Upright vacuum cleaner with lateral hose	20
Backpack vacuum cleaner	2
Industrial fan (dryer)	4

Extension cords

4.58 The contractor shall equip all its electrical equipment with an extension cord of a minimum of seven (7) metres that is of sufficient capacity and in good condition at all times.

4.59 Electrical extension cords shall be of the three-wire type, including a ground wire. The wire size shall be determined according to the following table so as to avoid voltage drops.

Amperage (A = Ampere)	Normal voltage (V = Volts)	Maximum cord length (m = Metres)	Minimum wire size (AWG = American Wire Gauge)
15 A	115–125 V	15 m	14 AWG
15 A	115–125 V	30 m	12 AWG
20 A	115–125 V	15 m	12 AWG
20 A	115–125 V	30 m	10 AWG
20 A	230 V	15 m	14 AWG
20 A	230 V	30 m	12 AWG

DEFECTIVE LIGHT BULBS AND FLUORESCENT TUBES

4.60 The contractor’s personnel shall notify the designated DND representative as soon as possible when they notice defective fluorescent tubes or light bulbs.

TECHNICAL SPECIFICATIONS
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

"SECTION 4 – SPECIFIC REQUIREMENTS"

ABSORBENT CARPETS

4.61 During the winter (between November 1 and April 30), the contractor shall provide and install, at its expense, high-quality absorbent carpets with rubber backing and edges, namely in the lobbies, entrances, elevators and various other areas specified by the designated DND representative. Damaged carpets must be replaced as soon as possible and on an annual basis. The colour shall be selected by the designated DND representative.

4.62 Approximately one hundred and twenty (120) square metres (m²) of carpet is to be provided annually. The carpets must be properly secured to the floor with superior-quality double-sided rubber tape.

MAINTENANCE – RESTRICTED AREAS

4.63 The contractor and/or its personnel shall be accompanied by an authorized person from DND and follow the applicable instructions for the maintenance of certain special-use or operating areas.

CONFERENCE OR MEETING ROOMS

4.64 In addition to the routine or periodic maintenance provided for in the Technical Specification by Prototype, at the request of the designated DND representative and as soon as possible after an activity held in a conference or meeting room, the contractor shall perform the necessary cleaning work as required, at no additional cost to DND.

TECHNICAL SPECIFICATIONS
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY SECTOR
NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

"SECTION 5 – TECHNICAL SPECIFICATION BY PROTOTYPE"

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 0112S- SHOWER/SAUNA ROOMS IN THE SPORT COMPLEXES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer staff cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
<p>B - REGULAR MAINTENANCE:</p> <p>Thoroughly wash and disinfect floor, wall and divider surfaces using a pressure cleaner</p> <p>Refill supply dispensers</p> <p>Clean fixtures and other surfaces</p>		
<p>A - PATROL:</p> <p>In addition of the routine, a patrol must be done one a day with the following tasks:</p> <p>Sweep, wash and disinfect the floor surfaces;</p> <p>Verify and refill the supply dispensers;</p> <p>Clean accessories and other surfaces</p>		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Scrub, brush and disinfect walls and floor surfaces	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
B - Unhook and clean shower curtains and rehang them after washing	6 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 0131- QUARTERS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer occupants a service meeting known requirements, perform HOUSEKEEPING SERVICE according to the tasks listed below:	5 / Week	
A - Mop and wash floor surfaces		
Vacuum and remove stains from carpeted floor surfaces		
Empty and clean ashtrays and garbage cans. Change bags, as needed		
Dust and clean furnitures, accessories and remove any stain or mark from doors, walls, etc.		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Change all sheets including fitted sheet and comforter	1 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean and polish floor surfaces	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 0132- DORMITORIES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer occupants a service meeting known requirements, perform HOUSEKEEPING SERVICE according to the tasks listed below:	3 / Week	None
A - Mop and wash floor surfaces; Vacuum and remove stains from carpeted floor surfaces Empty and clean ashtrays and garbage cans. Change bags, as needed Dust and clean furnitures, accessories and remove any stain or mark from doors, walls, etc. ; Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks; Change all sheets including fitted sheet and comforter. Make bed;		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Clean and polish floor surfaces	1 / Month	None
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 0150H- INDOOR DRILL HALLS (Winter)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust furniture and other surfaces (1/week)		
A - Mop and wash floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 0151- INDOOR RANGES AND VIRTUAL RANGES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	1 / Week	5 / Week
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces		
A - Mop, wash and remove stains from floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
B - Clean door glass and glass dividers on both sides	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Month	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1070- BATHROOMS, BATHS AND/OR SHOWERS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer clients a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed; Refill supply dispensers; Clean sanitary fixtures and other surfaces; Clean furniture, fixtures, walls and other surfaces (1/week)		
A - Wash and disinfect floor and wall surfaces and partitions		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Scour and/or brush floor and wall surfaces	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean bathroom stalls	1 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
B - Unhook and clean shower curtains and rehang them after washing	6 / Year	
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1070A- BATHROOMS, BATHS AND/OR SHOWERS (Unit Price)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer clients a service meeting known requirements, perform HOUSEKEEPING SERVICE according to the tasks listed below:	None	
A - Clean and disinfect floor and wall surfaces as well as partitions and shower curtains; Empty and clean garbage cans and change bags, as needed;; Refill the supply dispensers Clean sanitary component (toilets, sinks, showers, baths) and other surfaces (vanity, mirrors, etc.);		
PERIODIC TASKS	Suggested	Modified
Proceed to annual cleaning according to the tasks listed below :		
A - Scour and/or brush floor and wall surfaces; Thoroughly clean all furnishing and accessories; Clean bathroom stalls; Thoroughly clean sanitary component (toilets, sinks, showers, baths) and other surfaces (vanity, mirrors, etc.); Wash windows, unhook, clean and/or wash the fixtures, then reinstall them; Clean lighting fixture accessories; Wash windows, unhook, clean and/or wash the fixtures, then reinstall them; Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks; Wash walls and ceilings including doors and air vents; Scrub and/or strip floor surfaces and apply floor finish as needed;	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1070B- BATHROOMS, BATHS AND/OR SHOWERS - 5 DAYS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer clients a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Refill supply dispensers; Clean sanitary fixtures and other surfaces; Clean furniture, fixtures, walls and other surfaces (1/week)		
A - Wash and disinfect floor and wall surfaces and partitions		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Scour and/or brush floor and wall surfaces	4 / Month	1 / Month
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean bathroom stalls	1 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
B - Unhook and clean shower curtains and rehang them after washing	6 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1080- GUARD POSTS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer nursing staff cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpetted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean cupboards and/or glassed-in bulletin boards	1 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1090- WASHING, UTILITY AND LINEN ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed Clean inside and outside of washing machines and dryers Dust and clean furniture, fixtures and other surfaces (1/week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean cupboards and/or glassed-in bulletin boards	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Clean inside and outside of washing machines and dryers	1 / Month	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1090A- LAUNDRY ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed Clean inside and outside of washing machines and dryers Dust and clean furniture, fixtures and other surfaces (1/week)		
A - Mop, wash and remove stains from floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Clean inside and outside of washing machines and dryers	1 / Month	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1110- UTILITY STORAGE (e.g. stationery)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	1 / Week	3 / Week
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean doors and inside of cupboards	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1140- LOUNGES, REST AREAS AND VESTIBULES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To make rest periods more pleasant, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean ashtrays; Empty and clean garbage cans and change bags, as needed; Clean tables; Dust and/or clean furniture, fixtures and other surfaces (1/Week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		
WEEKEND	Suggested	Modified
On weekends and statutory holidays, take all priorities as well as the required work interventions in sectors:	2 / Weekend	
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1150- DINING ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To contribute to the comfort of users, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	5 / Week
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean cupboards and/or glassed-in bulletin boards	1 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1160- GARBAGE CHUTES AND COMPACTOR ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To ensure a level of maintenance suited to the use of these facilities, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty, clean and disinfect garbage cans and change bags, as needed (twice a day, seven days a week)		
A - Sweep, wash and disinfect floor surfaces in the compactor rooms; Wash and disinfect interior and exterior of the compactors (2/week); Wash and disinfect walls and ceilings of the compactor rooms including doors and air diffusers (1/week); Empty, and/or unblock garbage chutes on all the floors (twice a day, seven days a week)		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Scrub floor surfaces	1 / Month	
A - Polish or scrub floor surfaces	4 / Month	1 / Month
A - Clean permanent lighting fixtures	1 / Year	None
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Wash and disinfect inside garbage chutes on all floors: sides, doors and other accessible areas	1 / Month	4 / Month
A - Wash and disinfect floor, door and wall surfaces of garbage chutes on all floors	1 / Month	4 / Month

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1240M- EXAMINATION, TREATMENT OR THERAPY ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer clients a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Refill supply dispensers; Dust and clean furniture, fixtures and other surfaces including doors and doorknobs		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean glass on windowed cupboards	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Unhook partition curtains and rehang them after washing	1 / Year	None
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Vacuum cloth partitions	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1311M- RECEPTION, ADMISSIONS AND SECRETARIAT

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer staff cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Clean top of reception counters; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1320- OFFICES AND OFFICE SPACES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	3 / Week
B - Empty and clean garbage cans and change bags, as needed; Check the facilities' state of cleanliness and take any needed corrective action; Dust and clean furniture, fixtures and other surfaces (1/week)		
A - Mop and remove stains from floor surfaces; Mop and wash floor surfaces (1/Week); Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	1 / Month
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Vacuum cloth partitions	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1320H- OFFICES AND OFFICE SPACES (Winter)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	None
B - Empty and clean garbage cans and change bags, as needed; Check the facilities' state of cleanliness and take any needed corrective action; Dust and clean furniture, fixtures and other surfaces (1/week)		
A - Mop and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	None
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Vacuum cloth partitions	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	2 / Year
A - Shampoo carpeted floor surfaces	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1320M- OFFICES AND OFFICE SPACES (Winter)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	3 / Week
B - Empty and clean garbage cans and change bags, as needed; Check the state of the facility cleanliness and take any necessary corrective action; Clean top of reception counters; Dust and clean furniture, fixtures and other surfaces (1/week)		
A - Mop and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Vacuum cloth partitions	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1321- WORKSHOP OFFICES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	3 / Week
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Vacuum and remove stains from carpeted floor surfaces; Mop and wash floor surfaces (2/Week)		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Vacuum cloth partitions	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1340- MEETING, TRAINING OR COMPUTER ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	None
B - Empty and clean garbage cans and change bags, as needed; Wipe and/or clean chalkboards, brushes and chalk-holders; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Mop and wash floor surfaces (1/Week); Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	None
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Vacuum cloth partitions	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1340H- MEETING, TRAINING OR COMPUTER ROOMS (Winter)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Wipe and/or clean chalkboards, brushes and chalk-holders; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Vacuum cloth partitions	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1350- TRAINING ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	None
B - Empty and clean garbage cans and change bags, as needed; Wipe and/or clean chalkboards, brushes and chalk-holders; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Mop and wash floor surfaces (1/Week); Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	None
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Vacuum cloth partitions	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1390- CAFETERIAS AND SNACKBARS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To contribute to the comfort of users, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Refill supply dispensers; Clean surfaces and designated fixtures (1/Week)		
A - Mop or sweep, wash and remove stains from floor surfaces; Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	1 / Month
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1420- CHAPELS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Mop and wash floor surfaces (1/Week); Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean doors and inside of cupboards	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1430M- ARCHIVE AND MICROFILM LIBRARY ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	1 / Week	
B - Empty and clean garbage cans and bags, as needed; Clean top of reception counters; Dust, clean the furniture, fixtures and other surfaces (1/week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean doors and inside of cupboards	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1490M- PHARMACIES OR MEDECINE PREPARATION

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Clean top of reception counters; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Thoroughly clean furniture and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1510- LIBRAIRIES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Mop and wash floor surfaces (1/Week); Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Thoroughly clean furniture and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1530- GYMNASIUMS AND PALESTRAE

	FREQUENCY	
	Suggested	Modified
ROUTINE TASKS		
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Refill paper hand-towel dispensers; Clean mirrored walls; Dust furniture and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Vacuum and remove stains from carpeted floor surfaces; Mop, wash or brush floor surfaces (2/Week) Mop, wash or brush training mats both sides (2/Week)		
WEEKEND	Suggested	Modified
On weekends and statutory holidays, take all priorities as well as the required work interventions in sectors:	2 / Weekend	
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and disinfect physical training and weight machines	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1530S- GYMNASIUMS AND PALESTRAE

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed Refill paper hand-towel dispensers Clean door glass and glass dividers on both sides Dust furniture and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces Vacuum and remove stains from carpet surfaces Mop, wash or brush floor surfaces (3/Week) Mop and wash floor surfaces (3/Semaine); Mop and wash or brush training mats both sides (3/Week) Clean and disinfect physical training and weight machines (3/Week)		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A -	2 / Month	1 / Month
A - Clean and polish floor surfaces	2 / Month	1 / Month
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1533- PHYSICAL ACTIVITY ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed; Refill paper hand-towel dispensers; Clean mirrored walls; Dust furniture and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Vacuum and remove stains from carpeted floor surfaces; Mop and wash floor surfaces (3/Week) Mop, wash or brush training mats both sides (2/Week)		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
A - Clean and disinfect physical training and weight machines	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1533S- PHYSICAL ACTIVITY ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed Refill paper hand-towel dispensers Clean sanitary fixtures and other surfaces Clean mirrored walls Clean door glass and glass dividers on both sides Dust furniture and other surfaces (1/Week)		
A - Vacuum and remove stains from carpet surfaces Mop and remove stains from floor surfaces Mop and wash or brush training mats both sides Clean and disinfect physical training and weight machines (2/Week)		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1540S- SWIMMING POOLS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Sweep, wash and disinfect the floor surfaces, clean fixtures, accessible walls and other surfaces; Clean door glass and glass dividers on both sides		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Scour and disinfect floor surfaces	1 / Month	
A - Clean and disinfect drain tiles	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1551- CHILD-CARE CENTRES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To contribute to the children's quality of life and to offer staff cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Thoroughly clean furniture and fixtures	1 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Clean and polish floor surfaces	2 / Month	1 / Month
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1600- VESTIBULES, TUNNELS AND ENTRANCES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed; Wash doors and glass partitions on both sides (5/Week); Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Sweep and wash floor surfaces and shoe-scaper grates Vacuum and ensure that the protective mats are properly maintained Clean the shoe-scaper pans (1/Week)		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean inside of fire hose cabinets	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None
A - Shampoo carpeted floor surfaces	2 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1600M- VESTIBULES, TUNNELS AND ENTRANCES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed; Clean doors and wall partitions on both sides (5/Week); Dust and clean furniture, fixtures and other surfaces including doors and doorknobs		
A - Sweep and wash floor surfaces and shoe-scaper grates Vacuum and ensure that the protective mats are properly maintained Clean the shoe-scaper pans (1/Week)		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean inside of fire hose cabinets	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1610H- CORRIDORS - 7 DAYS (Winter)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	
B - Clean cupboards and/or glassed-in bulletin boards	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Clean inside of fire hose cabinets	1 / Year	None
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1611- CORRIDORS AND CIRCULATION AREAS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and remove stains from floor surfaces; Vacuum and remove stains from carpeted floor surfaces; Mop and wash floor surfaces (3/Week)		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	
B - Clean cupboards and/or glassed-in bulletin boards	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Clean inside of fire hose cabinets	1 / Year	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1611H- CORRIDORS AND CIRCULATION AREAS (Winter)

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	
B - Clean cupboards and/or glassed-in bulletin boards	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Clean inside of fire hose cabinets	1 / Year	None
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None
A - Shampoo carpeted floor surfaces	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1620- MAIN STAIRWAYS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean railings and other surfaces (1/Week)		
A - Sweep and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean inside of fire hose cabinets	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip stairs and risers	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1620M- MAIN STAIRWAYS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean railings and other surfaces including doors and doorknobs		
A - Sweep and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean inside of fire hose cabinets	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip stairs and risers	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1630- SECONDARY STAIRWAYS AND FIRE ESCAPES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	1 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean railings and other surfaces (2/Month)		
A - Sweep and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean inside of fire hose cabinets	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip stairs and risers	1 / Year	2 / Year

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1640- ELEVATORS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of the area a service meeting known requirements, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Clean railings, doors, walls and other surfaces		
A - Mop or sweep, wash or remove stains from floor surfaces; Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	4 / Month	1 / Month
A - Clean elevator rails	1 / Month	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Month	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None
A - Clean lighting fixtures and ceiling grilles	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1650M- BATHROOMS - PATROL

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer staff cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	

- B - REGULAR MAINTENANCE:
 - Thoroughly wash and disinfect floor, walls and divider surfaces;
 - Clean and disinfect shower mats;
 - Empty and clean garbage cans and change bags, as needed;
 - Refill supply dispensers;
 - Clean fixtures and other surfaces including doors and doorknobs

- A - PATROL:
 - In addition to waste disposal, check the state of the facility's cleanliness and take any necessary corrective action (once a day)

WEEKEND	Suggested	Modified
Perform a patrol and regular maintenance as described in the routine above..	0 / Weekend	

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		

- A - Polish or scrub floor surfaces 1 / Month
- A - Dust and/or clean high-up surfaces and fixtures 1 / Year
- B - Clean bathroom stalls 1 / Month
- A - Clean permanent lighting fixtures 1 / Year
- A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them 1 / Year
- A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks 1 / Year
- A - Wash walls and ceilings including doors and ventilation diffusers 1 / Year

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1650S- BATHROOMS - 7 DAYS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer staff cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Clean sanitary fixtures and other surfaces; Refill supply dispensers; Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - REGULAR SERVICE: Sweep, wash and disinfect the floor surfaces		
A - PATROL: In addition of the routine, a patrol must be done one a day with the following tasks: Sweep, wash and disinfect floor surfaces Refill paper hand-towel dispensers Empty and clean garbage cans and change bags, as needed Clean sanitary fixtures and other surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Polish or scrub floor surfaces	1 / Month	
B - Clean bathroom stalls	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1651- BATHROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer staff cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Clean sanitary fixtures and other surfaces; Refill supply dispensers; Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Sweep and wash floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Polish or scrub floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean bathroom stalls	1 / Month	
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	2 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1660- SHOWER ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer staff cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	

- B - Empty and clean garbage cans and change bags, as needed;
Clean fixtures and other surfaces (1/Week)
- A - Thoroughly wash and disinfect floor surfaces, walls and partitions;
Clean and disinfect shower mats

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean bathroom stalls	1 / Month	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub, brush and disinfect floor and wall surfaces as well as shower mats	4 / Month	
B - Unhook and clean shower curtains and rehang them after washing	6 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1680- MESS, LOUNGES AND KITCHENNETTES - 7 DAYS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To contribute to the staff's comfort, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean ashtrays; Empty and clean garbage cans and change bags, as needed; Clean tables; Dust and/or clean furniture, fixtures and other surfaces (1/Week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	1 / Month
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean glass on windowed cupboards	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1681- MESS, LOUNGES AND KITCHENNETTES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To contribute to the staff's comfort, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean ashtrays; Empty and clean garbage cans and change bags, as needed; Clean tables; Dust and/or clean furniture, accessories such as refrigerators, microwave (inside and outside) and other surfaces (1/Week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	1 / Month
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean glass on windowed cupboards	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Shampoo carpeted floor surfaces	2 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1691- WAITING ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To contribute to the comfort of users, we will perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop and wash floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean glass on windowed cupboards	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1700- AMPHITHEATRES AND AUDITORIUMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Dust and clean fixtures and other surfaces (1/Week); Empty and clean garbage cans and change bags, as needed		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Vacuum cloth partitions	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1710- CHANGE ROOMS AND LOCKERS ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces (1/Week)		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	1 / Month
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Clean top of clothing racks	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	2 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1710M- CHANGE ROOMS AND LOCKERS ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Empty and clean garbage cans and change bags, as needed; Dust and clean furniture, fixtures and other surfaces including doors and doorknobs		
A - Mop, wash and remove stains from floor surfaces Vacuum and remove stains from carpeted floor surfaces		
WEEKEND	Suggested	Modified
On weekends and statutory holidays, take all priorities as well as the required work interventions in sectors:	2 / Weekend	
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean and polish floor surfaces	2 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
B - Clean door glass and glass dividers on both sides	4 / Month	
A - Clean top of clothing racks	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	2 / Year	
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1711S- SPORTS CHANGE ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users of these facilities cooperation in maintaining cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	7 / Week	
B - Empty and clean garbage cans and change bags, as needed Refill paper hand-towel dispensers Clean furniture, benches and chairs Dust furniture and other surfaces (1/Week); Clean door glass and glass dividers on both sides		
A - REGULAR SERVICE: Sweep, wash and disinfect the floor surfaces		
A - PATROL: In addition of the routine, a patrol must be done one a day with the following tasks: Sweep, wash and disinfect floor surfaces Refill paper hand-towel dispensers Empty and clean garbage cans and change bags, as needed Dust furniture and other surfaces Clean furniture, benches and chairs		

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A -	4 / Month	
A - Clean top of clothing racks	4 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	2 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1730- FREIGHT ELEVATORS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer users cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
B - Clean railings, doors and other surfaces		
A - Sweep and wash floor surfaces		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Clean elevator rails	1 / Month	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1740- CLEANING SUPPLIES STORAGE

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To project an image of cleanliness, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	None
B - Clean dolly, tools and fixtures; Empty and clean garbage cans and change bags, as needed		
A - Wash floors and clean equipment that has been used.		
PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean door glass and glass dividers on both sides	4 / Month	
A - Clean permanent lighting fixtures	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1750- DECKS AND EXTERIOR BALCONIES

	FREQUENCY	
	Suggested	Modified
ROUTINE TASKS		
To keep the facilities clean, given the climatic conditions associated with their use, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	1 / Week	5 / Week
A - Sweep and wash floor surfaces; Clean the furniture and fixtures; Empty and clean garbage cans and change bags, as needed		
PERIODIC TASKS		
To ensure maintenance suited to the occasional use of these facilities, perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	4 / Year	6 / Year

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1751- INTERIOR MEZZANINES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To keep the facilities clean, given the climatic conditions associated with their use, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	5 / Week	
A - Sweep and wash floor surfaces; Vacuum and remove stains from carpeted floor surfaces; Empty and clean garbage cans and change bags, as needed; Clean furniture and fixtures (1/Week)		

PERIODIC TASKS	Suggested	Modified
To ensure maintenance suited to the occasional use of these facilities, perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	None
B - Clean cupboards and/or glassed-in bulletin boards	4 / Month	
B - Clean door glass and glass dividers on both sides	4 / Month	
B - Thoroughly clean furniture and fixtures	1 / Year	None
A - Vacuum cloth partitions	1 / Year	None
A - Clean permanent lighting fixtures	1 / Year	None
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	None
A - Clean inside of storage spaces, such as clothes-closets, storage closets, cupboards and clothing racks	1 / Year	None
A - Wash walls and ceilings including doors and ventilation diffusers	1 / Year	None
A - Shampoo carpeted floor surfaces	1 / Year	None

TECHNICAL SPECIFICATION BY PROTOTYPE

 PROTOTYPE : 1760- QUARtermasters, WAREHOUSES AND STORES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
Not required	None	None
A - ...		
PERIODIC TASKS	Suggested	Modified
To ensure maintenance suited to the occasional use of these facilities, perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Sweep floor surfaces	1 / Month	
A - Wash floor surfaces in required areas	1 / Month	
A - Dust and/or clean high-up surfaces and fixtures	1 / Year	
A - Clean door glass and glass dividers on both sides	1 / Month	
A - Clean permanent lighting fixtures	1 / Year	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1790- DELIVERY AREAS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
To offer staff cooperation in keeping the area clean, perform regular maintenance at the intervals suggested herein, unless otherwise specified, if necessary (in brackets):	1 / Week	None

- A - Sweep and wash floor surfaces;
- Clean fixtures and other work station surfaces;
- Empty and clean garbage cans and change bags, as needed

PERIODIC TASKS	Suggested	Modified
Perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Clean door glass and glass dividers on both sides	4 / Month	
A - Wash windows, unhook, clean and/or wash the fixtures, then reinstall them	1 / Year	
A - Scrub and/or strip floor surfaces and apply floor finish as needed	1 / Year	

 TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1820- ELECTRICAL AND MECHANICAL ROOMS

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
Not required	None	
A - ...		
PERIODIC TASKS	Suggested	Modified
To ensure maintenance suited to the occasional use of these facilities, perform the following tasks at the intervals suggested, on a monthly or yearly basis:		
A - Empty and clean garbage bins and replace bags, as needed	4 / Year	
A - Clean, disinfect sinks and tubs, then refill the supply dispensers	4 / Year	
A - Sweep floor surfaces	4 / Year	
A - Wash floor surfaces in required areas	4 / Year	
A - Clean inside of fire hose cabinets	4 / Year	

TECHNICAL SPECIFICATION BY PROTOTYPE

PROTOTYPE : 1999- ZERO-MAINTENANCE SPACES

ROUTINE TASKS	FREQUENCY	
	Suggested	Modified
Not required	None	
A - ...		
PERIODIC TASKS	Suggested	Modified
Not required		
A - Not required	0 / Year	

TECHNICAL SPECIFICATIONS
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

"SECTION 6 – HOTEL SERVICES"

HOTEL SERVICES ON REQUEST

Targeted Prototypes

6.1 The Contractor shall provide all labour, products, sanitary supplies and equipment necessary to perform and complete on schedule all tasks related to hotel and janitorial services as requested by the designated DND representative for the following prototypes: 0130S (suite – V.I.P. service); 0131S (rooms); 0133S (rooms – basic service); 1070S (washrooms, baths and/or showers); and, 1140S (lounges, lounges and/or clearing rooms).

Availability

6.2 Hotel and janitorial services for the above-mentioned prototypes will be available and provided at all times during the contract period; that is, seven (7) days per week including weekends and holidays, as per scheduling and unless otherwise specified by the designated DND representative.

Scheduling

6.3 At the beginning of the week, usually the previous Monday or Friday in the case where Monday is a holiday, the designated DND representative will provide the Contractor with a list of the estimated service requirements for the week (see Scheduling of Spaces to Clean).

6.4 On a daily basis, prior to 8:00 am, the DND representative will confirm the day's schedule to the Contractor along with the type of services to be performed and any special requirements.

6.5 The daily schedule may be modified or updated up to 12:00 pm, usually for the addition or removal of units or specific areas to be cleaned.

Deadlines

6.6 The Contractor shall provide personnel with the necessary material resources on site to meet and complete the daily schedule during regular working hours, between 8:30 am and 3:30 pm on weekdays and between 10:00 am and 1:30 pm on weekends, including any modifications and adjustments.

6.7 Scheduling changes may occur at the last minute, up to the end of the shift. The Contractor will have to adjust to the unexpected and review the allocation of its resources to complete and satisfy all requests from the DND representative.

6.8 The Contractor may be allowed forty-eight (48) hours to complete the submitted schedule when the number of units to be cleaned exceeds one hundred and seventy-five (175) per day.

6.9 Where periodic work is to be performed in conjunction with regular hotel services, the DND representative shall be prepared to provide the Contractor with an extension of delivery time between twenty-four (24) and forty-eight (48) hours when there are more than fifty (50) units to be cleaned per day.

Urgent or Pressing Request

TECHNICAL SPECIFICATIONS
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
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"SECTION 6 – HOTEL SERVICES"

6.10 In the case of a request for cleaning qualified as "urgent" or "pressing," the Contractor will provide the necessary personnel and material resources on site within three (3) hours of receipt of the verbal or written request from the designated DND representative.

Note: Depending on the circumstances, particularly where special needs or emergencies have been met, the designated DND representative may grant compensatory measures to the Contractor.

Penalties

6.11 Where the Contractor is in default of execution of the order or any other legitimate and compliant request for work from the designated DND representative, the Contractor will be subject to possible punitive administrative action (see penalty). For example, crediting or reimbursing DND for damages for all costs incurred by one or more occupants or individuals, including, but not limited to, accommodation in another type of in-house room or in another establishment (see commercial hotel) and transportation and living expenses (meals).

ASSIGNMENT AND REPLACEMENT OF PERSONNEL

6.12 The Contractor is always responsible for the recruitment, selection and availability of qualified personnel who meet the requirements of the contract, specifically the reliability requirements.

6.13 The Contractor shall maintain a daily updated list of its personnel assigned to perform the tasks and work under the Contract. This list shall always be available and provided to the designated DND representative upon request and without delay.

LANGUAGE OF WORK

6.14 The Contractor's personnel must express themselves adequately and comprehensibly in French.

DRESS CODE AND IDENTIFICATION

6.15 The Contractor shall provide and ensure that all of its personnel are properly dressed in a uniform that meets the requirements of the trade and is common to all of its workforce.

6.16 At all times, the Contractor's personnel shall be readily identifiable and shall wear the identification card provided by the designated DND representative.

ANNEX B

BASIS OF PAYMENT (*BID PACKAGE*)

DEPARTMENT OF NATIONAL DEFENCE
GOVERNMENT OF CANADA

"BID PACKAGE"

**JANITORIAL SERVICES
ST-JEAN GARRISON, QC – HOSTELRY SECTOR**
(Accommodation services - Lodging)



REAL PROPERTY OPERATIONS UNIT (QUEBEC)
ST-JEAN DETACHMENT

W6893-20-EMJ4

October 15, 2020

BID PACKAGE
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
W6893-20-EMJ4
NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

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SECTION 2 – BID PROCEDURES AND EVALUATION

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3B - Breakdown of costs associated with the technical specifications.

3C - Summary table of periodic work costs by sector.

3D - Breakdown of costs by building for periodic work by sector.

3E - Pricing for additional unforeseen work.

Notes: Please refer to the Technical Specifications for definitions of certain terms used in this bid document.

BID PACKAGE
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

"SECTION 1 – BID SUBMISSION REQUIREMENTS"

COMPLIANCE

1.1 Each bidder must meet the mandatory technical requirements and provide all required supporting documents and relevant documentation to substantiate the bidder's compliance with the prescribed requirements.

1.2 Each bidder must provide the requested information and complete all cells or boxes in the tables in Section 3 of this Bid Package, including:

- The annual time and costs associated with the cleaning and maintenance personnel who will be assigned to the routine and monthly work (see proposed minimum hours, according to the PROPRES software);
- The annual cost of chemical products and equipment;
- The annual cost of sanitary supplies;
- The annual time and cost for the periodic work planned annually;
- Supervision, if applicable;
- The cost of the accommodation service (if applicable).

1.3 The bidder is responsible for accurately assessing the resources and work required to meet the requirements of the specifications. In addition, the bidder must take into account the work assessment to determine the annual usages and must not limit the assessment to the full-time equivalent (FTE) or the minimum supervision ratios, as those are minimum requirements.

1.4 The FTE corresponds to the annual minimum number of work hours (routine, monthly and periodic) that must be performed by the cleaning personnel and the maintenance personnel on site in order to perform the routine work described in the specification. The PROPRES software calculates the FTE based on detailed information about the work to be performed and the areas to be cleaned. The software does not account for indirect costs (vacations, sick leave, travel time, meal breaks and any other non-productive time).

1.5 The minimum FTE is a mandatory financial obligation aimed at ensuring fairness for all bidders in Canada for the entire duration of the requirement in question. The bidder is responsible for submitting an adequate number of hours to perform the routine work and adhere to the minimum number of annual FTEs for the duration of the contract. If the supplier has not specified the number of hours required to perform the routine work in its bid, Canada will not grant the bidder extra hours for that purpose.

1.6 Concerning the supervision ratio, fifteen (15) FTEs cannot be counted for a supervisor who is supervising fifteen (15) people on site. The number of supervisors required is determined based on the bidder's organizational structure and workforce, including permanent or part-time personnel, periodic work to be performed on weekends and/or overtime, as applicable.

1.7 The prices quoted in the financial bid of the compliant bidder, including the annual cost of the chemical products and equipment required for the routine and monthly work related to the Technical Specification by Prototype, will be broken down by prototype on the basis of the standard times in the PROPRES software.

1.8 This breakdown will make it possible to properly adjust the costs in the event of any amendments required to the Technical Specification by Prototype of certain prototypes based on their unit prices rather than on an average unit price for the entire establishment, as described in the Technical Specifications.

BID PACKAGE
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"SECTION 2 – EVALUATION PROCEDURES"

PREAMBLE

2.1 Bids are evaluated based on all of the requirements of the bid solicitation, including the technical and financial evaluation criteria.

2.2 Bids that do not meet all of the mandatory technical and financial criteria will be deemed non-compliant and given no further consideration.

TECHNICAL EVALUATION

Mandatory technical criteria

At the date of bid closing the Bidder must hold a valid organization security clearance as indicated in Part 6 – Security Requirement;

2.3 The bidder must have at least two (2) consecutive years of janitorial services experience within the last five (5) years on contracts of similar size and complexity and of a similar scope to the requirement identified in the solicitation.

2.4 Contracts of similar size and complexity and of a similar scope are defined as:

- A space that is a minimum of 50% of the specified size in square metres (m²); and
- Institutional-purpose spaces comparable to those covered by the contract. Examples include, but are not limited to, office spaces, washrooms, locker rooms, multi-purpose rooms and laboratories.

2.5 Each bidder must:

- Possess the 2008 or 2015 ISO 9001 certificate;
- Detail the number of personnel it currently employs and provide an organizational chart of the company;
- Attest to its business volumes over the previous three (3) years.

FINANCIAL EVALUATION

Mandatory financial criteria

2.6 The bidder must provide all of the required information in the non-shaded cells of the tables in section 3 of this Bid Package. If any information is omitted, the bid will be deemed non-compliant and will not be given any further consideration. However, if a simple addition or multiplication is omitted, it will not be considered an omission.

2.7 The bidder must not change the format or distribution units in the table.

2.8 The number of hours that the bidder writes in line 1 under routine and monthly work estimated per year for cleaning personnel and maintenance personnel may exceed but must not be less than the number of FTE hours.

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"SECTION 2 – EVALUATION PROCEDURES"

2.9 The number of hours that the bidder writes in line 5 for the annual periodic work hours for cleaning personnel and maintenance personnel may exceed but must not be less than the number of FTE hours.

SELECTION METHOD

2.10 To be considered responsive, a bid must be compliant with and meet all the requirements of the bid solicitation, including the technical and financial evaluation criteria. The compliant and responsive bid with the lowest price will be recommended for award of the contract.

BID PACKAGE
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ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
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"SECTION 3 – FINANCIAL BID"

3A - CERTIFICATION

On _____, 2020

Dear Sir or Madam:

I, the undersigned, in my capacity as authorized representative and with the authority to represent the company specified below, certify that we undertake to provide the goods and services required to meet the prescribed and related implicit contract requirements at all times, including to ensure the supply of "EcoLogo"-certified chemical and sanitary products and the tools, accessories, appliances and equipment, supervisory personnel and skilled and compliant labour required for the complete and satisfactory performance of the janitorial services work described in the Technical Specification by Prototype and the periodic work for all buildings and spaces included in the aforementioned establishment, for the annual price of:

_____dollars and _____cents (\$_____), plus applicable taxes.

I certify that we have read the bidder instructions, the Technical Specifications and the general and specific terms and conditions and that we undertake to comply with all prescribed clauses and requirements, including those in all Public Services and Procurement Canada (PSPC) documents related to the process leading to the resulting contract, if any.

I hereby certify that we have visited the site and received all technical information from the designated Department of National Defence (DND) representative, in this case a staff member of the Real Property Operations Unit (Quebec).

Name of the bidding company

First and last name of bidder's authorized representative (in print)

Signature of bidder's authorized representative

Date

BID PACKAGE
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
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"SECTION 3 – FINANCIAL BID"

3B - BREAKDOWN OF COSTS - CLEANING AND MAINTENANCE WORK

# LINE	TECHNICAL SPECIFICATION BY PROTOTYPE	PROPRE FTE (Assumed minimum hours per year)	Annual time quoted by the bidder	Total annual cost
ROUTINE AND MONTHLY WORK				
1	Cleaning and maintenance work (See Technical Specification by Prototype)	29,554 hours	_____ Hours	\$ _____
2	EcoLogo-certified chemical products and cleaning equipment			\$ _____
3	TOTAL FOR ROUTINE AND MONTHLY WORK			\$ _____

# LINE	COST OF SANITARY SUPPLIES	Total annual cost
4	Sanitary supplies (EcoLogo-certified)	\$ _____

# LINE	COST OF PERIODIC WORK	PROPRE FTE (Assumed minimum hours per year)	Annual time quoted by the bidder	Total annual cost
COST OF PERIODIC WORK				
5	Periodic work - aggregate total hours of sectors	7,745 hours	_____ Hours	\$ _____

# LINE	SUPERVISION OF ROUTINE AND PERIODIC WORK	PROPRE Data (Assumed minimum hours per year)	Annual time quoted by the bidder	Total annual cost
6	Foreman	2,080 hours	_____ Hours	\$ _____
7	TOTAL FOR SUPERVISION			\$ _____

Notes: See explanatory notes at the end of the tables in this section.

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"SECTION 3 – FINANCIAL BID"

3B-2 – COST BREAKDOWN – HOTEL SERVICES

# LINE	Prototype and type of service "Routine cleaning" (on request)	Forecast (number of units per year)	Unit Price	Total Annual Cost (forecast per year X unit price)
8	0130Y– Suite – V.I.P. Service	6,000	\$ _____	\$ _____
9	0131YS– Rooms	10,000	\$ _____	\$ _____
10	TOTAL ROUTINE CLEANING			\$ _____

# LINE	Prototype and type of service "Outgoing cleaning" (on request)	Forecast (number of units per year)	Unit Price	Total Annual Cost (forecast per year X unit price)
11	0130Y – Suite – V.I.P. Service	600	\$ _____	\$ _____
12	0131Y – Rooms	1,000	\$ _____	\$ _____
13	TOTAL OUTGOING CLEANING			\$ _____

# LINE	Prototype and type of service "Periodic deep cleaning" (on request)	Forecast (number of units per year)	Unit Price	Total Annual Cost (forecast per year X unit price)
14	0130Y – Suite – V.I.P. Service	100	\$ _____	\$ _____
15	0131Y – Rooms	1,000	\$ _____	\$ _____
16	01301Y – 0131Y – Clean and polish room surfaces	1,500	\$ _____	\$ _____
17	TOTAL PERIODIC DEEP CLEANING			\$ _____

18	ANNUAL GRAND TOTAL (Lines 3+4+5+8+9+12+15)			\$ _____
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Notes: See explanatory notes at the end of the tables in this section.

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"SECTION 3 – FINANCIAL BID"

EXPLANATORY NOTES

General

1. The cost for routine, monthly and periodic cleaning and maintenance work and hotel services shall include supervision, the wage rate and benefits governed by the Decree respecting building service employees in the Montréal region or the Province of Quebec, as applicable, as well as the bidder's administration fee and profit margin.
2. The bidder's financial offer will be broken down by prototype based on the standard times of the PROPRES Software. This breakdown may specifically be used during the contract for the calculation of adjustments required during any adjustments to the statement of spaces or the Technical Specifications by Prototype.

Lines 1 and 5

3. It is agreed that the hours proposed by the bidder have been evaluated by the bidder, based on the workload of each of the regular, monthly, and periodic tasks and the identified areas. Should the number of hours be insufficient to complete the tasks, the Contractor will be required to provide any overtime at its own expense.

Line 2

4. The annual cost for the supply of *EcoLogo* certified chemicals and equipment includes administration fees and the bidder's profit margin.

Line 4

5. The total annual cost submitted for *EcoLogo* certified sanitation supplies includes the bidder's administration fee and profit margin.

Line 5

6. The annual cost for the Periodic Work shall include supervision, the wage rate and benefits governed by the Decree respecting building service employees in the Montréal region or the Province of Quebec, as applicable, as well as the cost of *EcoLogo* certified chemicals and janitorial equipment, administration fees and the bidder's profit margin.

DND does not commit in any way to have any periodic work performed in whole or in part. Only work that has been pre-approved, ordered in writing and completed to the satisfaction of the designated DND representative may be paid for in accordance with the cost breakdown submitted for periodic work.

Lines 6 and 7

Enter the number of hours and the total annual cost of supervising staff during routine (see Routine and Monthly) and periodic work.

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Lines 8 to 17 (Hotel Services)

The expected number of units to be cleaned per year is for information purposes only.

The designated DND representative reserves the right to have hotel services work performed on request when deemed necessary only.

Tendered unit prices for hotel services shall include the cleaning of all types of rooms, regardless of size, type of furnishings, number of beds or type of flooring.

DND makes no commitment whatsoever to have work performed, in whole or in part, on request in hostelry sectors.

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"SECTION 3 – FINANCIAL BID"

3C - SUMMARY TABLE OF PERIODIC WORK COSTS BY BUILDING

Complete the table below based on each of the tasks associated with the prototypes for each of the buildings, excluding the spaces associated with the accommodation service prototypes.

Note: See explanatory notes on the following page.

SECTOR (MEGA)	APPROXIMATE SURFACE AREA (square metres - m ²)	TOTAL NUMBER OF HOURS (quoted by the bidder)	UNIT PRICE ¹ (square metres - m ²)	TOTAL
4^{ème} Étage – Orange	1 022,91	_____ hours	_____ \$	_____ \$
5^{ème} Étage – Orange	1 050,70	_____ hours	_____ \$	_____ \$
04^{ème} – Blue	2 907,61	_____ hours	_____ \$	_____ \$
05^{ème} – Blue	2 879,20	_____ hours	_____ \$	_____ \$
06^{ème} – Blue	2 928,50	_____ hours	_____ \$	_____ \$
07^{ème} – Blue	2 927,20	_____ hours	_____ \$	_____ \$
08^{ème} – Blue	2 883,55	_____ hours	_____ \$	_____ \$
09^{ème} – Blue	2 920,40	_____ hours	_____ \$	_____ \$
10^{ème} – Blue	2 920,40	_____ hours	_____ \$	_____ \$
11^{ème} – Blue	2 920,20	_____ hours	_____ \$	_____ \$
12^{ème} – Blue	2 901,50	_____ hours	_____ \$	_____ \$
Various spaces (Méga)	1 536,88	_____ hours	_____ \$	_____ \$
TOTAL	29 799,05 m²	_____ hours	_____ \$	_____ \$

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"SECTION 3 – FINANCIAL BID"

Explanatory notes (Table 3C)

¹ The unit price indicated for each m² will be used as the basis for calculations when any adjustments are made to the surface areas related to the periodic work.

The surface area of the 1999 prototypes is not included in the quantities indicated.

The bidder understands that the periodic work will be performed only upon request by the designated DND representative. DND does not undertake to have any periodic work performed, in whole or in part.

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"SECTION 3 – FINANCIAL BID"

3D - BREAKDOWN OF COSTS ASSOCIATED WITH PERIODIC WORK

Complete the table below and report the total by building in the table in Section 3C - Summary Table of Periodic Work Costs by Building.

TASKS ASSOCIATED WITH SECTOR PROTOTYPES

- Task 1 - Dust and/or clean upper accessories and surfaces.
- Task 2 - Clean light fixtures.
- Task 3 - Clean walls and ceilings, including doors and ventilation grates.
- Task 4 - Clean windows (inside and outside), as well as the frames and insect screens. Take down, clean and/or wash vertical or horizontal blinds and reinstall them.
- Task 5 - Deep clean furniture and accessories, including the interior of storage spaces, such as wardrobes, closets and lockers, and vacuum office dividers.
- Task 6 - Scrub, brush and/or strip floor coverings and apply the appropriate finish for the surface.

SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
4th Floor Orange Sector	1	1 x year	_____ HR.	\$	\$
	2	1 x year	_____ HR.	\$	\$
	3	1 x year	_____ HR.	\$	\$
	4	1 x year	_____ HR.	\$	\$
	5	1 x year	_____ HR.	\$	\$
TOTAL					\$

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SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
5th Floor Orange Sector	1	1 x year	_____ HR.	\$	\$
	2	1 x year	_____ HR.	\$	\$
	3	1 x year	_____ HR.	\$	\$
	4	1 x year	_____ HR.	\$	\$
	5	1 x year	_____ HR.	\$	\$
TOTAL					\$
SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
4th Floor Blue Sector	1	1 x year	_____ HR.	\$	\$
	2	1 x year	_____ HR.	\$	\$
	3	1 x year	_____ HR.	\$	\$
	4	1 x year	_____ HR.	\$	\$
	5	1 x year	_____ HR.	\$	\$
TOTAL					\$
SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
5th Floor Blue Sector	1	1 x year	_____ HR.	\$	\$
	2	1 x year	_____ HR.	\$	\$
	3	1 x year	_____ HR.	\$	\$
	4	1 x year	_____ HR.	\$	\$
	5	1 x year	_____ HR.	\$	\$
TOTAL					\$

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SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
6th Floor Blue Sector	1	1 x year	_____ HR.	\$	\$
	2	1 x year	_____ HR.	\$	\$
	3	1 x year	_____ HR.	\$	\$
	4	1 x year	_____ HR.	\$	\$
	5	1 x year	_____ HR.	\$	\$
TOTAL					\$
SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
7th Floor Blue Sector	1	1 x year	_____ HR.	\$	\$
	2	1 x year	_____ HR.	\$	\$
	3	1 x year	_____ HR.	\$	\$
	4	1 x year	_____ HR.	\$	\$
	5	1 x year	_____ HR.	\$	\$
TOTAL					\$
SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
8th Floor Blue Sector	1	1 x year	_____ HR.	\$	\$
	2	1 x year	_____ HR.	\$	\$
	3	1 x year	_____ HR.	\$	\$
	4	1 x year	_____ HR.	\$	\$
	5	1 x year	_____ HR.	\$	\$
TOTAL					\$

**BID PACKAGE
 JANITORIAL SERVICES
 ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
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"SECTION 3 – FINANCIAL BID"

SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
9th Floor Blue Sector	1	1 x year	_____ HR.	_____ \$	_____ \$
	2	1 x year	_____ HR.	_____ \$	_____ \$
	3	1 x year	_____ HR.	_____ \$	_____ \$
	4	1 x year	_____ HR.	_____ \$	_____ \$
	5	1 x year	_____ HR.	_____ \$	_____ \$
TOTAL					\$
SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
10th Floor Blue Sector	1	1 x year	_____ HR.	_____ \$	_____ \$
	2	1 x year	_____ HR.	_____ \$	_____ \$
	3	1 x year	_____ HR.	_____ \$	_____ \$
	4	1 x year	_____ HR.	_____ \$	_____ \$
	5	1 x year	_____ HR.	_____ \$	_____ \$
TOTAL					\$
SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
11th Floor Blue Sector	1	1 x year	_____ HR.	_____ \$	_____ \$
	2	1 x year	_____ HR.	_____ \$	_____ \$
	3	1 x year	_____ HR.	_____ \$	_____ \$
	4	1 x year	_____ HR.	_____ \$	_____ \$
	5	1 x year	_____ HR.	_____ \$	_____ \$
TOTAL					\$

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"SECTION 3 – FINANCIAL BID"

SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
12th Floor Blue Sector	1	1 x year	_____ HR.	_____ \$	_____ \$
	2	1 x year	_____ HR.	_____ \$	_____ \$
	3	1 x year	_____ HR.	_____ \$	_____ \$
	4	1 x year	_____ HR.	_____ \$	_____ \$
	5	1 x year	_____ HR.	_____ \$	_____ \$
TOTAL					_____ \$
SECTOR	TASK	FRÉQUENCY	NUMBER OF HOURS	HOURLY RATE	TOTAL
			A	B	A + B
Various spaces « Mega »	1	1 x year	_____ HR.	_____ \$	_____ \$
	2	1 x year	_____ HR.	_____ \$	_____ \$
	3	1 x year	_____ HR.	_____ \$	_____ \$
	4	1 x year	_____ HR.	_____ \$	_____ \$
	5	1 x year	_____ HR.	_____ \$	_____ \$
TOTAL					_____ \$

Note: The total amount associated with the periodic work for each of the buildings is to be entered in the table in Section 3C - Summary Table of Periodic Work Costs by Building.

BID PACKAGE
JANITORIAL SERVICES
ST-JEAN GARRISON – HOSTELRY (ACCOMMODATION) SECTOR
 NATIONAL DEFENCE – REAL PROPERTY OPERATIONS UNIT (QUEBEC)

"SECTION 3 – FINANCIAL BID"

3E - PRICING FOR ADDITIONAL UNFORESEEN WORK

Unit prices

In the event that the designated DND representative decides to request the performance of additional work not described in the Technical Specification by Prototype, the bidder must charge the unit prices listed in the table below, including labour, supervision and product costs, employee benefits, administration fees and expected profits.

The designated DND representative may require that contract and additional work be performed during the day, evening, night, weekend or on statutory holidays, notwithstanding the quoted prices.

DESCRIPTION OF WORK	UNIT PRICE
Shampooing of fabric chairs and armchairs	\$ _____
Cleaning of the interior and exterior of each light fixture	\$ _____
Cleaning of the exterior of ventilation grates and/or diffusers	\$ _____
Deep cleaning of the interior and exterior of each clothing locker	\$ _____

"Average" hourly rate

Submit a fixed hourly rate for the performance of additional work not provided for in the specification, including the supply of **EcoLogo**-certified products, supervision, the rate of wages and benefits governed by the Decree Respecting Building Service Employees for the Montreal region or the Province of Quebec, the additional benefits payable, administration fees and profit margin.

Average hourly rate: \$ _____ per hour.

ANNEX C

SECURITY REQUIREMENTS CHECK LIST

2105-5-19-1566 (Sécurité Industriel)

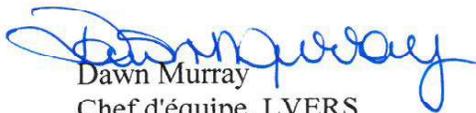
12 novembre 2019

S. Racine
Officier aux contrat
Détachement des Opérations Immobilières St-Jean
CP 100, Succ Bureau-Chef
Richelain, QC
J0J 1R0

LISTE DE VÉRIFICATION RELATIVE À LA SÉCURITÉ
(LVERS) POUR LA W689320EMJ04

Références: A. W689320EMJ04, 8 novembre 2019 (copie jointe)
B. Ordonnances et directives de sécurité de la Défense nationale, Chapitre 8

1. Suite à la référence B, la référence A, a été vérifié et le guide de sécurité a été attaché pour votre considération et s'applique au contrat en rubrique. On prévoit l'utiliser dans le but de fournir une instruction de sécurité adéquate afin de protéger les intérêts nationaux reliés au dit contrat seulement.
2. La LVERS doit figurer comme étant l'ANNEXE "A" du contrat et on doit y référer dans le premier paragraphe de la première page du contrat en question.
3. La LVERS original a été acheminé à Division de la sécurité industrielle Canadienne de Services public et Approvisionnement Canada (DSIC/SPAC) à Ottawa et la copie jointe est pour votre dossier. **Aucun changement** à la LVERS sont autorisés sans consultation avec le directeur des opérations de sécurité de la Défense – Sécurité industrielle.
4. Si vous avez des questions ou, si vous requérez de l'assistance, veuillez contacter le soussigné.



Dawn Murray
Chef d'équipe, LVERS
Directeur Opérations de sécurité de la défense
613-996-0274

pièce jointe (1)



Contract Number / Numéro du contrat W6893-20-EMJ04
Security Classification / Classification de sécurité

**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 Ministère de la Défense Nationale	2. Branch or Directorate / Direction générale ou Direction Détachement des opérations Immobilière SJN
-------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------

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
Effectuer les services d'hôtellerie sur la Garnison St-Jean pour la période du 01 avril 2020 jusqu'au 31 mars 2025.

5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? No / Non Yes / Oui

5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? No / Non Yes / Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) No / Non Yes / Oui

6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. No / Non Yes / Oui

6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? No / Non Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
---------------------------------	--------------------------------------	---------------------------------------------

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:

7. c) Level of information / Niveau d'information

PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



Contract Number / Numéro du contrat W6893-20-EMJ04
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

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

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



Contract Number / Numéro du contrat W6893-20-EMJ04
Security Classification / Classification de sécurité

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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Dans le cas des 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 Indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Contract Number / Numéro du contrat W6893-20-EMJ04
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Major M. Bossé		Title - Titre Cmdt dét. OI (St-Jean)	Signature BOSSE, MAXIME 399
Telephone No. - N° de téléphone 450-358-7099 #7202	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Maxime.Bosse@forces.gc.ca	Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Dawn Murray - DDSO - Industrial Security SRCL Team Lead		Title - Titre	Signature <i>Dawn Murray</i>
Telephone No. - N° de téléphone 450-358-7099 #7202	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel E-mail: dawn.murray@forces.gc.ca	Date 12 Nov 19
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Keven Harvey		Title - Titre Procurement officer	Signature <i>Keven Harvey</i>
Telephone No. - N° de téléphone 514-607-2867	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel keven.harvey@tpsgc-pwgsc.gc.ca	Date 2020-10-20
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

Signé numériquement par: BOSSE, MAXIME 399
 NO: C=ca, O=gc, OU=ind-mtl, OU=Personnel, OU=nom, CN=BOSSE, MAXIME 399
 Reason: J'accepte les parties spécifiées du document
 Emplacement: l'emplacement de votre signature ici
 Date: 08-11-2019 09:39:16
 Foxit PhantomPDF Version: 9.8.0

SANS CLASSIFICATION

NOTA : LE PRÉSENT DOCUMENT SE VEUT UNIQUEMENT UN GUIDE. SEULES LES CLAUSES CONTRACTUELLES DE LA DSIC DE TPSGC RELATIVES À LA SÉCURITÉ ONT FORCE OBLIGATOIRE. CE GUIDE DOIT ÊTRE UTILISÉ PAR LES RESPONSABLES TECHNIQUES, SCIENTIFIQUES ET DE PROJET DU MDN AINSI QUE PAR LA DSIC DE TPSGC. IL NE DOIT PAS FAIRE PARTIE DES DOCUMENTS CONTRACTUELS DESTINÉS À L'ENTREPRENEUR.

Directives de sécurité au W689320EMJ04

- Aucune vérification relative à la sécurité n'est requise, si ce n'est pour le personnel travaillant sur cette acquisition qui requiert, au niveau requis, une cote de fiabilité avant de pouvoir accéder à un site sécuritaire. Le personnel de l'entrepreneur qui travaille sur des sites du MDN respectera les *Ordonnances et directives de sécurité de la Défense nationale* ainsi que tout document connexe sur la technologie de l'information. Les superviseurs de la sécurité de l'unité du MDN doivent s'assurer que le personnel de l'entrepreneur est avisé de ces politiques et de toute autre instruction/politique relative à la sécurité, le cas échéant. Les entrepreneurs étrangers s'en tiendront aux règlements sur la sécurité nationale de leurs gouvernements et (ou) aux ententes bilatérales/protocoles d'entente.
- Avant d'avoir accès un site sécuritaire de la MDN, une confirmation des attestations de sécurité du personnel de l'entrepreneur doit être transmise sur le formulaire " Demande de Permis de Visite DSS-MAS 1810" par communication officielle pour approbation (en accord avec le chapitre 8 de la ODSDN), et doivent faire mention du nom du contrat/projet/numéro du contrat et de l'officier du projet.
- Le personnel de la partie contractante ne sera jamais autorisé à obtenir des données/documentations/systèmes (classifiées ou désignées) ou des éléments DE NATURE DÉLICATE.
- Les sous-contrats contenant des exigences reliées à la sécurité sont interdits sans le consentement écrit de la Direction de la sécurité industrielle canadienne et internationale des Travaux publics et Services gouvernementaux Canada (DSICI/SPAC).

Personnel du MDN

Le DSOD L'officier des contrats du MDN doit être contacté pour toute question reliée à la sécurité identifiée dans cette acquisition.

Personnel industriel

L'officier de sécurité de la compagnie (OSC), ou son équivalent, peut contacter la DSICI/spac pour toute information concernant les questions reliées à la sécurité identifiées dans cette acquisition.

ANNEX "D"

PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

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

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

ANNEX E

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY- CERTIFICATION (insert if applicable)

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- () A1. The Bidder certifies having no work force in Canada.
- () A2. The Bidder certifies being a public sector employer.
- () A3. The Bidder certifies being a federally regulated employer being subject to the [Employment Equity Act](#).
- () A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- () A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

- () A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- () B1. The Bidder is not a Joint Venture.

OR

- () B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

ANNEX "F"

(mandatory information at bid closing)

ADDITIONAL INFORMATION AND INFORMATION ON INCUMBENT EMPLOYEES

Company names: _____

Address: _____

Company number (BN): _____

Tax number: _____

Procurement Business Number (PBN): _____

COMPLETE LIST OF NAMES OF ALL INDIVIDUALS WHO ARE CURRENTLY DIRECTORS OF THE TENDERER

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Other information or comment :