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**Request for Proposals (RFP)**

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

**TITLE**

Commercial Cleaning Services at the Embassy of  
Canada to the United Arab Emirates

**SOLICITATION NO.**

21-177082

**DATE**

December 16, 2020

**PROPOSAL DELIVERY**

In order for the proposal to be valid, it must be received  
no later than **14:00 EDT** (Ottawa, Ontario time) on  
**January 15, 2021**. This date is referred to herein as the  
"Closing date".

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

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

Solicitation #: 21-177082

**OFFER TO: FOREIGN AFFAIRS, TRADE AND DEVELOPMENT  
CANADA**

**WE HEREBY OFFER TO SELL TO HER MAJESTY THE QUEEN  
IN RIGHT OF CANADA, IN ACCORDANCE WITH THE TERMS  
AND CONDITIONS SET OUT HEREIN, REFERRED TO HEREIN OR  
ATTACHED HERETO, THE GOODS AND SERVICES LISTED  
HEREIN AND ON ANY ATTACHED SHEETS AT THE PRICE(S)  
SET OUT THEREFOR.**

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

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

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



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## **PART 1 - GENERAL INFORMATION**

### **1.1 INTRODUCTION**

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

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

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

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

### **1.2 SUMMARY**

- 1.2.1** The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada to the United Arab Emirates, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide commercial cleaning services as described in the Statement of Work (Annex A).
- 1.2.2** The Work is to be performed from the contract award date (tentatively set for February 01, 2021 for a period of two years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of three additional one-year irrevocable option periods under the same terms and conditions.
- 1.2.3** The requirement may be subject to the provisions of the:
  - (a) Canada - Chile Free Trade Agreement (CCFTA)
  - (b) Canada - Columbia Free Trade Agreement
  - (c) Canada - Honduras Free Trade Agreement
  - (d) Canada - Korea Free Trade Agreement (CKFTA)
  - (e) Canada - Panama Free Trade Agreement
  - (f) Canada - Peru Free Trade Agreement (CPFTA)
  - (g) Canada - Ukraine free Trade Agreement
  - (h) Canadian Free Trade Agreement (CFTA)
  - (i) Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
  - (j) Comprehensive Economic and Trade Agreement (CETA)
  - (k) World Trade Organization Agreement on Government Procurement (WTO-AGP)



### 1.3 CONTRACT DOCUMENTS

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

### 1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

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

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



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 LANGUAGE OF PROPOSAL

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

### 2.2 REFERENCE CLAUSES

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

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

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

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

### 2.3 STANDARD INSTRUCTIONS

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

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

#### **2.3.3 Subsection 02 (2020-05-28) Procurement Business Number**

This subsection is deleted in its entirety

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

**Delete:** sixty (60)

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

#### **2.3.5 Subsection 06 (2018-05-22) Late Bids**

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

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

- returned to the Bidder in the case where hard copies were requested; or
- deleted / destroyed where soft copies were requested, unless they qualify under the provisions of the Delayed Bids clause stipulated in paragraph 2.3.6



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

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

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

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

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

## 2.4 SUBMISSION OF PROPOSALS

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

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

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

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

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

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

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

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

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

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



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

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

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

## **2.5 BIDDER'S CONFERENCE AND SITE VISIT– MANDATORY**

It is mandatory that the Bidder or a representative of the Bidder attend the conference and site visit. It will be held at the Chancery, in Abu Dhabi Mall West Tower, 9<sup>th</sup> floor, Al Zahiya, Abu Dhabi, on December 22, 2020, and will begin at 16:30, in Abu Dhabi, United Arab Emirates. The Bidder or a representative of the bidder must present themselves at the security counter of Abu Dhabi Mall West Tower, 15 minutes before the conference begins.

Bidders are requested to confirm their attendance with Canada's Representative no later than 5 working days before the conference and site visit and provide the names of the person(s) who will attend. Bidders





will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the conference and site visit.

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

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

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

**2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 7 calendar days before the bid closing date. Enquiries and suggestions received after that time may not be answered.

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

**2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

## **2.7 APPLICABLE LAWS**

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

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

## **2.8 ENTIRE REQUIREMENT**

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



Bidders should also not assume that their existing capabilities meet the requirements of the RFP simply because they have met previous requirements.

## 2.9 DEBRIEFINGS

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

## 2.10 CHALLENGES

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

## 2.11 NO PROMOTION OF BIDDERS INTEREST

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

## 2.12 LEGAL CAPACITY

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

## 2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

- (a) paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against Her Majesty*) or section 154.01 (*Fraud against Her Majesty*) of the [Financial Administration Act](#); or
- (b) section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against Her Majesty or section 418 (*Selling defective stores to Her Majesty*) of the [Criminal Code](#); or
- (c) section 462.31 (*Laundering proceeds of crime*) or sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#); or
- (d) section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the [Competition Act](#); or
- (e) section 239 (*False or deceptive statements*) of the [Income Tax Act](#); or
- (f) section 327 (*False or deceptive statements*) of the [Excise Tax Act](#); or



- (g) section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#); or
- (h) section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#); or
- (i) any provision under any law other than Canadian law having a similar effect to the above-listed provisions.



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 PROPOSAL PREPARATION INSTRUCTIONS

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

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

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

### 3.2 TECHNICAL PROPOSAL INSTRUCTIONS

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

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

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

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

### 3.3 FINANCIAL PROPOSAL INSTRUCTIONS

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

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

### 3.4 FIRM PRICE

**3.4.1** Bidders must quote an all-inclusive Firm Price in Emirati Dirham (AED) on the attached form Financial Proposal Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the



performance of any additional Work described in the Bidder's Proposal (unless clearly described as an option), all travel, living costs and all overhead costs including disbursements.

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

### **3.5 FIRM HOURLY RATES**

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

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

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

### **3.6 CERTIFICATIONS**

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

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



## ATTACHMENT 1 TO PART 3 – CERTIFICATIONS

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

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

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

### A1. CERTIFICATIONS REQUIRED WITH THE BID

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

### **DEFINITIONS**

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

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

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

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



## FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION

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

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

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

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

## WORK FORCE ADJUSTMENT DIRECTIVE

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

If so, the Bidder must provide the following information:

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

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

## CERTIFICATION STATEMENT

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

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

\_\_\_\_\_  
Date





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

### **4.1 EVALUATION AND SELECTION**

- 4.1.1** Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- 4.1.2** An evaluation team composed of representatives of Canada will evaluate the bids.

### **4.2 TECHNICAL EVALUATION**

Mandatory technical evaluation criteria are included in ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA.

### **4.3 BASIS OF SELECTION**

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



## ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference /Comments
M1	<p><b><u>Experience of the Head Cleaner</u></b></p> <p>The proposed Head Cleaner must have a minimum of three years' experience, obtained within the last five years from the bid closing date in providing cleaning services as outlined in Annex A - Statement of Work, in offices/facilities equal to or greater than 1,500 square meters (m<sup>2</sup>).</p>	<p>The Bidder must demonstrate the proposed Head Cleaner's experience by providing the following:</p> <ul style="list-style-type: none"><li>(a) Name of proposed resource;</li><li>(b) Name of company where work was performed;</li><li>(c) Start and end dates of the work;</li><li>(d) Type of work performed; and,</li><li>(e) Size of the cleaning area in (m<sup>2</sup>);</li></ul> <p>The Bidder must provide a reference for proposed Head Cleaner's most recent experience. The information should include:</p> <ul style="list-style-type: none"><li>(a) Name of company;</li><li>(b) Name of reference and title;</li><li>(c) Email address; and,</li><li>(d) Telephone number</li></ul> <p>References may be contacted to verify the validity of the information provided by the Bidder.</p>		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference /Comments
M2	<p><b><u>Linguistic Capability</u></b></p> <p>The proposed Head Cleaner must be fluent in English (Oral and written).</p>	<p>The Bidder must demonstrate the proposed Head Cleaner's linguistic capabilities by providing a statement confirming that the proposed head cleaner is fluent in English (both oral and written).</p>		
M3	<p><b><u>Corporate Experience</u></b></p> <p>The Bidder must demonstrate that it has a minimum of 5 years' experience, obtained within the last 10 years* from the bid closing date, in providing cleaning services, as outlined in Annex A - Statement of Work, in offices/facilities equal to or greater than 1,500 square meters (m<sup>2</sup>).</p> <p><b>* Demonstrated concurrent experience will be accepted for evaluation purposes.</b></p> <p>Example on how to calculate experience</p> <p>Experience #1 time frame is July 2016 to December 2016.</p> <p>Experience #2 time frame is October 2016 to January 2017.</p> <p>The total experience for these two project references is seven months.</p>	<p>The Bidder must demonstrate its experience by providing a project list containing of the following information:</p> <ul style="list-style-type: none"><li>(a) Project or contract name;</li><li>(b) Name of the client organization;</li><li>(c) Start date and end date (or indicate if work is still in progress);</li><li>(d) The size of the office/facility in (m<sup>2</sup>); and,</li><li>(e) A description of the scope of the services provided.</li></ul> <p>The Bidder must provide references. The information should include:</p> <ul style="list-style-type: none"><li>(a) Name of company;</li><li>(b) Name of reference and title;</li><li>(c) Email address;</li><li>(d) Telephone number</li></ul> <p>References may be contacted to verify the validity of the information provided by the Bidder.</p>		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference /Comments
M4	<b><u>Contractor's Personnel</u></b>  The Bidder must demonstrate it has a workforce of at least thirty-five currently employed cleaners.	The bidder must provide the number of cleaners currently under their employ.		
M5	<b><u>Certificate and License</u></b>  The Bidder must demonstrate that it has the authorization to operate as a commercial cleaning service provider in the United Arab Emirates (UAE) <b>for at least the last 5 years.</b>  The Bidder must have an active authorization to operate as a commercial cleaning service provider Abu Dhabi prior to Contract award.	The Bidder must provide photocopies of the official certificates or documents showing authorization to operate as commercial cleaning services provider in the (UAE) for <b><u>at least the last five years.</u></b>  If the certificates or documents are currently pending review or renewal by the government, copies of the pending documents must be provided.		
M6	<b><u>Office Location</u></b>  The Bidder must demonstrate that the company has an office located within 200 kilometers radius of:  Abu Dhabi Trade Towers (Abu Dhabi Mall) West Tower, 9th Floor, Abu Dhabi, UAE.	The Bidder must provide the company's civic address.		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference /Comments
M7	<p><b><u>ISO Certifications</u></b></p> <p>The Bidder must demonstrate they hold the following ISO Certifications:</p> <ol style="list-style-type: none"><li>1. ISO 9001;</li><li>2. ISO 14001; and,</li><li>3. ISO 45001 or OHSAS 18001*</li></ol> <p>* Bidders must submit either their ISO 45001 or OHSAS 18001 certifications.</p>	The Bidder must provide proof of the active certifications, including the validity period.		



## PART 5 - RESULTING CONTRACT CLAUSES

### 5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

### 5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2020-05-28);



- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);
- (e) Security Requirements Check List (Annex C); and,
- (f) Contractor's bid dated yyyy-mm-dd. (*Inserted at Contract award*)

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

### **5.3 AUTHORITIES AND COMMUNICATION**

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

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

Name:  
Title:  
Department of Foreign Affairs, Trade and Development  
Directorate:  
Address:  
Telephone:  
E-mail address:

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

#### **5.3.2 Project Authority**

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

Name:  
Title:  
Department of Foreign Affairs, Trade and Development  
Directorate:  
Address:  
Telephone:  
E-mail address:

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

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

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



#### 5.3.4 Management of the Contract

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

#### 5.3.5 Contractor's Representative

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

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

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

#### 5.3.6 Amendment

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

#### 5.3.7 Assignment

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

### 5.4 STANDARD CLAUSES AND CONDITIONS

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

### 5.5 GENERAL CONDITIONS

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





## **5.6 ENTIRE AGREEMENT**

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

## **5.7 APPLICABLE LAWS**

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

## **5.8 NUMBER AND GENDER**

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

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

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

## **5.10 TIME OF THE ESSENCE**

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

## **5.11 EXCUSABLE DELAY**

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

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

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

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

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



profits or any other loss arising out of the termination or the event that contributed to the Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

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

## **5.12 SEVERABILITY**

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

## **5.13 SUCCESSORS AND ASSIGNS**

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

## **5.14 SURVIVAL**

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

## **5.15 PERFORMANCE OF THE WORK**

### **5.15.1 Description of Work**

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

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

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

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

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

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 days before the expiry date of the Contract. The option may only be exercised by Canada's Representative, and will be evidenced for administrative purposes only, through a Contract amendment.



#### **5.15.5 Independent Contractor**

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

#### **5.15.6 Conduct**

The Contractor must:

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

#### **5.15.7 Time**

For the purposes of this Contract, a full day of Work is any period of seven and one half hours within any twenty-four hour period. If the Contractor is engaged in the performance of the Work for any period that exceeds or is less than a full day, the Contractor will be paid a pro-rata portion of the firm daily rate that corresponds to the number of hours during which the Contractor was so engaged.

#### **5.15.8 Assigned Individuals**

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

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

#### **5.15.9 Resources**

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

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



#### 5.15.10 Replacements

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

#### 5.15.11 Compliance with Local Law

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

#### 5.15.12 Inspection and Acceptance

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

#### 5.15.13 Security Requirements

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

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



#### **5.15.14 Green Procurement**

- 5.15.14.1** The Contractor should make every effort to ensure that all documents prepared or delivered under this contract are printed double-sided on Ecologo certified recycled paper or on paper with equivalent post-consumer recycled content, to the extent it is procurable.
- 5.15.14.2** The Contractor should make every effort to use environmentally preferred goods, services and processes, as required, to reduce any environmental impacts resulting from the performance of the Work. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

#### **5.16 CERTIFICATIONS**

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

#### **5.17 HEALTH AND SAFETY**

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

#### **5.18 PAYMENT TERMS**

##### **5.18.1 Basis of Payment**

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

##### **5.18.2 Limitation of Price**

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



### 5.18.3 Method of Payment – Monthly Payments

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

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

### 5.18.4 Audit

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

### 5.18.5 Invoicing Instructions

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

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

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

### 5.18.6 Discrepancies

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

### 5.18.7 Termination Payments

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



#### **5.18.8 Remittance to appropriate tax authority**

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

### **5.19 SUSPENSION AND INFRACTION**

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

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

#### **5.19.2 Infraction**

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

### **5.20 INSURANCE TERMS**

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

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

### **5.21 GOVERNANCE AND ETHICS**

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

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

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

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

- (a) paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian Financial Administration Act (R.S.C. 1985, c. F-11); or





- (b) section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (c) section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (d) section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid-rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Canadian Competition Act (R.S.C. 1985, c. C-34); or
- (e) section 239 (False or deceptive statements) of the Canadian Income Tax Act (R.S.C., 1985, c. 1 (5th Supp.)); or
- (f) section 327 (False or deceptive statements) of the Canadian Excise Tax Act, (R.S.C., 1985, c. E-15); or
- (g) section 3 (Bribing a foreign public official) of the Canadian Corruption of Foreign Public Officials Act (S.C. 1998, c. 34); or
- (h) section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Canadian Controlled Drugs and Substance Act (S.C. 1996, c. 19); or
- (i) any provision under the local law having a similar effect to the above-listed provisions.

### **5.21.3 Anti-Terrorism**

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

## **5.22 DISPUTE RESOLUTION**

### **5.22.1 Discussion and Negotiation**

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

### **5.22.2 Procurement Ombudsman**

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Canadian Department of Public Works and Government Services Act (S.C. 1996, c. 16) will, on request and consent of the parties to bear the cost of such process, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract. The Office of the Procurement





Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).



## ANNEX A – STATEMENT OF WORK

### TITLE

Cleaning Services for the Embassy of Canada to the United Arab Emirates, in Abu Dhabi.

### 1. INTRODUCTION

The Embassy of Canada in Abu Dhabi requires routine cleaning services at the Chancery in Abu Dhabi Mall West Tower, and on an as and when requested basis.

### 2. BACKGROUND

Embassy of Canada in Abu Dhabi is soliciting proposals for cleaning services for:

#### 2.1. The Chancery building, Abu Dhabi Mall West Tower, 8<sup>th</sup>, 9<sup>th</sup>, and 10<sup>th</sup> Floors

##### 2.1.1. Current State of the Chancery:

Situated in the Abu Dhabi Mall West Tower, it consists of two full office floors (9<sup>th</sup> and 10<sup>th</sup>) connected inside by a staircase. The total area is approximately 2,128 square meters. The building houses a number of amenities, which are an exterior garden patio, a large multi-purpose room, two conference rooms, eight washrooms, and three kitchenettes.

##### 2.1.2. Future State of the Chancery:

Beginning approximately on April 01, 2020, a portion of the 8<sup>th</sup> floor will be added to the scope of the requirement. The full scope of the requirement includes three floors (8<sup>th</sup>, 9<sup>th</sup>, and 10<sup>th</sup>) and includes a one large terrace. Situated in the Abu Dhabi Mall West Tower, it consists of two full office floors (9<sup>th</sup> and 10<sup>th</sup>) connected inside by a staircase and a satellite extension of the chancery on the 8<sup>th</sup> floor which is accessible through a dedicated lift. The total area is approximately 2,418 square meters. The building houses a number of amenities, which are an exterior garden patio, two multi-purpose rooms, two conference rooms, ten washrooms, and four kitchenettes.

### 3. OBJECTIVE

The objective of this requirement is to provide Janitorial and Commercial Cleaning Services for the Embassy of Canada in Abu Dhabi as per industry standards, thus, maintaining cleanliness and providing decent working conditions for the occupants of those buildings.

### 4. SCOPE

The Contractor shall provide cleaning services to the Embassy of Canada in Abu Dhabi including all personnel, materials, labour, supervision, tools, equipment, and other items related to the services as described herein, and is exempt only from those items that are specifically noted.

The work is divided into three categories:

#### 4.1. Routine Cleaning

This work consists of pre-determined tasks as outlined in Section 5 below.



#### 4.2. **Scheduled Project Cleaning**

These activities are performed at times determined by the Property Manager. The Contractor will provide a proposed schedule for project cleaning 15 days prior to the beginning of a quarter (beginning September 1st, December 1st, March 1st and June 1st) for the next quarter. The Contractor shall notify the Property Manager when each Project Cleaning task is completed as set out in Section 5 below.

#### 4.3. **"As and when requested" Cleaning**

The Contractor may be called upon to perform services on an as and when requested basis. There is no guarantee of a minimum or maximum amount of work.

Examples of as and when requested services:

- Off site cleaning
- After event cleaning
- Emergency/On-call cleaning



## 5. TASKS/REQUIREMENTS

The contractor must fulfil the following routine and project cleaning tasks:

Name of the building: **Chancery Building, Abu Dhabi Mall West Tower**

Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
<u>Uncarpeted floors</u>	Spot clean all areas	X						
	Sweep all areas	X						
	Wet mop and dry buff all areas	X						
	Spray buff floors		X					
	Wash and clean all balconies with mop		X					
	Wash and clean all the tiles and floors		X					
	Scrub all areas						X	Wet scrubs as part of <b>scheduled project cleaning</b> must be done around the months of <b>July</b> and <b>December</b> .
	Buff all areas						X	Floor buffs as part of <b>scheduled project cleaning</b> must be done around the months of <b>July</b> and <b>December</b> .
<u>Carpeted floors</u>	Spot clean all areas, including entrance mats	X						
	Clip loose threads	X						
	Remove spills and stains	X						
	Vacuum		X					
	Vacuum entrance mats		X					
	Wash and replace the doormats			X				
	Steam or shampoo clean						X	Cleaning using Shampoo method in addition to Hot Water Extraction around the month of <b>December</b> .
<u>Washrooms</u>	Spot clean all areas	X						
	Replenish hand soap, paper towels and toilet paper	X						
	Wash and clean with Harpic liquid inside the toilet. Clean the outside of the toilet and toilet tank	X						



Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
	Clean all water taps, dispensers, doorplates and flush valves	X						
	Sweep and damp mop floors	X						
	Remove trash from strainers in urinals	X						
	Descale toilet bowls and urinals	X						
	Replace strainers/pads when deteriorated (daily verification)	X						
	Clean all mirrors	X						
	Polish all metal (fixtures, dispensers, receptacles).	X						
	Damp-wipe benches	X						
	Spot-clean doors, walls and partitions	X						
	Clean counters and the sinks							
	Pour a pail of clean water into floor drains		X					
	Wet scrub, Refinish floors and wash all walls						X	As part of the scheduled project cleaning around the months of <b>January, May</b> and <b>September</b>
<u>Kitchenettes and Pantries</u>	Spot clean all areas	X						
	Clean exterior surfaces of the following: microwave, kettle, coffee maker, fridge, and cabinets	X						
	Empty overflow tray and wipe down water dispensers	X						
	Low dusting		X					
	Pour a pail of clean water into floor drains		X					
	Clean the cabinet exteriors		X					
	Re-stock the cleaning supplies, which includes: hand sanitizer, dish washing soap, hand		X					



Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
	liquid soap, air freshener, toilet paper and hand paper							
	All containers, bags of food to be cleared out, containers washed		X					
	High dusting			X				
	Wash and disinfect all receptacles			X				
	Wet Scrub Floors			X				
	Take all food out of refrigerators and wipe clean refrigerators with safe solvent			X				
	Wash Walls				X			
<u>Entrances, Exits, Lobbies, Reception, and Security Areas</u>	Spot clean all areas	X						
	Clean both sides of door glass and frames	X						
	Damp wipe benches, countertops and cabinets exteriors	X						
	Spot clean signage	X						
	Spot clean display cases, directory board glass, sidelights and walls	X						
	Clean sashes and doors	X						
	Clean the furniture	X						
	Re-stock cleaning supplies for the security areas	X						
	Disinfect all children's area and toys with appropriately safe disinfectant chemicals	X						
	Empty contents of garbage cans, clean, disinfect and replace liners	X						
	Low dusting		X					
	Clean display cases and directory board glass		X					
	Clean signage			X				



Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
	High dusting			X				
<u>Hallways and Corridors</u>	Spot clean all areas	X						
	Spot-clean sashes, doors, walls, display cases, directory board glass, sidelights and frames	X						
	Clean the furniture	X						
	Low dusting		X					
	Dust wall-hung fire extinguishers and First-Aid boxes		X					
	Dust fire extinguishers			X				
	High dusting			X				
<u>Offices, Workstations and Conference Rooms</u>	Spot clean all areas	X						
	Wipe chairs armrests and place chairs properly	X						
	Spot-clean tables, desks, workstations and doors	X						
	Re-stock cleaning supplies such as hand sanitizer, facial tissues, and air freshener	X						
	Remove finger marks/stains from exterior of filing cabinets		X					
	Low dusting		X					
	Dust empty shelves		X					
	High dusting			X				
	Damp-wipe table legs			X				
	Clean leather, Vinyl, Leatherette and upholstered furniture as per manufacturer's cleaning instructions						X	Cleaning as part of scheduled project cleaning should be done around the month of <b>April</b>
<u>Window Cleaning and Coverings</u>	Spot clean all areas	X						
	Clean both sides of all interior glass surfaces and associated frames, sills, sashes, glass in doors and glass in interior partitions	X						



Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
	Clean any mold from window frames	X						
	Clean both sides of all interior glass surfaces and associated frames, sills, sashes, glass in doors and glass in interior partitions		X					
	Clean all interior windows and window sills		X					
	Clean air vents, diffusers, intake and exhaust grills		X					
	Clean the window frames and window glasses on the inside and outside, depending on the accessibility from the exterior		X					
	Open and close hallway blinds at applicable times	X						
	Dust or vacuum all blinds			X				
<u>Elevator</u>	Sweep/vacuum, dust walls of the elevator lobby	X						Elevators fall under the building management umbrella
<u>Stairways</u>	Spot clean all areas	X						
	Remove all grease and grime from stairs, handrails, and baseboards		X					
	Remove all marks, dirt, smudges, scuffs and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance		X					
<u>Miscellaneous</u>	Clean all bright surfaces: Bright metal (copper, brass, stainless steel, brushed aluminium, etc.) shall have a clean shine	X						





Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
	without marks, stains, polish residue or verdigris (green/blue deposit)							
	Vacuum exposed air ducts, pipes and other high areas, including tops of hanging light fixtures						X	Cleaning as part of scheduled project cleaning should be done around the months of <b>January, April, July</b> and <b>November</b>
	Clean all air intake grills and surrounding dirty ceiling tiles and diffusers						X	Cleaning as part of scheduled project cleaning should be done around the months of <b>April</b> and <b>November</b>
<u>General Spot Cleaning</u>	Remove all debris/litter	X						
<u>Exterior</u>	Wash and mop all main entrances	X						
	Clean patio furniture	X						
	Place cushions on the patio furniture in the morning	X						
	Clean and store cushions indoors in the evening	X						
	Wash and clean all balconies		X					Pressure wash entire terrace surface, tables and chairs
<u>Trash Collection and Removal</u>	Remove all debris and litter	X						
	Remove waste from the shredders located in the office	X						
	Remove all trash collected from waste baskets, trash bins, cigarette butt containers (located outside), and refuse containers. Replace liners when required.	X						
<u>Supplier's Space and Janitor's Closets</u>	Spot clean all areas	X						
	Vacuum cleaners shall be emptied at the end of	X						



Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
	each shift and cord neatly wrapped							
	Trash containers shall be clean and emptied of trash	X						
	Floor buckets shall be emptied and cleaned, mops washed and mounted on racks	X						
	All equipment shall be stored in a neat and organized manner at all times	X						
	Wash all walls and Shelves			X				
<u>Electronic Data Processing Areas (Computer rooms, equipment rooms and printing room)</u>	Spot clean all areas	X						Do not place anything on top of the computer equipment
	Empty waste receptacles	X						
	Wash and Disinfect waste receptacles		X					
	Vacuum and damp mop entire floor area		X					Use a mop, well wrung out in clean water and mild soap so that there will be no seepage under the equipment or between the tiles
	Clean all air intake grills and surrounding dirty ceiling tiles and diffusers						X	Cleaning as part of scheduled project cleaning should be done around the months of <b>April</b> and <b>November</b>
<u>Representational Areas</u>	Spot clean all areas	X						
	Empty refuse and recycling containers and replace bags	X						
	Dispose of waste in refuse or recycling containers	X						
	Clean representational areas - sweep and mop floors, and wipe down tables and chairs	X						
	Clean kitchen - sweep and mop floors, wipe down counters and	X						



Item	Tasks	Frequency						Special instructions
		Daily	Weekly	Monthly	Quarterly	Yearly	Project	
	surfaces, clean appliances, clean sinks and faucets							
	Clean hospitality material - glassware, plates, cutlery, pots and pans, dishes, kitchen towels, and table linens*	X						*After embassy event.
<u>Hospitality Support</u>	Support with minor tasks related to hospitality at the Embassy – Preparing tea/coffee and delivering to the meeting room*	X						
<u>Secure Areas</u>	Spot clean all areas	X						Cleaning of secure zones must be done under the escort of an Embassy staff member with minimum of SECRET security clearance
	Wipe chairs armrests and place chairs properly	X						The schedule for the cleaning of secure zones shall be as directed by the project authority.
	Spot-clean tables, desks, workstations and doors	X						
	Re-stock supplies such as hand sanitizer, facial tissues and air freshener	X						
	Empty contents of garbage cans, clean, disinfect and replace liners	X						
	Low dusting		X					
	High dusting			X				



### 5.1. Cleaning material

The supplier must use four different colour-coded cloths for the cleaning of:

- (a) Toilets and urinals;
- (b) Washroom basins and kitchen sinks;
- (c) Other surface cleaning; and,
- (d) Dusting

**5.1.1.** The Contractor must supply and maintain all tools, equipment, materials and products required to carry out the work as described within the present Statement of Work. The materials and supplies the contractor must supply include, but are not limited to, the following:

- (a) Sanitary but non-corrosive floor cleaning product;
- (b) Sanitary but non-corrosive cleaning product for kitchen appliances;
- (c) Sanitary but non-corrosive cleaning product that removes grease;
- (d) Sanitary but non-corrosive cleaning product for toilets and sinks;
- (e) Furniture polish;
- (f) Leather cleaner;
- (g) Lint free cloths;
- (h) Sponges;
- (i) Toilet paper;
- (j) Paper towels;
- (k) Facial tissues;
- (l) Hand soap;
- (m) Dish soap;
- (n) Dettol;
- (o) Bleach liquid;
- (p) Drain opener;
- (q) Harpic;
- (r) Air freshner;
- (s) Mop liquid;
- (t) Insect spray;
- (u) Silver polish;
- (v) Steel wool; and,
- (w) Clear garbage bags (large bags for large bins; small bags for individual garbage bins).

**5.1.2.** All consumables must be supplied by the contractor. Consumables; i.e. toilet paper and towels, must be of high quality and approved by Property Manager.

**5.1.3.** Cleaning supplies must be of good quality. Each type of cleaning should have its own product; i.e. no "All-In-One" cleaners.

**5.1.4.** Cleaning supplies must be properly labeled. If refillable from concentrate, cleaners must use the proper amount and chemical for that particular bottle, according to the manufacturer instructions.

**5.1.5.** Any chemicals used must have Material Safety Data Sheet (MSDS) available for inspection. Any chemicals not approved by Property Manager will be removed immediately and replaced with the proper type.



## 5.2. Cleaning Equipment

The Contractor must supply cleaning equipment to ensure the cleanliness and sanitation of all areas in the Chancery. The equipment provided must be good quality and appropriate to the task and environment.

5.2.1. Floor washing buckets and floor mops must be sanitized daily;

5.2.2. The Contractor must use an industrial type floor scrubbing/polishing machine;

5.2.3. The Contractor must use **COMMERCIAL HEAVY-DUTY VACUUM CLEANERS**, wet and dry equipped with the proper floor tools and of sufficient suction to remove water, dirt, mud, etc., from the carpets/rugs, and with machines with the following features:

- (a) Low noise level (Less than 75 decibels);
- (b) High Efficiency Particulate Air filters (HEPA Type);
- (c) Minimum 90 inches of water lift;
- (d) Power-head; and,
- (e) Proper tools/accessories for floors and furniture.

The Contractor must ensure the operator of the commercial heavy-duty vacuum cleaner, has a minimum of two years' experience operating the equipment.

5.2.4. The Contractor must use **HIGH PERFORMANCE HOT WATER EXTRACTORS** with the following features:

- (a) Minimum 110 psi-solution pump;
- (b) Minimum of 137 inches of water lift;
- (c) Minimum of 10-gallon solution tank; and,
- (d) Minimum of 14.5-gallon recovery tank.

The Contractor must ensure the operator of the high performance hot water extractor, has a minimum of two years' experience operating the equipment.

5.2.5. All equipment must be serviced regularly and functional at all times.

## 5.3. Secure Areas

### Area Specific Information - Chancery Building Security Zones:

The following areas are Secure Zones in the Chancery Building: 9th floor Defense Attaché section, HOM section, Political Sections, and IT sections.

Cleaning in secure zones shall be conducted under the escort of an Embassy staff member with a minimum of SECRET security clearance. The escort will normally be provided by the section. The Contractor is to report to the Property Manager if no escort is available for scheduled cleaning. The Property Manager will arrange for an escort, postpone or cancel the scheduled cleaning.

The schedule for the cleaning of Security Zones shall be directed by the Property Manager.



#### 5.4. Restricted areas

The following areas do not form part of this contract. The Contractor must instruct his staff not to enter building service areas unless accompanied by an Embassy staff member:

- (a) Mechanical, Electrical and Communications rooms.
- (b) High security zones.
- (c) The Contractor is forbidden from accessing High Security Zones. Accessing these zones will be grounds for dismissing the offending party and/or cancelling the contract.
- (d) Cleaners must not perform any cleaning operation whatsoever on wall mounted objects such as paintings, employees will not touch Art objects.

#### 5.5. Excluded items

Computers and associated electronic equipment, facsimiles, photocopiers, shredders, personal items, books and papers, inside display cases and cabinets, tools, coffee or vending machines, dishes, the interior of appliances.

#### 5.6. Schedule of operation

Unless specified otherwise, the cleaning operations must be performed as follows:

Recommended frequencies for all activities are listed in Section 5. Notwithstanding the minimum frequencies shown in this schedule, tasks must be performed to ensure that the facility maintains a clean, neat and tidy appearance to the complete satisfaction of the Property Manager.

Cleaning will take place during the normal business hours of the Embassy of Canada – 08:00 to 16:00, Sunday to Thursday. There will be eleven Embassy holidays during the year, including some Emirati statutory holidays. The Contractor will be provided a list of holidays each year by the Property Manager.

#### 5.7. Contractor's personnel

The Contractor will manage the total work effort associated with the services outlined in this contract and ensure adequate and timely completion of these services.

Three cleaners including a head cleaner are required for seven and a half hours per day between the hours of 08:00-16:00 in order to consistently meet quality standards. The Contractor must provide, at a minimum, this staff level.

##### 5.7.1. Head Cleaner

The Contractor shall, immediately upon award of the contract, designate a Head Cleaner. The Head Cleaner will be the Contractor's on-site Representative with full responsibility and authority to manage workload, including scheduled project cleaning, and to oversee and guide the work and performance of the other cleaners. The Head Cleaner is required to manage, evaluate and provide guidance to the other cleaners for timely and satisfactory completion of the assigned tasks.



The Head Cleaner is also responsible and authorized by the Contractor to accept notice, consent, direction, decision or other communication on behalf of the Contractor. The Head Cleaner shall liaise daily with the Property Manager.

The Contractor must ensure the head cleaner has at least:

- (a) 3 years' experience in performing cleaning tasks such as those outlined in **section 5. Tasks/Requirements, Annex A – Statement of Work**, and
- (b) That the head cleaner is fluent in English (both oral and written).

#### **5.7.2. Regular Cleaning staff**

The Contractor must ensure that each cleaner has at least:

- (a) 1 year of experience in performing cleaning tasks such as those outlined in **section 5. Tasks/Requirements, Annex A – Statement of Work**.

#### **5.7.3. Replacement Staff**

The Contractor must maintain a pool of three specific, security cleared alternate cleaners, including a head cleaner alternate, meeting all requirements, to be used as replacements in the event of sickness, vacation/other leave, additional services, disciplinary actions, terminations and resignations.

The Contractor must replace any employees that are absent, unless otherwise approved by the Property Manager. Replacement workers for regularly scheduled employees **MUST** be made available within a two-hour period at the site where the work is to be conducted.

If the Head Cleaner is absent, the Contractor shall nominate one of its employees on site to represent the Contractor in place of the Head Cleaner. Anyone so nominated to replace the Head Cleaner will have full rights and responsibilities of the Head Cleaner.

#### **5.7.4. Offsite Communication**

The Contractor shall, immediately upon award of the contract, designate an off-site contact person. The contact person will be the Contractor's Representative with full responsibility and authority to administer the contract, including payments, and the organization of "as and when required" and "event clean-up" cleaning services. The contact person shall be equipped with a cellular phone and a pager. All expenses including installation, airtime, activating fees and the phone/pagers shall be at the expense of the Contractor. An uninterrupted communication service is mandatory.

#### **5.7.5. Uniforms**

The Contractor shall provide, at its expense, summer and winter uniforms, including footwear, to employees who clearly identify them as cleaners employed by the Contractor. These uniforms must be chosen to reflect Canada's excellent brand image (i.e. clean, tidy and in good condition) and must have the approval of the Project Authority. The Contractor must ensure that its employees are properly dressed and that their passes are clearly visible at all times. The contractor must also provide his staff with a professional uniform, such as a skirt or trousers (black) and a shirt (white) for assistance at official receptions.



#### **5.7.6. Behavior**

The Contractor must ensure that cleaning staff project a positive image. The attitude of the employees and / or representatives of the entrepreneur, by their politeness and their knowledge, is an essential factor to this positive image.

The Contractor will be solely responsible for the conduct, behavior and discipline of the personnel hired on the site and in the surrounding environment. In the event of misconduct that may or may not result in financial loss or financial burden for the Mission, the Contractor may take appropriate action against the personnel at fault in consultation with the Project Authority but the latter cannot be held responsible for any conflict resulting from the disciplinary measures taken against the personnel at fault. The Contractor must dismiss / replace any employee as directed by the Project Authority.

#### **5.8. Waste Management**

- (a) Waste collection and removal services for each Facility should be performed in accordance with the building waste management and recycling program.
- (b) Duties will include but not be limited to replacing dirty garbage bags, picking up litter, and washing exterior surfaces of garbage and recycling receptacles on a regular basis.
- (c) The Head Cleaner should regularly report to the Property Manager all damaged or missing containers used in the separation and storage of recyclable materials.
- (d) The Contractor should collect all materials as scheduled to avoid overfill and bad odour.
- (e) The Contractor should comply with client policies, applicable legislation and bylaws controlling waste disposal and recycling and possess all necessary certification and licensing.
- (f) The Contractor will be responsible for the removal and separation of all recyclable materials including, but not necessarily limited to mixed office paper, newspaper, old corrugated cardboard, aluminium and steel cans, plastics, and organic material, placing these in designated bins as identified by the Property Manager and removing them from the Embassy's premises.
- (g) All central garbage must be emptied daily. All containers must contain the appropriate liners and be replaced as necessary.

#### **5.9. Other**

The Contractor must not complete any work outside the scope of work without the prior written approval of the Canada's Representative or his delegate.

#### **5.10. As and when requested cleaning**

Additional, urgent, emergency or project services, may be required beyond the normal services and specifications outlined in this SOW. When such work is required, a written request will be issued to the contractor from the Project Authority or its representative summarizing the work to be performed and its timelines.

The Embassy will notify the Contractor as soon as an as-and-when cleaning requirement is confirmed. Upon notification, the Contractor must action the requested cleaning.

In case of urgent or emergency requirements, the Contractor may be required to perform work on short notice and staff must be available to work within four hours upon the request by the Project Authority (or delegates). In certain urgent or emergency situations where immediate performance is





required, the Head Cleaner on site may suspend some scheduled work at the chancery and reassign some cleaners to the urgent offsite cleaning. In such a situation, the Embassy will supply the transportation of the cleaners and required equipment between the chancery and the off-site location.

The Contractor must provide the following cleaning services on an “as and when requested” basis:

**5.10.1. Offsite Cleaning**

Cleaning to be carried out in staff quarters, as and when required.

**5.10.2. After Event Cleaning**

The Embassy uses representational areas in the chancery building, from time-to-time, to host events. It is recognized that such events create an additional cleaning burden above and beyond that foreseen in the normal cleaning schedule. Such cleaning must be completed after an event as required by the Embassy.

**5.10.3. Emergency/On-Call Cleaning**

The Embassy may require cleaning services resulting from accidents or incidents.

**5.10.4. The contractor must be available and offer services for as and when requested cleaning at the following times:**

- (a) Sunday through Thursday - 8:00 to 15:59
- (b) Sunday through Thursday - 16:00 to 23:59
- (c) Sunday through Thursday - 00:00 to 7:59
- (d) Friday and Saturday - 00:00 to 24:00 (24 hours)

**6. DELIVERABLES**

The contractor must meet and deliver the following:

The Cleaning Standards will be verified for compliance by the Project Authority or his representative throughout the duration of the Contract. Therefore, random inspections will be conducted. The Contractor's representative may be requested to be present during the inspections.

The Contractor must maintain an on-site logbook. This logbook will be used to record all requests, complaints, deficiencies or any other situations observed and relevant to the cleaning activities. Corrective actions must also be recorded and the logbook must be available for consultation by the Project Authority.

The designated person or the Head Cleaner must meet daily with the Project Authority so that all parties are informed and up to date with the cleaning activities.

The Contractor must provide electronically a monthly report on all the tasks and cleaning activities performed by the cleaners at the Chancery.

A proposed work plan for each facility must be provided to the Property Manager for approval within 30 days of the commencement of the contract and must include a complete list of equipment and materials to be used in the performance of the tasks identified in Section 5. DFATD reserves the right to request that certain materials or equipment be changed or not used in the provision of services.



## **7. CONSTRAINTS**

All keys entrusted to the Contractor must be fully protected at all times, not leave the work premises and returned every day, before site departure. In the event keys are lost while in his custody (signed out), the Contractor must pay for expenses incurred for the replacement of all locks and keys affected by the loss.

The Bidder must ensure the quoted labour rates represent at least a living wage in United Arab Emirates, defined as 8.00 AED per hour. This rate should reflect the professional level of service of the cleaners. Bidders must not seek to achieve a lower bid cost by paying low salaries to their employees.

## **8. LANGUAGE OF WORK**

The Head Cleaner who will be the Contractor's on-site Representative with full responsibility and authority to manage workload, including scheduled project cleaning, and to oversee and guide the work and performance of the other cleaners must communicate verbally and understand written instructions in English.

## **9. SECURITY REQUIREMENTS**

The Bidder and / or all employees must adhere to the SRCL.

The Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of RELIABILITY STATUS for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission, OR or SQs. Access to the restricted zones of the Mission may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers.

## **10. TRAVEL REQUIREMENTS**

No travel requirements - Travel and living expenses will not be paid for any part of the Contract, including transportation costs

## **11. APPLICABLE DOCUMENTS**

- (a) Floor plans available at site visit.
- (b) Material Safety Data Sheet (MSDS)



## 12. GOVERNMENT-FURNISHED EQUIPMENT/INFORMATION

### 12.1. Equipment

DFATD will provide the Contractor with stock rooms, janitor's closets and designated areas for the duration of this requirement.

DFATD will not be responsible for any loss or damages of the Contractor's equipment, supplies, materials or personal belongings.

The Contractor must ensure that all equipment used to perform the work is in good condition. The Project Authority reserves the right to decide that a device is unsafe, unsuitable or defective and to remove it from service. The Contractor will be required to provide replacement equipment. All equipment must be commercial.

The Contractor must handle and store all chemicals and cleaning products in a safe and responsible manner.

The Mission is not responsible for any damage to the Contractor's supplies, materials and equipment, or any personal effects brought or left on the premises of the Mission by employees of the entrepreneur.

### 12.2. Information related to Health and security

The Contractor must ensure compliance with all health and safety regulations and measures concerning personnel and fire protection recommended by national codes or prescribed by the appropriate authorities for equipment, habits and work procedures.

The Contractor must ensure that all equipment used to perform the work is in good condition, including periodic testing of equipment on site, in accordance with any requirements arising from Health and Safety Legislation. The Project Authority reserves the right to decide that a device is unsafe, unsuitable or defective and to remove it from service. The contractor will be required to replace it with appropriate equipment.

## 13. LOCATION OF WORK

The work will be conducted at the following locations:

- (a) The Chancery Building, Abu Dhabi Mall West Tower 8th, 9th and 10th floor 2418 m<sup>2</sup>.
- (b) Staff Quarters throughout Abu Dhabi, depending on as and when requested service requirements.

## 14. TERMINOLOGY

The standards described below for Janitorial and Commercial Cleaning Services core tasks and optional tasks must be strictly adhered to. All inspections made by the Project authority will be rated according to these quality standards. The Supplier must meet the following standards:

### Buffing

Consists of removing traffic marks and restoring the floor surface shine using a high speed buffer equipped with an appropriate pad and spray solution, the floor must present an even shine and be clean after the buffing.

### Carpet shampooing

Consists of using a buffer with an appropriate cleaning solution and pad in order to clean and remove stains to carpeted areas, followed by a static guard. Floor must be vacuumed prior to carpet shampooing.



This operation includes moving office items and putting it back to its original location after carpets/rugs are dry and cleaning the mats. Carpets must look, feel and smell clean after carpet shampooing.

### **Clean/Cleaning**

Consists of removing dirt, debris, litter, spillage, stains, finger marks and any other foreign matters from horizontal and vertical surfaces using appropriate supplies, tools and equipment. (Syn.: mop, sweep, wash)

### **Cleaning - General**

- (a) All surfaces and objects specified in the contract must be free of dust, stains, spills, debris and soil immediately after cleaning operations.
- (b) Machinery and equipment must not block a passageway, or present a trip hazard.
- (c) Caution signs must be placed adjacent to the affected area on all approaches.
- (d) Furnishings moved by cleaners must be relocated to their original location.

### **Clean and Disinfect**

- (a) Client-approved, commercial disinfectant cleaner must be used.
- (b) Manufacturer's instructions must be followed for best results.
- (c) All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.

### **Cleaning with a Hose**

- (a) All areas must be clean of dirt, mud and debris with no water ponding as a result of the cleaning with a hose.
- (b) Equipment is removed and stored immediately after use.

### **Damp Mopping**

- (a) Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting.
- (b) The supplier must sweep or dry mop the area immediately before damp mopping.
- (c) The supplier must start damp mopping with clean water and mop.
- (d) Walls, baseboards and other surfaces must be free of splash marks.

### **Damp Wiping**

- (a) Surfaces must be free of dust, stains, streaks and water spotting following damp wiping.
- (b) Wiping cloths must be rinsed frequently and free of stains and odors.
- (c) Feather dusters are not acceptable.

### **Debris**

Consists of any foreign material that does not belong to a surface such as paperclips, paper, mop strings, pins, staples, gum and other items discarded on floors, furniture or other horizontal surfaces. (Syn.: litter)

### **Dust Mopping**

All floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.

### **Equipment**

Refers to the tools required to execute the work.

### **Glass and Mirror Cleaning**

- (a) All glass must be clean on both sides and free of streaks and finger marks.



- (b) Adjacent areas including frames, casing and ledges must be free of water spotting, splash marks and streaks.

#### **High traffic areas**

Includes entrance lobbies, elevator lobbies, corridors and traffic aisles in open office space.

#### **High dusting**

Consists of removing loose dirt on vertical and horizontal surfaces over 1.5 meters high using a damp cloth or an electrostatic duster without exceeding 4 meters high.

- (a) All surfaces must be free of dust.
- (b) High dusting must be done using either damp rag wiping or vacuuming. The method will be specified by the Project Authority.
- (c) Dust must be contained and prevented from floating freely in the air during operation.

#### **Hot Water Extraction**

- (a) All carpets and walk-away mats must be clean and free of accumulated dust and dirt and stain as a result of Hot Water Extraction.
- (b) Areas must be cleaned to walls and corners.

#### **Low dusting**

Consists of removing loose dirt on vertical and horizontal surfaces using a damp cloth or an electrostatic duster without exceeding 1.5 meters high.

#### **Machine Scrubbing**

- (a) All areas must be free of dirt, stains, scuff marks, splashing, cleaning chemicals and water accumulations.
- (b) Corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually.

#### **Materials**

Include, but are not limited to, toilet tissue paper, facial tissues, paper hand towels, hand soap, deodorant blocks, hand sanitizer, plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building(s).

#### **Neutralize**

Consists of using water and vinegar to wash floors thoroughly, proceeding with a cold rinse to eliminate stripping solution and old finish residue before applying sealer.

#### **Office items**

Consists of items that are standardly part of an office such as chairs, T mats, garbage cans (waste baskets), recycling bins, coat racks, air purifiers, fans and other small items department owned, no personal items.

#### **Polishing metal**

Consists of removing soil, marks and stains from metal surfaces using an appropriate cleanser, following the manufacturers' directions and making sure no oil residue is left, restoring the metal to its original shine and leaving no smudges or streaks.

#### **Project cleaning**

Means cleaning operations which are specified to be performed only when ordered by the Technical Authority on an "as and when requested" basis.

**Re-lamping**

Consists of replacing burnt fluorescent tubes, compact fluorescent, halogen, LED and conventional light bulbs, dusting covers and lenses and re-install.

**Routine Cleaning**

Means cleaning operations which are specified to be performed monthly or more frequently such as weekly or daily.

**Scheduled cleaning**

Means cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually. Any scheduled cleaning must be scheduled with the Technical Authority.

**Scrub and Refinish**

- (a) Supplier must apply all performance standards as with "Machine Scrubbing".
- (b) In addition, supplier must apply one coat of finish compatible with existing finish.
- (c) As a result of the "Scrub and Refinish", all areas must present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and be free of debris and dust once the "Scrub and Refinish" is complete.

**Scrub or scrubbing**

Consists of removing top layers of wax on floors, using a low speed buffer along appropriate pad and soap, neutralizing and rinsing the floor and applying two coats of wax or sealer afterwards. This operation includes washing baseboards, moving office items and putting it back to its original location.

**Secured Area**

Area identified as Restricted and where cleaning personnel must be escorted in order to proceed with the routine cleaning.

**Service call**

Means cleaning operations which are required as a result of accidental circumstances such as, but not limited to, floods, spills and blocked sinks/toilets/drains.

**Spray Buffing**

- (a) Following spray buffing, all areas must present an overall appearance of cleanliness, have a bright shine through out and be free of debris and dust.
- (b) Spills, scuffs and stains must be removed prior to spray buffing.

**Spot clean**

Consists of doing a visual inspection of surroundings and cleaning obvious/major dirt/filth/spill and remove accumulated water.

- (a) All affected areas must be clear of stains, streaks and soil.
- (b) All over-spray from spray applicators must be wiped clean from all surfaces.

**Stain removal (carpets/rugs)**

Consists of identifying the type of stain and eliminating it using the appropriate remover solution and/or technic in accordance with instructions in commercially available spot removal kits. There must be no discoloration of the carpet fibers.

- (a) All carpets and walk-away mats must have no visible stains or discoloration after stain removal operation.
- (b) Where stain removal involves wetting of a hard surface floor, caution signs must be in place around affected work area.



### **Steam clean**

Consists of using a jet extractor carpet machine with appropriate detergent to remove dust, dirt and stains from carpeted areas followed by an application of static guard. Floor must be vacuumed prior to steam clean. This operation includes moving office items and putting it back to its original location after carpets/rugs are dry and cleaning the mats. Carpets must look, feel and smell clean after steam clean.

### **Stairwells**

Vertical structure which includes flight of stairs, risers, banisters, railings, landings, baseboards, walls, doors and glass partitions.

### **Stripping**

Consists of removing layers of floor finish using a low speed buffer equipped with the appropriate pad and stripping solution, neutralizing and rinsing the floor and applying water based sealer and two coats of wax afterwards, when applicable. This operation includes washing baseboards, moving furniture and putting it back to its original location. There must be no wax or sealer build up on surfaces after this operation has been completed.

### **Strip and Refinish**

- (a) Supplier must apply all performance standards as with "Scrub and Refinish".
- (b) All old finish must be removed and all residual stripper chemical cleaned away.
- (c) New finish must be applied to all portions of the floors.
- (d) Refinish must include 2 coats of finishing material (wax, etc.).
- (e) All areas must be clean and clear of all stains, blemishes and dirt, and have a consistent shine free of scrapes and marks once the "Strip and Refinish" is complete.

### **Supplies**

Consists of items necessary for the cleaning of the buildings such as solvents, cleansers, mops, rags, brooms and other cleaning solutions and products.

### **Sweeping**

Consists of removing dust, dirt and debris on floors, steps and landings using a dust control compound when applicable and the proper broom size for the work.

- (a) All floor areas including open areas and flooring around furniture legs and into corners must be free of dirt and litter.

### **Trash Collection and Removal**

Waste baskets must be left dry and free of sludge, dirt, deposits and odours and with fresh plastic liners, provided by the Contractor. The Contractor must also review all areas of the compounds daily to pick up trash that is on the ground (organic or otherwise) or left sitting on tables or outdoor seating areas.

### **Vacuuming**

Consists of removing dust, dirt and debris on floors and surfaces using a vacuum cleaner equipped with the appropriate attachments to reach everywhere.

- (a) All carpet surfaces must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit.
- (b) A power head must be used. Vacuums must be 2 motor design (1 for suction, 1 for power head).

### **Wash**

Consists of applying, scrubbing and rinsing the appropriate cleaning solution, soap or solvent, on its own or diluted with water using the appropriate cleaning tool (rags, sponges and mops depending on the surface to be cleaned) leaving no dirt residue and streaks on the surfaces. No abrasives to be used.



### **Wash Floors**

- (a) All standards outlined in "Damp Mopping" apply.
- (b) In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- (c) All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.
- (d) When floors are wet during the cleaning process, caution signs must be posted as appropriate until they are completely dry and safe to walk on.
- (e) Ensure floors have a uniform, glossy appearance and are free of dirt, debris, dust, scuff marks, heel marks, other stains and discoloration and other foreign matter.
- (f) All floor maintenance solutions must be removed from all cleaning areas. Chairs, tables, trash bins, and other moveable items must be moved to maintain the floors underneath these items. All moved items must be returned to their original and proper position upon completion of cleaning.
- (g) The Contractor must clean each type of floor according to the manufacturers' specifications. The cost to correct any damage resulting from improper cleaning will be deducted from the monthly payments to the Contractor.

### **Water base sealer**

Consists of a solvent that is applied to a clean, bare floor. Two coats must be applied, the second in opposite direction after the first one has completely dried.

### **Window cleaning**

All glass surfaces, including mirrors, must be cleaned free of streaks, stains, dirt, film and foreign matter and all adjacent surfaces must be wiped dry. The Contractor must not use any harsh or abrasive products. The Contractor will protect the surrounding area from any damage during glass cleaning operations. The Contractor will be responsible for all damage to glass during cleaning operations.





## ANNEX B – BASIS OF PAYMENT

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

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

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

Phone number: (      ) \_\_\_\_\_

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

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

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

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

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

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

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



## SECTION 1 / INITIAL CONTRACT PERIOD (24 MONTHS)

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

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

## SECTION 2 / FIRST OPTION PERIOD

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

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

## SECTION 3 / SECOND OPTION PERIOD

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

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



#### SECTION 4 / THIRD OPTION PERIOD

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

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

#### SECTION 5 / AS AND WHEN REQUESTED SERVICES

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

Time Category	Period	Time Interval
I	Sunday to Thursday	8:00 to 15:59
II	Sunday to Thursday	16:00 to 23:59
III	Sunday to Thursday	00:00 to 7:59
IV	Friday and Saturday	00:00 to 24:00

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

Period	Professional Qualified Staff	Time Category	Estimated maximum number of hours per year	Firm Hourly Rate	Subtotal
			A	B	C = A*B
Initial Period First Year	Head cleaner	I			
		II			
		III			
		IV			
	Cleaner	I			
		II			
		III			
		IV			
Initial Period Second Year	Head cleaner	I			
		II			
		III			
		IV			
	Cleaner	I			



Period	Professional Qualified Staff	Time Category	Estimated maximum number of hours per year	Firm Hourly Rate	Subtotal
			A	B	C = A*B
		II			
		III			
		IV			
First Option Period	Head cleaner	I			
		II			
		III			
		IV			
	Cleaner	I			
		II			
		III			
		IV			
Second Option Period	Head cleaner	I			
		II			
		III			
		IV			
	Cleaner	I			
		II			
		III			
		IV			
Third Option Period	Head cleaner	I			
		II			
		III			
		IV			
	Cleaner	I			
		II			
		III			
		IV			
Pricing Schedule 5 – Evaluated Price -As and When Requested (VAT excluded) (AED)					



## SECTION 6 / PRICING SUMMARY

The total will be used in the calculation of the lowest evaluated price, as defined in section **4.3 BASIS OF SELECTION**.

PRICING SUMMARY		
Pricing Schedules	Subtotal (VAT excluded)	
1A – First Year		
1B – Second Year		
2 – First Option Period (Third Year)		
3 – Second Option Period (Fourth Year)		
4 – Third Option Period (Fifth Year)		
5 – As and When Requested		
SUBTOTAL (AED)		
VAT (If applicable)	%	Amount
TOTAL (Subtotal amount + VAT amount) (AED)		



## ANNEX C – SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government  
of Canada

Gouvernement  
du Canada

Contract Number / Numéro du contrat

### SECURITY REQUIREMENTS CHECK LIST (SRCL)

#### LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

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

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

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

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

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

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

Special comments:

Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

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

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



No  
Non



Yes  
Oui

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

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

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

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



No  
Non



Yes  
Oui

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

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