

REQUEST FOR INFORMATION (RFI) #2

Full-Service Workplace Solutions



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REQUEST FOR INFORMATION (RFI #2) FOR FULL-SERVICE WORKPLACE SOLUTIONS

1. CONTEXT

Public Services and Procurement Canada's (PSPC) Real Property Services (RPS) organization provides office accommodation, strategic advice and real property services to the departments of the Government of Canada. RPS provides federal departments and organizations with affordable, productive work environments and a full range of real property services such as property and facilities management, portfolio and asset management, project management and delivery, technical services, real estate services and workplace solutions.

As the primary landlord and custodian of the majority of the federal government's real property office facilities, the department develops and implements innovative service delivery models and real estate solutions to respond to the real property requirements of the Government of Canada. It develops strategies and national frameworks to align with and respond to demand for office space and to introduce sustainable, productive, and supportive workplace environments for federal public servants.

After many years of collaboration and cooperation with the private sector, PSPC has achieved a high level of service that promotes occupant / client satisfaction. In the interest of continuous improvement, PSPC is now exploring new, forward-looking opportunities to rapidly access full-service workplace solutions in a manner that provides best value to Canada.

PSPC plans to source a pilot project for small-scale Full-Service Workplace Solutions in order to evaluate the viability of this service to support some of RPS' portfolio needs.

PSPC is committed to increasing the diversity of service providers and suppliers. Businesses owned or led by Canadians from underrepresented groups, such as women, Indigenous Peoples, persons with disabilities and visible minorities are encouraged to participate.

PSPC is looking to achieve the following outcomes through the use of this approach:

- a) Provide safe, healthy, and productive office workplaces;
- b) Provide workplaces that meet federal departments' and agencies' space requirements;
- c) Provide timely access to office workplaces to support federal departments' and agencies' operations;
- d) Ensure federal departments' and agencies' satisfaction;

- e) Provide a contracting tool that quickly reacts to demand fluctuation in the office portfolio inventory.
- f) Provide proof of concept to serve as a model for broad deployment nationally.

2. PURPOSE OF THE REQUEST FOR INFORMATION

The content of this RFI is intended to provide industry with further context and details pertaining to PSPC's future plan to launch a Pilot project.

This RFI includes draft solicitation documents as well as questions for industry. PSPC wants to ensure all potential suppliers are aware and can contribute to clarifying information for this Pilot project.

The purpose of this Request for Information is to:

- a) Provide industry with the opportunity to give feedback on the Full-Service Workplace Solutions draft solicitation including specific questions, which will assist PSPC in planning a future competition for these services.
- b) Seek ideas related to the proposed approach that might result in efficiencies and cost savings to Canadians;
- c) Assess industry interest and readiness; and
- d) Understand the impacts this approach may have on the industry.

Respondents may make other assumptions in order to provide further context or clarity to their responses. Any such assumptions should be clearly explained.

3. NATURE OF THE REQUEST FOR INFORMATION

This is not a bid solicitation. This RFI and any responses thereto do not impose any obligation or constitute any commitment on the part of Canada to issue a Request For Proposal (RFP) for a Full-Service Workplace Solutions requirement or to make any award of business to any respondent. Responding to this RFI will not preclude respondents from participating in any future procurement. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI. The information obtained pursuant to this RFI may or may not be used in any Request for Proposal (RFP) at a future date.

4. FULL-SERVICE WORKPLACE SOLUTIONS

PSPC is seeking feedback from the industry (i.e.: building owners, brokers, co-working space operators, managers of office space and others offering office space solutions) on service delivery capabilities to inform the scope, components to be included in, and strategies to be employed to source services of the type and nature described in this RFI.

Appendix A contains the DRAFT solicitation (RFP and Scope of Work). At this stage, we are seeking specific feedback on these DRAFT documents.

Appendix B contains specific questions on the documents provided in Appendix A. The questions are not intended to limit the scope of your comments on the drafts submitted to you, rather they are provided to you to highlight specific areas where PSPC is seeking information.

PSPC is interested in meeting with Respondents one-on-one (virtually) to discuss the pilot project and the draft solicitation content. We ask Respondents to indicate their interest in doing so when submitting their RFI responses to the Contracting Authority.

5. PROPOSED PROCUREMENT APPROACH

PSPC intends to issue a Request for Proposal in order to award one contract in the NCA. This contract will be a Task Authorization type of contract allowing requirements to be issued as they are defined.

a. Request For Proposal

A form of bid solicitation used where the selection of a supplier cannot be made solely on the basis of the lowest price. An RFP is used to procure the most cost-effective solution based upon evaluation criteria identified in the RFP.

b. Contract with Task Authorizations

A Contract with Task Authorizations is used for services where all work or a portion of the work will be performed on an “as and when requested” basis through pre-determined conditions, during the period of the Contract. The administrative process uses Task Authorizations that contains specific tasks, deliverables, and period of the task.

6. INDUSTRIAL SECURITY REQUIREMENT

There is NO security requirement for this RFI.

However, security requirements will form part of any future requirement. When security requirements are known, contracting officers or client departments can sponsor possible bidders, if known, that are not registered with CISD. For more information on Private Sector Organization Screening (PSOS), visit the [CISD Website](https://www.tpsgc-pwgsc.gc.ca/esc-src/organisation-organization/securite-security-eng.html):

<https://www.tpsgc-pwgsc.gc.ca/esc-src/organisation-organization/securite-security-eng.html>

7. INFORMATION REQUESTED

PLEASE REFER TO APPENDIX A AND B.

8. INSTRUCTIONS TO RESPONDENTS

8.1 FORMAT OF RESPONSES REQUESTED

- a. **Format:** Respondents are requested to submit one electronic copy of their response by email directly to the Contracting Authority, preferably in Portable Document Format (PDF).
- b. **Cover Page:** Respondents are requested to indicate on the cover page the title of the response, the solicitation number, and the full legal name and contact information of the respondent.
- c. **Language:** Documents may be submitted in either official language of Canada.

8.2 RESPONSE COSTS

The Government of Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

8.3 TREATMENT OF RESPONSES

- a. Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), PSPC may use the information to assist in developing future requirements.
- b. Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third party or personal information. Please note that Canada may be obligated by law (e.g., in response to a request under the Access to Information and Privacy Act) to disclose the proprietary or commercially sensitive information. For more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1>.
- c. Responses will not be formally evaluated. Canada will review all responses received by the RFI closing date. Canada may, at its discretion, review responses received after the RFI closing date.
- d. A review team will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- e. Canada may, at its discretion, contact any respondents to follow up with additional questions or seek clarification of any aspect of a response or why a response was not provided.

8.4 ENQUIRIES

Because this is not a bid solicitation, the Government of Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential respondents. However, respondents with questions regarding this RFI may direct their enquiries to the Contracting Authority identified herein.

RFI CONTRACTING AUTHORITY:

Kathryn Martinez Lopez

Email: Kathryn.MartinezLopez@tpsgc-pwgsc.gc.ca

8.5 SUBMISSION OF RESPONSES

Feedback to the RFI is to be submitted electronically (by email) to the Contracting Authority. Information received after the closing date will be considered only to the extent reasonable, in the sole opinion of Canada, given the progress of the Work at the time of the receipt of the said information.

APPENDIX A – DRAFT SOLICITATION

See next page.

July 2020 Medium Complexity Bid Solicitation and Resulting Contract Template (MC)

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Solicitation No. - N° de l'invitation

XXXXX-XXXXXX/X

Client Ref. No. - N° de réf. du client

XXXXX-XXXXXX

Amd. No. - N° de la modif.

File No. - N° du dossier

xxxxx.XXXXX-XXXXXX

Buyer ID - Id de l'acheteur

XXXXX

CCC No./N° CCC - FMS No./N° VME

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2 Statement of Work

The Work to be performed is detailed under 6.2 of the resulting contract clauses.

1.3 Debriefings

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

1.4 epost Connect service

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

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

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

Delete: 60 days

Insert: 90 days

2.2 Submission of Bids

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

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessourmissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

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

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Former Public Servant

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

Definitions

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

- a. an individual;
- b. an individual who has incorporated;

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;

- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

2.4 Enquiries - Bid Solicitation

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

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

2.5 Applicable Laws

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

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

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's Buy and Sell website, under the heading "Bid Challenge and Recourse Mechanisms" contains information on potential complaint bodies such as:
- Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

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

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications
- Section IV: Additional Instructions - **To be determined**

Section I: Technical Bid

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment found in Annex B.

3.1.1 Electronic Payment of Invoices – Bid

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

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

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

3.1.2 SACC Manual Clauses

Section III: Certifications

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

Section IV: Additional Instructions – To be determined

3.1.3 To be determined - Bidder’s Proposed Sites or Premises Requiring Safeguarding Measures

3.1.3.1 As indicated in Part 1 under Security Requirements, the Bidder must provide the full addresses of the Bidder’s and proposed individuals sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

3.1.3.2 The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.1, Security Requirements.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) **To be determined** - Canada will apply the Phased Bid Compliance Process described below.
- (b) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (c) An evaluation team composed of representatives of Canada will evaluate the bids.
- (d) During consensus, it may be necessary to contact the reference(s) for verification or validation of what the Bidder has proposed in the bid. Information provided by a reference which differs from the information supplied by the Bidder may be considered by evaluators. If the information provided by the Bidder cannot be verified and validated, the information will not be evaluated and the bid will receive a score of zero for the criteria in question.

4.1.1 **To be determined** - Phased Bid Compliance Process

4.1.1.1 (2018-07-19) General

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE.

THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right.

The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2019-03-04) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2 (2018-03-13) Phase I: Financial Bid

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the

Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.

- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, only that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.1.3 (2018-03-13) Phase II: Technical Bid

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder

to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.

- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 (2018-03-13) Phase III: Final Evaluation of the Bid

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.1.2 Technical Evaluation

4.1.2.1 Mandatory Technical Criteria

To be determined

4.1.2.2 Point Rated Technical Criteria

To be determined

4.1.3 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded.

4.2 Basis of Selection

4.2.1 TBD

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social](#)

Development Canada (ESDC) - Labour's website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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

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

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

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

6.1.2 To be determined - Contractor's Sites or Premises Requiring Safeguarding Measures

6.1.2.1 Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date, the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

6.1.2.2 The Company Security Officer must ensure through the [Contract Security Program](#) that the Contractor and individuals hold a valid security clearance at the required level of document safeguarding capability.

6.2 Statement of Work

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

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

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

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to _____ inclusive (2 years from start date).

6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 60 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Kathryn Martinez Lopez
Title: Supply Specialist

Public Works and Government Services Canada
Procurement Branch
Directorate: Real Property Services Contracting Directorate

Telephone: _____
E-mail address: _____

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

6.5.2 Technical Authority

The Technical Authority for the Contract is:

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

Telephone: _____

Facsimile: _____

E-mail address: _____

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

6.5.3 Contractor's Representative

TBD

6.6 Proactive Disclosure of Contracts with Former Public Servants

(A3025C) 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.

6.7 Payment

6.7.1 Basis of Payment – Individual Task Authorizations (C0204C)

The Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment at **Annex B**.

Canada's liability to the Contractor under the authorized task authorization must not exceed the "**limitation of expenditure**" specified in the authorized task authorization, Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

6.7.2 Limitation of Expenditure – Cumulative Total of all Task Authorizations (C9010C)

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ _____. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or

-
- c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.7.3 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means _____

Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

6.7.4 Task Authorizations

6.7.4.1 Task Authorization Limit (C9011C)

The Technical Authority may authorize individual task authorizations up to a limit of \$_____, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Technical Authority before issuance.

6.7.4.2 Task Authorization Process (B9054C)

Task Authorization:

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

Task Authorization Process:

1. The Technical Authority will provide the Contractor with a description of the task using the Task Authorization form specified in Annex F.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Technical Authority, within 10 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

6.7.4.3 Periodic Usage Reports - Contracts with Task Authorizations

B9056C

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;

-
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
 - iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
 - v. the start and completion date for each authorized task; and
 - vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

6.7.5 Performance Management Framework

6.7.5.1 Incentives

The objective of Incentives is to encourage the Contractor to pro-actively assist Canada in achieving outstanding results in areas the Government has chosen for special emphasis or priority.

As per Annex A, Statement of Work, Section 4 'Performance Management' and Appendix D 'Service Level Standard', any authorized incentives are payable and are calculated in accordance with the table below at 6.7.5.3.

6.7.5.2 Deductions

Annex A, Statement of Work, Section 4 'Performance Management' and Appendix D 'Service Level Standard', outlines Occurrences and associated deductions for failure to meet the Service Level Standard. Deductions are calculated in accordance with the table below at 6.7.5.3.

When the TA determines that a deduction is to be applied, the next monthly invoice shall reflect the adjusted amount. In the event of Termination for Default, amount becomes payable to Canada.

6.7.5.3 Financial Impact Table: Incentives and Deductions

Service Level Standard	Incentive	Deduction	Price Adjustments
a. Workplace Availability	% TBD (if applicable) of the total value of the Task Authorization	Not applicable (the contractor will not be paid)	Paid Once (first month)
		# of Occurrences on any of b, c, d, or e and associated Price Reduction	
b. Workplace Orientation Session and Material c. Security d. Connectivity of Wi-Fi e. Service Calls	Not applicable	3 (% TBD) 6 (% TBD) 9 (% TBD)	Price reduced on a monthly basis. Occurrences to be reset every month. % is calculated on the applicable monthly invoice of the Task Authorization.
f. Deliverables	Not applicable	% TBD	Price reduced on a monthly basis. Occurrences to be reset every month.
g. Overall Services	% TBD of the Task Authorization for 3 months of services.	Not applicable	Paid every 3 months if applicable. Reset each time an incentive is paid.

6.7.6 Monthly Payment

SACC Clause H1008C (2008-05-12)

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

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

6.7.7 Electronic Payment of Invoices – Contract

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

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

6.8 Invoicing Instructions

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

The original and one (1) copy must be forwarded to the following address for certification and payment.

_____PSPC, Real Property Services

_____TBD (address)

6.9 Certifications and Additional Information

6.9.1 Compliance

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

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

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

6.10 Applicable Laws

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

6.11 Commercial General Liability Insurance G2001C (2018-06-21)

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

2. The Commercial General Liability policy must include the following:

- a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g. Employees and, if applicable, Volunteers must be included as Additional Insured.
- h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

-
- j. Notice of Cancellation: The 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. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
- m. 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.

6.12 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 Articles of Agreement;
- (b) the general conditions 2010C (2020-05-28)
- (c) Annex A, Statement of Work;
- (d) Annex C, Security Requirements Check List (*if applicable*);
- (e) the Contractor's bid dated _____ “, as clarified on _____” **or** “, as amended on _____”

6.13 Dispute Resolution

(a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.

(b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.

(c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.

(d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading “Dispute Resolution”.

Solicitation No. - N° de l'invitation
XXXXXX-XXXXXX/X
Client Ref. No. - N° de réf. du client
XXXXXX-XXXXXX

Amd. No. - N° de la modif.
File No. - N° du dossier
xxxxx.XXXXXX-XXXXXX

Buyer ID - Id de l'acheteur
XXXXXX
CCC No./N° CCC - FMS No./N° VME

ANNEX "A"

STATEMENT OF WORK

See next page.

**FULL-SERVICE WORKPLACE SOLUTIONS
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FULL-SERVICE WORKPLACE SOLUTIONS

STATEMENT OF WORK

1 Introduction

1.1 Context

Public Works and Government Services Canada (PWGSC) is responsible for providing productive workplaces for federal employees that are safe, healthy and secure. It fulfils this role through a combination of owned and leased buildings and workspaces. PWGSC is seeking to expand its service offerings to include modernized workplaces that are supplied, developed, furnished, maintained and managed by the private sector as a service. The Full-service Workplace Solutions approach is an alternative office space procurement solution to traditional leases designed to quickly respond to short- to medium-term needs of federal government departments and agencies.

As the primary landlord and custodian of the majority of the federal government's real property office facilities, office accommodation is one of a number of services that PWGSC provides to federal departments. The department develops and implements innovative service delivery models and real estate solutions to respond to the real property requirements of the Government of Canada. It develops strategies and national frameworks to align with and respond to demand for office space and to introduce sustainable, productive, and supportive workplace environments for federal public servants.

PWGSC wants to expand its offerings of workplace solutions through a pilot project to procure and provide Full-Service Workplace Solutions. The pilot project will assess the viability of Full-service Workplace Solutions as a mechanism to support the delivery of PWGSC's accommodation mandate and accelerate its efforts to provide federal employees with modern, agile, innovative and digitally capable work environment.

The Full-Service Workplace Solutions Pilot aims to build on the innovative workspace solutions currently being used for the private sector by establishing similar locations in the National Capital Area at which federal employees can work, either individually, in groups or in meeting environments. Full-Service Workplace Solutions will provide a complete menu of services to include the provision of IT-enabled workstations, meeting rooms, lounges, conferencing capability, associated common support space/facilities and full range facilities management services as defined in this Statement of Work to allow employees to work and meet effectively.

1.2 Expected Outcomes

1.2.1 PWGSC's purpose in contracting for the services set out in this Statement of Work is to support the attainment of PWGSC's strategic objectives by engaging the Contractor to:

- a) Provide safe, healthy, and productive office workplaces;

- b) Provide workplaces that meet federal departments' and agencies' space requirements;
- c) Provide timely access to office workplaces to support federal departments' and agencies' operations;
- d) Ensure federal departments' and agencies' satisfaction;
- e) Provide a contracting tool that quickly reacts to demand fluctuation in the office portfolio inventory; and
- f) Provide proof of concept to serve as a model for broad deployment nationally.

1.3 Scope

- 1.3.1 The Contractor must provide integrated workplace solutions/facility management services to include a furnished, accessible, modern, user-focused, IT-enabled space solution as defined in this Statement of Work.

1.4 Definitions

- a) Building: permanent roofed and walled structure where the Workplace is located, including the Common Area.
- b) Business Day: Monday to Friday inclusively, excluding recognized federal government holidays.
- c) Common Area: areas accessible and used by all Occupants of the Building which include but are not limited to washrooms, public corridors, main entrance lobbies, main floor, elevator lobbies, stairwells, and passenger and freight elevators.
- d) Common Use Space: areas of the Workplace that can be used by all its Occupants.
- e) Core Hours: 0700 to 1800 on Business Days.
- f) Employee: Employee who works for the federal organization.
- g) Federal Manager: federal organisation representative as identified in the Task Authorization
- h) Federal Organization: a Canadian federal department or agency identified in the Task Authorization
- i) First Aid Attendant: on-site contractor's representative who holds a valid certification as per Section 16.12 of the Canada Occupational Health and Safety dated December 3rd, 2019
- j) Occupants: people accommodated in the Workplace, unless otherwise specified
- k) Occurrence: the failure to meet the Service Level Standard as defined in Appendix D.
- l) Service Term: the Federal Organization's occupancy period as defined in the Task Authorization.
- m) Workplace: space within the Building for which the Contractor has the exclusive use. It includes the Common Used Space, the Workspace and any other space used by all Occupants
- n) Workpoint: space where an employee can perform their work and it is equipped with furnishings that support a variety of tasks and varying degrees of interaction or concentration such as Workstations, Workroom, Phone Booth, etc.

- o) **Workspace:** areas located in the Workplace which can be used only by the Federal Organization that has been assigned and cannot be shared with other Occupants of the Workplace.

2 Workplace Solutions

2.1 General

2.1.1 The Contractor must provide the federal organization access to Workpoints as specified in the Task Authorization and which must be available for use by the Federal Organization in accordance with the Service Level Standard.

2.1.2 The Workpoints fall under two categories:

2.1.2.1 The Workspace which consists of a number of Workstations as specified in the Task Authorization; and

2.1.2.2 The Common Use Space which consists of all or a combination of the following Workpoints:

- a) Touchdown
- b) Focus Pod
- c) Focus Room
- d) Phone Booth
- e) Lounge
- f) Workroom
- g) Project Room
- h) Medium Meeting Room
- i) Large Meeting Rooms
- j) Personal Storage Area, and
- k) Kitchenette

as specified in the Task Authorization.

2.1.3 All Workpoints must be within proximity to each other on the same floor and/or contiguous floors of the Building.

2.1.4 All Workpoints must be provided as per the Workpoints Standard (Appendix A) and in accordance with the Workplace Standard (Appendix B).

2.1.5 All furniture and equipment must be modern, look like new, be in good working condition, not be broken, and free of any defects.

2.1.6 Workstations must be height, width and angle adjustable.

2.2 Locations

2.2.1 The Workplace must be:

2.2.1.1 Above ground;

2.2.1.2 Located in a building that:

- is easily accessed by public transit, within 600 metres walking distance of a Light Rail Transit or transit station;
- is located within 800-meter walking distance from a municipal/public/private parking;
- has on-site secure bicycle storage options and access to shower facilities; and
- is located within 800-metre walking distance from at least four community services (i.e. food retail, bank, pharmacy, fitness center, municipal park, convenience store. etc.).

The Contractor must provide a Workplace Floor Plan showing the location of the Workspace and an Amenities Plan as per the Deliverable Requirements List (Appendix C) and the Deliverable Item Descriptions Standard (Appendix E).

2.2.1.3 Restricted to floors at or below 33 metres above the head of the local municipality's fire pumping station if the building is not equipped with a fire sprinkler system.

3 Facility Management

3.1 General

3.1.1 The Contractor must provide facility management services to ensure the functionality, comfort, health and safety of the Employees and the efficiency and the sustainability of the operations of the Workplace.

3.2 Workplace Readiness

3.2.1 The Contractor must provide a Workplace Readiness Checklist as per the Deliverable Requirements List and Deliverable Item Descriptions Standard (Appendices C and E).

3.3 Hours of Operations

3.3.1 The Workplace must be accessible and fully operational during Core Hours.

3.3.2 The Workplace must be accessible by Employees at all times.

3.4 First Aid Kit

3.4.1 The Contractor must provide and maintain a first aid kit as per Schedules I and II (Subsection 16.7 (1)) of the *Canadian Occupational Health and Safety Regulation*, as per the most recent version, 2019 and based on the maximum number of Occupants accommodated in the Workplace.

3.5 Material Safety Data Sheets

- 3.5.1 The Contractor must maintain a material binder with copies of the Material Safety Data Sheets (M.S.D.S.) for all products and materials used in the Workplace. The binder shall be kept in the Workplace and updated when new products are incorporated.

3.6 On-site Contractor Representative

- 3.6.1 The Contractor must provide an on-site Contractor Representative during the Core Hours to perform the following activities:
 - 3.6.1.1 Act as daily liaison with Federal Manager
 - 3.6.1.2 Troubleshoot on all issues reported by Employees within the Workplace
 - 3.6.1.3 Control to ensure that only authorized persons enter the Workplace. Maintain a log book of visitors to the Workplace as per the Deliverable Requirement List (Appendix C) and the Deliverable Item Descriptions Standard (Appendix E)
 - 3.6.1.4 Provide access support to persons with disabilities requiring assistance
 - 3.6.1.5 Provide administrative support related to the equipment and services being provided by the Contractor to ensure the productivity and activities of the Employees using the Workplace is not negatively affected;
 - 3.6.1.6 Act as the occupational first aid attendant, provide first aid to the Employees and keep a record of the information as per section 16.13 of the *Canada Occupational Health and Safety Regulations* as per the most recent version; the First Aid attendant must hold a valid certification as per section 16.12 of the *Canada Occupational Health and Safety Regulations* as the most recent version and; Record of first aid assistance information and proof of such certification must be given upon request to the Technical Authority as per the Deliverable Requirements List.
 - 3.6.1.7 Implement emergency procedures; including procedures for persons with disabilities
 - 3.6.1.8 Proactively manage the health and safety risks in the Workplace to maintain safe and healthy working conditions and to take timely remedial actions.
 - 3.6.1.9 Ensure workplace health and safety procedures are always up-to-date and displayed/available for consultation by all Occupants of the Workplace;
 - 3.6.1.10 If required, act as the chief emergency warden or deputy emergency warden as per section 17.1 and 17.10 of the *Canada Occupational Health and Safety Regulations* as per the most recent version.
 - 3.6.1.11 Manage access (based on the access system such as but not limited to access cards, keys, etc.) to the workplace, workspace, lockers and other restricted areas of the workplace.
 - 3.6.1.12 Receive incoming deliveries and handle pre-arranged out-going shipments with all major carriers (such as Canada Post) during Core Hours.

3.7 Service Calls

- 3.7.1 Respond to service calls from the PWGSC National Service Call Centre 24 hours per day, 365 days per year, in accordance with the Service Level Standard (Appendix D).
- 3.7.2 Take appropriate action following the receipt of the service call to respond to the requirement identified in the service call;
- 3.7.3 Begin an investigation;
- 3.7.4 Undertake the required work; and
- 3.7.5 Provide an update on the service call status to the PWGSC National Service Call Centre as soon as the service call is complete.

3.8 Orientation Sessions

- 3.8.1 Provide Workplace tours, information sessions and supporting information material to new Employees to explain how the Workplace functions and the various measures in place to ensure their occupational health and safety.
- 3.8.2 Report to the Technical Authority the list of Employees who have been provided with this requirement as per the Deliverables Requirements List (Appendix C) and the Deliverable Item Descriptions Standard (Appendix E).

3.9 The Reservation System

- 3.9.1 The Contractor must provide a web-based reservation system to manage usage of Meeting rooms and Phone Booths in the Common Use Space.

3.10 Cleaning

- 3.10.1 The Workplace, the Common Areas, the Common Use Space and its furniture and equipment must be free of dust, dirt, soil stains and marks and have an overall appearance of cleanliness at all times.
- 3.10.2 The Contractor must always keep the Workplace neat, tidy and free and clear of any refuse, garbage, waste products and obstructing materials and ensure the removal of garbage; recyclables, and organics (where applicable) as often as may be necessary.
- 3.10.3 Environmentally cleaning products (Ecologo or equivalent) must be used within the Workplace.

3.11 Information and Technology

- 3.11.1 The Contractor must provide Wi-Fi internet connectivity to all the Employees and their visitors in accordance with the Service Level Standard (Appendix D).
- 3.11.2 The space must allow for seamless cellular connectivity within the entire Workplace in accordance with the Service Level Standard (Appendix D).

3.12 Security/Access Control

- 3.12.1 The Contractor must have a secured access control and log system to the space. Access devices must be provided to the Federal Manager for distribution to Employees; to account for workpoint sharing, the number of access devices required may be greater than the number of Workpoints provided.
- 3.12.2 The Contractor must have 24/7/365 electronic video surveillance or equivalent (e.g. CCTV) of the entry point to the Workplace.
- 3.12.3 The Contractor must be responsible for the surveillance, for the compliance with privacy principles and for the response to questions and provision of information about the surveillance system.
- 3.12.4 The Contractor must provide, upon request, such video to the Technical Authority as per the Deliverable Requirements List (Appendix C).

3.13 Maintenance

- 3.13.1 The Workplace and its equipment must be well maintained and repaired in a timely manner so it is completely operational at all times.
- 3.13.2 The Contractor must have a service to report and provide resolution of maintenance problems at all times.
- 3.13.3 Notices about planned Building/Workplace maintenance are to be provided to the Federal Manager and posted within the Workplace at least 2 business days prior to the execution of the work.
- 3.13.4 Disruptive maintenance or repair activities must be conducted during non-Core Hours.

3.14 Building and Workplace Services

- 3.14.1 The Contractor must ensure that the following is provided at all times in the Common Area and the Workplace in accordance with the Workplace Standard (Appendix B) identified in this Statement of Work:
 - 3.14.1.1 A visual and auditory alarms fire alarm system;
 - 3.14.1.2 A constant supply of domestic hot and cold water;
 - 3.14.1.3 Potable drinking water;
 - 3.14.1.4 Heat, ventilation, air conditioning, air circulation and humidity control;
 - 3.14.1.5 Lighting and electrical power;
 - 3.14.1.6 A constant supply of all dispensary items and deodorant blocks in washrooms;
 - 3.14.1.7 Elevator service required with one or more elevators in operation and available;
 - 3.14.1.8 Safe and convenient access to and from the lands, the Building and its Common Areas, the Workplace and the Workspace; and
 - 3.14.1.9 Appropriate systems and measures for the collection, separation, storage and removal of garbage, recyclable and organic materials.

3.15 Occupational Health and Safety

- 3.15.1 The Contractor must provide all the information required by the Technical Authority for the development of the Federal Organization's building emergency plan and procedures, critical incident protocols and business continuity plan.
- 3.15.2 The Contractor must actively support the Federal Organization's Occupational Health and Safety Committee and respond to the resulting actions items that are under this Statement of Work.
- 3.15.3 The Contractor must provide the Federal Organization all information and documentation, related to the Workplace that are required to support the Federal Organization in meeting their Employer responsibilities under the Canada Labour Code.
- 3.15.4 When requested, the Contractor must provide a Workplace Health and Safety Protocol during Pandemic Situation as per the Deliverable Requirements List (Appendix C) and the Deliverable Item Descriptions Standard (Appendix E).

3.16 Workspace Utilization

- 3.16.1 Compile and provide data on the Federal Organization's utilization of the Workspace as per the Deliverable Requirements List and Deliverable Item Descriptions Standard (Appendices C and E)

3.17 Additional Facilities Management Services

- 3.17.1 Undertake alterations to meet specific ergonomic assessments and support the Federal Organization in its "duty to accommodate" obligations in accordance with associated Task Authorizations.

3.18 Reporting

- 3.18.1 The Contractor must prepare and submit data / information electronically; including adherence to appropriate security protocols in accordance with the Deliverables Requirements List. Electronic submissions of data through a web interface will require that the contractor use an up to date web browser from the following list: Google, Chrome, Internet Explorer, Microsoft Edge; Safari and Firefox.
- 3.18.2 The Contractor must prepare, maintain and submit deliverables as set out in the Deliverable Requirements List and in accordance with the requirements of the Statement of Work / Task Authorization, and the Deliverable Item Descriptions Standard. The Deliverable Item Description Standard provides direction on prescribed reports, format, security level, timing and frequency for submission.
- 3.18.3 The Contractor must maintain, retain and safeguard records produced for purposes of fulfilling the contract in a compatible electronic format.

- 3.18.4 The Contract must:
 - 3.18.4.1 Ensure the accuracy and completeness of information collected, stored and transferred to Canada;
 - 3.18.4.2 Ensure deliverables formats are consistent and in accordance with the Deliverable Item Descriptions Standard (Appendix E)
 - 3.18.4.3 Obtain and track acceptance of deliverables in accordance with the Deliverable Requirements List (Appendix C).

4 Performance Management

4.1 General

- 4.1.1 The Contractor must have a performance management system that meets the needs of the services and requirements of the Statement of Work to reduce the risk of Occurrences through proactive management of the services and to encourage a culture of continuous improvement.
- 4.1.2 The compliance and performance Service Level Standard can be found in Appendix D of this Statement of Work. Not achieving the Service Level Standard leads to an Occurrence, which may lead to a financial deduction.
- 4.1.3 All occurrences must to be addressed by the Contractor through a Performance Action Plan.
- 4.1.4 PWGSC will collect data and information to measure compliance and performance service level from its National Service Call Centre.

4.2 Monitoring

- 4.2.1 The Contractor must permit PWGSC or its agent to audit, visit, inspect and conduct tests to the Workplace (planned and/or conducted randomly).
- 4.2.2 Following the identification by the Technical Authority of an Occurrence (failure to meet a Service Level Standard or other requirements under the Statement of Work), the Contractor must:
 - 4.2.2.1 Use all possible efforts to rectify the Occurrence and mitigate the matters leading to the Occurrence;
 - 4.2.2.2 Investigate the cause and consequences of the Occurrence so it can be adequately and expeditiously remedied;
 - 4.2.2.3 Identify whether the Occurrence is likely to occur elsewhere and provide the Technical Authority with a Performance Action Plan to address the situation in order to avoid other instances of such an Occurrence in the short term.
 - 4.2.2.4 Review and update its processes to ensure that once an Occurrence has ended, it won't reoccur.
- 4.2.3 When an Occurrence takes place, the Contractor must be responsible for the response to the Occurrence unless and until such time as the Contractor demonstrates to the Technical Authority's satisfaction that the event that led to the Occurrence was not within the Contractor's control.
- 4.2.4 At any time, the Technical Authority can request the Contractor to submit a Performance Action Plan on any Occurrences related to this Statement of Work.

4.3 End of an Occurrence

4.3.1 Occurrence will only be considered to have ended once:

4.3.1.1 The Contractor has advised and demonstrated to the Technical Authority that the service has been fully restored or the matter has been fully addressed; and

4.3.1.2 The Technical Authority confirms that it is satisfied that the Occurrence has ended or has otherwise been sufficiently resolved.

APPENDIX A: WORKPOINT STANDARD

WORKSTATION

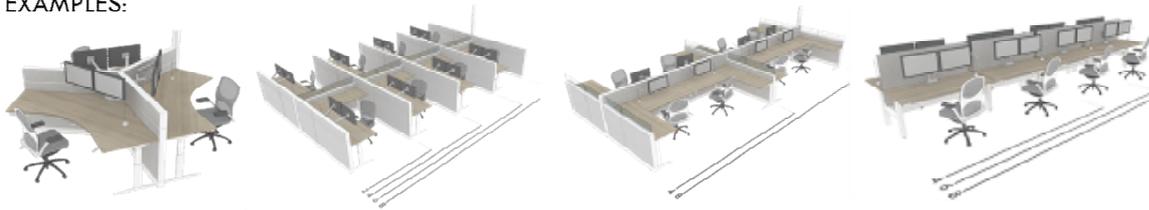
DESCRIPTION:

Mid to long-term workspace with proximity and access to others. Supports individual focus activities such as reading, writing and researching. This workpoint must always be within an enclosed suite, reserved for client use only.

REQUIREMENTS:

- At least one work surface per workstation to be height adjustable;
- Any surface with monitor to be (30") deep to allow for use of monitor arm;
- Adjustable ergonomic task chair
- Task lighting;
- Power modules at surface.

EXAMPLES:



CAPACITY: 1

VISUAL PRIVACY: Panels must not exceed 137 cm high

ACOUSTIC PRIVACY: STC N/A

MINIMUM SIZE: 3m²

IT PROFILE:

- 1 monitor;
- Port replicator;
- Power and USB outlets for charging.

ACCESSIBILITY REQUIREMENTS:

- 1100mm minimum clear aisle width;
- 1700mm minimum turning diameter;
- Power modules must be located below edge of work surfaces and no further than 500 mm from the front edge of the workstation.

ELECTRICAL REQUIREMENTS:

- 3 duplex receptacles per workstation or 2 triplex receptacles per workstation. Allow for 1 dedicated circuit per 3 workstations;
- Minimum of 2 USB charging ports per workstation;

TOUCHDOWN

DESCRIPTION:

Individual landing workspace for short-term work or when checking in between other work activities. Supports typical office activities such as correspondence, writing and reading. This workpoint must always be within an enclosed suite, reserved for client use only.

REQUIREMENTS:

- Surfaces must be at desk height, counter height, or a combination of both;
- Appropriate seating depending on surface type;
- Power modules at work surface (may be shared by multiple users).

EXAMPLES:



CAPACITY: 1

VISUAL PRIVACY: Low

ACOUSTIC PRIVACY: STC N/A

IT PROFILE:

- Power & USB charging

ACCESSIBILITY REQUIREMENTS:

- At least one grouping or section of a grouping at desk height (minimum height 700mm);
- Power modules must be located below edge of work surfaces.

ELECTRICAL REQUIREMENTS:

- 1 duplex receptacle within reach of each seat. Allow for 1 dedicated circuit per maximum 8 seats;
- USB charging ports within reach of each seat.

FOCUS POD

DESCRIPTION:

For mid-term individual focused work; a secluded workpoint that supports quiet concentration in an open work environment.

REQUIREMENTS:

- Semi-enclosed furniture solution;
- Can be planned on its own or in clusters;
- Task lighting.

EXAMPLES:



CAPACITY: 1

VISUAL PRIVACY: **Medium - High**

ACOUSTIC PRIVACY: **STC N/A**

IT PROFILE:

- **Power & USB charging**

ACCESSIBILITY REQUIREMENTS:

- **At least one with height adjustable surface;**
- **Variety of focus pods; at least one with wider access.**

ELECTRICAL REQUIREMENTS:

- **Minimum 1 duplex receptacle per pod;**
- **Allow for 1 circuit per 5 Focus Pods or other workspaces with similar Electrical Profile;**
- **1 USB charging port per pod.**

FOCUS ROOM

DESCRIPTION:

For short, mid or long-term individual focused work where a high level of privacy is required. Can also be used for private conversations.

REQUIREMENTS:

- Enclosed room with demountable and/or drywall partitions;
- Sliding door to optimize space;
- Glazing on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);
- Task lighting;
- Informal secondary seating.

EXAMPLES:



ELECTRICAL AND MECHANICAL REQUIREMENTS:

- Allow for 1 circuit per 4 Focus Rooms or other workspace with similar electrical profile;
- 2 standard electrical duplex receptacles to allow for design flexibility;
- 2 USB charging ports;
- Mechanical equipment and components to be selected to support the room STC rating.

CAPACITY: 1 or 2

VISUAL PRIVACY: Medium-High

ACOUSTIC PRIVACY: STC 35

MINIMUM SIZE: 5m²

IT PROFILE:

- Power & USB charging;
- Minimum 1 monitor.

ACCESSIBILITY REQUIREMENTS:

- Height-adjustability for seating and work surface;
- Contrasting surround on sliding door with handle;
- Layout to avoid having back to door;
- 1700mm minimum turning diameter;
- Fully glazed doors and partitions must have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.

PHONEBOOTH

DESCRIPTION:

Short-term enclosed or semi-enclosed area for phone calls.

REQUIREMENTS:

- Enclosed room with sliding door;
- Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);
- Task lighting.

EXAMPLES:



CAPACITY: 1

VISUAL PRIVACY: Medium

ACOUSTIC PRIVACY: **STC 45**

MAXIMUM SIZE: 5m²

IT PROFILE:

- Power & USB charging

ACCESSIBILITY REQUIREMENTS:

- Contrasting surround on sliding door with handle;
- At least one larger phonebooths to allow for 1700mm minimum turning diameter inside room;
- Seating on casters when appropriate;
- Shelf/surface height 700-800mm;
- Fully glazed doors and partitions must have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.

ELECTRICAL AND MECHANICAL REQUIREMENTS:

- Allow for 1 circuit per 5 Phonebooths or other workspaces with similar electrical profiles;
- Minimum 1 standard electrical duplex receptacles to allow for design flexibility;
- 2 USB charging ports;
- Mechanical equipment and components to be selected to support the room STC rating.

LOUNGE

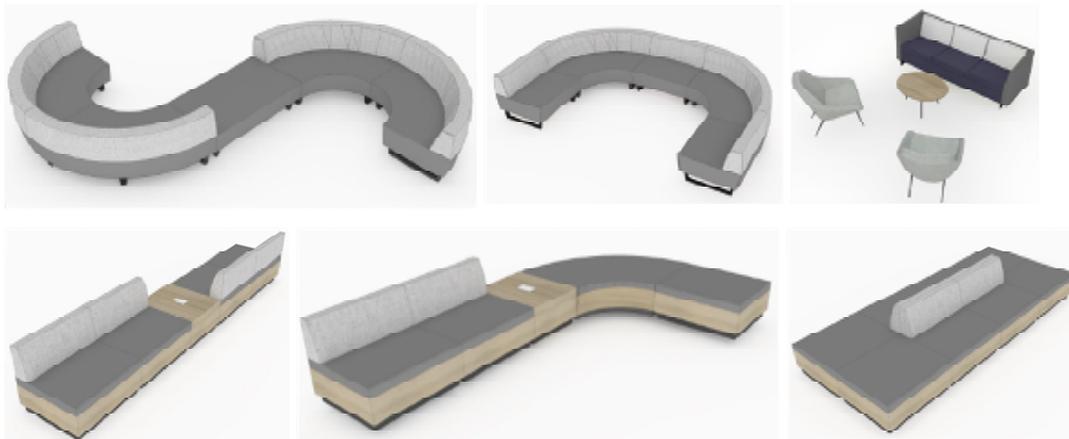
DESCRIPTION:

Open area with furniture to accommodate social interaction and informal work and gatherings.

REQUIREMENTS:

- Variety of soft seating, small tables, and chairs.

EXAMPLES:



CAPACITY: **Must accommodate workplace occupants**

ACOUSTIC PRIVACY: **STC N/A**

ACCESSIBILITY REQUIREMENTS:

- Chairs on casters where possible;
- Variety of seating;
- Variety of surface heights;
- Clear knee space minimum 685mm;
- Include some seating with armrests.

ELECTRICAL REQUIREMENTS:

- Allow for 1 dedicated circuit per 15m² of Lounge space

WORK ROOM

DESCRIPTION:

Enclosed room for short-term or mid-term group work and meetings.

REQUIREMENTS:

- Work surface against a wall with a large screen display;
- Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);
- Task and/or accent lighting.

EXAMPLES:



CAPACITY: 4 - 6

ACOUSTIC PRIVACY: STC 35

IT PROFILE:

- Power & USB charging in table;
- 1 large monitor;
- Wireless presentation technology;
- Video conference;
- VoIP.

ACCESSIBILITY REQUIREMENTS:

- Contrasting surround on sliding door with handle;
- Controls and outlets 400mm-1200mm vertical reach;
- 1700mm minimum turning diameter inside room;
- Fully glazed doors and partitions must have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions;
- Minimum illumination 200 lux;
- Clear knee space minimum 685mm.

ELECTRICAL AND MECHANICAL REQUIREMENTS:

- Allow for 1 circuit per Work Room;
- 1 standard electrical duplex receptacle dedicated to monitor;
- Minimum 2 electrical duplex receptacles with USB charging;
- Power and USB receptacle to be incorporated in furniture solution;
- Mechanical equipment and components to be selected to support the room STC rating.

PROJECT ROOM

DESCRIPTION:

Enclosed room for longer term project teams or groups to assemble, brainstorm and create.

REQUIREMENTS:

- Sliding door;
- Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);
- Variety of mobile furniture that can be easily adapted to various configurations;
- Writable walls and mobile whiteboards.

EXAMPLES:



CAPACITY: 6

VISUAL PRIVACY: High

ACOUSTIC PRIVACY: STC 35

IT PROFILE:

- Power & USB charging;
- 1 large monitor - (interactive monitor optional);
- Wireless presentation technology;
- VoIP.

ACCESSIBILITY REQUIREMENTS:

- Height-adjustable work surfaces;
- Mobile furniture on casters;
- Controls and outlets 400mm-1200mm vertical reach.
- Fully glazed doors and partitions must have at 1350-1500mm from the floor, 50 mm high continuous opaque strips that extend full width of doors and partitions.

ELECTRICAL AND MECHANICAL REQUIREMENTS:

- Allow for 1 circuit per Project Room;
- 1 standard electrical duplex receptacle dedicated to monitor;
- Minimum 4 electrical duplex receptacles with USB charging;
- Power and USB receptacles to be incorporated in furniture solution (if applicable);
- Mechanical equipment and components to be selected to support the room STC rating.

MEDIUM MEETING ROOM

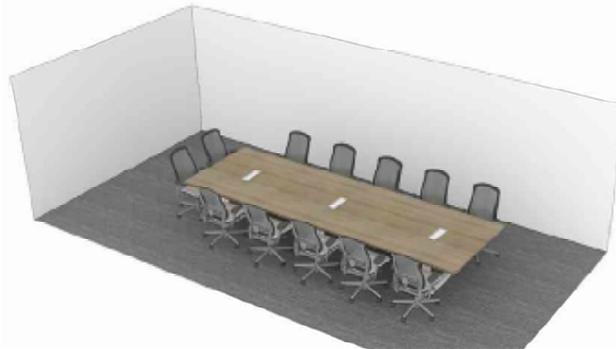
DESCRIPTION:

Enclosed room for short to mid-term team work and meetings.

REQUIREMENTS:

- **Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);**
- **Adjustable chairs;**
- **Accent lighting.**

EXAMPLE:



CAPACITY: 12

VISUAL PRIVACY: High

ACOUSTIC PRIVACY: STC 45

IT PROFILE:

- **Power & USB charging;**
- **1 large monitor;**
- **Wireless presentation technology;**
- **Cable matrix;**
- **Videoconferencing;**
- **VoIP.**

ACCESSIBILITY REQUIREMENTS:

- **1700mm minimum turning diameter;**
- **Outlets and controls 400-1200mm vertical reach;**
- **1100mm minimum clear aisle width throughout room;**
- **Clear knee space minimum 685mm;**
- **Sliding doors with contrasting edging and handle.**

ELECTRICAL AND MECHANICAL REQUIREMENTS:

- **Allow for 2 circuits;**
- **4 standard electrical duplex receptacles plus 1 standard floor mounted receptacle (via under carpet track);**
- **1 standard electrical duplex dedicated to monitor;**
- **1 floor mounted standard image/voice/data outlet via under carpet track;**
- **Power and data receptacles to be incorporated in furniture solution;**
- **Direct/indirect suspended luminaire(s) to suit meeting table function on a separate switch/light control and motion sensor;**
- **Dimmable perimeter/accent lighting to support presentation function on a separate switch/light control and motion sensor.**
- **Mechanical equipment and components to be selected to support the room STC rating.**

LARGE MEETING ROOM

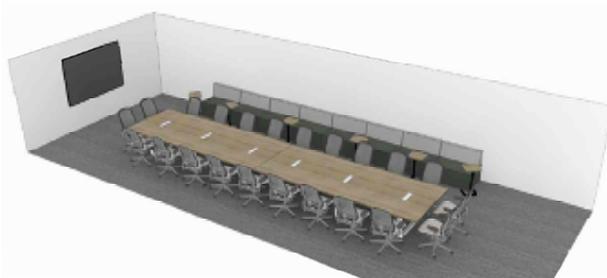
DESCRIPTION:

Enclosed room for large formal meetings and presentations.

REQUIREMENTS:

- Include two doors at opposite ends of room;
- Glazed partition on at least one wall to allow light penetration (privacy film to be applied in accordance with applicable codes and standards);
- Adjustable chairs;
- Accent lighting.

EXAMPLE:



CAPACITY: 20+

VISUAL PRIVACY: High

ACOUSTIC PRIVACY: STC 45

IT PROFILE:

- Power & USB charging;
- Minimum 2 large monitors;
- Wireless presentation technology;
- Videoconferencing;
- VoIP;
- Microphone system.

ACCESSIBILITY REQUIREMENTS:

- Assistive listening system;
- 1700mm minimum turning diameter;
- 1100mm minimum clear aisle width throughout room;
- Outlets and controls 400-1200mm vertical reach;
- Clear knee space minimum 685mm;
- Sliding doors with contrasting edging and handle.

ELECTRICAL AND MECHANICAL REQUIREMENTS:

- Allow for 2 circuits;
- 4 standard electrical duplex receptacles plus 1 standard floor mounted receptacle (via under carpet track);
- 1 standard electrical duplex dedicated to each monitor;
- 2 standard image/voice/data outlets (as required by client)
- 2 floor mounted standard image/voice/data outlet via under carpet track;
- Power and data receptacles to be incorporated in furniture solution;
- Direct/indirect suspended luminaire(s) to suit meeting table function on a separate switch/light control and motion sensor;
- Dimmable perimeter/accent lighting to support presentation function on a separate switch/light control and motion sensor;
- Mechanical equipment and components to be selected to support the room STC rating.

PERSONAL STORAGE AREA

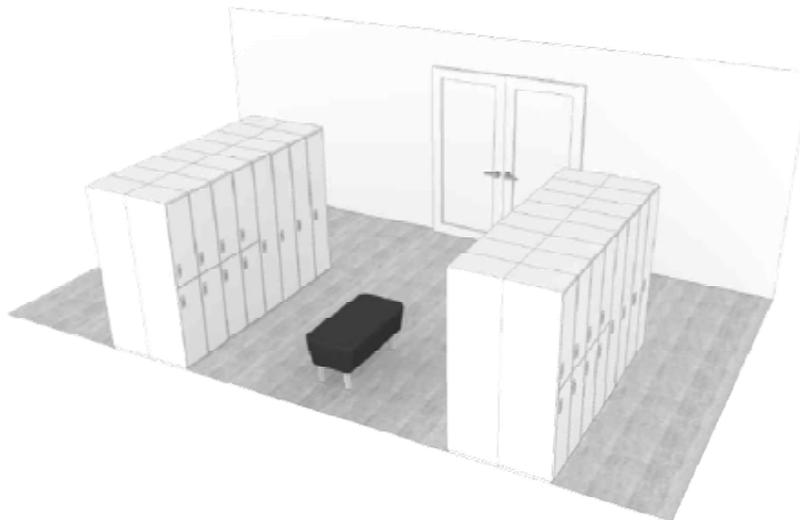
DESCRIPTION:

Individual storage in a centralized area.

REQUIREMENTS:

- Include smaller lockers for visitors;
- Coat Closets or a Cloak room in addition to lockers.

EXAMPLE:



CAPACITY: N/A

VISUAL PRIVACY: Low

ACOUSTIC PRIVACY: Low

POSTURE: N/A

IT PROFILE: N/A

ACCESSIBILITY REQUIREMENTS:

- High contrast, tactile locker numbers;
- Provide benches or seating with grab bar at end;
- Low rod in one section of closet;
- Coat hangers to come off rod (not attached);
- Controls and shelves must be easily reachable.

KITCHENETTE

DESCRIPTION:

Kitchen facilities for use by employees for food storage and preparation.

REQUIREMENTS:

- Semi-enclosed or open space, with visual separation from workspaces;
- Sink(s), space for refrigerator(s) and microwave(s), millwork and counter space;
- Dining tables and chairs;
- Recycling centre.

CAPACITY: **Must accommodate workplace occupants**

VISUAL PRIVACY: **Medium**

ACOUSTIC PRIVACY: **N/A**

IT PROFILE: **N/A**

ACCESSIBILITY REQUIREMENTS:

- 1700mm turning diameters along edge of counter
- Minimum illumination 200 lux
- Maximum height of controls: 1200 mm
- Maximum forward reach 500 mm
- Lever handle for faucet
- High contrast controls
- Microwave on counter
- Pull out shelf below microwave
- Pull out shelves or drawers
- Any items stored in upper cabinets/shelves (plates, cups, etc.) to also be available at a lower reach

APPENDIX B: WORKPLACE STANDARD

1 General

- 1.1 The Building where the Workplace is located must be designed, constructed, operated and maintained in compliance with all applicable federal, provincial, territorial, municipal or regional laws, acts, regulations and codes and in accordance with:
 - 1.1.1 the *National Building Code of Canada* (NBCC 2015), as amended from time to time;
 - 1.1.2 the *National Plumbing Code of Canada* (NPC 2015), as amended from time to time
 - 1.1.3 the *National Fire Code* (NFC) 2015 , as amended from time to time;
 - 1.1.4 the CSA Standard CAN3-B44-M85, *Safety Code for Elevators*;
 - 1.1.5 *the Canadian Electrical Code*;
 - 1.1.6 the American Conference of Governmental Industrial *Hygienists Industrial Ventilation*, 20th edition, dated 1988, as amended from time to time;
 - 1.1.7 the American Society of Heating, Refrigerating and Air Conditioning (ASHRAE) Standard the ANSI Standard ANSI Z9.2-2018 *Fundamentals Governing the Design and Operation of Local Exhaust Systems*, dated 1979, as amended from time to time;
 - 1.1.8 ANSI/ASHRAE 55 - 2017 Thermal Environmental Conditions for Human Occupancy, as amended from time to time;
 - 1.1.9 ANSI/ASHRAE Standard 62.1-2019 -- Ventilation for Acceptable Indoor Air Quality, as amended from time to time; and
 - 1.1.10 the CSA *B651- 18- Accessible design for the built environment, or newer versions*.
- 1.2 The Building, the Workplace and the Workspace must be designed to facilitate easy circulation, without crowding and allow safe emergency evacuation of all Occupants of the Building including persons with limited mobility and in accordance with:
 - 1.2.1 the CSA *B651- 18- Accessible design for the built environment, or newer versions*.
- 1.3 In the event of any conflict between the above requirements and other requirements in this contract, the more stringent provision will apply.

2 Comfort

- 2.1 The Contractor must ensure that the air (dry bulb) temperatures in the workplace during working hours are maintained within the temperature range of 20C to 26C.
- 2.2 The Contractor must ensure that the relative humidity is maintained in the workplace between 25% (winter design) and 60% (summer design).
- 2.3 The workplace must conform to the Room Criteria (RC) ranges of octave band sound pressure levels (with neutral balance of high and low frequency energy levels) listed below. The following table is based on:

- a) Spaces being furnished but unoccupied;
- b) The HVAC system being in operation with maximum airflow rate into the space.
- c) The table does not apply to spaces containing room air conditioners, etc. which operate for short periods under the Occupant's control.
- d) The table does not apply to noise generated by Occupant's equipment such as computers and printers.

Room Criteria Area	RC (N) Range (dB re 20 micro pascals)
Private offices	30-35
General offices	35-40
Conference, meeting rooms	25-35
Halls, corridors, cafeteria	40-45
Locker rooms, washrooms	40-45

Noises must be free from annoying, recognizable characteristics such as rumble, hiss, tones and variability of noise patterns.

2.4 The illumination level in the Workplace must be adjustable and capable to have:

Area	Minimum Average Illumination (lx) ^a	Maximum Uniformity Ratio (avg : min) ^b	Maximum Uniformity Ratio (max : min) ^c
Workstations, Touchdown, Focus Rooms, Phone Booths	425	2 : 1	5 : 1
Workrooms, Project Rooms, Meeting Rooms, Lounge	300	2 : 1	
Reception areas	300	2 : 1	
Kitchenette	150	3 : 1	
Personal Storage Area	150	2 : 1	

Notes:

- ^a Illumination levels for interior office spaces are expressed as the minimum acceptable values of average maintained horizontal illuminance level (lx) over the working plane at each workstation or at floor level for support spaces (based on carpeted areas).
To ensure a uniform approach and yield consistent results, measurement of lighting levels must be made in accordance with the document [Measurement of Lighting Levels in the Workplace – Canada Occupational Health and Safety Regulations, Part VI, 928-1-IPG-039](#).
- ^b The uniformity ratio is given at a task plane height over an entire room or space, except for general office spaces, food preparation areas, and meeting rooms where it is over the task area.
- ^c Throughout entire work space comprising the task areas.

- 2.5 Night-lights must be provided to light the principal routes between the Workplace and the Building entrance and exits with the following minimum illumination levels:

Area	Illumination Levels
Building entrances and exits	150 lux
Lobbies and atria	150 lux
Corridors and stairways	100 lux
Washrooms	150 lux

3 Finishes

- 3.1 The type, quality and standard of finishes, fittings and equipment must conform to high quality commercial performance standards for the type of accommodation and the intended use.
- 3.2 All finishes or other materials installed or present such as, but not limited to flooring, walls, ceilings, doors, hardware, window coverings, washroom fixtures etc. must be new or like new-condition.
- 3.3 All finishes must present a uniform appearance and be installed solidly in place.
- 3.4 All finishes, fittings and equipment must be installed in accordance with the manufacturers' requirements and relevant codes and standards.
- 3.5 Transition between different flooring materials shall be safe and meet commercial use standards.
- 3.6 All walls and all columns must have paint, or other acceptable finish.
- 3.7 All demising walls of the Workplace must provide a continuous sound seal from the adjacent premises.

4 Water

- 4.1 Potable water for drinking must comply as a minimum, with the Guidelines for Canadian Drinking Water Quality, as amended from time to time or to any other federally, provincially or territorially appropriate standards and any existing guidelines that provides a higher level of protection to Employees.
- 4.2 Hot water provided for personal washing must be stored at a minimum temperature of 60°C, distributed to each fixture at a minimum temperature of 50°C and have a water outlet temperature of not less than 35°C and not more than 43°C. Water must not be in a stagnant water.

5 Fire Protection

- 5.1 Where the Workplace is located in a building sprinklered, it must be sprinklered to the requirement of National Fire Protection Association 13 *Standard for Installation of Sprinkler Systems*.
- 5.2 Where the Workplace is located in a building which requires to have a standpipe system, it must be provided to the requirements of National Fire Protection Association 14 *Standard for the Installation of Standpipe and Hose Systems*.
- 5.3 Fire extinguishers must be provided in the Workplace as required by National Fire Protection Association 10 *Standard for Portable Fire Extinguishers*.
- 5.4 The Contractor must ensure that the Fire Alarm Systems comply with CAN/ULC-S524-01 *Standard for Installation of Fire Alarm Systems*.

6 Life Safety

- 6.1 The Contractor must provide the Federal Manager with a comprehensive emergency evacuation plan which will describe the process for evacuation of persons as required under the applicable codes. The Contractor must also provide an update of the required plans to adjust for any changes made to the evacuation route(s) during the service term and provide such plans to Federal Manager.
- 6.2 Exit lights shall be bilingual (English and French) in accordance with CAN/CSA 860 Performance of Internally Lighted Exit Signs.

7 Stairs

- 7.1 The stairs of the Building must have welded steel treads or painted concrete with non-slip nosing having the horizontal face in a colour contrasting with the tread and welded pipe handrails and balustrades.

8 Elevators

- 8.1 The Workplace must be serviced by elevators if located at any floor level other than the ground floor. Elevator operations shall meet industry standards for efficient handling of the Building population under peak load conditions.

9 Signage

- 9.1 Directory boards must be provided in the ground floor lobby of the building and in the elevator lobby of each floor of the workplace, as such may apply, including suitable identification as from time to time required by the Technical Authority in French and English, of the Occupants of the workplace.

10 Hazardous Substances, Workplace Hazardous Materials Information

- 10.1 In the event polychlorinated biphenyls (PCB's), chlorofluorocarbons (CFC's) and halon gases are in the Workplace, the Contractor must provide an inventory of these substances to the Technical Authority. Removal, storage and disposal / destruction of these hazardous substances must be in compliance with the requirements of authorities having jurisdiction.
- 10.2 All products used in the Workplace for construction, cleaning, maintenance, and operations must be classified and labelled according to the WHMIS.

11 Asbestos Management

- 11.1 The Contractor must ensure that Occupants of the Workplace are not exposed to airborne asbestos fibres at any time.
- 11.2 If any asbestos-containing material is present in the workplace or areas of the building that affects the workplace, the Contractor shall provide an Asbestos Management Plan (AMP).
- 11.3 If the workplace and areas of the building affecting the workplace are free of asbestos-containing materials, the Contractor must provide a professional certification to this effect prior to service initiation.
- 11.4 The Contractor must ensure that any asbestos-containing material is not used in any renovations, improvements or alterations of the workplace or areas of the building affecting the workplace.
- 11.5 In the event that any asbestos-containing material present in the Building becomes, in any way, damaged (e.g. non-friable that becomes friable, reduced to dust, exposed, cracked), the Contractor must inform the Technical Authority and provide

details concerning the immediate actions that have been and/or will be taken. The Contractor must also take immediate steps to ensure repair, encapsulate, or, if required, removal of such asbestos-containing material in accordance with federal and provincial requirements.

12 Legionella

- 12.1 The Contractor must ensure that cooling towers and other legionella susceptible systems in the building affecting the workplace are being operated and maintained consistent with industry best practices detailed from the:
- American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE); Guideline 12 Minimizing the Risk of Legionellosis Associated with Building Water Systems, as amended from time to time;
 - ASHRAE Standard 188 Legionellosis, Risk Management for Building Water Systems, as amended from time to time;
 - NSF P453 Cooling Tower Water Systems – Treatment, Operation, and maintenance to Prevent Legionellosis, as amended from time to time;
 - Occupational Safety and Health Administration (OSHA) Legionnaire's Disease Technical Manual, as amended from time to time;
 - Cooling Technology Institute (CTI) WTB-148 Guideline: Best Practices for Control of Legionella, as amended from time to time;
 - American Industrial Hygiene Association (AIHA); Recognition, Evaluation, and Control of Legionella in Building Water Systems, as amended from time to time.
- 12.2 The contractor must ensure that start-up and monthly water samples from all operational cooling towers are being analyzed by culture for Legionella by an ISO 17025 certified laboratory in accordance with ISO 11731 or equivalent. The water sample point(s) must be out of the direct influence of the make-up water and the addition of water treatment products. Should any Legionella bacteria tests results indicate Total Legionella Pneumophila (LPTOT) greater than 1000 colony forming units per milliliter (cfu/ml), the Contractor must inform the Technical Authority immediately and provide details concerning the immediate actions that have been and/or will be taken.
- 12.3 The contractor must ensure that corrective measures are immediately performed to ensure the continued health and safety of the Employees. The corrective measures must be based on the test results as well as operation and maintenance engineering best practices from the references detailed earlier in this section

APPENDIX C: DELIVERABLE REQUIREMENTS LIST

Deliverables Associated for Each Task Authorization							
Delivery Item Description (DID) Identifier	Deliverable Title	Statement of Work sub-section	Template	Format	Frequency	Timing	Purpose
DID-01	Visitors Log Book	On-Site Contractor Representative	As per the Deliverable Item Descriptions Standard	Excel Spreadsheet	When requested	When requested	For Information
DID-02	First Aid Assistance Information Log	On-Site Contractor Representative	Contractor-Generated based on the OHS Regulations	Excel Spreadsheet	Monthly	First Week of the month for the previous month.	For Information
DID-03	First Aid Training Certifications	On-Site Contractor Representative	Contractor-Generated based on the OHS Regulations	PDF	As required	5 Business Days prior to the occupation of the workplace for any person who acts as the first aid attendant and every time there is a new attendant	For Information

Deliverables Associated for Each Task Authorization							
Delivery Item Description (DID) Identifier	Deliverable Title	Statement of Work sub-section	Template	Format	Frequency	Timing	Purpose
DID-04	Copy of video surveillance video.	Security/Access Control	Contractor-Generated	Numeric Video	When requested	When requested	For Information
DID-05	Notices of planned Building /Workplace maintenance	Maintenance	Contractor-Generated	PDF	As required	2 Business Days prior to the execution of the work	For Information
DID-06	Workplace Floor Plan	Locations	Contractor-Generated	PDF	As required	Attached to the Task Authorization	For Acceptance
DID-07	Workspace Utilization Report	Workspace Utilization	As per the Deliverable Item Descriptions Standard	Excel Spreadsheet	Monthly	First Week of the month for the previous month.	For Information
DID-08	Evacuation Route Plan	Life Safety	Contractor-generated	PDF	As required	5 Business Days prior to the occupancy of the Workplace or anytime the evacuation route is revised.	For Information
DID-09	Asbestos Management Plan	Asbestos Management	As per the Deliverable Item	PDF	As required	At least 30 days prior to the Federal Organization's	For Information

Deliverables Associated for Each Task Authorization							
Delivery Item Description (DID) Identifier	Deliverable Title	Statement of Work sub-section	Template	Format	Frequency	Timing	Purpose
			Descriptions Standard			occupant entry to the workplace	
DID-10	Performance Action Plan	Performance Management	As per the Deliverable Item Descriptions Standard	PDF	As required	Within 5 Business Days after Contractor has received a written request from the Technical Authority.	For Acceptance
DID-11	Workplace Health and Safety Protocol during Pandemic Situations	Occupational Health and Safety	As per the Deliverable Item Descriptions Standard	PDF	When requested	When requested	For Acceptance
DID-12	Amenities Plan	Locations	As per the Deliverable Item Descriptions Standard	PDF	Once	Attached to the Task Authorization	For Information
DID-13	Workplace Readiness Checklist	Workplace Readiness	As per the Deliverable Item Descriptions Standard	PDF	Once	One business day prior to the beginning of the service term.	For Acceptance

Deliverables Associated for Each Task Authorization							
Delivery Item Description (DID) Identifier	Deliverable Title	Statement of Work sub-section	Template	Format	Frequency	Timing	Purpose
DID-14	Orientation Sessions Report	Orientation Sessions	As per the Deliverable Item Descriptions Standard	Excel Spreadsheet	Monthly	First Week of the month for the previous month.	For Information

APPENDIX D: SERVICE LEVEL STANDARD

1. Workplace Intake

OUTCOME	CATEGORY	STANDARD	FREQUENCY	OCCURENCE	INCENTIVE
Workplace Availability¹					
Ability to access Workplace in a timely manner	Less than 20 Workstations	Response Time²	Once (at the beginning of the Service Term of a Task Authorization)	<ul style="list-style-type: none"> When the response time does not meet the standard. 	<ul style="list-style-type: none"> When the response time meet the standard. And if requested (to be identified in the Task authorization), when the response time is lower than the standard.
		30 days			
	Between 21 and 40 Workstations	60 days			
	Between 41 and 100 Workstations	90 days			
	More than 101 Workstations	120 days			
Workplace Orientation Session and Material					
Employees are familiarized with how the Workplace works	n/a	First day of the Service Term or the first day a new Employee arrived in the Workplace	Per Event	Each time the provision 3.7 of the Statement of Work is not met	N/A

¹ The response time is calculated from the date of the Workplace request as defined in the Task Authorization to the date that the Workplace is available to the federal organization for its usage.

² Unless approved in advance by the Technical Authority

2. Workplace Experience

OUTCOME	STANDARD	FREQUENCY	OCCURRENCE	INCENTIVE
Security				
Ability to access the space in a transparent yet secure manner	<ul style="list-style-type: none"> Security passes (or other devices used to access the workplace) fully available and functional Only the authorized persons have access to the Workplace 	Monthly	3 events reported to the National Service Call Centre per month. An event represents the failure to meet the standard	N/A
Connectivity of Wi-Fi				
Ability to be productive in the Workplace	Adequate upload and download bandwidth per connection to permit seamless and uninterrupted Wi-Fi internet connectivity across the Workplace for use of both mobile and desktop devices using any and all common business and social media applications (e.g. MS Office, Email, Facebook, Twitter, Instagram) and supporting common online activities including web browsing and audio and video streaming.	Monthly	5 events reported to the National Service Call Centre. An event represents the failure to meet the standard.	N/A
Connectivity of Cellular Phone				
Ability to be productive in the Workplace	Signal strength better than -85 dBm (decibel-milliwatts)	Monthly	5 events reported to the National Service Call Centre. An event represents the failure to meet the standard.	N/A

OUTCOME	STANDARD		FREQUENCY	OCCURRENCE	INCENTIVE
Service Calls					
Ability to work in a safe, healthy and productive Workplace	Priority	Maximum Response Times for Service Call	Monthly	5 events reported to the National Service Call Centre. An event represents the failure to meet the standard.	N/A
	Emergency	30 minutes			
	Urgent	60 minutes			
	Normal – during Business Day	4 hours (excluding the after hour period)			
	Normal- during unoccupied hours	4 hours after the start time of the next regular operation period of the building			
Notes: Service calls are closed when the NSCC receives notice that the issue has been satisfactorily addressed and the related actions completed					

3. Deliverables

OUTCOME	STANDARD	REPORTING FREQUENCY	OCCURRENCE	INCENTIVE
Ability to receive complete, accurate and timely deliverables	All deliverables are produced and submitted as per Appendix C	Monthly	3 deliverables that don't comply with the Description Item Description Standard during a month.	N/A

4. Overall Service Level

OUTCOME	STANDARD	REPORTING FREQUENCY	OCCURRENCE	INCENTIVE
Ability to provide good overall service	Month without occurrence raised	Monthly	N/A	3 consecutive months

APPENDIX E: DELIVERABLE ITEM DESCRIPTIONS STANDARD

1. Overview

The Deliverable Item Descriptions set out the purpose and required content of the deliverables associated with the Statement of Work, including format and preparation instructions.

Each Deliverable Item Description has a “Statement of Work” field which indicates the main section of the Statement of Work that is relevant to the deliverable. Some Deliverable Item Descriptions mandate the format in the “Preparation Instructions” field.

2. Deliverables Associated with Each Task Authorization

DID-01 Visitors Log Book
<u>Statement of Work Reference:</u> On-Site Contractor Representative
<u>Purpose:</u> To record and provide information on visitors of the workplace.
<u>Related Documents:</u> Nil.
<u>Preparation Instructions:</u> The visitors Log Book must be in Excel format and must include at, a minimum, the following: <ul style="list-style-type: none">• Visitor's Name• Address of the Workplace visited• Visitor's Employer Name• Visitor's phone number• Date of the visit• Time of the visit (in and out time)
<u>Submission Purpose:</u> For Information.
<u>Frequency/Timing:</u> When requested.

DID-07 Workspace Utilization Report

Statement of Work Reference:

Workspace Utilization.

Purpose:

To compile and provide data on the Employees' utilization of the Workspace.

Related Documents:

Nil.

Preparation Instructions:

The Workspace Utilization Report must be in Excel format and must include, at a minimum, the following:

- Workplace address
- Total number/capacity of each space type of Workpoints in the Workspace
- Number of Workpoints used per day and daily percentage of Workpoints used (Workpoints used per day divided by the total number of Workpoints)
- Average daily percentage of Workpoints used during the month
- Daily occupancy of Dedicated Workstations (number of Employees); and daily occupancy rate (number of Employees divided by total capacity)
- Average daily rate of Dedicated Workstations occupancy during the month
- Meeting Rooms booked, total duration of the booking
- Common Use Space areas used the most
- Busiest days/hours of the Workspace
- Busiest days/hours of the Workplace

Submission Purpose:

For Information.

Frequency/Timing:

Monthly / First week of the month for the previous month.

DID-09 Asbestos Management Plan

Statement of Work Reference:

Asbestos Management.

Purpose:

To provide the Asbestos Management Plan for the Workplace.

Related Documents:

Nil.

Preparation Instructions:

The Asbestos Management Plan (AMP) sets out procedures to control the risks to occupants and visitors of the Workplace. The Asbestos Action Plan is a matrix that identifies the actions to be taken to avoid risks.

The AMP is prepared by a qualified person and it identifies at a minimum: the type of asbestos, location, condition and the associated risks and potential impacts to occupants and visitors.

The AMP must include:

- Executive Summary: Written in layman's terms and simple language while ensuring technical language is supported with meaningful context. Information that represents the highest risk to Occupants of the Workplace should be prioritized in the text. When a non-compliance is identified, the relevant section from the Regulation or Code along with a summary of the aspects of the non-compliance must be provided.
- Introduction: Outlines Regulatory or Code requirements for the particular building and includes the federal employer's obligations under the Canada Labour Code and applicable provincial acts and regulations. Also outlines the purpose, scope, and limitations of the AMP.
- Definitions, a Contact List, and Building Specific information.
- A description of Scope and Methodology for asbestos management in the building: outlines which industry standards are applicable.
- Summary of the Survey of Asbestos Containing Material: presents the results of the survey organized in a coherent fashion and in layman's terms.
- Asbestos Management Practices: includes background information on asbestos, classification of asbestos-related work, work procedures, emergency response procedures, and asbestos training and education.
- Asbestos Action Plan: provides details on how to address any issues identified along with expected timelines - prioritized by urgency.

Submission Purpose:

For Information.

Frequency/Timing:

As required / At least 30 days prior to the Federal Organization's occupant entry to the workplace.

DID-10 Performance Action Plan

Statement of Work Reference:

Performance Management

Purpose:

To provide an action plan to address any concern raised by PWGSC or resulting from a review or audit.

Related Documents:

Nil.

Preparation Instructions:

The Performance Action Plan must include, at a minimum, the following:

- a description of the deficiency or summary of the issues raised by the Technical Authority;
- a root cause analysis of or related to the deficiency or issue;
- a description of the action taken or proposed to be taken to resolve the deficiency or issue;
- a description of the outcome and the measurement criteria that will be used to determine if the outcome was achieved;
- an implementation schedule with specific completion dates for each action item; and
- the name, title and telephone number of the person responsible for resolving the noted deficiency.

Submission Purpose:

For Acceptance.

Frequency/Timing:

As required / Within 5 Business Days after Contractor has received a written request from the Technical Authority.

DID-11 Workplace Health and Safety Protocol during Pandemic Situations

Statement of Work Reference:

Occupational Health and Safety

Purpose:

To ensure the health and safety of the Employees in the Workplace during pandemic situations.

Related Documents:

Nil.

Preparation Instructions:

The Workplace Health and Safety Protocol during Pandemic Situations must clearly outline how the Contractor will implement the guidelines and the recommendations provided by PWGSC and public health authorities such as but not limited to Public Health Agency of Canada and Health Canada.

The protocol, must include, at a minimum, the following:

- Workplace occupancy strategy: describes how the Workspace, the Common Use Space and other areas will be used (maximum number of occupants at any given time, physical distancing, Workpoints layouts...etc.)
- Enhanced cleaning measures: outlines the frequency of the cleaning, the cleaning products used, the highly used / shared areas that require cleaning more often, the furniture / equipment that should be disinfected after each use (such as meeting rooms tables, chairs...)...etc.
- Communication plan: ensures Employees, occupants and visitors of the Workplace are aware of and follow the guidelines (posters, emails, signage...)

Submission Purpose:

For Acceptance.

Frequency/Timing:

Once / When requested

DID-12 Amenities Plan

Statement of Work Reference:

Locations.

Purpose:

To provide a plan that identifies the amenities in or close to the Workplace.

Related Documents:

Nil.

Preparation Instructions:

The Amenities Plan identifies the amenities in or close to the Workplace, which includes, but not limited to:

- Public transit
- Parking
- Food retail
- Fitness centre
- Other community services

Submission Purpose:

For Information.

Frequency/Timing:

Once / Attached to the Task Authorization.

DID-13 Workplace Readiness Checklist

Statement of Work Reference:

Workplace Readiness

Purpose:

To provide a checklist to verify the status of the Workplace readiness for use by the Federal Organizations.

Related Documents:

Nil.

Preparation Instructions:

The Workplace Readiness Checklist must include, at a minimum, the following:

- The Workpoints
- The furniture (desks, chairs...etc.)
- Internet connection
- Phone lines

The Checklist must be accompanied with photos and/or virtual tour of the workplace.

Submission Purpose:

For Acceptance.

Frequency/Timing:

Once / One business day prior to the beginning of the service term.

DID-14 Orientation Sessions Report

Statement of Work Reference:

Orientation Sessions

Purpose:

To provide a report on the orientation sessions I provided to Employees.

Related Documents:

Nil.

Preparation Instructions:

The Orientation Sessions Report must include, at the minimum, the following:

- Workplace Address
- Service Term start date
- Number of new Employees during the month
- Date of the first day new Employees arrived in the Workplace
- Date that the orientation sessions was offered to Employees

Submission Purpose:

For Information.

Frequency/Timing:

Monthly / First Week of the month for the previous month.

ANNEX “B”

BASIS OF PAYMENT

All prices must be firm and all-inclusive presented in Canadian dollars. Customs duties are included and Applicable Taxes are extra.

Table 1 – Base Contract Years (Years 1 and 2)

National Capital Region - Base Contract Term (Years 1 and 2)		
<p>Firm Unit Pricing below is based on a daily commitment. (07:00 – 18:00 local time; Monday to Friday) in accordance with the Scope of Work and Task Authorization.</p> <p>Note: We anticipate that the number of employees requiring access will be higher than the number of required workstations.</p>		
Pricing item	Category	Flexible Workspace
		Workspace (SOW item 2.1.2.1)
1	Less 20 Workstations	\$_____/per workstation
2	Between 21 and 40 Workstations	\$_____/per workstation
3	Between 41 and 100 Workstations	\$_____/per workstation
4	More than 101 Workstations	\$_____/per workstation
Pricing items (con'd)	Commitment Term	% of Discount from Daily Commitment
5	1-3 Month Commitment	
6	3-6 Month Commitment	
7	6-12 Month Commitment	
8	12- 18 Month Commitment	
9	18+ Months Commitment	
<p>* Note: Percentage of discount is based on the daily rate quoted above.</p>		

Solicitation No. - N° de l'invitation
 XXXXX-XXXXXX/X
 Client Ref. No. - N° de réf. du client
 XXXXX-XXXXXX

Amd. No. - N° de la modif.
 File No. - N° du dossier
 xxxxx.XXXXX-XXXXXX

Buyer ID - Id de l'acheteur
 XXXXX
 CCC No./N° CCC - FMS No./N° VME

National Capital Region - Base Contract Term (Years 1 and 2) "A la carte" items SOW item 2.1.2.2	
Touchdown	\$ _____ / day
Focus Pod	\$ _____ / day
Focus Room	\$ _____ / day
Phone Booth	\$ _____ / day
Lounge	\$ _____ / day
Workroom	\$ _____ / day
Project Room	\$ _____ / day
Medium Meeting Room	\$ _____ / day
Large Meeting Room	\$ _____ / day
Personal Storage Area	\$ _____ / day
Kitchenette	\$ _____ / day

National Capital Region - Base Contract Term (Years 1 and 2) Labor resource – Additional Facilities Management Services <u>only</u> (SOW item 3.17)	
Type of Labor resource	Hourly Rate (inclusive of overhead and profit)
General Facility Technician	\$ _____ /hour
Material: Actual costs on materials, if required, will be cost reimbursable as indicated on the Task Authorization.	

Table 2 – Option Year 1 (Year 3)

National Capital Region - Option Year 1 (Year 3)		
Firm Unit Pricing below is based on a daily commitment. (07:00 – 18:00 local time; Monday to Friday) in accordance with the Scope of Work and Task Authorization.		
Note: We anticipate that the number of employees requiring access will be higher than the number of required workstations.		
Pricing item	Category	Flexible Workspace
		Workspace (SOW item 2.1.2.1)
1	Less 20 Workstations	\$_____/per workstation
2	Between 21 and 40 Workstations	\$_____/per workstation
3	Between 41 and 100 Workstations	\$_____/per workstation
4	More than 101 Workstations	\$_____/per workstation
Pricing items (con'd)	Commitment Term	% of Discount from Daily Commitment
5	1-3 Month Commitment	
6	3-6 Month Commitment	
7	6-12 Month Commitment	
8	12- 18 Month Commitment	
9	18+ Months Commitment	
* Note: Percentage of discount is based on the daily rate quoted above.		

National Capital Region - Option Year 1 (Year 3) "A la carte" items SOW item 2.1.2.2	
Touchdown	\$ _____ / day
Focus Pod	\$ _____ / day
Focus Room	\$ _____ / day
Phone Booth	\$ _____ / day
Lounge	\$ _____ / day
Workroom	\$ _____ / day
Project Room	\$ _____ / day
Medium Meeting Room	\$ _____ / day
Large Meeting Room	\$ _____ / day
Personal Storage Area	\$ _____ / day
Kitchenette	\$ _____ / day

National Capital Region - Option Year 1 (Year 3) Labor resource – Additional Facilities Management Services <u>only</u> (SOW item 3.17)	
Type of Labor resource	Hourly Rate (inclusive of overhead and profit)
General Facility Technician	\$ _____ /hour
Material: Actual costs on materials, if required, will be cost reimbursable as indicated on the Task Authorization.	

Table 3 – Option Year 2 (Year 4)

National Capital Region - Option Year 2 (Year 4)		
Firm Unit Pricing below is based on a daily commitment. (07:00 – 18:00 local time; Monday to Friday) in accordance with the Scope of Work and Task Authorization.		
Note: We anticipate that the number of employees requiring access will be higher than the number of required workstations.		
Pricing item	Category	Flexible Workspace
		Workspace (SOW item 2.1.2.1)
1	Less 20 Workstations	\$_____/per workstation
2	Between 21 and 40 Workstations	\$_____/per workstation
3	Between 41 and 100 Workstations	\$_____/per workstation
4	More than 101 Workstations	\$_____/per workstation
Pricing items (con'd)	Commitment Term	% of Discount from Daily Commitment
5	1-3 Month Commitment	
6	3-6 Month Commitment	
7	6-12 Month Commitment	
8	12- 18 Month Commitment	
9	18+ Months Commitment	
* Note: Percentage of discount is based on the daily rate quoted above.		

Solicitation No. - N° de l'invitation
 XXXXX-XXXXXX/X
 Client Ref. No. - N° de réf. du client
 XXXXX-XXXXXX

Amd. No. - N° de la modif.
 File No. - N° du dossier
 xxxxx.XXXXX-XXXXXX

Buyer ID - Id de l'acheteur
 XXXXX
 CCC No./N° CCC - FMS No./N° VME

National Capital Region - Option Year 2 (Year 4) "A la carte" items SOW item 2.1.2.2	
Touchdown	\$ _____ / day
Focus Pod	\$ _____ / day
Focus Room	\$ _____ / day
Phone Booth	\$ _____ / day
Lounge	\$ _____ / day
Workroom	\$ _____ / day
Project Room	\$ _____ / day
Medium Meeting Room	\$ _____ / day
Large Meeting Room	\$ _____ / day
Personal Storage Area	\$ _____ / day
Kitchenette	\$ _____ / day

National Capital Region - Option Year 2 (Year 4) Labor resource – Additional Facilities Management Services <u>only</u> (SOW item 3.17)	
Type of Labor resource	Hourly Rate (inclusive of overhead and profit)
General Facility Technician	\$ _____ /hour
Material: Actual costs on materials, if required, will be cost reimbursable as indicated on the Task Authorization.	

Solicitation No. - N° de l'invitation

XXXXXX-XXXXXXX/X

Client Ref. No. - N° de réf. du client

XXXXXX-XXXXXXX

Amd. No. - N° de la modif.

File No. - N° du dossier

xxxxx.XXXXXX-XXXXXXX

Buyer ID - Id de l'acheteur

XXXXXX

CCC No./N° CCC - FMS No./N° VME

ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST

To follow.

Solicitation No. - N° de l'invitation

XXXXX-XXXXXX/X

Client Ref. No. - N° de réf. du client

XXXXX-XXXXXX

Amd. No. - N° de la modif.

File No. - N° du dossier

xxxxx.XXXXX-XXXXXX

Buyer ID - Id de l'acheteur

XXXXX

CCC No./N° CCC - FMS No./N° VME

ANNEX "D" to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

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

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

ANNEX "E" to PART 5 OF THE BID SOLICITATION**FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION**

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

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

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

Complete both A and B.

A. Check only one of the following:

- () A1. The Bidder certifies having no work force in Canada.
- () A2. The Bidder certifies being a public sector employer.
- () A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- () A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
- () A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

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

B. Check only one of the following:

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

OR

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

Solicitation No. - N° de l'invitation

XXXXX-XXXXXX/X

Client Ref. No. - N° de réf. du client

XXXXX-XXXXXX

Amd. No. - N° de la modif.

File No. - N° du dossier

xxxxx.XXXXX-XXXXXX

Buyer ID - Id de l'acheteur

XXXXX

CCC No./N° CCC - FMS No./N° VME

ANNEX "F" TASK AUTHORIZATION FORM

See next page.

Task Authorization Autorisation de tâche

Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization
(Use form DND 626 for contracts for the Department of National Defence)

Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Autorisation de tâche
(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)

Contract Number

Enter the PWGSC contract number.

Numéro du contrat

Inscrire le numéro du contrat de TPSGC.

Contractor's Name and Address

Enter the applicable information

Nom et adresse de l'entrepreneur

Inscrire les informations pertinentes

Security Requirements

Enter the applicable requirements

Exigences relatives à la sécurité

Inscrire les exigences pertinentes

Total estimated cost of Task (Applicable taxes extra)

Enter the amount

Coût total estimatif de la tâche (Taxes applicables en sus)

Inscrire le montant

For revision only

Aux fins de révision seulement

TA Revision Number

Enter the revision number to the task, if applicable.

Numéro de la révision de l'AT

Inscrire le numéro de révision de la tâche, s'il y a lieu.

Total Estimated Cost of Task (Applicable taxes extra) before the revision

Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision

Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

Increase or Decrease (Applicable taxes extra), as applicable

As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (Applicable taxes extra) before the revision.

Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu

S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision.

1. Required Work: Complete sections A, B, C, and D, as required.

1. Travaux requis : Remplir les sections A, B, C et D, au besoin.

A. Task Description of the Work required:

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

A. Description de tâche des travaux requis :

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a révision à une tâche autorisée.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

B. Basis of Payment:

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:**Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (Applicable taxes extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:

Total cost of Task (Applicable taxes extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

D. Method of Payment

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

2. Authorization(s):

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

3. Contractor's Signature

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

B. Base de paiement :

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :**Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (Taxes applicables en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :

Coût total de la tâche (Taxes applicables en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

D. Méthode de paiement

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Autorisation(s) :

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat . Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

3. Signature de l'entrepreneur

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date

APPENDIX B – INFORMATION REQUESTED

Company Legal and Operating Name:	
Address:	
Contact Name:	Contact Title:
Email Address:	Phone Number:
Please indicate which of the following groups you represent (check all that apply):	
<input type="checkbox"/> Building Owner	
<input type="checkbox"/> Broker	
<input type="checkbox"/> Co-working Space Operator	
<input type="checkbox"/> Managers of Office Space	
<input type="checkbox"/> Other _____	
A) <u>Draft Full-Service Workplace Solutions Statement of Work</u>	
1) Section 2 of the Draft SOW Workplace Solutions: is the proposed description of the workpoints in line with what is currently offered by your organization? If you don't currently offer this type of service, would you consider offering it as described in the SOW? Please explain your response. Could you offer suggestions/recommendations to improve this section?	
2) Section 2 of the Draft SOW Facility Management: we are particularly interested to know if the furniture and equipment requirements will be a challenge to meet? Please explain your response. Do you notice any missing services, furniture elements or pieces of equipment that your current clients particularly appreciate and are not covered in this draft SOW?	

3) With respect to the Workplace Standard described in Appendix B of the Draft SOW, are the Standards described more stringent than yours? If so, are they achievable? If not, please explain your response.
4) One concern we have is about the physical and emotional wellbeing of our employees in relation to other occupants. Do you have a policy related to this? (i.e. harassment). If so, please explain.
5) In light of the COVID-19 situation, what is your organization doing to enhance cleaning, health and safety protocols, and to ensure social distancing in the workplace?
6) Overall, do you have any recommendations on this Draft Statement of Work?
B) <u>Draft Full-Service Workplace Solutions Solicitation</u>
1) <u>Part 2 – Bidder Instructions, Standard Instructions, Clauses and Conditions (2.1):</u> Are the clauses acceptable to industry? If not, please explain.
2) <u>Part 4 – Evaluation Procedures and Basis of Selection:</u> What evaluation criteria should Canada use to better distinguish one firm from another?
3) <u>Part 6 – Resulting Contract Clauses, Standard Clauses and Conditions, General Conditions (6.3.1):</u> Are the clauses acceptable to industry? If not, please explain.
4) <u>Part 6 – Resulting Contract Clauses, Performance Management Framework (6.7.5):</u> PSPC believes that good performance should be incentivized and conversely, poor performance penalized/corrected. Does industry have recommendations on how this could be done with quantitative criteria that can be assessed?
5) <u>Part 6 – Resulting Contract Clauses, Commercial General Liability (CGL) Insurance (6.11):</u> It is standard to request this insurance. Is this acceptable? If not, please explain.
6) <u>Annex B - Basis of Payment:</u> Is this a typical Basis of Payment for this type of industry? Should we envision a different strategy?
7) <u>Annex B – Basis of Payment:</u> Are ‘a la carte’ items typical? If so, what would they be and how are they priced (i.e. per day)?
8) <u>Annex B – Basis of Payment:</u> The pricing table shown is based on locations within the National Capital Area (NCA) regardless of where the locations may be situated within this area (i.e. east, west, central, north, or south). Does it make more sense to request pricing based on sub-areas within the NCA?

9) Annex B – Basis of Payment: There is a pricing table for labor resources that relates to SOW section 3.17 Additional Facilities Management Services **only**. As these services are not yet known, and we anticipate rarely used, we propose an hourly rate for a resource related to this field. Is the proposed approach acceptable? If not, what do you propose?

10) If there is a need for space that isn't currently in your inventory, how would you meet the requirement? Please explain your answer.

11) What would discourage you from bidding? What should we consider changing and how should we change it so you would bid?