



RETURN OFFERS TO :
Bid Receiving:

Correctional Service Canada
**Contracting and Materiel Services – Quebec
Region**

250, montée St-François
Laval (Quebec) H7C 1S5

Telephone : 450-661-9550, ext. 3223

EMAIL :
GEN-QUE307Soumissions@CSC-SCC.GC.CA

REQUEST FOR A STANDING OFFER

Canada, as represented by the Minister of the Correctional Service of Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Comments:

“THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT”

Vendor/Firm Name and Address :

Telephone # :

Fax #:

Email: _____

GST # or SIN or P.B.N :

| | |
|--|---------------------------------|
| Title: Cleaning Services | |
| Solicitation No. 21301-21-3607608 | Date: November 3rd, 2020 |
| Client Reference No. 21301-21-3607608 | |
| GETS Reference No. PW-20-00932272 | |
| Solicitation Closes at: 2 p.m. On: December 14th, 2020 | Time Zone EST |
| Delivery Required: See herein | |
| F.O.B. Plant: Destination: X Other: | |
| Address Enquiries to Véronique Fortin Contracting and Procurement Regional Officer veronique.fortin@csc-scc.gc.ca | |
| Telephone No.: 450-661-9550, ext. 3302 | Fax No.: 450-664-6626 |
| Destination of Goods, Services and Construction: Multiple as per call-up | |
| Security This request for a Standing Offer includes provisions for security. | |

Instructions: See Herein

| | |
|---|-------|
| Name and title of person authorized to sign on behalf of Vendor/Firm | |
| _____ | |
| Name | Title |
| _____ | |
| Signature | Date |
| (Sign and return cover page with offer) | |
| | |



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PART 1 - GENERAL INFORMATION

1. Introduction

The Request for Standing Offer (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by Offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:

 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

 7B, includes the clauses and conditions, which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment and any other annexes.

2. Summary

The Correctional Service Canada is looking for an entrepreneur for a Standing Offer Agreement to provide, as needed, cleaning and maintenance services by providing the qualified workforce, the expertise, transportation and knowledge needed to perform the work in the care centers of all the Institutions of the Quebec region.

3. Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 – Security, Financial and Insurance Requirements, and Part 7 – Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Offerors should refer to the [Contract Security Program](#) (CSP) of Public Works and Government Services Canada website.



4. Revision of Departmental Name

As this request for Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, shall be interpreted as a reference to CSC or its Minister.

5. Debriefings

Offerors may request a debriefing on the results of the request for Standing Offer process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for Standing Offer process. The debriefing may be in writing, by telephone or in person.

6. Procurement Ombudsman

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent venue for Canadian bidders to raise complaints regarding the award of federal contracts under \$25,300 for goods and under \$101,100 for services. Should you have any issues or concerns regarding the award of a federal contract below these dollar amounts, contact OPO by e-mail at [the Office of the Procurement Ombudsman e-mail address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information about OPO, including the available services, please visit the OPO website.



PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offer (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 (2020-05-28) Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: ninety (90) days

2. Submission of Offers

Offers must be submitted only to Correctional Service of Canada (CSC) by the date, time and place indicated on page 1 of the Request for Standing Offer.

The following information must appear on the envelope of the offer when it is hand-delivered:

- Bid number
- Name of the contracting officer
- Bid closing date

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, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer non-responsive.

Definitions

For the purposes of this clause,

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

- a. an individual;



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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES () NO ()**

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

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

By providing this information, Offerors agree that the successful Offeror'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: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror 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.

4. Enquiries - Request for Standing Offer

All enquiries must be submitted in writing to the Standing Offer Authority **no later than five (5) business days** before the Request for Standing Offer (RFSO) closing date. Enquiries received after that time may not be answered.



Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors 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 question(s) or may request that Offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

5. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Quebec.

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



PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

Due to the nature of the RFSO, offers transmitted by facsimile or email to CSC will not be accepted.

Canada requests that offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer: **one (1) hard copy** (*not applicable*)

Section II: Financial Offer: **one (1) hard copy**

Section III: Certifications: **one (1) hard copy**

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

Offerors are requested to submit their Financial Offer in an envelope separate from their technical offer.

Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offer.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process, the [Policy on Green Procurement](#). To assist Canada in reaching its objectives, Offerors should:

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

Section I: Technical Offer (*not applicable*)

In their technical offer, Offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately.

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of CSC will evaluate the offers.

1.1. Technical Evaluation *(not applicable)*

1.1.1 Mandatory Technical Criteria

Offers will be evaluated to determine if they meet all mandatory technical criteria outlined in **Annex D – Evaluation Criteria**. Offers not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

1.2 Financial Evaluation

1.2.1

SACC Manual Clause M0220T (2016-01-28), Evaluation of Price - Offer

Offers containing a financial offer other than the one requested at **Article 3. Section II: Financial Offer** of **PART 3 – OFFER PREPARATION INSTRUCTIONS** will be declared non-compliant.

2. Basis of Selection

An offer must comply with the requirements of the Request for Standing Offers to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

Please note that, for the purpose of the evaluation, the total bid price will be calculated by adding the all-inclusive fixed hourly rates for the term of the Standing Offer.

In the event of a tie regarding the lowest total bid price for an institution or a region, the offeror for whom the offer is received first will be awarded the Standing Offer.



PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a Standing Offer.

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default, if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

1. Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror 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 provided will render the offer non-responsive.

1.1 Integrity Provisions – Declaration of Convicted Offenses

- A) Subject to subsection B, by submitting an offer in response to this request for standing offer (RFSO), the Offeror certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
 - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - iii. it is aware that Canada may request additional information, certifications, and validations from the Offeror or a third party for purposes of making a determination of ineligibility or suspension;
 - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
 - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
 - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where an Offeror is unable to provide any of the certifications required by subsection A, it must submit with its offer the completed [Integrity Declaration Form](#). Offerors must submit this form to Correctional Service of Canada with their offer.



1.2 Integrity Provisions – Required documentation

List of names: all Offerors, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- i. Offerors that are corporate entities, including those submitting an offer as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
- ii. Offerors submitting an offer as sole proprietors, including sole proprietors submitting an offer as joint ventures, must provide a complete list of the names of all owners; or
- iii. Offerors that are a partnership do not need to provide a list of names.

List of Names:

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

OR

- The Offeror is a partnership

During the evaluation of offers, the Offeror must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the offer.

1.3 Certification:

By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.



PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

1. Security Requirement

1. Before issuance of a standing offer, the following conditions must be met:
 - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
 - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
 - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
3. For additional information on security requirements, Offerors should refer to the [Contract Security Program \(CSP\)](#) of Public Works and Government Services Canada website.



PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

2. Security Requirement

2.1 The following security requirements (SRCL and related clauses provided by CSP) apply to and form part of the Standing Offer.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE No. 21301-21-3607608

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), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b) *Industrial Security Manual* (Latest Edition).

3. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

As this Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

3.1 General Conditions

2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.



4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from the date of the issuance of the Standing Offer to **December 31st, 2021**.

4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional one-year period, from **January 1st, 2022 to December 31st, 2022** under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority **thirty (30) days** before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: **Véronique Fortin**
 Title: Contracting and Procurement Regional Officer
 Correctional Service of Canada
 Contracting and Materiel Services
 Address: 250, montee Saint-François
 Laval (Quebec), H7C 1S5
 Telephone: 450-661-9550, ext. 3302
 Facsimile: 450-664-6626
 E-mail address: veronique.fortin@csc-scc.qc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, they are responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

5.2 Project Authority *(to be completed at the issuance of the Standing Offer)*

The Project Authority for the Standing Offer is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____

 Telephone: _____ - _____ - _____
 Facsimile: _____ - _____ - _____
 E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.



5.3 Offeror's Representative *(to be completed)*

Name: _____
 Title: _____
 Organization: _____
 Address: _____

Telephone: _____ - _____ - _____
 Facsimile: _____ - _____ - _____
 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: 2019-01](#) of the Treasury Board Secretariat of Canada.

7. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is:

Correctional Service of Canada
Quebec Region.
Care centers of all Institutions

8. Call-up Procedures

9. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the Call-up Against a Standing Offer form or an electronic version.

10. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$_____ *(to be completed at the issuance of the Standing Offer)* (Applicable Taxes included).

11. Financial Limitation *(to be completed at the issuance of the Standing Offer)*

The total cost to Canada resulting from call-ups against the Standing Offer must not exceed the sum of \$_____ (Applicable Taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call-ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or **three (3) months before** the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.



12. 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 call-up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010C (2020-05-28), General Conditions - Services (Medium Complexity);
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Security Requirements Check List;
- h) Annex D, Insurance Requirements;
- i) the Offeror's offer dated _____ *(to be completed at the issuance of the Standing Offer)*

13. Certifications and Additional Information

13.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

14. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Quebec.



B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

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

3. Term of Contract

3.1 Period of the Contract

The work must be completed in accordance with the call-up against the Standing Offer.

4. 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: 2019-01](#) of the Treasury Board Secretariat of Canada.

5. Payment

5.1 Basis of Payment

Payments will be made in accordance with Annex B – Basis of Payment

5.2 Limitation of Price

SACC Manual clause C6000C (2017-08-17) Limitation of Price

5.3 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

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

5.4 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual clause C0710C (2007-11-30), Time and Contract Price Verification
SACC Manual clause C0705C (2010-01-11), Discretionary Audit



5.5 Travel and Living Expenses

There are no travel and living expenses associated with the Contract.

5.6 Electronic Payment of Invoices – Contract

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

- (a) MasterCard Acquisition Card;
- (b) Direct Deposit (Domestic and International).

Note to bidders: This clause will be deleted from the resulting contract clauses if the Contractor does not accept payment by MasterCard Acquisition Card.

5.7 Direct Deposit Request

All new suppliers have to sign up for Direct Deposit to receive their payment. All « **IFMMS Supplier Record Requests / Revisions** » CSC / SCC 1400-03 (R-2014-06) form, must be sent to GEN-QUE307Fournisseurs@CSC-SCC.GC.CA.

6. Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract;
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;

Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the Project Authority identified in the Call-Up.

7. Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex D. 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.

8. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).
- (b) The Contractor shall advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister shall have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

9. Closure of Government Facilities

- 9.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.
- 9.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

10. Tuberculosis Testing

- 10.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.
- 10.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.
- 10.3 All costs related to such testing will be at the sole expense of the Contractor.

11. Compliance with CSC Policies

- 11.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.



11.2 Unless otherwise provided in the contract, the Contractor shall obtain all permits and hold all certificates and licenses required for the performance of the Work.

11.3 Details on existing CSC policies can be found on the [CSC website](#) or any other CSC web page designated for such purpose.

12. Health and Labour Conditions

12.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.

12.2 The Contractor shall comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and shall also require compliance of same by all its subcontractors when applicable.

12.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity shall forthwith notify the Project Authority or Her Majesty.

12.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor shall be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

13. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

13.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;

13.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;

13.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify themselves as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and

13.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

14. Dispute Resolution Services

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to or arising from the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 10 working days, each party hereby consents to fully participate in and bear the cost of mediation led by the



Procurement Ombudsman pursuant to Subsection 22.1(3) (d) of the Department of Public Work and Government Services Act and Section 23 of the Procurement Ombudsman Regulations.

The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169, by e-mail at [the Office of the Procurement Ombudsman email address](#), or by web at [the Office of the Procurement Ombudsman website](#).

15. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will review a complaint filed by the complainant respecting the administration of the Contract if the requirements of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met.

To file a complaint, the Office of the Procurement Ombudsman may be contacted by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#).

16. Privacy

17.1 The Contractor acknowledges that Canada is bound by the Privacy Act, R.S.C. 1985, c. P-21, with respect to the protection of personal information as defined in that Act. The Contractor shall keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and shall not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

17.2 All such personal information is the property of Canada, and the Contractor shall have no right in or to that information. The Contractor shall deliver to Canada all such personal information in whatever form, including all copies, drafts, working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to this Contract, upon the completion or termination of the Contract, or at such earlier time as the Minister may request. Upon delivery of the personal information to Canada, the Contractor shall have no right to retain that information in any form and shall ensure that no record of the personal information remains in the Contractor's possession.

17. Information Guide for Contractors

Prior to the commencement of any work, the Contractor certifies that its employees or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: www.bit.do/CSC-EN.



ANNEX A - STATEMENT OF WORK

1. BACKGROUND

Correctional Service Canada (CSC) has an obligation to ensure the safety of patients, staff, its partners, and the public. The health services mandate is to provide quality and safe health care to offenders in accordance with Accreditation Canada's Required Organizational Practices (ROP) as well as Health Canada standards. By their very nature, critical care services in a correctional setting, due to its closure from the outside, call for best practices in hygiene and sanitation.

1.1 Requirement

CSC is looking for a contractor who can provide housekeeping services to penitentiary care centres in the Quebec region.

Institutions

Laval Complex (three sites)

- 1) **Regional Pharmacy** located at 5492 Lévesque Boulevard East, Laval, Quebec, H7C 1P1
- 2) **Federal Training Centre** (multiple security levels) located at 6099 Lévesque Boulevard East, Laval, Quebec, H7C 1P1
- 3) **Federal Training Centre** (minimum security) located at 600 Montée Saint-François, Laval, Quebec, H7C 1S5

Donnacona Institution (maximum security) located at 1537 Highway 138, Donnacona, Quebec, G3M 1C9

Joliette Institution (for women, multiple security levels) located at 400 Marsolais Street, Joliette, Quebec, J6E 8V4

Ste-Anne-des-Plaines Complex (four sites)

- 1) **Regional Mental Health Center (RMHC)** located at 242 Gibson Boulevard, Sainte-Anne-des-Plaines, Quebec, J0N 1H0
- 2) **Archambault Institution** (medium security) located at 242 Gibson Boulevard, Sainte-Anne-des-Plaines, Quebec, J0N 1H0
- 3) **Archambault Institution** (minimum security) located at 242 Gibson Boulevard, Sainte-Anne-des-Plaines, Quebec, J0N 1H0
- 4) **Regional Reception Center** (multiple security levels) located at 246 Gibson Boulevard, Sainte-Anne-des-Plaines, Quebec, J0N 1H0

Drummond Institution (medium security) located at 2025 Jean-de-Brébeuf Boulevard, Drummondville, Quebec, J2B 7Z6

Cowansville Institution (medium security) located at 400 Fordyce Avenue, Cowansville, Quebec, J2K 3N7

La Macaza Institution (medium security) located at 321 Airport Road, La Macaza, Quebec, J0T 1R0



Port-Cartier Institution (maximum security) located at 1 Airport Road, Port-Cartier, Quebec, G5B 2W2

2. WORK DESCRIPTION

In order to ensure the quality of health care, as well as the safety of all individuals having to pass through the care centres (patients, staff, partners, and housekeeping staff), CSC must ensure the housekeeping of its care centers.

To this end, the Contractor shall provide qualified and competent labour to perform the cleaning and housekeeping of the care centers. Supplies, equipment and products will be provided by CSC. A project authority at each institution will be designated as the contact person for the Contractor's employee and will be responsible for verifying the quality of the work performed. This Institutional Project Authority will ensure and coordinate communications with CSC's Regional Headquarters (Project Authority at regional headquarters) and the Contractor.

Household housekeeping of premises, circulation areas and storage areas (listed below) must be performed during the week (Monday to Friday) between 07:00 and 20:00 (including public holidays). In the event of a special need, CSC may, with the Contractor's agreement, request that additional services be performed outside regular hours, for example, Saturdays and Sundays. **The Contractor shall provide the necessary human resources, failing; CSC may contract another housekeeping firm in order to proceed with its operational needs.**

Given the criticality of the health sectors in terms of infection prevention, it is essential to prioritize housekeeping activities and to ensure not only the quality of cleaning and disinfection but also compliance with the required frequencies. The different spaces and areas of the care centres are defined according to four (4) zones (according to Health Canada recommendations) based on the risk of contamination they represent by their type and frequency of use for patients. Each room and area contains High Touch (HT) and Low Touch (LT) surfaces that call for different cleaning actions and at different frequencies (see Sections: Actions and Frequencies as well as Targeted Areas).

The classification of premises by zone and housekeeping frequency may change at any time. Five (5) days' notice will be given to the Contractor to notify them of any changes.

3. SPACES TO MAINTAIN

The Contractor agrees to maintain all physical locations included in this Statement of Work and is committed to ensuring the quality of housekeeping. (See the section Targeted Areas).

3.1 Addition or reduction

During the term of the work, the institution's project authority may make changes to the original statement of housekeeping work, in agreement with the Contractor. These changes may vary and may include the following: adding service locations, reducing, or increasing hours of service delivery, changing the work schedule, changing cleaning frequency for a room, etc.

3.2 MANAGEMENT OF THE CONTRACTOR'S STAFF

3.2.1 The Contractor is solely responsible for managing its staff. The management of absences, leave, vacation, performance management and evaluation, and the remuneration of its staff, are entirely the responsibility of the Contractor.



- 3.2.2 The Contractor or its delegate must accompany the employee on his/her first day of work at an institution in order to ensure a common understanding of the requirements and in order to validate the working methods, the schedule of tasks and the required frequencies.
- 3.2.3 The Contractor shall respect its obligations towards its employees with regard to occupational health and safety.
- 3.2.4 The Contractor or its delegate shall report to the institution in question at least once (1) every two (2) months to observe and assess the quality of the work performed by its employee, or at the request of the institution's project authority. The Contractor must have the required and valid security clearance in order to enter the institution in question.
- 3.2.5 In circumstances where a deficiency is observed, CSC will contact the Contractor to inform it. The latter will have 24 hours, following receipt of this communication, to correct the situation. If, following this period, the Contractor has not corrected the situation, a warning will be sent to the Contractor and to the Contracting Authority, advising them that a breach has been recorded on file. If, after three (3) breaches by the same resource, the situation repeats itself, CSC will require the Contractor to provide an alternative resource for the housekeeping work.

A deficiency (breach) is defined as: non-compliance with the standard requirements for quality assessment (Section 4.2 below), non-compliance with the Actions and Frequencies Section (below) and non-compliance with any other elements set out in this document (misuse of equipment, punctuality, quality of exchanges, personal hygiene, etc.).

- 3.2.6 The Contractor accepts all responsibility for the actions of its staff during contract performance.
- 3.2.7 The Contractor's employee may take their breaks and meals at CSC facilities at the location designated by the institution's project authority. Break and meal time should not be billed to CSC.
- 3.2.8 The Contractor is responsible for providing the service according to the schedule set out. The schedule must be adhered to at all times for operational reasons. The Contractor shall ensure that there is no interruption of service when managing leave and vacation for its employees. The replacement must be familiar with the workload and meet the same safety, integrity, and competency requirements as their counterpart.

3.3 INTEGRITY OF STAFF

- 3.3.1 The Contractor shall provide the institution's project authority with a complete list of employees (regular and replacement) who have obtained the security clearance required and who are assigned to the work. The list must be accompanied by a copy of the current authorization for each employee.
- 3.3.2 The Contractor is responsible for keeping its list of employees with a security clearance up-to-date for security verification purposes. Any employee who does not comply with the security standards will be denied access to the institution at the Contractor's expense. Any changes to this list must be forwarded to the institution's project authority as soon as the changes are made. If the Contractor is unable to provide an employee because the employee does not have a security clearance, this will be considered a failure on the part of the Contractor to meet the requirements of this procurement tool.



- 3.3.3 The list of employees is subject to approval by the institution's project authority, who reserves the right to request a review in the circumstances of a conflict of interest (for example, an employee who knows an inmate).
- 3.3.4 The CSC institution reserves the right to search any package or container that belongs to the employee as well as any equipment or storage facilities (lockers or change rooms) they may use in the institution. These searches will be carried out by the institution's project authority, the Chief of Health, or any other authorized staff.
- 3.3.5 The Contractor shall ensure that its employees comply with the regulations relating to the confidentiality of building information or any other written or verbal information.
- 3.3.6 **Entry into the institution, movement on-site**

The Contractor's employees who have obtained a security clearance following an investigation will report to the main entrance before their shift.

As with all staff entering a correctional facility, they must submit to regular search procedures in accordance with the terms prescribed by CSC policies, in particular Commissioner's Directive 566-8, Searching of Staff and Visitors, upon each entry into the institution.

Please note that a list of items prohibited in the institution must be complied with at all times. Security teams organize unannounced searches at various locations on the site. If the Contractor's staff conceal or introduce prohibited items, they will be removed from the premises. Please read [Annex B of Commissioner's Directive 566-1, List of Authorized Items](#). Tobacco, cannabis, and cellphones are not permitted in institutions.

3.4 WORK PERFORMED

3.4.1 Language

The Contractor and its staff must understand and need to be able to communicate in French.

3.4.2 Competency

In the event that the Contractor's employee assigned to the work does not have the necessary skills to perform housekeeping services in accordance with this Statement of Work, the Contractor shall train its employee at no additional cost to CSC.

3.4.3 Directives

Any questions related to the technical aspects of the work must be discussed and handled with the institution's project authority. Any issues related to the terms and conditions of this Statement of Work should be discussed with the Regional Project Authority and the Regional Procurement Officer.

- 3.4.4 Neither the Contractor nor any of its employees may perform any work in the workplace other than as defined herein.

3.4.5 Contact with users

The Contractor's staff shall under no circumstances communicate with the inmates or inconvenience the occupants of the building or CSC employees. If such a situation occurs, the institution's project authority will be notified; the same applies if the Contractor's



employees are bothered by anyone, they must inform the institution's project authority of the situation in a timely manner.

3.5 WORK METHODS

3.5.1 General

The Contractor or its employee shall use cleaning methods according to the following parameters:

Cleaning: cleaning must be done with a microfiber mop, changed for each room and turned to avoid cross-contamination.

- The quality of the water used (water temperature should be warm, adequate dilution of the cleaning product, changed frequently);
- Mechanical action (scrubbing manually or mechanically);
- Contact time (allow the time suggested by the product supplier to have the desired effect on microorganisms);
- Chemical action (use of the right products, such as detergent, degreaser, etc.).

Disinfection: surfaces that have not been cleaned beforehand must be disinfected.

- The quality of the water used (temperature, contamination, dilution);
- Contact time (time given for the product to have an effect on microorganisms);
- Chemical action (use of the right products, i.e. a disinfectant suitable for the type of material or microorganism).

Dusting with a damp cloth: dusting should be done with a microfiber cloth dampened in warm water containing an adequately diluted solution (according to the manufacturer's instructions) and rinsed after each action. Surfaces should be properly dried to prevent accelerating the growth of microorganisms.

A schedule will be determined based on the different areas of the care centers, the frequency of use and the purpose of the premises. The employee must be flexible in circumstances where an event changes the priorities of the tasks to be performed. Safety is the priority at all times.

3.5.2 Restrictions

The Contractor's employees shall not move any paper, document or object left on desks or other furniture. Under no circumstances shall the Contractor's employees be permitted to open desk drawers, filing cabinets or other furniture unless otherwise instructed by the institution's project authority.

It is strictly forbidden to place chairs, wastebaskets and other things on desks or tables unless they are covered with a suitable protective cloth. Employees are never allowed to use phones or other items left on desks for personal purposes. Electrical, electronic, computer and telephone devices must not be unplugged at any time.

3.5.3 Prohibition from unlocking doors

The Contractor's employees are not allowed to open the door of any room to anyone. If applicable, they should refer these people to the institution's project authority.



3.6 FOUND OBJECTS

- 3.6.1 The Contractor's employees must hand over any items found to the institution's Chief of Health or the institution's project authority.
- 3.6.2 The Contractor must ensure that its employees do not remove any items from the site that do not belong to them (for example, found items, keys, etc.).

3.7 DAMAGE AND DEFECTS

3.7.1 Damage

The Contractor shall notify the institution's project authority, as soon as possible (or no later than twenty-four (24) hours), of any damage caused, accidentally or otherwise, by its employees.

3.7.2 Defects

While cleaning, employees shall note defects in the equipment or building and notify the institution's project authority.

If windows must be opened while the work is being performed, it is the Contractor's responsibility to ensure that the employee does a round before the end of the shift to close them. In the circumstances of an oversight, the Contractor shall immediately notify the institution's project authority so that the windows can be quickly closed.

3.7.3 Operating procedures

The Contractor shall be careful not to disrupt the building activities. The Contractor therefore shall perform its cleaning services according to a prescribed schedule that allows for building activities to run smoothly. A care center is an environment where unexpected events can occur regularly. In circumstances where the prescribed schedule is not feasible, the Contractor shall inquire with staff members or the institution's project authority to determine/confirm priorities during their shift. The Contractor shall exercise good judgment and ensure that activities essential to the safety of all are carried out.

3.7.4 Safety inspection

At any time, the institution's project authority, representing CSC, may inspect the Contractor's work and request adjustments, if required.

4.0 STANDARD REQUIREMENTS FOR HOUSEKEEPING QUALITY

4.1 QUALITY MANAGEMENT

4.1.1 Preamble

The Contractor shall deliver quality services in accordance with the standard requirements described below. Care centers are subject to safety rules and strict protocols. The process of quality management proposed below (Section 4.2, Definition of Standards) is to monitor the performance of the work to meet the set objectives. This mechanism also specifically establishes the protocol to follow when the Contractor does not meet its commitments regarding the quality of services.



4.1.2 **Quality control of work**

The institution's project authority will conduct unilaterally or jointly with the Contractor (as agreed by the institution's project authority) a site inspection in accordance with Section 4.2, Definitions of Standards (below). The Contractor shall, at a minimum of every two (2) months, report to the institution to assess unilaterally or jointly with CSC (as agreed by the institution's project authority) the quality of the work performed by the Contractor's employee.

4.1.3 **Non-compliant results**

In the event that the quality control report produced by the institution's project authority shows results that do not meet the standards set out below, the Contractor is then considered to be in default. The Contractor will receive a written notice from the institution's project authority requesting the required adjustments to meet the tolerance thresholds. The remedial work must be completed within forty-eight (48) hours or the next scheduled visit by CSC and must be performed at the Contractor's expense.

4.2 **DEFINITION OF STANDARDS**

The institution's project authority and the Contractor agree to rely on the following standard requirements for quality assessment.

4.2.1 **Floor housekeeping**

- Sweeping or dusting with a mop and removing stains.
- There should be no dirt or trash left in corners, behind or under radiators, under furniture or behind doors.
- Cleaning of grooves (floor grate, door sills, etc.).
- Clean surfaces and remove all stains, dirt, or residue (calcium, coffee, liquids, pebbles, scuff marks, etc.).
- All stains that resist normal cleaning methods should be removed with an appropriate stain remover. The techniques recommended by the manufacturer must be followed. The products used must not alter the surface of the finishes.

4.2.2 **Housekeeping of mop for cleaning the floor**

- All swept/mopped areas must be clean, with no stains or visible dust;
- Walls, baseboards, and other surfaces must not be covered in dust or other residues;
- The mop should be sent out to be washed daily.

4.2.3 **Housekeeping of wet mop for cleaning the floor**

- All mopped areas must be clean, that is, have no stains, mop strands or streaks;
- Walls, baseboards, and other surfaces must be free of water or splash marks;
- There must be no water or other cleaning liquid under the furniture legs and metal filing cabinets;
- The mop should be sent out to be washed daily.

4.2.4 **Spray polishing**

- Before proceeding, there must be no dust or dirt on the floors;
- There must be no marks or lines caused by excessive spraying;
- The floor must look clean;
- Baseboards, equipment, and furniture must not be splashed by the spray.

4.2.5 **Finishing**

- The floor must be free of mop strands;
- The floor must be streak-free and shiny, including corners and under furniture;
- Walls, baseboards, furniture, and other surfaces must be free of splatter.



4.2.6 **Please Note!**

- If the furniture has been moved in order to perform the work, it must be put back when the floor is dry;
- Chairs, wastepaper baskets and the like must not be placed on desks or tables during cleaning unless the furniture has first been covered with an appropriate protective cloth;
- Furnishings and equipment must be put back in their place.

4.2.7 **Dusting**

- Desks and all office furniture must be dust-free and cleaned;
- Chairs and armchairs must be free of dust and dirt;
- All engravings, plaques, horizontal surfaces, and other surfaces must be dust-free;
- Radiators, window sills, door sills, frames, baseboards and partition trim must be dust-free and cleaned;
- The ventilation grills must be dust-free.

4.2.8 **Cleaning**

- Glass, wood, and metal surfaces must be clean and free of any streaks and dirt;
- The walls must be free of marks up to six (6) feet in height;
- Frames, windows, and adjacent surfaces must be dust-free.

4.2.9 **Walls**

- The walls must be free of marks, dirt or otherwise.
- The right products must be used so as not to damage them.

4.2.10 **Cleaning of windows, partitions, and display cabinets**

- The windows must be clean on both sides and free of streaks.
- Mirrors and glassware must be wiped with a damp cloth.
- Frames, sills, and ledges must be clean and free of marks.
- Items moved during cleaning must be put back in place.

4.2.11 **Glass doors and side windows**

- There should be no streaks or smears on the glass and all frames should be clean.
- There should be no water on the sills or ledges.

4.2.12 **Polishing metal surfaces**

- Push bars, protective plates, handrails, doors, and other metal surfaces must be clean and polished.

4.2.13 **Waste collection**

- Wastebaskets should be emptied and the interior of the baskets cleaned.
- Garbage bags should be replaced. The exterior of the baskets must be cleaned.

4.2.14 **Fans and diffusers**

- Fans and diffusers must be dust-free.
- The fan frame must be wiped properly.

4.2.15 **Exhaust fan**

- The wall surface of the fan must be dust-free.

4.2.16 **Wall and ceiling junction**

- Wall and ceiling junctions must be free of spider webs.



4.2.17 **Room for cleaning products and water source**

- All floors must be clean.
- All devices and walls must be free of dust and stains;
- The mop buckets and carts must be emptied and cleaned daily. There should be no odour;
- There must be no paper, garbage or wastepaper baskets in the room reserved for the storage of equipment and products.

4.2.18 **Waste**

- All garbage cans must be emptied at least once a day.

5. SPECIAL CONDITIONS

5.1 CLARIFICATION

The Statement of Work is only a minimal database used to ensure the cleanliness of the premises. The tasks indicate the required quality.

5.2 WORK SCHEDULE, LOGBOOK AND TIME SHEET

If required by the institution's project authority, the Contractor shall change its employee schedule and shifts, and the Contractor shall be given five (5) days' notice to comply with the required changes.

Whenever entering and leaving the institution, the Contractor or its representative must sign the daily entrance register located at the reception of each institution and indicate the time of entry and the time of departure.

At the beginning and end of each work shift at the care center, the Contractor's employees must sign a timesheet indicating start time and end time. They should also indicate any breaks taken. The institution's project authority will also sign this timesheet to certify the accuracy of the hours worked.

Accounting for paid hours of work excludes breaks and meals taken by the Contractor's employees. Breaks and meal periods are at the Contractor's expense.

5.3 WORK MONITORING

The Contractor shall carry out, jointly with the institution's project authority, any inspection requested by the project authority.

5.4 CHECKING THE DOORS, WINDOWS, AND FAUCETS

At all times, the Contractor shall take the necessary measures to ensure that no door or window is unlocked or open in the employee's absence (with certain exceptions requested by the institution's project authority). The Contractor shall comply with all the directives of the institution's project authority in connection with the cleaning of the care center.



5.5 WASTE

5.5.1 Non-recyclable waste

The Contractor shall collect all the waste and transport it to the waste disposal center determined by the institution's project authority. With respect to disposing of waste or transporting it outside, it is the Contractor's responsibility to check with the services concerned and to follow their schedule.

5.5.2 Recyclable waste

In the event that there is a recyclable waste disposal facility, the Contractor shall ensure that all recyclable waste is collected and transported to the location determined by the institution's project authority.

5.6 CLEANING PRODUCTS, HYGIENE SUPPLIES AND GARBAGE BAGS

5.6.1 Cleaning products

The Contractor shall use the designated materials and products and must comply with CSC's directives in order to properly perform the cleaning activities.

Cleaning equipment and housekeeping products will be made available to the Contractor, as well brown paper, garbage bags, hand soap for dispensing machines, which will be provided by CSC.

The Contractor shall, at all times, ensure that there is paper for the examination tables.

5.6.1.1 Regulations and laws for cleaning products

The Contractor is required to comply with the internal and governmental regulations and laws that apply to occupational health and safety. The Contractor shall ensure that all employees are trained in occupational health and safety to meet WHMIS requirements;



ACTIONS AND FREQUENCIES

In order to provide staff at these sites with a collaborative effort to maintain cleanliness, the Contractor shall maintain the premises at the frequencies indicated below, unless otherwise indicated.

| High Touch (HT) Surfaces | |
|---|--------------------------|
| Surfaces with high contamination potential | |
| Action | Frequency |
| Clean/disinfect switches | Daily |
| Clean exterior of garbage cans | Daily |
| Clean/disinfect sinks, taps | Daily |
| Clean/disinfect handles, door knobs and adjacent door frames | Daily |
| Clean/disinfect work surfaces, counters, and hard surfaces | Daily |
| Clean phones, computers, keyboards and mice, photocopiers, and printers | Daily |
| Clean/disinfect exterior of appliances | Daily |
| Clean interior of refrigerators | Weekly |
| Clean curtains/screens around the beds | After use (or weekly) |
| Clean/disinfect various medical devices | After use (or weekly) |
| Clean/disinfect armchairs/benches | After use (or weekly) |
| Clean/disinfect examination chairs | After use (or weekly) |
| Clean/disinfect examination tables | After use (or weekly) |
| Clean the surface and handles (if applicable) of file cabinets | Daily |



Low Touch (LT) Surfaces

Surfaces with low potential for contamination

| Action | Frequency |
|---|------------------|
| Clean bathroom floors | Daily |
| Fans, diffusers, air conditioning and air intake should be dusted. | Weekly |
| Vacuum the ceiling ventilation grills | Weekly |
| Clean/disinfect tops of cabinets | Weekly |
| Clean interior of garbage cans | Weekly |
| Clean door windows | Weekly |
| Clean mirrors | Weekly |
| Dust and clean cabinets | Weekly |
| Clean the lights | Weekly |
| Dust medical devices "on the surface" | Weekly |
| Clean the underside of beds, stretchers, and examination tables | Weekly |
| Clean surfaces at heights of 6' in rooms used by caregivers and patients | Weekly |
| Vacuum the ceiling ventilation grills | Monthly |
| Clean surfaces at heights of more than 6' (cabinets, lockers, ventilation vents, shelves, etc.) | Monthly |
| Polish the floors | Monthly |
| Scrub ceramic or non-slip floors | Monthly |
| Wash all walls | Yearly |
| Scrub or strip (if necessary) and wax floors (the institution's project authority will contact the Contractor to coordinate this action) | Yearly |
| Clean floor (zone 2)* | Weekly |
| Clean floor (zone 3)* | Daily |



TARGETED LOCATIONS

Ste-Anne-des-Plaines Complex

Regional Mental Health Centre

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room D-105 (28.4 m²), Room B200B (19.7 m²), Room D-202 (19.7 m²) and Room C-107 (18.9 m²)

Medications window: Room A-110-A (18.56 m²)

Staff lounge: Room SM-119R (17.1 m²)

Staff washroom: Room SM-119D (3.4 m²) and SM-119C (5 m²)

Treatment/examination room 1C: Room C-100B (7.1 m²)

Treatment/examination room: Room SM-110 (14.24 m²) and SM-114 (14.2 m²)

Care Centre hallways (all) (155.9 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Treatment/examination room and administrative office (psychiatrist): Room SM-107 (12.7 m²)

Treatment/examination room and administrative office (psychologist): Room SM-104 (8.3 m²), Room SM-106 (9.4 m²) and Room SM-121 (12.5 m²)

Treatment/examination room and administrative office (client care attendants): Room SM-130 (8.7 m²) and Room SM-131 (6.8 m²)

Treatment/examination room and administrative office (social worker): SM-128 (8.6 m²)

Patient/observation cells: (located in 1B and 1C) (5.6 m²)

Admissions interview room: Room SM-103 (8.2 m²) and SM-105 (9.4 m²)

Meeting room/offices: Room SM-120 (11.1 m²), Room SM-122 (11.8 m²), Room SM-125 (10.4 m²) and SM-126 (8.9 m²)

Zone 2 – Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Records room: Room SM-119 (162.7 m²)

Storage room (medical supplies): Room SM-129 (10.4 m²)

Storage room (rolling stock): Room D-104 (28.4 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Regional Reception Centre

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nurse/administrative office and records room: Room C 117 (43.2 m²)

Pharmacy: Room C 117-E (21.75 m²)

Medications station and window: Room C 117-B (7.34 m²)

Staff kitchen: Room C 120-A (17.03 m²)

Staff washroom: Room C 120-A1 (3.16 m²)

Change room: Room C 117-D (12.86 m²)

Patient washroom: Room C 120-C (3.93 m²)

Treatment/examination room (nursing staff): Room C 117-C (14.55 m²)

Water sources for housekeeping (custodial): outside of Room C 114 (2.54 m²)

Waiting room and space occupied by officer: C 120-B (29.73 m²)

Care Centre hallways (all) (29.33 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies



Radiology room and optometry lab: Room C 118 and C 119-A (24.55 m²)
Dental office and lab: Room C 119 (12.38 m²)
Optometry and dental office and lab (SHU): Room 114 (18.75 m²)
Treatment/examination room and administrative office (doctor): Room C 120-E (17.15 m²)
Admissions interview room: Room C 117-F (6.3 m²) and C117-G (6.4 m²)
Patient/observation cells: Room C 120-D1 (1.95 m²), Room C 120-D2A (5.5 m²), Room C 120-D1A (5.14 m²) and Room C 120-D2 (2 m²)

Zone 2 – Traffic, level of activity and patient presence: low
Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage room (medical supplies): Room C 117-H (4.64 m²)
Exit hallway: Room C 120-D3 (8.2 m²)
Administrative Office (Chief of Health and Assistant): Room C 117-A (19.85 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Archambault Institution - Medium

Zone 3 – Traffic, level of activity and patient presence: medium to high
Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room S-H104 (19.9 m²)
Pharmacy: Room S-H110 (31.95 m²)
Medications station and window: Room S-H134 (11.95 m²)
Medications window: Room S-H101C (9.04 m²)
Patient kitchen: Room S-H124 (1.95 m²)
Staff washroom: Room S-H111A (2.9 m²), Room S-H111B (2.16 m²) and S-H111C (2.92 m²)
Change room: Room S-H112 (0.88 m²)
Patient washroom: S-H101B (2.17 m²)
Space occupied by officer: S-H103 (5.95 m²)
Treatment/examination room (nursing staff): Room S-H106 (25.56 m²)
Water source (custodial): Room S-H122 (9.65 m²)
Waiting room: Room S-H100A, Room S-H100B and Room S-H100C (27.25 m²)
Patient quiet room: Room S-H118 (9.98 m²)
Care Centre hallways (all) (171.80 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high
Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Treatment/examination room (doctor): Room S-H105A (4.1 m²)
Admissions interview room: Room S-H132 (5.95 m²)
Room with bath for patients: Room S-H125 (12.53 m²)
Washroom for patients with reduced mobility: Room S-H124 (1.95 m²)
Administrative office (nursing staff): Room S-H107 (13.1 m²)
Optometry and physiotherapy room and lab: Room S-H117 (27.68 m²)
Dental office and lab: Room S-H133 and S-H133A (22.87 m²)
Patient/observation cells: Room S-H01 (5.31 m²), Room S-H02 (4.95 m²), Room S-H03 (4.95 m²), Room S-H04 (9.9 m²), Room S-H05 (9.9 m²), Room S-H06 (9.9 m²), Room S-H07 (9.9 m²), Room S-H08 (9.9 m²), Room S-H09 (9.9 m²), Room S-H10 (9.9 m²) and Room S-H11A (10.45 m²)

Zone 2 – Traffic, level of activity and patient presence: low
Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage room (oxygen): Room S-H120 (2.57 m²)
Storage room (medical supplies): Room S-H129 (20.09 m²)
Storage room: Room S-H118A (2.29 m²)



Administrative office (doctor): Room S-H105 (13.2 m²)
Administrative office (Chief of Health): Room S-H109 (13.1 m²)
Administrative office (assistant and local coordinator): Room S-H108 (13.2 m²)
Records room: Room S-H104B (13.03 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Archambault Institution - Minimum

Zone 3 – Traffic, level of activity and patient presence: medium to high
Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room 5-110 (7.5 m²)
Medications station and window: Room 5-103 and 5-103A (8.2 m²)
Staff washroom: Room 5-113 (3.25 m²)
Patient washroom: Room 5-108 (4.4 m²)
Treatment/examination room (nursing staff and doctor): Room 5-111 (10.5 m²)
Water source (custodial): Room 5-114 (2.2 m²)
Waiting room: Room 5-106 (5.05 m²)
Care Centre hallways (all) (59.8 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high
*Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies*

Optometry room and lab: Room 5-102 (9.5 m²)
Dental office and lab: Room 5-109 and 5-109A (17.6 m²)

Zone 2 – Traffic, level of activity and patient presence: low
*Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies*

Administrative office (doctor): Room 5-112 (open office, area included in hallway)
Administrative office (assistant): Room 5-105 (12.7 m²)
Records room: Room 5-120 (11.1 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Laval Complex

Federal Training Centre - Minimum (site 600)

Zone 3 – Traffic, level of activity and patient presence: medium to high
Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Washroom: Room 04-101A1A (5.1 m²) and 04-101C3 (2.7 m²)
Treatment/examination room: Room 04-101A3 (9.3 m²)
Waiting room: Room 04-100 (9.2 m²)
Nursing station: Room 04-101A3A (9.3 m²), Room 04-101C (34.6 m²) and 01-101C1 (8.6 m²)
Care Centre hallways (all) (15.7 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high
*Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies*

Treatment/examination room and administrative office (doctor): Room 04-101B (8.6 m²)

Zone 2 – Traffic, level of activity and patient presence: low
*Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies*

Storage room: Room 04-101C2 (4.1 m²)
Administrative office (assistant): Room 04-101A2 (7.6 m²)



Administrative office: Room 04-101A1 (6 m²)

The classification of rooms by zone may as well as the housekeeping frequency change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Federal Training Centre Multi-level (site 6099)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room 03-143 and 03-143C (57.6 m²)
Reception: Room 03-141 (11.9 m²)
Washroom: Room 03-142A (2.6 m²) and 03-142I1 (3.3 m²)
Change room: Room 03-164 (10 m²)
Washroom: Room 03-163B (2.63 m²)
Treatment/examination room (nursing staff): Room 03-142H (23 m²)
Water source (custodial): Room 03-142E (2.9 m²)
Waiting room: Room 03-144 (9.3 m²)
Corridor, office, storage: Room 03A-100 (76.7 m²)
Care Centre hallways (all) (111.5 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Treatment/examination room and administrative office (doctor): Room 03-142I (17.7 m²)
Optometry room and lab/treatment/examination room (doctor): Room 03-142G (23.4 m²)
Treatment/examination room and administrative office: Room 03-142C (16.7 m²), Room 03-144B (19.8 m²) and 03-144B1 (16 m²)
Dental office and lab: Room 03-142b (25.8 m²)
Dialysis room: Room 03-144E2 (15.2 m²)
Dialysis observation room: Room 03-144E (23.4 m²)
Patient/observation cell: Room 03-144D (16 m²)
Emergency cart room: 03-162 (12.5 m²)

Zone 2 – Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage rooms: Room 03-142F (5.4 m²), Room 03-142I2 (1 m²), Room 03-143A (0.3 m²), Room 03-144E1 (2.9 m²), Room 03-163 (31.2 m²) and Room 03-164B (3 m²)
Administrative office (Chief of Health): Room 03A-102 (15 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Regional Pharmacy

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Staff kitchen/dining room: Room EW2-110 (19.6 m²)
Staff washroom: Room EW2-107 (4.4 m²) and EW2-202 (5.05 m²)
Change room: Room EW2-102A (3.5 m²)
Medications preparation room: Room EW2-200 (112.9 m²)
Narcotics room: Room EW2-204 (19.6 m²)
Reception and administrative office (assistant): Room EW2-102 (33.8 m²)
Water sources for housekeeping (custodial): Room EW2-105 (2.4 m²)
Stairs: EW2-101 (10.5 m²)
Elevators: EW2-108 and EW2-203 (4.6 m²)
Care Centre hallways (all) (5.1 m²)
Robotics room: Room EW2-104 (16.5 m²)
Storage room: Room EW2-103 (45.1 m²)
Computer station and storage room: Room EW2-201 (42.9 m²)
Administrative office (regional pharmacist): Room EW2-109 (15.1 m²)



Administrative office (pharmacist): Room EW2-106 (28 m²)

Cowansville Institution

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room 07-140 (20.32 m²)

Pharmacy: Room 07-152A (25.25 m²)

Medications station: Room 07-102.A (4.56 m²)

Medications station and window: Room 07-141 (9.05 m²), Room 07-101.A (5.29 m²) and Room 07-101.B (3.52 m²)

Staff kitchen: Room 01-122 (16.32 m²)

Staff washroom: Room 07-153 (2.42 m²)

Change rooms: Room 07-150 and 07-151 (10.37 m²)

Patient/staff washroom: Room 07-165.B (11.75 m²)

Patient washroom: Room 07-101 (5.05 m²)

Treatment/examination room (nursing staff) and physiotherapy room: Room 07-160 (24.39 m²)

Treatment/examination room and administrative office (nursing staff): Room 07-157, Room 07-158, and Room 07-159 (10.3 m²)

Treatment/examination room (nursing staff): Room 07-137 and Room 07-138 (9.28 m²)

Water source for housekeeping: (0.65 m²)

Waiting room: Room 07-142 (22 m²)

Care Centre hallways (all) (181.85 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Patient/observation cell: Room 04-124 (7.5 m²)

Admissions interview room and conference room: Room 07-165 (8.22 m²)

Optometry room and lab: Room 07-162 (16.2 m²)

Dental office and lab: Room 07-103 (8.19 m²) and 07-106 (10.56 m²)

Treatment/examination room and administrative office (doctor): Room 07-134 (11.7 m²)

Treatment/examination room and administrative office (psychiatrist): Room 07-136 (8.33 m²)

Treatment/examination room (psychologist): Room 07-108 (13.58 m²), Room 07-109 (13.52 m²), Room 07-110 (15.55 m²), Room 07-113 (11.5 m²), Room 07-114 (18.38 m²) and Room 07-115 (14.05 m²)

Zone 2 – Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage room (medical supplies): Room 07-143 (5.95 m²) and 07-144 (5.75 m²)

Storage room (rolling stock): Room 07-148 (3.23 m²)

Storage room (biomedical waste): Room 07-126 (5.65 m²)

Administrative office (dentist): Room 04-104 (19.1 m²)

Administrative office (Chief of Health): Room 07-123 (9.63 m²)

Administrative office (assistant): Room 07-116 (23.7 m²)

Conference room: Room 07-164 (15.36 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Donnacona Institution

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room D-106 (17.95 m²) and I-023 (5.85 m²)

Pharmacy: Room D-108 (7.2 m²)

Medications window : Room D-107 (14.7 m²)



Staff kitchen: Room D-128 (12.65 m²)
Staff washroom: Room D-110 (3.25 m²)
Change room: Room D-109 (7 m²)
Patient washroom: Room D-127 (5.55 m²) and D-136 (2.8 m²)
Treatment/examination room (nursing staff): I-018 (26.2 m²)
Water source (custodial): Room D-111 (2.35 m²)
SAS (entrance to care centre) (7.25 m²)
Care Centre hallways (all) (90.2 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Physiotherapy room: Room DD-129 (15.95 m²)
Treatment/examination room (doctor): Room D-132 (24.65 m²) (12.6 m²)
Processing/examination room (various specialists): Room D-134 (19.3 m²)
Dental office and lab: Room D-129 and D-130 (17.3 m²)
Patient/observation cells: Room D-112 (12.35 m²), Room D-114 (10.2 m²), Room D-115 (10.2 m²), Room D-117 (10.2 m²), Room D-119 (10.2 m²), Room D-121 (10.2 m²), Room D-122 (10 m²) and Room D-123 (2.95 m²)

Zone 2 – Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage room (medical supplies): Room DD-128.1 (14.25 m²)
Storage room (medical supplies): Room D-126 (12.9 m²)
Storage room (biomedical waste): Room D-124 (3.3 m²)
Mechanical room: Room D-131 (2.35 m²)
Administrative office (Chief of Health and local coordinator): Room D-135 (11.15 m²)
Administrative office (assistant) and Records Room: Room D-133.1 (14.35 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Drummond Institution

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station and officer's station: Room 3H-103 (24.4 m²)
Pharmacy: Room 3H-133.1 (5.4 m²)
Pharmacy window: Room 3H-133 (10 m²)
Staff kitchen: Room 3H-132 (11.5 m²)
Kitchenette storage room and medications refrigerator: Room 3H-132.1 (6.5 m²)
Staff washroom: Room 3H-125 (2.3 m²)
Change rooms (area in hallways included)
Patient washroom: Room 3H-127 (1.85 m²)
Treatment/examination room (nursing staff): Room 3H-111 (9.3 m²)
Water sources for housekeeping (custodial): Room 3H-117 (2.1 m²)
Laundry room: Room 3H-119 (5.5 m²)
Waiting room: Room 3H-101 (area in SAS included)
SAS: Room 3H-100 (13.9 m²)
Care Centre hallways (all) (89.5 m²)
Treatment/examination room and administrative office (nursing staff): Room 3H-129 (11.6 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Physiotherapy room: Room 3H-115 (9.3 m²)
Treatment/examination room and administrative office (doctor): Room 3H-131 (11.8 m²)
Dental and optometry office and lab: Room 3H-128 (24.4 m²)
Patient/observation cells: Room 3H-109 (9.3 m²), Room 3H-121.1 (12.15 m²) and 3H-122.1 (15 m²)
SAS patient cells: Room 3H-121 (2.55 m²) and 3H-122 (2.55 m²)



Zone 2 – Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage room (doctors' equipment): Room 3H-131.1 (7.7 m²)
Storage room (office supplies): Room 3H-104.1 (5.1 m²)
Storage room (medical supplies): Room 3H-130 (6.85 m²)
Storage room (rolling equipment): Room 3H-114 (7.65 m²)
Storage room (emergency equipment): Local 3H-116 (9.3 m²)
Storage room (biomedical waste): Room 3H-120 (2.9 m²)
Administrative office (not assigned): Room 3H-104 (11.8 m²)
Administrative office (Chief of Health): Room 3H-107 (9.3 m²)
Administrative office (assistant): Room 3H-113 (10.2 m²)
Records room: Room 3H-103.1 (14.25 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Joliette Institution

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room 1407 (26.7 m²)
Pharmacy and medications window: Room 1404, Room 1404A and 1404B (27.7 m²)
Physiotherapy/treatment/examination room and administrative office (nursing staff): Room 1417 (17 m²)
Staff washroom: Room 1415 (7.2 m²)
Change rooms: Room 1400A and 1400B (area in hallways included)
Patient washroom: Room 1416 (2.9 m²) and 1423 (4.95 m²)
Treatment/examination room (nursing staff and doctor): Room 1403 (13.3 m²)
Water sources for housekeeping (custodial) and storage room (biomedical waste): Room 1414 (6.6 m²)
Waiting rooms: Room 1405, Room 1405A (27.1 m²) and Room 11421 (9.5 m²)
Care Centre hallways (all) (55.3 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Treatment/examination room (doctor) : Room 1402 (11.2 m²)
Administrative office (nursing staff and psychiatrist) : Room 1401 (11.5 m²)
Dental and optometry office and lab : Room 1410 (14.5 m²) et 1410A (5.2 m²)
Patient/observation cells: Room 1408 (8.4 m²) and 1409 (8.3 m²)
Admissions interview room: Room 1422 (3.7 m²)
Interview cubicle: Room 1406 (2.4 m²)
Administrative office (psychologist): Room 1003-4 (9.8 m²), Room 1026 (11.2 m²), Room 1027 (11.5 m²), Room 1028 (11.4 m²) and 1029 (11.3 m²)
Administrative office (various specialists): Room 1011 (14.5 m²)

Zone 2 – Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage room (medical supplies): Room 1413 (5 m²)
Administrative office (Chief of Health): Room 1411 (12.5 m²)
Administrative office (social worker): Room 1003-3 (9.8 m²)
Administrative office (assistant): Room 1412 (14.4 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

La Macaza Institution

Zone 3 – Traffic, level of activity and patient presence: medium to high



Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station and pharmacy: Room 101/103 (43.3 m²)
Pharmacy: Room 102 (10.8 m²)
Staff kitchen: Room 128 (12.25 m²)
Dining room/conference room: Room 129 (22.5 m²)
Staff washroom: Room 122B (5.65 m²) and 123B (5.75 m²)
Change rooms: Room 122A (4.3 m²) and 122B (7.6 m²)
Room 110A (room leading to Room 110) (5.95 m²)
Staff shower room: Room 127A (3 m²)
Patient washroom: Room 112B (5.95 m²)
Space occupied by officer: Room 100 (4.85 m²)
Treatment/examination room (nursing staff): Room 117B (11.7 m²)
Treatment/examination room (nursing staff): Room 114A and 114B (17.7 m²)
Treatment/examination room (nurses and doctors): Room 115A and 115B (14.9 m²)
Water sources (custodial): Room 124 (3.1 m²)
Waiting room: Room 112 (11 m²) and 112A (10.7 m²)
Care Centre hallways (all) (115.65 m²)

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (if used) and LT surfaces at prescribed frequencies

Radiology and physiotherapy room: Room 110 (22.15 m²)
Room with therapeutic bath for patients: Room 111 (12.8 m²)
Treatment/examination room (doctor and psychiatrist): Room 116 (12.6 m²)
Optometry room and lab and administrative office (nursing staff): Room 117A (8.9 m²)
Dental office and lab: Room 118 (17.6 m²), Room 119 (5.3 m²), Room 106A and 106B (7.1 m²)
Patient/observation cells: Room 109 (15.8 m²)
Emergency cart room: Room 108B and 108C (11 m²)

Zone 2 – Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (if used) and LT surfaces at prescribed frequencies

Storage and oxygen room: Room 107 (4 m²)
Storage room (medical supplies): Room 105 (5.6 m²)
Storage room (rolling stock): Room 131 (4.8 m²)
Storage room (freezer, biomedical waste, non-sterile storage): Room 106 (6 m²)
Administrative office (Chief of Health): Room 104 (11.25 m²)
Administrative office (local coordinator): Room 113 (10 m²)
Records room: Room 108-A (8 m²)
Administrative office (assistant): Room 101A (9.5 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.

Port-Cartier Institution

Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces and LT surfaces at prescribed frequencies

Nursing station: Room D-106 (21.7 m²)
Pharmacy: Room D-108 (7.2 m²)
Medications station and window: Room D-107 (14.7 m²)
Staff washroom: Room D-110 (3.25 m²)
Change room: Room D-109 (7 m²)
Staff kitchen: Room D-128 (13.8 m²)
Patient washroom: Room D-136 (2.8 m²) and [sic]
Treatment/examination room (nursing staff): Room D-132 (24.7 m²)
Water sources for housekeeping (custodial): Room D-111 (2.35 m²)
Waiting room/SAS: Room D-104.2 (7.25 m²)
Care Centre hallways (all) (100.2 m²)



Zone 3 – Traffic, level of activity and patient presence: medium to high

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Radiology and optometry room: Room DD-106.1 (29.6 m²)

Treatment/examination room (doctor and physiotherapist): Room D-133.1 (14.35 m²)

Dental office and lab: Room D-129 (17.3 m²)

Patient/observation cells: Room D-112 (12.35 m²), Room D-114 (10.25 m²), Room D-115 (10.25 m²), Room D-117 (10.25 m²) and Room D122/D123 (13 15 m²)

Room D-119 (10.2 m²) (Drugloo)

Room D-127 (modified shower) (5.55 m²)

Zone 2 - Traffic, level of activity and patient presence: low

Action: Disinfect and clean HT surfaces (**if used**) and LT surfaces at prescribed frequencies

Storage room (oxygen): Room D-131 (2.35 m²)

Storage room (medical supplies): Room D-121 (10.3 m²) and D-124 (3.3 m²)

Administrative office (Chief of Health): Room D-135 (11.15 m²)

Administrative office (local coordinator, nursing staff and mental health): Room D-126 (12.9 m²)

Administrative office (assistant): Room D-134 (19.3 m²)

Records room: Room 108-A (8 m²)

The classification of rooms by zone as well as the housekeeping frequency may change at any time. In addition, in an emergency or outbreak situation, certain rooms may be identified as “zone 4” and a special protocol must be followed by the Contractor and its employees. The protocol will be shared with the Contractor prior to its implementation.



ANNEX B - PROPOSED BASIS OF PAYMENT

The following basis of payment will apply to any call-up issued against this Standing Offer.

1.0 Period of the Standing Offer (from the issuance of the Standing Offer to December 31st, 2021)

For professional services requested by Canada, Canada will pay the Contractor the firm price set out in the Contract based on the firm, all-inclusive hourly rates set out in this Annex, Applicable Taxes extra

Table 1 : Laval Complex

- ✓ **Federal training center, site 600** : 600, Montée Saint-François, Laval (Québec), H7C 1S5 ;
- ✓ **Federal training center, site 6099** : 6099, boulevard Lévesque Est, Laval (Québec), H7C 1P1 ;
- ✓ **Regional pharmacy** : 5492, boulevard Lévesque Est, Laval (Québec), H7C 1P1

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 4875 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 500 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday of Friday, between 10:00pm and 6:59am, weekend and holiday days). | 500 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive worktime on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.



Table 2 : Sainte-Anne-des-Plaines Complex

- ✓ **Archambault minimum** : 244, Gibson Boulevard, Sainte-Anne-des-Plaines (Québec), J0N 1H0 ;
- ✓ **Archambault medium** : 242, Gibson Boulevard, Sainte-Anne-des-Plaines (Québec), J0N 1H0 ;
- ✓ **Regional Mental Health Center (RMHC)**: 242, Gibson Boulevard, Sainte-Anne-des-Plaines (Québec), J0N 1H0
- ✓ **Regional reception center** : 246, Gibson Boulevard, Sainte-Anne-des-Plaines (Québec), J0N 1H0

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 6825 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 750 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday of Friday, between 10:00pm and 6:59am, weekend and holiday days). | 750 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive work time on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.



Table 3 : Cowansville Institution

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 1950 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 250 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 10:00pm and 6:59am, weekend and holiday days). | 250 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive worktime on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.



Table 4 : Donnacona Institution

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 1950 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 250 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 10:00pm and 6:59am, weekend and holiday days). | 250 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive worktime on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.



Table 5 : Drummond Institution

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 1950 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 250 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 10:00pm and 6:59am, weekend and holiday days). | 250 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive worktime on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.



Table 6 : Joliette Institution

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 975 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 125 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 10:00pm and 6:59am, weekend and holiday days). | 125 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive worktime on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.



Table 7 : La Macaza Institution

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 1950 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 250 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 10:00pm and 6:59am, weekend and holiday days). | 250 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive worktime on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.



Table 8 : Port-Cartier Institution

Firm period: from the award date to December 31st, 2021

| Item | Description | Estimate quantity | Unit of mesure | Price | Estimate total |
|-------------------------------|--|-------------------|----------------|----------|----------------|
| 1.1 | Housekeeping services as described in Annex A, Statement of Work, within normal working hours (from Monday to Friday, between 7:00am to 4h59pm). | 1950 | Hour | _____ \$ | _____ \$ |
| 1.2 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 5:00pm and 9:59pm). | 250 | Hour | _____ \$ | _____ \$ |
| 1.3 | Housekeeping services as described in Annex A, Statement of Work, outside normal working hours (from Monday to Friday, between 10:00pm and 6:59am, weekend and holiday days). | 250 | Hour | _____ \$ | _____ \$ |
| Estimated total cost : | | | | | _____ \$ |

Fees and Expenses:

ONLY services billed at the rates submitted above will be paid. The rates submitted include ALL that is necessary for the performance of the work, in accordance with the expected services and described in Annex A, Statement of Work. This includes, but is not limited to: administration fees and expenses, profit, labor time and travel and living expenses, products and equipment and / or any other costs necessary for the these services.

Firm hourly rate :

ONLY the services rendered will be paid. Hourly rates apply to productive worktime on site. Hourly rates do not apply to travel times, meal times and breaks. No surplus will be paid for travel time to get to the site, or to move from one site to another . In other words, the time paid will be calculated from the time of arrival authorized on the site until the time of actual end of the work.

2.0 Options to Extend the Standing Offer Period

Subject to the exercise of the option to extend the Standing Offer period in accordance with Article 4.2 Extension of Standing Offer of the original Standing Offer, Options to Extend the Standing Offer, the all-inclusive hourly rates as part of this Standing Offer and that are stated in this Annex will be increased according to the annual global increase in the consumption price index (CPI) in Canada for the previous calendar year, as set by Statistics Canada. The contracting authority will calculate these rates at the moment of the extension using the following formula:

$$\text{Adjusted rate} = \text{all-inclusive hourly rate} + (\text{firm all-inclusive hourly rate} \times \% \text{ increase in the CPI for the previous calendar year})$$

The Offeror will be paid the resulting firm all-inclusive hourly rated adjusted, taxes extra, in providing the services required as part of the extension of the Standing Offer.



3.0 Applicable Taxes

- (a) All prices and amounts of money in the Standing Offer are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.
- (b) The estimated Applicable Taxes of \$_____ *(to be completed at the issuance of the Standing Offer)* are included in the total estimated cost shown on page 1 of this Standing Offer. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Offeror agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes or due.

4.0 Electronic Payment of Invoices - Offer

Canada requests that Offerors complete option 1 or 2 below:

1. () Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument(s) are accepted:

- () MasterCard Acquisition Card;
- () Direct Deposit (Domestic and International);

2. () Electronic Payment Instruments will not be accepted for payment of invoices.

The Offeror is not obligated to accept payment by Electronic Payment Instruments.

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



ANNEX C - SECURITY REQUIREMENTS CHECK LIST

DSD-QUE4098



| |
|---|
| Contract Number / Numéro du contrat 21301-21-3607608 |
| Security Classification / Classification de sécurité Non-classifié |

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

TBS/SCT 350-103(2004/12)

| |
|---|
| Security Classification / Classification de sécurité Non-classifié |
|---|





DSD-QUE4098



Government
of Canada / Gouvernement
du Canada

| |
|---|
| Contract Number / Numéro du contrat 21301-21-3607608 |
| Security Classification / Classification de sécurité Non-classifié |

PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
Non-classifié





DSD-QUE4098



Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

21301-21-3607608

Security Classification / Classification de sécurité
Non-classifié

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

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

| Category Catégorie | PROTECTED PROTÉGÉ | | | CLASSIFIED CLASSIFIÉ | | | NATO | | | | COMSEC | | | | | |
|--|----------------------|---|---|------------------------------|--------|---------------------------------|---|--|----------------|---|----------------------|---|---|--------------|--------|---------------|
| | A | B | C | CONFIDENTIAL CONFIDENTIEL | SECRET | TOP SECRET TRÈS SECRET | NATO RESTRICTED NATO DIFFUSION RESTREINTE | NATO CONFIDENTIAL NATO CONFIDENTIEL | NATO SECRET | COMSEC TOP SECRET COMSEC TRÈS SECRET | PROTECTED PROTÉGÉ | | | CONFIDENTIAL | SECRET | TOP 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).



DSD-QUE4098



Government of Canada
Gouvernement du Canada

| |
|---|
| Contract Number / Numéro du contrat 21301-21-3607608 |
| Security Classification / Classification de sécurité Non-classifié |

| PART D - AUTHORIZATION / PARTIE D - AUTORISATION | | | |
|---|--|---|---|
| 13. Organization Project Authority / Chargé de projet de l'organisme | | | |
| Name (print) - Nom (en lettres moulées) Nancy Massicotte | Title - Titre Directrice régionale des Services de santé | Signature | |
| Telephone No. - N° de téléphone 450-972-7629 | Facsimile No. - N° de télécopieur 450-972-7662 | E-mail address - Adresse courriel nancy.massicotte@csc-scc.gc.ca | Date 2020-08-19 |
| 14. Organization Security Authority / Responsable de la sécurité de l'organisme | | | |
| Name (print) - Nom (en lettres moulées) Rita Dubois | Title - Titre Contract Security Analyst Analyste de la sécurité des contrats | Signature Dubois, Rita | |
| Telephone No. - N° de téléphone 613-992-8995 | Facsimile No. - N° de télécopieur 450-664-6626 | E-mail address - Adresse courriel Rita.Dubois@CSC-SCC.GC.CA | Date 2020-08-24 |
| 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) Gabrielle St-Hilaire Castonguay | Title - Titre ARAC | Signature | |
| Telephone No. - N° de téléphone 450-661-9550, poste 3953 | Facsimile No. - N° de télécopieur 450-664-6626 | E-mail address - Adresse courriel Gabrielle.St-HilaireCastonguay@csc-scc.gc.ca | Date 2020-08-21 |
| 17. Contracting Security Authority / Autorité contractante en matière de sécurité | | | |
| Name (print) - Nom (en lettres moulées) Anik Farrell - CSO 613-946-5194 anik.farrell@tpsgc-pwgsc.gc.ca | Title - Titre | Signature Farrell, Anik | Digitally signed by Farrell, Anik Date: 2020.09.02 13:51:29 -04'00' |
| Telephone | de télécopieur | E-mail address - Adresse courriel | Date |

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
Non-classifié

Canada



ANNEX D - INSURANCE REQUIREMENTS

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.

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 Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
- 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. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- n. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.



For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

*Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.



ANNEX E EVALUATION CRITERIA *(not applicable)*

1.0 Technical Evaluation:

1.1 The following elements of the offer will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria
- Rated Technical Criteria

It is **imperative** that the offer **address each of these criteria to demonstrate that the requirements are met.**

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 References must be provided for each project/employment experience.

- I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
- II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
- III. References must be presented in this format:
 - a. Name;
 - b. Organization;
 - c. Current Phone Number; and
 - d. Email address if available

1.6 Response Format

- I. In order to facilitate evaluation of offers, it is recommended that Offerors' offers address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.
- II. Offerors are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.



- III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical offer does not include the required month and year for the start date and end date of the experience claimed.
- IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from the start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.