



**RETURN BID TO/ RETOURNER
LES SOUMISSIONS À :**
ContratsBGS@international.gc.ca

**Department of Foreign Affairs,
Trade and Development
(DFATD)**
Ministère des Affaires étrangères,
commerce et développement
(MAECD)

**Request for Services
Demande de services**

Proposal to: Department of Foreign
Affairs Trade and Development.

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 here to, the goods,
services, and construction listed
herein and on any attached sheets at
the price(s) set out therefor.

Proposition à: Ministère des
Affaires Étrangères, commerce et
développement

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

Comments — Commentaires:
**THIS DOCUMENT CONTAINS A
SECURITY REQUIREMENT — LE
PRÉSENT DOCUMENT
COMPORTE UNE EXIGENCE EN
MATIÈRE DE SÉCURITÉ**

**Issuing Office – Bureau de
distribution**

Foreign Affairs, Trade and
Development /Affaires étrangères,
commerce et développement
200 Promenade du Portage
Gatineau, QC

Title — Sujet: Canada in World Exposition Dubai 2020	
Requirement: Recruitment, Cleaning, Hospitality and Culinary Support Services	
Solicitation No. — N° de l'invitation 7426511	Date: January 11 , 2021
Solicitation Closes — L'invitation prend fin	
At /à: 2:00 PM	Time Zone — Fuseau horaire
On / le February 5, 2021	Eastern Standard Time
F.O.B. — F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: X Other — Autre: <input type="checkbox"/>	
Address Enquiries to — Addresser toutes questions à: Name : Emmanuelle Boivin E-Mail : Emmanuelle.boivin@international.gc.ca	
Telephone No. – No de téléphone: (613) 220-0713	FAX No. – No de télécopieur :
Destination of Goods and or Services/Destination – des biens et ou services: Department of Foreign Affairs, Trade and Development (DFATD)/Ministère des Affaires étrangères, commerce et développement (MAECD)	
Vendor/Firm Name and Address — Raison sociale et adresse du fournisseur/de l'entrepreneur:	
Telephone No. – No de téléphone:	FAX No. – No de télécopieur:
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) — Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
_____ Signature	_____ Date



SOLICITATION NUMBER

7426511

This bid solicitation cancels and supersedes all previous bid solicitations.

No extension to the solicitation closing date will be considered due to strict timelines.



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PART 1 - GENERAL INFORMATION

1.1 INTRODUCTION

The bid solicitation is divided into five (5) parts plus attachments, annexes and appendices to the Statement of Work 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, Attachment 1 to Part 4 includes the Evaluation Criteria, and Attachment 2 to Part 4 includes the Financial Bid Presentation Sheet.

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

1.2 SUMMARY

1.2.1 The purpose of this RFP is to select one supplier to enter into a contract with the Department of Foreign Affairs, Trade and Development (DFATD) to provide Personnel Recruitment and Management, as well as Cleaning, Hospitality and Culinary support services as described in the Statement of Work (Annex A).

1.2.2 The Work is to be performed from the Contract Award **to June 15, 2022**.

The requirement may be subject to the provisions of the:

- a) World Trade Organization Agreement on Government Procurement (WTO-GPA)
- b) North American Free Trade Agreement (NAFTA)
- c) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- d) Canadian Free Trade Agreement (CFTA)
- e) Canada - Chile Free Trade Agreement (CCFTA)
- f) Canada - Columbia Free Trade Agreement
- g) Canada - Korea Free Trade Agreement
- h) Canada - Honduras Free Trade Agreement
- i) Canada - Panama Free Trade Agreement
- j) Canada - Peru Free Trade Agreement (CPFTA)
- k) Canada - Ukraine free Trade Agreement (CUFTA)
- l) Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

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 Proposals (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. For the purpose of this RFP, the experience of the parent, subsidiaries, first tier subcontractors or other affiliates of the Bidder will be considered.

"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;

"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) (2019-03-04) 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 05 (2018-05-22) Submission of Bids, paragraph 4 is amended as follows:
Delete: sixty (60)
Insert: one hundred and twenty (120)

2.3.4 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 Proposals clause stipulated in paragraph 2.3.5

2.3.5 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).



2.3.6 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 (1) 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:

- a. Minimum type face of 10 points.
- b. All material should be formatted to print on 8.5" x 11" or A4 paper.
- c. 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:

- a. The size of attachments exceeds 10 MB;
- b. The e-mail was rejected or put in quarantine because it contains executable code (including macros);
- c. 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 (1) 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 (2018-05-22) *Standard Instructions - Goods or Services - Competitive Requirements*.

- 2.4.5** It is the Bidder's responsibility to:
- obtain clarification of the requirements contained in the RFP, if necessary, before submitting a proposal;
 - prepare its proposal in accordance with the instructions contained in the RFP;
 - submit by closing date and time a complete proposal;
 - send its bid only to the address specified on page 1 of the bid solicitation;
 - ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the proposal; and,
 - 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 COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS

- 2.5.1** 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 **5 days** before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.5.2** 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.
- 2.5.3** 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.

2.6 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.

2.7 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.

2.8 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.

2.9 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/>.

2.10 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.

2.11 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.

2.12 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](#) of Canada, or
- c. section 462.31 (*Laundering proceeds of crime*) or



- d. sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#) of Canada, or 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 pages maximum may not be considered. Copies of required Certificates and Licences, and Title pages are not included in the 60 pages 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 **Attachment 2 to Part 4 – Financial Bid Presentation Sheet**. 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 Attachment 2 to Part 4 – Financial Bid Presentation Sheet are strictly for evaluation purposes and are not a guarantee under the contract.**

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

3.4 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. Federal Contractors Program for Employment Equity – Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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



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

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

A2.3. 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.

A2.4. 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.

A2.5. 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.

A2.6. FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional



information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

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

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

Complete both A and B.

A. Check only one of the following:

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

OR

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

B. Check only one of the following:

- B1.The Bidder is not a Joint Venture.

OR

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

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 and financial evaluation criteria.
- 4.1.2** An evaluation team composed of representatives of Canada will evaluate the bids.
- 4.1.3** If the Bidder is deemed to be non-responsive / non-compliant at any time during the below two (2) stages of evaluation, the technical stage or the financial stage, the bid will be set aside and given no further consideration.

4.2 TECHNICAL EVALUATION

Mandatory and point-rated technical evaluation criteria are included in Attachment 1 to Part 4.

4.3 FINANCIAL EVALUATION

The financial bid presentation sheet is included in Attachment 2 to Part 4.

4.3.1 Mandatory Financial Criteria

The maximum funding available for the Contract resulting from the bid solicitation is **2.5 Million CAD** (Applicable Taxes excluded). Bids valued in excess of this amount will be considered non-responsive. This disclosure does not commit Canada to pay the maximum funding available.

4.3.2 Evaluation of Price

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, INCOTERM 2010 DDP (Destination) for goods, customs duties and excise taxes included.

4.4 BASIS OF SELECTION, HIGHEST RATED WITHIN BUDGET

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical evaluation criteria; and
- c. obtain the required minimum points for the technical evaluation criteria which are subject to point rating.

Bids not meeting (a) or (b) or (c) will be declared non responsive. The responsive bid with the highest number of points will be recommended for award of a contract, provided that the total evaluated price does not exceed the budget available for this requirement.



ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

1.0 Mandatory Technical Criteria

The proposal must meet the following mandatory technical criteria. The Bidder must provide the necessary documentation to demonstrate compliance with this requirement.

Proposals that do not meet the mandatory technical criteria will be considered non-responsive. Each mandatory technical criterion must be treated separately.

MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	Page #	YES	NO
M1	<p><u>Office Location</u></p> <p>The Bidder must demonstrate that it has offices and operates in both Canada and the United Arab Emirates (UAE).</p> <p>The Bidder must provide the physical address (es) of the firm's places of business within Canada and the UAE.</p>			
M2	<p><u>Personnel Recruitment and Management Experience</u></p> <p>The Bidder must clearly demonstrate it has a minimum of five (5) years of experience within the last ten (10) years from the bid closing date in providing personnel recruitment and human resources management services in an international event context.</p> <p>The Bidder must demonstrate its experience by providing two (2) supporting references that include the following information:</p> <ol style="list-style-type: none"> Project or contract name; Name of the client organization; Start date and end date (or indicate if work is still in progress); A description of the scope of the services provided; and Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder. <p><i>References may be contacted to verify the validity of the information provided by the Bidder.</i></p>			



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	Page #	YES	NO
M3	<p><u>Hospitality and Culinary Support Experience</u></p> <p>The Bidder must clearly demonstrate it has a minimum of five (5) years of experience within the last ten (10) years from the bid closing date in the provision of hospitality and culinary support services, including food sourcing and supply in Dubai, UAE.</p> <p>The Bidder must demonstrate its experience by providing two (2) supporting examples that include the following information:</p> <ol style="list-style-type: none"> a. Project or contract name; b. Name of the client organization; c. Start date and end date (or indicate if work is still in progress); d. A description of the scope of the specific services provided; and e. Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder. <p><i>References may be contacted to verify the validity of the information provided by the Bidder.</i></p>			
M4	<p>The Bidder must demonstrate that it has been operating for a minimum of five (5) years from the bid closing date.</p> <p>Should the Bidder be more than one entity, each entity must demonstrate that it has been operating for a minimum of five (5) years from the bid closing date.</p> <p>All entities must <u>each</u> attest with a written and authorized confirmation that they are jointly submitting the proposal.</p>			



2.0 Point-Rated Technical Criteria

Proposals that meet all of the mandatory technical criteria will be evaluated and point-rated against the criteria listed below, using the evaluation factors and weighting indicators indicated.

The Bidder must obtain the required minimum points for the technical evaluation criteria which are subject to point rating.

2.1 Evaluation Grid

The following evaluation grid will be used in evaluating Proposals and applies to Point Rated Technical Criteria **R1 to R12**.

Rating Table	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
50%	The response includes some information, but is also missing a substantial amount of information. Some elements poorly described. Bidder receives 50% of the available points for this element.
70%	The response includes most of the information required to be complete, meeting the established minimum and contains no significant weaknesses. Bidder receives 70% of the available points for this element.
85%	The response includes a substantive amount of the information required to be complete and contains several value added elements. Bidder receives 85% of the available points for this element.
100%	Substantial details provided leading to a complete and thorough understanding of the requirement. Bidder receives 100% of the available points for this element.
This Rating Table applies to Point Rated Technical Criteria R1 to R12	



POINT RATED TECHNICAL CRITERIA				
General				
N°	Rated Criterion	Maximum Points	Page #	Points
R1	<p><u>Organization</u></p> <p>The Bidder should demonstrate how their organization will support the requirements outlined in the SOW:</p> <p>a) Provide an overview of their organization, and if applicable, each organization which forms part of the proposal. The information provided should include but is not limited to:</p> <ul style="list-style-type: none"> • name of the firm(s); • location of main office as well as any satellite offices (if applicable); • area of expertise related to the requirements outlined in the Statement of Work (SOW); • number of years in business; and • number of employees employed. <p>b) Outline any awards, qualification and/or membership considered relevant;</p> <p>c) If submitting a joint venture/consortia, the proposal should indicate which organization will be the lead, what role each organization will have as well as how the parties in the consortia have previously worked together or have been affiliated (if applicable) in the past; and</p> <p>d) Identify if it is listed as a partner of Expo 2020 Dubai and at what level. (maximum 5 points).</p>	30 points		



<p>R2</p>	<p><u>Project Management and Key Personnel</u></p> <p>The Bidder should indicate their capability to provide the services to meet the requirements outlined in the SOW including how the team will be organized and managed, as well as lines of communication, responsibilities and accountability. The Bidder should provide relevant information on:</p> <ul style="list-style-type: none"> a) Team’s organization chart with all proposed Canada Pavilion dedicated key personnel and sub-contractors, as appropriate; b) Description of roles and responsibilities of key personnel; c) Description of proposed communication strategy that addresses the needs of the Project Authority as well as the various stakeholders, including the Expo Organizer; and d) How the Bidder will work with GAC’s Expo 2020 team and other service providers (if any) in a collaborative and integrated manner to ensure operational excellence and quality services. 	<p>35 points</p>		
<p>R3</p>	<p><u>Health and Safety, and Worker Welfare</u></p> <p>The Bidder should demonstrate:</p> <ul style="list-style-type: none"> a) A comprehensive knowledge and experience with respect to the health and safety, and worker welfare requirements of the UAE and Canada; b) Existing comprehensive and robust health and safety, and/or worker welfare management systems; and c) How the Bidder proposes to implement a health and safety and worker welfare system for personnel hired through the resulting contract and ensure its effective application. 	<p>15 points</p>		
<p>Minimum required points R1 to R3 (70% passing mark) = 56 Maximum points = 80</p>				



Pavilion Personnel Recruitment and Management			
R4	<p><u>Recruitment and Interview Process Approach</u></p> <p>The Bidder should demonstrate how all the requirements outlined in Phase 1 – Recruitment Campaign will be met. The Bidder should:</p> <ul style="list-style-type: none"> a) Provide a narrative on how the recruitment campaign to hire Canada Pavilion personnel in Canada and the UAE will be developed, managed and implemented; and b) Provide a narrative of the interview process approach and stages with special attention to geographic representation, gender balance and language requirements of candidates. 	40 points	
R5	<p><u>International Experience of the Bidder</u></p> <p>The Bidder should demonstrate its experience in recruitment and management of personnel in Canada, the UAE or other country within the last five (5) years.</p> <p>The Bidder should provide a description of two (2) <u>completed</u> project examples where it has recruited and managed a minimum of 30 people in an international event setting (recruited and hired employees from more than one country). One (1) example should have been delivered in Canada and/or the UAE.</p> <p>The following information should be provided for each project:</p> <ul style="list-style-type: none"> a) Project name and summary description; b) Client name and contact for whom the work was performed; c) Title, role and responsibility of assigned personnel; d) Start and completion dates; e) Languages the services were provided in; f) Dollar value; and g) Location. 	35 points	
R6	<p><u>Personnel Recruitment Work Plan / Schedule</u></p> <p>The Bidder should submit a work plan / schedule (timetable) that incorporates the tasks and activities as outlined in Annex A – Statement of Work, Section 1.4 as well as clearly demonstrate how and when the Bidder expects to be able to meet the milestones and associated timelines.</p>	20 points	



R7	<p><u>Experience in Providing Employee Orientation and On Boarding</u></p> <p>The Bidder should clearly demonstrate its experience in developing and delivering employee reference/procedures manuals as well as employee orientation and on boarding sessions similar in nature to the requirements described herein.</p> <p>Similar in nature means the development and delivery of an information session on administrative, pay and personnel management to upwards of 30 new recruits.</p> <p>a) The Bidder should demonstrate its experience by providing two (2) examples with the following information:</p> <ul style="list-style-type: none"> • Project name, contract name or name of the client organization; • Start date and end date (or indicate if work is still in progress); • A description of the scope of the specific services provided; • A brief description of on boarding process, including duration, target audience, language and frequency of delivery; and • Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder. <p>b) The Bidder should provide a draft outline of the content of the information session it would propose for the requirements described herein.</p> <p><i>References may be contacted to verify the validity of the information provided by the Bidder.</i></p>	25 points		
<p>Minimum required points R4 to R7 (70% passing mark) = 84 Maximum points = 120</p>				



Cleaning Services			
R8	<p><u>Experience in the Cleaning Industry</u></p> <p>The Bidder should demonstrate a proven level of experience and provide details on:</p> <ul style="list-style-type: none"> • Experience in the cleaning and disinfecting industry; • Experience in providing relevant cleaning and disinfecting services in the UAE similar to the specific requirements at the Canada Pavilion outlined in this document (inside and outside cleaning services); and • Similar works carried out over the past five (5) years. <p>The Bidder should demonstrate its experience by providing supporting references such as:</p> <ol style="list-style-type: none"> a) Project or contract name; b) Name of the client organization; c) Start date and end date (or indicate if work is still in progress); d) A description of the nature and scope of the services provided; and e) Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder. <p><i>References may be contacted to verify the validity of the information provided by the Bidder.</i></p>	35 points	
R9	<p><u>Cleaning Services Work Plan</u></p> <p>The Bidder should submit a narrative on how it proposes to successfully deliver the requirements outlined herein in Annex A – Statement of Work, Section 1.5. The narrative should include, but is not limited to:</p> <ol style="list-style-type: none"> a) The type and level of resources required including schedules where appropriate; b) Communications and reporting with the Project Authority; c) Products and methods used; d) Environmental, health and hygiene consideration; e) Maintenance and use of equipment and materials; f) Cleaning and disinfecting adapted to the characteristics of the building and site; and g) How quality assurance level will be maintained. 	45 points	
<p>Minimum required points R8 and R9 (70% passing mark) = 56 Maximum points = 80</p>			



Hospitality and Culinary Support Services			
R10	<p><u>Experience in the Delivery of Hospitality Services</u></p> <p>The Bidder should demonstrate ample level of experience and ability to successfully deliver hospitality services similar in nature to the requirements described herein in Annex A – Statement of Work, Section 1.6.</p> <p>The Bidder should demonstrate its experience by providing two (2) examples, within the last five (5) years, that demonstrate the Bidder’s:</p> <ul style="list-style-type: none"> a) ability to collaborate closely with a large entity/organization; b) ability to successfully deliver all aspects of hospitality operations in the context of a prolonged event; c) ability to source high quality Canadian and/or international as well as other locally sustainable products, where possible; d) ability to provide professional food and beverage service personnel on an as need basis; and e) ability to integrate international products into its kitchen and adapt/create menus to suit client’s needs. <p>For each example, the Bidder should provide supporting reference with the following information:</p> <ul style="list-style-type: none"> a) Project or contract name; b) Name of the client organization; c) Start date and end date (or indicate if work is still in progress); d) A description of the scope of the services provided; and e) Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder. <p><i>References may be contacted to verify the validity of the information provided by the Bidder.</i></p>	20 points	



<p>R11</p>	<p><u>Culinary Program – Logistics Support</u></p> <p>The Bidder should submit a narrative that describes how it proposes to deliver the Canada Pavilion Culinary Program logistics support requirements described in Annex A – Statement of Work, Section 1.6.</p> <p>The Bidder should provide:</p> <ul style="list-style-type: none"> a) a description of the proposed logistics of food and beverage handling and delivery to the Expo site and specifically to the Canada Pavilion; b) a description and the location of the Contractor’s kitchen that would supply the Canada pavilion for catered events and/or other food production; c) a description and the location of available temperature controlled storage for food and beverages (alcoholic and non-alcoholic); and d) tangible proof that they have the ability to provide, launder and if necessary store all linens required in the Canada Pavilion VIP area. 	<p>30 points</p>		
<p>R12</p>	<p><u>Sample Menus</u></p> <p>The Bidder should provide examples of menus using Canadian ingredients and estimated per person costs. Bidders will not be deemed non-compliant for submitting estimated prices in this section of the technical bid.</p> <p>The Bidder should provide sample menus and per person costing for:</p> <ul style="list-style-type: none"> • One sit down dinner with four (4) courses (2 appetizers, main dish and dessert); • An upscale casual summertime patio picnic; and • A stand-up canapé reception with minimum ten (10) pieces per person. 	<p>10 points</p>		
<p>Minimum required points R10 to R12 (70% passing mark) = 42 Maximum points = 60</p>				



2.2 Experience of Key Personnel

- a) The Bidder should provide a maximum of one-page curriculum vitae for each of the following six (6) key personnel from the Bidder's team, demonstrating the breadth, depth and relevance of experience and qualifications for their position, including working on a project of a similar nature. The Bidder should provide detailed information on how, when and where the experience was acquired and what was the actual role of the proposed key personnel.

Key personnel includes:

1. Project Manager / Coordinator
 2. Back-Up for Project Manager / Coordinator
 3. Human Resources Administrator
 4. Back-Up for Human Resources Administrator
 5. Cleaning Services Supervisor
 6. Back-Up for Cleaning Services Supervisor
- b) The Bidder should demonstrate its experience and each proposed resource's experience in terms of months and years. Unless otherwise specified, 1 year of experience is equivalent to 1200 hours. For the purpose of calculating months and years of experience, overlapping experience will only be counted once (e.g. Project #1 time frame is July 2016 to December 2016; Project #2 time frame is October 2016 to January 2017; the total experience for these two project references is seven (7) months). Only relevant experience will be considered.
- c) Demonstrated concurrent experience will be accepted for evaluation purposes.

2.2.1 The following evaluation grid will be used in evaluating Key Personnel and applies to Point Rated Technical Criteria **R13 to R18**.



Rating Table	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. The proposed personnel has little or no relevant experience and/or qualifications for the position. The criteria related to the position have not been met. Bidder receives 0% of the available points.
50%	The proposed personnel has some relevant experience and/or qualifications for the position. Some criteria related to the position have been met. Bidder receives 50% of the available points.
70%	The proposed personnel has a minimum of 3 years of relevant experience and/or qualifications for the position. Most criteria related to the position have been met. Bidder receives 70% of the available points.
85%	The proposed personnel has a minimum of 5 years of relevant experience and/or qualifications for the position. All criteria related to the position have been met. Bidder receives 85% of the available points.
100%	The proposed personnel has more than 10 years of relevant experience and/or qualifications for the position. All criteria related to the position have been met or exceeded. Bidder receives 100% of the available points.

This Rating Table applies to Point Rated Technical Criteria R13 to R18



POINT RATED TECHNICAL CRITERIA FOR EXPERIENCE OF KEY PERSONNEL				
N°	Rated Criterion	Maximum Points	Page #	Points
R13	<p>One Project Manager / Coordinator</p> <p>The proposed resource should be a member of the Bidder's team and should have experience providing management services at a senior level such as:</p> <ul style="list-style-type: none">a. Detailed approach for problem tracking, problem resolution, and risk identification and mitigation strategies;b. Managing lines of communications between the Project Authority, the Bidder's Project Manager, and resources performing the work; andc. In-house data management processes to support effective regular and ad-hoc technical, cost, and schedule reporting.	10 points		
R14	<p>One Back-Up for Project Manager / Coordinator</p> <p>The proposed resource should be a member from the Bidder's team and should have experience providing management services such as:</p> <ul style="list-style-type: none">a. Detailed approach for problem tracking, problem resolution, and risk identification and mitigation strategies;b. Managing lines of communications between the Project Authority, the Bidder's Project Manager, and resources performing the work; andc. In-house data management processes to support effective regular and ad-hoc technical, cost, and schedule reporting.	10 points		



R15	<p>One Human Resources Administrator</p> <p>The proposed resource should be a member of the Bidder’s team and should have experience in personnel recruitment and management services, dealing with human resources issues and administration such as managing work schedules, pay and benefits, providing employee on boarding as well as possess a good understanding of labour laws in the UAE.</p>	10 points		
R16	<p>One Back-up for Human Resources Administrator</p> <p>The proposed resource should be a member of the Bidder’s team and should have experience in supporting day-to-day administration of human resources issues such as managing work schedules, pay and benefits. The proposed resource should possess a good understanding of labour laws in the UAE.</p>	10 points		
R17	<p>One Cleaning Services Supervisor</p> <p>The proposed resources should have supervisory experience in the cleaning services industry performing tasks such as managing scheduling, hiring and training cleaners, including assigning cleaning tasks, checking that the work is done properly and producing reports representing the hours worked by employees and budget expenses.</p>	10 points		
R18	<p>One Back-Up for Cleaning Services Supervisor</p> <p>The proposed resources should have supervisory experience in the cleaning services industry performing tasks such as leading, scheduling, hiring and training housekeepers, including assigning cleaning tasks, checking that the work is done properly and producing reports representing the hours worked by employees and budget expenses.</p>	10 points		
<p>Minimum required points R13 to R18 (70% passing mark) = 42 Maximum points = 60</p>				



Maximum points available :	400
Minimum points required :	280
Bidder's score :	

2.3 Summarized Point Rated Table

The point rated technical criteria scores are summarized in the following table.

N°	Maximum Points	Minimum Required Points
R1 – Organization	30	56 / 80
R2 – Project Management and Key Personnel	35	
R3 – Health and Safety, and Worker Welfare	15	
R4 – Recruitment and Interview Process Approach	40	84 / 120
R5 – International Experience of the Bidder	35	
R6 – Personnel Recruitment Work plan / Schedule	20	
R7 – Experience in Providing Employee Orientation and On Boarding	25	
R8 – Experience in the Cleaning Industry	35	56 / 80
R9 – Cleaning Services Work plan	45	42 / 60
R10 – Experience in the Delivery of Hospitality Services	30	
R11 – Culinary Program Logistics Support	20	
R12 – Sample Menus	10	42 / 60
R13 – One Project Manager / Coordinator	10	
R14 – One Back-Up for Project Manager / Coordinator	10	
R15 – One Human Resources Administrator	10	
R16 – One Back-up for Human Resources Administrator	10	
R17 – One Cleaning Services Supervisor	10	
R18 – One Back-Up for Cleaning Services Supervisor	10	
TOTAL	400	280



ATTACHMENT 2 TO PART 4 – FINANCIAL BID PRESENTATION SHEET

1.1 Pavilion Personnel Recruitment and Management

The Bidder must quote a **Firm Price**, inclusive of all expenses, for the professional services described in Annex A - Statement of Work, Section 1.4 Hosting Staff and Other Canada Pavilion Personnel and as outlined in TABLE 1 below.

TABLE 1 – Pavilion Personnel Recruitment and Management as per Annex A - Statement of Work, Section 1.4.

Phase I – Recruitment	
Recruitment campaign in Canada and the UAE	CAD
Interview process	CAD
Total phase I (Sub-Total A)	CAD
Phase II – Reference Manual and Employee On Boarding	
Bilingual reference documents on employment matters	CAD
Development and delivery of training session on administrative and employment matters	CAD
Total phase II (Sub-Total B)	CAD
Phase III – Personnel Management and Administration	
Performance of activities detailed under Phase III <u>excluding</u> actual amounts of payments (remuneration/salaries/overtime) made to hired resources.	CAD
Total phase III (Sub-Total C)	
TOTAL FIRM PRICE FOR TABLE 1 PROFESSIONAL SERVICES - PAVILION PERSONNEL RECRUITMENT AND MANAGEMENT (Sub-Totals A + B + C)	CAD



1.2 Travel and Living Expenses – Pavilion Personnel

The Bidder must quote an **estimated fee** for all travel and accommodation described in Annex A - Statement of Work, Section 1.4 Pavilion Personnel Recruitment and Management, and as outlined in TABLE 2 below.

TABLE 2 – Estimated Travel Cost –Pavilion Personnel as per Annex A - Statement of Work, Section 1.4.

Travel	
Pavilion Personnel travel to Dubai	CAD
TOTAL PRICE FOR TRAVEL	CAD
Weekly Allowance	
Weekly allowance for personnel hired through the resulting contract and not living in the Expo Village. The weekly allowance should be at minimum CAD 75. (Section 1.4.4)	CAD
TOTAL PRICE FOR WEEKLY ALLOWANCE	CAD
TOTAL PRICE FOR TABLE 2 - TRAVEL AND WEEKLY ALLOWANCE FOR PAVILION PERSONNEL	CAD

1.3 Cleaning Services

The Bidder must quote a **Firm Price**, inclusive of all expenses, for the services described in Annex A - Statement of Work, Section 1.5 Cleaning Services and as outlined in TABLE 3 below.

TABLE 3 – Cleaning Services as per Annex A – Statement of Work, Section 1.5

Cleaning Services	
Professional cleaning and disinfecting services and pest control throughout the Canada Pavilion and site seven (7) days per week from September 25, 2021, to March 31, 2022.	CAD
Provision of cleaning and disinfecting equipment and supplies.	CAD
TOTAL FIRM PRICE FOR TABLE 3 CLEANING SERVICES	CAD

NOTE:

The provision of waste bins and liners are not part of the resulting contract.

1.4 Hospitality and Culinary Support Services

The professional services described in Annex A - Statement of Work, Section 1.6 Hospitality and Culinary Support Services will be reimbursed in accordance with an agreed upon rate card and upon an invoice submitted by the Bidder. The overall budget of the resulting contract includes an allocation of \$ 50,000 maximum for Hospitality and Culinary Support Services.



Catered events by the Bidder are subject to an additional fee from the Bidder and will **NOT** form part of the Bidder’s financial bid.

TABLE 4 – Professional Services – Hospitality and Culinary Support Services as per Annex A - Statement of Work, Section 1.6.

Hospitality and Culinary Support Services	
Culinary Support Services	50, 000 CAD
TOTAL FIRM PRICE FOR TABLE 4 HOSPITALITY AND CULINARY SUPPORT PROFESSIONAL SERVICES	50, 000 CAD

1.5 Other Related Services

The Bidder must quote a **Firm Price**, inclusive of all expenses, for the services described in Annex A - Statement of Work, Section 1.7 Other Related Services, and as outlined in TABLE 5 below

TABLE 5 – Professional Services – Final Report as per Annex A - Statement of Work, Section 1.7

Professional Services – Other Related Services	
Production of a final report	CAD
TOTAL FIRM PRICE FOR TABLE 5 OTHER RELATED SERVICES	CAD

1.6 Labour - Resource Remuneration / Salaries

As per Annex A – Statement of Work, the Contractor must manage and pay the salaries, inclusive of all applicable taxes (Canadian or UAE) and payroll deductions, of all contracted personnel. The Project Authority has estimated the following guidelines regarding remuneration for the different personnel to be hired by the Contractor.

Purpose of Estimates: All estimated costs contained in this section are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase services in these amounts. Any commitment to purchase specific amounts or values of services is described elsewhere in the Contract.



TABLE 6 – Labour – Resource Remuneration / Salaries – Hourly Rates

The Bidder must quote one **all-inclusive hourly rate** per labour category.

In order to claim these expenses, the Contractor shall submit an invoice accompanied by time sheets that include the agreed upon mark-up.

Resource Remuneration / Salaries								
Labour Hourly Rates								
Labour Category	Number of Required Resources	Duration (in weeks)	Estimated Hours/week	Minimum Hourly Rate (CAD)	Proposed Firm Hourly Rate (CAD)	UAE Worker Welfare and Employee Health Benefits (E)	Estimated Total (CAD)	
	(A)	(B)	(C)		(D)		(F)	
Hosting Staff Coordinators	2	28	40	35				
Hosting Staff	21	27	40	20				
Receptionists	3	27	40	20				
Driver / Clerk (a) CG	1	28	40	18				
Driver / Clerk (b) mini-van	1	34	40	18				
Driver / Clerk (c) large passenger van	1	29	40	18				
Culinary Graduates	5	27	40	20				
Service Staff/ Administrative Clerk	1	27	40	20				
Service/ Wait Staff	4	27	25	18				
SUBTOTAL (F)								
Overhead - Labour - Resource Remuneration / Salaries							MARKUP (G)	%



Bidders must indicate the percentage of markup they intend to collect on the wages. The markup will be taken into consideration into the financial evaluation.	
<p style="text-align: right;">OVERTIME (H)</p> <p>GAC has estimated overtime costs for this project. The overall budget of the resulting contract includes an allocation of \$15,000.00 for resource's overtime.</p> <p>No mark-up will be paid for overtime fees.</p>	
TOTAL ESTIMATED LABOUR PRICE FOR TABLE 6 (F x G + H)	

1.7 TOTAL PRICE OF BID

<p>TOTAL PRICE OF BID = TABLE 1 + TABLE 2 + TABLE 3 + TABLE 4 + TABLE 5 + TABLE 6</p> <p>_____ CAD (Applicable taxes extra)</p> <p>The Total Price of Bid will be used for evaluation purposes only.</p>



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 (2018-06-21)



- (c) Statement of Work (Annex A) including all Appendices;
- (d) Basis of Payment (Annex B);
- (e) Security Requirements Check List (Annex C);
- (f) the Contractor's bid dated _____, (*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: (*completed 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: (*completed 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: (*Completed 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 (2018-06-21), 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; and,
- 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. (*Completed at Contract award*).

5.15.3 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.

5.15.4 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.



5.15.5 Overtime – Labour - Resource Remuneration / Salaries

The personnel recruited by the Contractor under this Contract must not perform any overtime unless authorized in advance and in writing by the Canada's Representative. Any request for payment must be accompanied by a copy of the overtime authorization and a report containing the details of the overtime performed pursuant to the written authorization. Although efforts will be taken to minimize overtime as much as possible, it is anticipated that recruited personnel shall be required to work overtime on occasion. Payment for authorized overtime will be calculated as follows:

- a. Extra hours of work will be remunerated at the regular hourly rate.
- b. No mark-up will be paid for overtime costs.

5.15.6 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.

5.15.7 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.

5.15.8 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.

5.15.9 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 (UAE)**.

5.15.10 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.

5.15.11 Security Requirements

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

5.15.11.1 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 done at the Canada Pavilion. The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Canada Pavilion. Access to the restricted zones of the Canada Pavilion 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 an individual unsuitable for recruitment.

5.15.12 Green Procurement

5.15.12.1 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.

5.15.12.2 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.

5.16.1 Federal Contractors Program for Employment Equity – Default by the Contractor

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



5.17 PAYMENT TERMS

5.17.1 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.

5.17.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed CAD _____ (*Completed at Contract award*). Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada, in the Contractor's hourly rates or in the price of the Work resulting from any changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these changes, modifications or interpretations have been approved, in writing, by Canada's Representative before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of Canada's Representative. The Contractor must notify Canada's Representative in writing as to the adequacy of this sum:

- when it is 75 percent committed, or
- two (2) months before the end of the Period of the Contract, or
- as soon as the Contractor considers that the Contract funds provided by Canada are inadequate for the completion of the Work, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to Canada's Representative a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

5.17.3 Method of Payment – Monthly Payments – Travel, Accommodations and Labour Hourly Rates

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.

5.17.4 Method of Payment – Disbursements/ Reimbursables

Subject to any other provisions stated in the Contract, the following disbursements incurred by the Contractor, that are related to the Services and approved by the Project Authority, shall be reimbursed to the Contractor at agreed upon cost,

- a. Annex A - Statement of Work, Section 1.6 Description and Scope of Work – Hospitality and Culinary Support Services; and
- b. Other disbursements made only with the prior approval and authorization of the Project Authority.



Disbursements/Reimbursables shall be Project related and shall not include expenses that are related to the normal operation of the Contractor's business.

5.17.5 Method of Payment – Milestone Payments – Firm Price

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

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

5.17.6 Schedule of Milestones

The proposed payment schedule may be subject to negotiation with the Successful Bidder.

5.17.6.1 Pavilion Personnel Recruitment and Management

Milestones No.	Description	Percentage of Firm Price	Due Date
1	Professional fees upon completion of the recruitment campaign activities	15%	May 2021
2	Professional fees upon completion of the interview and selection process activities	25%	June 2021
3	Professional fees upon submission and acceptance of the documentation for visas, work permits, accreditation, medical certifications and personnel measurements	5%	July 2021
4	Professional fees upon submission and acceptance of required documents for the employee's reference manual	5%	July 2021
5	Professional fees upon submission and acceptance of the training session module	5%	July 2021
6	Professional fees upon submission and acceptance of the Personnel Work Schedule.	5%	August 2021
7	Professional fees during the months of September 2021 to April 2022 (8 months)	40% (5% per month during Expo period)	September 2021 to April 2022



5.17.6.2 Cleaning Services

Milestones No.	Description	Percentage of Firm Price	Due Date
8	Professional services fees for services rendered in September 2021	16%	October 2021
9	Professional services fees for services rendered during the months of October 2021 to March 2022	84% (14% per month)	November 2021 to April 2022

5.17.6.3 Other Related Services

Milestones No.	Description	Percentage of Firm Price	Due Date
13	Professional services fees upon submission and acceptance of the final written report	100%	June 2022

5.17.7 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 six (6) years after it receives the final payment under the Contract.

5.17.8 Invoicing Instructions

- 5.17.8.1** 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.

- 5.17.8.2** 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.

5.17.9 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 (2018-06-21) *General Conditions - Higher Complexity – Services*, to apply for the sole purpose of calculating interest on overdue accounts.

5.17.10 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of 2035 (2018-06-21) *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.

5.17.11 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.

5.18 SUSPENSION AND INFRACTION

5.18.1 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.

5.18.2 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*.

5.19 INSURANCE TERMS

5.19.1 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.

5.20 GOVERNANCE AND ETHICS

5.20.1 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, 2006, c. 9, s. 2 (as amended from time to time), 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.

5.20.2 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*, 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 (as amended), 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 (as amended); or
- i. any provision under the local law having a similar effect to the above-listed provisions.

5.20.3 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.



5.21 DISPUTE RESOLUTION

5.21.1 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.

5.21.2 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 (as amended), 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.



ANNEX A – STATEMENT OF WORK

Expo 2020 Dubai Canada Pavilion

Personnel Recruitment, Cleaning, Hospitality and Culinary Support Services

1.1 Introduction

Canada will participate in Expo 2020 to be held in Dubai, United Arab Emirates (UAE), where we will deliver a world-class pavilion and visitor experience to showcase Canada and all that Canada has to offer to the World.

The objective of this request for proposals (RFP) is to allow individual organizations and/or consortia to develop and submit proposals to deliver the three service categories described herein to meet Canada's program and operational requirements. This will in-turn allow Canada to select the service provider, or consortia who represent the best overall value as evaluated using the evaluation factors given in this RFP.

The project requirements have been divided into three service categories:

- Recruitment and management of pavilion personnel;
- Cleaning services; and
- Hospitality and culinary support services.

1.2 Background of Project

On January 25, 2019, Canada announced its participation in Expo 2020, to be held in Dubai, United Arab Emirates (UAE), from October 1, 2021, to March 31, 2022. The UAE is hosting this event in the context of the 50th anniversary of the federation of its seven Emirates. This Expo will also be the first to take place in the Middle East and North Africa and South Asia (MENA) region.

Connecting Minds, Creating the Future and its subthemes of *Opportunity, Mobility, and Sustainability* are the lens through which the Organizer and participants will explore and present possibilities for the future to multinational visitors, both physically and virtually.

Canada's Participation in Expo 2020 Dubai

Canada has a long history of participating in international expositions having participated since the first international exhibition at the Crystal Palace in London in 1851 which featured the inventions of the Industrial Revolution. Most recently, Canada participated in Expos 2000 in Hannover, Germany, 2005 in Aichi, Japan, and 2010 in Shanghai, China. We have hosted two Expos the first in Montréal in 1967 and the second in Vancouver in 1986. Both left indelible impressions on Canadians and helped to shape their world views. Canadians, to this day, cite these two events as the most formative experiences of their lives and as major contributors to the economic, social and infrastructure development of their cities and regions.

Traditionally, we have used Expos abroad as tools to present and modernize an image of Canada to the world: our state-of-the-art technology, our values and views of the world, our ideas on global governance, our natural beauty and tourism potential, our educational institutions and many others. This has generally been done with a view to diversifying trade, attracting investment and deepening bilateral relationships.

We have tested several approaches including integrated presentations focused on Canada as a whole and differentiated approaches with provinces, territories and the private sector developing their own presentations within a Canada pavilion. Over time, we have concluded that visitors come to our pavilions to see Canada as a



nation first and foremost, and that the most effective approach is one which presents a powerful cohesive image of Canada.

Canada's Objectives at Expo 2020

Canada's participation in Expo 2020 Dubai offers an unparalleled platform to promote Canada's priorities:

- Promote Canadian innovation;
- Diversify international export markets;
- Attract foreign investment;
- Encourage tourism and grow the "visitor economy" to Canada;
- Garner support for Canadian priorities;
- Deepen relationships between Canada, the UAE and the MENA region; and
- Promote social responsibility programs and activities.

The Canada Pavilion

Canada will be building its own pavilion on a site strategically located half way between the Mobility and Sustainability thematic pavilions. The approximate 1350m² Canada Pavilion will feature three distinct areas:

- the thematic public presentation and public access areas;
- the VIP business conference facility and executive offices areas; and
- the administrative and support areas.

The Pavilion's public presentation area will be designed to accommodate up to 16,000 visitors per day and will be fully accessible. The high-impact, experiential public presentation area will align with Canada's themes and sub-themes.

To meet Canada's diplomatic, business, and cultural objectives, the pavilion's VIP business conference area will be a welcoming facility for large numbers of VIP visitors and partner guests, ranging from heads of state to business leaders, to cultural personalities, to media. Here, guests will enjoy a convivial networking lounge and VIP conference area, which combined may accommodate up to 120 people; as well as an executive boardroom, which can accommodate up to 18 people and a terrace, which can accommodate up to 60 people.

Lastly, the pavilion will offer an office area for staff to conduct day-to-day business and pavilion operations.

Hours of Operation

The Expo site will be open to the Public from October 1, 2021, to March 31, 2022.

Opening hours for the Expo site are planned to be from 9:00 am to 1:00 am from Saturday to Wednesday, and from 10:00 am to 2:00 am on Thursday and Friday, over the six-month period.

The Canada Pavilion public presentation will be open from 10:00 am to 10:00 pm daily.

The Canada Pavilion offices and VIP area will operate seven (7) days a week, fourteen (14) hours per day, from 9:00 am to 11:00 pm.

Site cleaning, maintenance, and waste collection as well as the bulk of the deliveries will be carried out from 1:00 am to 9:00 am daily.



1.3 PROJECT REQUIREMENTS

Global Affairs Canada (GAC) is seeking the services of a company to fulfil various roles, responsibilities and services required at the Canada Pavilion at Expo 2020 Dubai, and to support its Culinary Program during this six-month global event.

The project requirements are described in three service categories:

- **Pavilion Personnel Recruitment and Management**

The project team required for Canada's participation at Expo 2020 will consist of public servants as well as other contract personnel. The size of the team required is dictated by the scale of this Expo and the long operating hours of the Canada Pavilion and the Expo site. The Contractor must recruit contract personnel from Canada and from the UAE to work at the Canada Pavilion and will be responsible to manage and pay them. Contract personnel will include Canadian hosting staff and coordinators, receptionists, culinary and server/wait staff as well as local drivers and clerks.

- **Cleaning Services**

The Contractor must provide full cleaning and disinfecting services for all areas of the Canada Pavilion including the public entrance and queuing areas, the public presentation areas, the VIP and conference areas, the administration and support areas as well as the Canada Pavilion site. Cleaning services include the recruitment, training and management of personnel as well as the provision of equipment and supplies for the duration of the operations period.

- **Hospitality and Culinary Support Services**

A key component of Canada's participation at Expo 2020 is the Culinary Program. The Culinary Program serves to meet the catering and hospitality needs for VIP and promotional events at the Canada Pavilion during the Exposition. In addition to providing catering and hospitality for visiting Canadian organizations and dignitaries, the Culinary Program also provides catering and hospitality for visitors from the UAE and delegations from other nations.

An important element of the program is the promotion of a broad range of Canadian food and beverage products. Menus developed and presented will profile a regional balance of Canadian foods and beverages and allow Pavilion guests to experience Canadian style cuisine often made with domestic ingredients and prepared by young Canadian chefs from across Canada.

The Contractor will provide support to the Canada Pavilion Culinary Program.

1.4 DESCRIPTION AND SCOPE OF WORK – PAVILION PERSONNEL RECRUITMENT AND MANAGEMENT

The Contractor must recruit and manage the following personnel, to work at the Canada Pavilion at Expo 2020 Dubai. The Contractor must refer to Appendix 1 to Annex A in order to understand the statement of duties linked to each role as well as Appendix 2 to Annex A for other selection criteria.



POSITIONS (REQUIRED NUMBER)	REQUIREMENTS	START DATE	END DATE	FIRM HOURLY RATE (CAD)	HOURS PER WEEK
Hosting Staff Coordinators (2)	Canadians from across Canada and/or Canadians living in Dubai or surrounding areas, who are appropriately reflective of Canada's cultural and geographical diversity, and possess English and/or French. One staff coordinator must be proficient in Arabic language skills.	September 20, 2021	April 3, 2022	35	40
Hosting Staff (21)	A mix of Canadians from across Canada and Canadians living in Dubai or surrounding areas, who are appropriately reflective of Canada's cultural and geographical diversity, and are fluent in English and/or French. At least 30% of the total number of hosting staff must also possess Arabic language skills. Note: <i>2/3 of the hosting staff (14 individuals) must be Canadians recruited from across Canada.</i>	September 26, 2021	April 3, 2022	20	40
Receptionists (3)	Canadians from across Canada and/or Canadians living in Dubai or surrounding areas, who possess a good knowledge of Canada, and the Muslim culture and are fluent in English, French and Arabic.	September 26, 2021	April 3, 2022	20	40
Driver*/ Clerk (a) CG	Contract personnel living in Dubai or surrounding areas who possess a valid chauffeur driving license approved by the UAE and good knowledge of Dubai and the surrounding area as well as the Muslim culture and are fluent in English and/or French and Arabic.	September 21, 2021	April 4, 2022	18	40
Driver*/ Clerk (b) mini-van	Contract personnel living in Dubai or surrounding areas who possess a valid chauffeur driving license approved by the UAE and good knowledge of Dubai and the surrounding area as well as the Muslim culture and are fluent in English and/or French and Arabic.	August 15, 2021	April 14, 2022	18	40
Driver*/ Clerk (c) large passenger van	Contract personnel living in Dubai or surrounding areas who possess a valid chauffeur driving license approved by the UAE and good	September 26, 2021	April 21, 2022	18	40



POSITIONS (REQUIRED NUMBER)	REQUIREMENTS	START DATE	END DATE	FIRM HOURLY RATE (CAD)	HOURS PER WEEK
	knowledge of Dubai and the surrounding area as well as the Muslim culture and are fluent in English and/or French and Arabic.				
Culinary graduates (5)	Canadians from across Canada who are appropriately reflective of Canada’s cultural and geographical diversity, and are fluent in English and/or French. Note: <i>Candidates will be recruited by GAC and hired by the Contractor.</i>	September 26, 2021	April 3, 2022	20	40
Service Staff / Administrative Clerk (1)	Canadians or contract personnel living in Dubai or surrounding areas who are knowledgeable of Canadian life, geography and issues, and are fluent in English and Arabic with proficiency in French.	September 26, 2021	March 31, 2022	20	40
Service/Wait Staff (4)	Canadians or contract personnel living in Dubai or surrounding areas who are knowledgeable of Canadian life, geography and issues, and are fluent in English and/or French. Proficiency in Arabic would be an asset.	September 26, 2021	March 31, 2022	18	25

* Vehicle rental **is not part** of the requirements of the resulting contract. Driver (a) must be assigned to the Commissioner General.

NOTE:

The Project Authority may review the area of selection if the selection criteria requirements cannot be met.

1.4.1 Phase I – Recruitment Campaign

In collaboration with the Project Authority, the Contractor must:

- (a) Develop, manage and implement a recruiting campaign to hire Canada Pavilion personnel. The recruiting campaign is to be carried out in Canada and in the UAE.

The Contractor is to submit to the Project Authority a description of the recruitment campaign methodology, including the list of locations where the advertisements will be placed as well as a rationale for their selection. Advertisements must be posted in English and French in Canada and in English, where possible, in the UAE.

Canadians contracted to work at the Canada Pavilion at Expo 2020 Dubai must be Canadian citizens with a valid Canadian passport and must represent Canada’s culturally diverse and inclusive society. Demonstrated efforts to contract personnel representative of ten provinces and three territories must be made during the recruitment campaign.



- (b) Process and acknowledge all incoming letters of interest in the corresponding language.
- (c) Perform initial screening based on the selection criteria provided by the Project Authority. (Please refer to Appendix 1 to Annex A for Statement of Duties and Appendix 2 to Annex A for the Selection Criteria).
- (d) In consultation with the Project Authority, develop supplemental evaluation/selection criteria and tools as required.
- (e) Schedule and coordinate all interviews in Canada and/or in the UAE. The composition of the selection board must include a proficient Arabic speaker, and is to be approved by the Project Authority who will participate in the interviews and selection process. The interview schedule must demonstrate cost effectiveness in terms of time and any travel requirements.
- (f) Notify successful candidates for all positions by telephone immediately following final decision, in their language of application (English, French or Arabic). A letter of offer must be sent as a follow-up. Unsuccessful candidates must be notified in writing within 10 days of disqualification from the recruiting process, in their language of application (English, French or Arabic).

The recruitment of all personnel must be completed by June 30, 2021.

1.4.2 Phase II – Reference Manual and Employee On Boarding

The Contractor must:

- (a) Support the Project Authority in the development of a bilingual (English and French) Reference/Administration Manual for the hosting staff coordinators, hosting staff, culinary staff and receptionists. This manual will include detailed information on the Canada Pavilion public presentation area exhibits, the Conference Centre and Visitor's Lounge and all programming related to Canada's participation in Expo 2020. The Contractor will provide the necessary documents to assist the Project Authority on matters concerning terms and conditions of employment including administrative issues such as pay, worker welfare (<https://www.expo2020dubai.com/it/legal/worker-welfare>), lodging, medical insurance and work schedules, banking information and operational information.
- (b) Support the Project Authority in the development of a professional in-person on boarding and training program for all hosting staff, culinary staff, and receptionists, by developing and delivering a session on administrative and employment issues (i.e. payment schedule, time reporting). Training will be held on site at the Canada Pavilion in Dubai from September 27 to September 28, 2021.

The training module is to be submitted to the Project Authority for final approval by **July 15, 2021**.

1.4.3 Phase III – Personnel Management and Administration

The Contractor must:

- (a) Identify a Human Resources Administrator who will be the main point of contact for the Project Authority on all human resources issues.
- (b) Coordinate the preparation of the necessary documentation for visas, work permits, accreditations and medical coverage for all personnel hired through this contract in accordance with Expo Organizer requirements, and applicable rules and regulations of the UAE, including health and safety, and worker welfare (<https://www.expo2020dubai.com/it/legal/worker-welfare>).



NOTE:

The visa and accreditation process will be coordinated with the Project Authority. (See Appendix 7 – Expo 2020 Dubai Matters of Stay Guide)

- (c) Coordinate personnel measurements for uniform fittings for all hosting staff coordinators, hosting staff and receptionists. The design and fabrication of the hosting staff uniforms **are not part** of the requirements of the resulting contract.

The above are to be provided to the Project Authority no later than **July 15, 2021**.

The Contractor must also coordinate with the Project Authority and the Hosting Staff Uniform Design Contractor the uniform fittings and alterations schedule during the orientation and training days prior to Expo opening day.

- (d) Coordinate travel for hosting staff coordinators, hosting staff, culinary staff and receptionists, from their Canadian home city to Dubai, UAE, or from their home city in UAE to Dubai, and subsequent return to their Canadian or UAE home city at termination of Expo 2020 in April 2022.
- (e) Manage the daily scheduling of hosting staff coordinators, hosting staff, and receptionists, based on three teams in order to ensure adequate allocation of personnel during Pavilion operating hours, and in case of absenteeism or in case of special requirements altering the normal schedule. All personnel will be expected to work overtime on occasion.

Personnel work schedules for hosting staff coordinators, hosting staff, VIP officers and receptionists are to be submitted for the Project Authority's approval by **July 31, 2021**.

NOTE:

The Project Authority must develop and share with the Contractor the work schedules for the driver/clerks, the VIP officers, the protocol and events officers as well as the junior events officer. The work schedule for the Commissioner General's driver will be contingent on the Commissioner General's official requirements and engagements.

- (f) Ensure that conduct, both on and off duty, and appearance of all personnel, including uniform repairs and cleanliness, reflects a positive image of Canada.
- (g) Maintain an active file of personnel replacements and, if required, provide qualified back-ups in order to maintain full complement of staff for the duration of Expo 2020.
- (h) Provide payment services, every two (2) weeks to all personnel, including overtime through a bank in the UAE.
- (i) Provide the Project Authority with medical certification of health for each of the selected personnel, according to UAE health regulations. Provide adequate medical insurance coverage (contracted personnel must NOT disburse money for any kind of medical attention onsite including emergencies requiring travel back to Canada).
- (j) Perform deductions at the source to include all applicable taxes (Canadian and UAE), workmen's compensation, etc.
- (k) Provide payroll slips and tax documents (i.e. T4s) for all employees residing in Canada.
- (l) Ensure that both hosting staff coordinators have access to personal communication devices that will allow them to be reached easily throughout the period.



(m) The Contractor will be directly responsible for payment and recovering from their personnel the cost of any damages to assigned accommodation, as well as any outstanding charges, other than monthly rental fees, incurred by same.

1.4.4 Accommodation

GAC will provide accommodation in the Expo Village to all personnel identified in section 1.4 and hired in Canada through this contract.

Should locally hired resources require accommodation in order to comply with local and national UAE laws and regulations, said accommodations must form part of the Bidder’s Proposal.

With the exception of drivers, the Contractor must include a weekly allowance for locally hired resources to cover their transportation costs to the Expo site. The Contractor must provide a list of all hired resources’ residence location.

NOTE:

- No personal mobile telephone plan will be provided in the accommodation package;
- All apartments will be connected to standard utilities and broadband internet access.

1.4.5 Work Schedule

Personnel must report for duty in accordance with the Table in Section 1.4.

The following is a summary schedule, subject to change by the Project Authority:

- | | |
|------------------------------------|-----------------------|
| • Travel to Dubai, UAE | September 23-24, 2021 |
| • Orientation days/fittings | September 25-26, 2021 |
| • On-site training/fittings | September 27-28, 2021 |
| • Expo Opening Day | October 1, 2021 |
| • Expo Closing Day | March 31, 2022 |
| • Last day of work and travel home | April 3, 2022 |

1.5 Description and Scope of Work – Cleaning and Disinfecting Services

The Contractor must ensure that the Canada Pavilion is maintained to a high standard of cleanliness and hygiene by providing full daily cleaning and disinfecting services, from the date the Pavilion has been officially transferred from the builder to GAC on September 25, 2021, to the end of the Expo operation period on March 31, 2022.

Required cleaning and disinfecting services must be for all areas of the approximate 1350m² Canada Pavilion including the public entrance and queuing areas, the public presentation areas, the VIP and conference areas, the administration and support areas as well as the Canada Pavilion outside terrace and site. Please refer to Appendices 3, 4, 5 to Annex A for the DRAFT Pavilion plans and finishes.

The Contractor must provide and manage sufficient local cleaning service personnel to meet the Canada Pavilion requirements during the pre-Expo period as well as the Expo operations period. The resource level required for these services must form part of the Proposal.

The pre-Expo daily routine cleaning and disinfecting, from September 25 to 30, 2021, will comprise of basic cleaning such as sweeping, vacuuming, wiping, and/or washing and disinfecting, of all areas of the pavilion, including the exterior area, with special attention to the VIP area and other public spaces, administrative and support area, washrooms and where food is prepared and/or consumed such as the VIP space and the staff



kitchenette, as well as the waste and recycling collection and separation service at all designated areas of the Canada Pavilion.

The Expo operations daily cleaning and disinfecting will comprise three specific daily services: daily opening cleaning and disinfecting, routine cleaning and disinfecting during open hours of operation, daily closing cleaning and disinfecting.

- (a) Daily opening cleaning and disinfecting includes the thorough cleaning by sweeping, vacuuming, washing and/or wiping and disinfecting of the VIP space, exhibition/general public visitor space, and corridor such as 'backyard' area, kitchen, staff lounge and kitchenette, restrooms and shower rooms, as well as the waste and recycling collection and separation service at all designated areas of the Canada Pavilion in accordance with Expo regulations. All work is to be completed in preparation for daily opening. The office area shall be cleaned at least once a week and disinfected daily.
- (b) Routine cleaning during open hours includes the general cleaning and regular cleaning of washrooms throughout the day with prompt attention to stains and litter; cleaning table tops in VIP areas between events; handling accidents such as spills, breakages, etc., checking, sorting and emptying garbage and recycling containers in VIP, guest and other public areas, including the Canada Pavilion site, and maintaining an adequate level of paper and soap supplies in restrooms, kitchen and shower areas. Routine disinfecting at least twice daily and increased frequency as needed, in high touch surfaces of all spaces, with particular attention to high traffic public spaces and common areas, inside and outside of the Pavilion.
- (c) Daily closing cleaning includes thorough cleaning and disinfecting of all guest spaces including exhibition and other rooms, collecting, separating and removing all waste and recyclables from the pavilion for disposal according to the guidelines on cleaning and waste removal by the 2020 Expo Organizer. The kitchen, staff kitchenette and washrooms must be thoroughly cleaned and disinfected on a daily basis.

It is anticipated that the cleaning services personnel must be available on-site for 14 to 16 hours per day 7 days per week for the entire Expo operations daily routine cleaning. The Contractor must develop a work schedule for the cleaning services personnel based on the required services and the Pavilion operating hours.

NOTE:

Cleaning personnel must only have access to the administration office area during Pavilion opening hours when GAC employees are present.

Exterior windows, and/or interior glass surfaces such as walls and tables must be planned to be cleaned as required to ensure that an overall clean appearance is maintained, particularly in the VIP areas and areas that will be highly visible to the public. Other special cleaning services will depend upon the type of flooring, material and finishes selected for the Pavilion. One thorough carpet shampooing will be required for carpeted areas of the Pavilion.

The Contractor must also:

- Manage pest control in the Canada Pavilion and on the Canada Pavilion site;
- Provide cleaning and disinfectant supplies, equipment and sanitary material;
- Ensure that all cleaning and disinfectant equipment to be used is appropriate for the location and surfaces upon which it is to be used and is properly maintained;
- Ensure that all cleaning personnel are trained on the safe use and maintenance of the equipment and the application of different cleaning and disinfectant products;



- Make available appropriate uniforms and personal protective clothing, as well as other safety and handling of equipment as required in the use of different cleaning and disinfectant equipment and products;
- Ensure that cleaning and disinfectant methods and products used are appropriate to treat diverse surfaces and conform to all health, safety and environmental requirements; and
- Adhere to all Expo Organizer's waste management and cleaning and disinfectant services guidelines and policies, including the use of sustainable products and materials, and all rules and regulations related to the COVID-19 pandemic. (see Appendix 6 – Expo 2020 RISE Guidelines for Sustainable Operations)

NOTE:

Dedicated bins per waste stream will be provided by the Expo Organizer. GAC will provide the bin liners.

1.6 Description and Scope of Work – Hospitality and Culinary Support Services

1.6.1 Culinary Program Overview

A key component of the Canada Pavilion is the VIP area that serves to meet Canada's diplomatic, business, and cultural objectives. It is a welcoming and flexible space equipped with a conference centre, executive boardroom/private dining room, lounge/bar, and outdoor terrace capable of hosting meetings, sit down dinners, and stand up cocktail receptions for visiting Canadian organizations and business leaders, as well as visitors, dignitaries and delegations from the UAE and other nations. The total capacity for each space is as follows:

- Executive boardroom, 18 people;
- Conference centre, 60 people;
- VIP lounge, 49 people; and
- Terrace, 60 people.

The Culinary Program at the Canada Pavilion serves to meet the hospitality needs for this space and allow Pavilion guests to truly experience Canadian style cuisine. In previous international expositions, Canada has adhered to the following approach in our VIP hospitality space: Canadian ingredients + Canadian cooks + Canadian hospitality = Canadian experience.

The main components of the Culinary Program consists of:

- An association with a professional catering firm that has the ability to provide culinary support and access to a wide variety of high quality products and services as well as catered food at Expo 2020 Dubai;
- Five (5) recent graduates from Canadian culinary institutions from across Canada who will maintain the day to day kitchen operations under the guidance of the Canadian Chef as well as support the Contractor in food preparation and service during catered events in the Canada Pavilion;
- The use and promotion of a broad range of high-quality Canadian food and beverage products; and
- A selection of menus that promote Canadian style cuisine in an atmosphere of impeccable service and Canadian hospitality.

Canada is proud of its premium food and beverage products and its budding culinary talent. The past Expos have provided excellent opportunities to promote them both. Canada sees Expo 2020 Dubai as an excellent opportunity to increase trade, to promote mobility among our youth and to increase access to the region thereby reinforcing the sustainability of our food industry.

The Contractor must support the above Culinary Program and work in collaboration with the Canada Pavilion special events team and the Canadian Chef to deliver Canada's Culinary Program.



The Contractor will also ensure that both Expo 2020 Dubai applicable standards and regulations as well as those of the Canada Pavilion are respected.

1.6.2 Canadian Chef and Culinary Program Manager

Canada has retained a Canadian Chef and Culinary Program Manager (Canadian Chef) who has delivered two (2) highly successful Canada Pavilion Culinary Programs at Expo 2005 Aichi and Expo 2010 Shanghai to manage the Canada Pavilion Culinary Program for Expo 2020 Dubai.

The Canadian Chef will recruit the Canadian culinary school graduates to work in the Canada pavilion kitchen preparing upscale casual food featuring Canadian ingredients for the duration of Expo. Recipe and menu development as well as the service standards for the VIP lounge and conference center will be the responsibility of the Canadian Chef.

The Canadian Chef and special events team will work together to deliver most events at the pavilion and on occasion will require the catering services of the Contractor to provide certain products and or menus to cater events. In these instances, the Contractor will work with the Canadian Chef and his team to provide food and service that reflect the Canada pavilion standards and goals.

To that end, the Contractor must identify a liaison/point person who will work in collaboration with the Canadian Chef to support the Culinary program and Canada pavilion hospitality needs ensuring high quality customer service for all Canada Pavilion clients during catered events.

1.6.3 How it Works

The Canada pavilion is equipped with a commercial kitchen and bar area in order to accommodate the clients of the VIP lounge and conference center. The Canada pavilion culinary team will provide the day-to-day food and beverage service for clients.

Some events will require the support of the catering branch of the Contractor. These events will be determined in advance and the Contractor will work with the Canadian Chef to develop suitable menus and/or products as a function of the client's needs. Food preparation for the aforementioned events would be carried out in both the caterer's kitchen and the pavilion kitchen. The pavilion kitchen would then be used as a finishing kitchen with the participation of the Canada culinary team.

The Contractor will also provide prepared food products to the pavilion kitchen on a regular or on a one-off basis. The products and the frequency of delivery will be chosen as a function of the events calendar and the needs of the pavilion.

The Canada culinary team will also require logistical and product acquisition support from the Contractor.

As part of the recruitment component of this requirement, the Contractor will also recruit "Canada literate" (aware of Canadian life, geography and issues) professional wait staff who will uphold the Canada pavilion standards in food and beverage service. Scheduling and day to day operations will be determined by the Canadian Chef.

The Contractor will also provide additional wait/service staff professionals on an as need basis and as a function of the event calendar.

1.6.4 Contractor's Deliverables

The Contractor must:

- (a) Identify a Hospitality and Culinary Support Liaison who will work in collaboration with the Canadian Chef to support the Culinary program and the Canada pavilion hospitality needs;



- (b) In collaboration with the Canadian Chef and subject to an additional fee, provide food service (products and/or full service menus) on an as need basis that reflects true Canadian hospitality and value for money;
- (c) During catered events, serve upscale casual contemporary fare that reflects Canada's coast to coast to coast approach;
- (d) Work with the Canadian Chef to obtain Canadian food and beverage products that will be used in the Canada Pavilion and integrated into Contractor's catered menus;
- (e) Facilitate the process for the reception (import) of new Canadian food products and beverages into the UAE and onto the Expo site for inclusion in the Culinary Program;
- (f) Provide suitable off-site storage on as need basis to avoid shortages and spoilage of Canadian food and beverage products for the duration of the Exposition;
- (g) Ensure efficient finishing kitchen procedures during catered events for transport, temperature storing, re-thermalization, plating, garnishing and all other aspects of top quality international standard food service;
- (h) Provide pricing for event catered menus on a per person basis;
- (i) Provide menu options for catered events that feature Canadian ingredients and that respect a wide range of religious beliefs, health restrictions and lifestyle choices (Kosher, Halal, vegan, vegetarian, gluten/lactose intolerant, etc.);
- (j) Provide preferential catering rates for events hosted by the Canada Pavilion; and
- (k) Maintain constant open communication with the Canadian Chef to ensure top-level client and partner satisfaction on all levels.

1.6.5 Linens and Uniforms

The Contractor must:

- (a) Launder all linens required in the VIP area. This will include tablecloths, table skirts, napkins, kitchen rags, polishing rags, kitchen uniforms, aprons, but is not limited to this list. Colour schemes and the type of material is to be determined in collaboration with the Canadian Chef;
- (b) Launder specially designed kitchen uniforms with the Pavilion logo for all culinary graduates and the Canadian Chef; and
- (c) In collaboration with the Canadian Chef, determine the dress code for the service/wait staff and ensure that it is respected.

1.6.6 Product Sourcing and Food Supply

In an effort to maximize the Canadian Cuisine experience at the Canada Pavilion, the Contractor must:

- (a) Support the Canada Pavilion Culinary Program when required in, procurement, transportation, Expo security, customs clearance, and final delivery to the Canada Pavilion;
- (b) Where possible, in association with the Canadian Chef, collaborate with Canadian trade, agriculture and fisheries authorities in Canada and the UAE/Dubai to increase the presence of Canadian food products in the UAE;



- (c) Demonstrate flexibility after the opening of Expo to integrate new Canadian products on the basis of availability;
- (d) Integrate Canadian and sponsored products into catered events at the Canada Pavilion; and
- (e) Supply the Canada Pavilion with specific prepared food products as identified by the Canadian Chef on a regular or on an as need basis (subject to an additional fee).

NOTE:

Canadian food and beverage suppliers may provide promotional products for the Canada Pavilion at a reduced or no cost. However, this does not preclude the Contractor from charging applicable service or preparation fees.

It is also worth noting that some UAE importers already supply Canadian ingredients and products that can be included in the supply process (i.e. meat, seafood, maple syrup, etc.)

1.7 Final Report

The Contractor must, at the end of Expo 2020 Dubai, prepare and submit a final written report to the Project Authority no later than May 31, 2022. The final report will act as a reference for participation in future international expositions, and therefore must include: project activities, financial statements, performance evaluations of all personnel, recommendations and lessons learned.

1.8 Responsibilities of the Contractor

The Contractor must:

- Comply with all authorities having jurisdiction in Dubai and the UAE;
- Comply with all Expo Organizer requirements for logistics, sustainability, health and safety, worker welfare (<https://www.expo2020dubai.com/it/legal/worker-welfare>), environmental, governance, quality assurance and any other applicable rules or regulations as described in The Expo Guidelines and Regulations, including any and all rules and regulations related to the COVID-19 pandemic; and
- Ensure that Canadians living in the UAE are legal to work in the UAE since personnel recruited in the UAE working under the resulting contract will be governed in accordance with local and national UAE regulations (<https://www.mohre.gov.ae/en/labour-law.aspx>).

1.9 Travel

The Contractor will be responsible for coordinating and providing all ground and air transportation as described herein unless otherwise stipulated.

It is anticipated that the Contractor will NOT be required to travel to fulfil the requirements of the resulting contract. Should the Bidder identify the need to travel, Bidder's travel and living expenses shall be included in the Bidder's proposal.

1.10 Restrictions

Contracted personnel will not be granted vacation leave during Expo 2020 Dubai.

The Contractor's staff assigned to work on the resulting contract must meet Reliability security status which will be facilitated by GAC Security Services. UAE Nationals will also require security status as subject to UAE protocol.



1.11 Meetings

Meetings (video, teleconferences and/or face-to-face) between the Project Authority and/or representatives and the Contractor will be organized as required to monitor the progression of work, and effectively deliver the project.

1.12 Official Languages

GAC is under the obligation to respect the spirit and the letter of Canada's *Official Languages Act*. It is therefore imperative that the Contractor's team include individuals with proficient abilities in both English and French in order to communicate verbally and in writing in the preferred official language of the interviewee and selected participants.



ANNEX B – BASIS OF PAYMENT

1. PROFESSIONAL SERVICES – FIRM PRICE

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid **firm prices** for each item listed in the table below. Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, 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.

Item No.	Title	Reference	Firm Price in CAD
1A	Pavilion Personnel Recruitment and Management	Annex A – Statement of Work, Section 1.4	
1B	Cleaning and Disinfecting Services	Annex A – Statement of Work, Section 1.5	
1C	Other Related Services	Annex A – Statement of Work, Section 1.7	
Total Firm Price			

2. DISBURSEMENTS – HOSPITALITY AND CULINARY SUPPORT SERVICES

The Contractor will be reimbursed for services incurred in the performance of the Work in Annex A – Statement of Work, Section 1.6, in accordance with an agreed upon rate card.

The overall budget of the resulting contract includes an allocation of up to \$ 50, 000 for Hospitality and Culinary Support Services.

In order to claim these expenses, the Contractor must submit an invoice.

Catered events by the Contractor are subject to an additional fee and are not part of this allocation.

Estimated cost for disbursements: \$ 50, 000
(Applicable Taxes are extra)

3. TRAVEL AND LIVING EXPENSES – CANADA PAVILION PERSONNEL

The Contractor will be reimbursed for Canada Pavilion Personnel’s travel as described in Annex A – Statement of Work, Section 1.4. 3 (d) and Canada Pavilion Personnel’s weekly allowance as described in Annex A – Statement of Work, Section 1.4.4, at cost, without any allowance for profit and/or administrative overhead.

Estimated Cost: _____
(Applicable Taxes are extra)



4. LABOUR

The Contractor will be paid **firm hourly rates** for resource remuneration / salaries (Labour Hourly Rates) in accordance with the table below. Customs duties are included. Applicable Taxes are excluded.

In order to claim these expenses, the Contractor must submit an invoice accompanied by time sheets.

Labour Category	Firm Hourly Rate (CAD)
Hosting Staff Coordinators	
Hosting Staff	
Receptionists	
Driver / Clerk (a)	
Driver / Clerk (b)	
Driver / Clerk (c)	
Culinary graduates	
Service Staff / Administrative Clerk	
Service/wait staff	
Estimated Cost of Labour (Applicable Taxes are extra)	

5. UAE WORKER WELFARE AND EMPLOYEE BENEFITS

The Contractor will collect an amount additional to resources’ remuneration to comply with UAE Worker Welfare and provide Employee Health Benefits.

In order to claim these expenses, the Contractor must submit an invoice accompanied by time sheets that include the UAE Worker Welfare and Employee Health Benefits fees.

Estimated Cost: _____
(Applicable Taxes are extra)



6. MARKUP ON LABOUR

The Contractor will collect a markup on the labour hourly rates paid to the personnel to cover overhead costs (excluding overtime).

In order to claim these expenses, the Contractor must submit an invoice accompanied by time sheets that include the agreed upon markup.

Mark-Up % _____

7. OVERTIME

GAC has estimated overtime costs for this project. The overall budget of the resulting contract includes an allocation of \$15,000.00 for resources' overtime.

No mark-up will be paid for overtime fees.

Estimated overtime \$ 15,000.00

TOTAL ESTIMATED COST TO A LIMITATION OF EXPENDITURE: _____

(Applicable Taxes are extra)

With the exception of the firm rate(s) and price(s), the amounts shown in the various items specified above are estimates only. Minor changes to these estimates will be accepted for billing purposes as the Work proceeds, provided that these changes have the prior approval of the Project Authority, and provided that the estimated cost does not exceed the aforementioned Limitation of Expenditure.



ANNEX C – SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat DWD - Expo 2020 Dubai - 2019
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Global Affairs Canada / Affaires étrangères	
2. Branch or Directorate / Direction générale ou Direction	Summits Management Office - Expo 2020 Dubai	
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 Recruitment and management of Personnel to work at the Canada Pavilion in Expo 2020 Dubai. Provide support for the Culinary Program including full catering services.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input type="checkbox"/> No / Non	<input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input checked="" type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





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? No Yes
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? 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? No Yes
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? 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: The unscreened personnel works offsite (e.g., laundry personnel, cooks, etc.), these are hired by the contractor directly.
 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? No Yes
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? Non Oui
 If Yes, will unscreened personnel be escorted? No Yes
 Dans l'affirmative, le personnel en question sera-t-il escorté? 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? No Yes
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets? No Yes
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? 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? No Yes
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? 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? No Yes
 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? Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? No Yes
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? 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			
Information / Assets Renseignements / Biens	X															
Production	X															
IT Media / Support TI	X															
IT Link / Lien électronique	X															

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.**

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**

* Protected information is mainly personal information on staff that will be hired through this contract to work at the Canada Pavilion. All staff hired through this contract will require a reliability status.