



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government
Services Canada/Réception des soumissions
Travaux publics et Services gouvernementaux
Canada

See herein for bid submission
instructions/

Voir la présente pour les
instructions sur la présentation
d'une soumission

NA

NA

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

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

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Public Works and Government Services Canada - Pacific
Region
219 - 800 Burrard Street
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9

Title - Sujet Janitorial Services - Western (CFB)	
Solicitation No. - N° de l'invitation W684Q-200132/A	Date 2021-01-19
Client Reference No. - N° de référence du client W684Q-200132	
GETS Reference No. - N° de référence de SEAG PW-\$VAN-799-8910	
File No. - N° de dossier VAN-0-43179 (799)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2021-02-18	Time Zone Fuseau horaire Pacific Standard Time PST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Dunsmore, Adrienne	Buyer Id - Id de l'acheteur van799
Telephone No. - N° de téléphone (604) 351-7735 ()	FAX No. - N° de FAX (604) 775-7526
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DND, RPO Section Esquimalt CFB ESQUIMALT, SH575 ATN:CONTRACTS 17000 STATIONS FORCES VICTORIA British Columbia V9A 7N2 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	Janitorial Services - Western (CFB Esquimalt)	W684Q	W684Q	1	lot	\$	\$	See Herein	

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THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements, Bid Preparation and Evaluation, the DND 626 Task Authorization Form, and the Demerit Processing Form.

1.2 Summary

- 1.2.1 The Department of National Defence has a requirement for janitorial cleaning services at CFB Esquimalt, Western Areas. The requirement is for a 3-year Contract with an option to extend for 2 additional 1-year option periods. The Contractor must supply all labour, supervision, materials, equipment, and transportation required to accomplish the janitorial cleaning services identified in this document.
- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website⁷.
- 1.2.3 There is an optional site visit and bidders' conference associated with this requirement. Consult Part 2 – Bidder Instructions.

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1.2.4 The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 – Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.”

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

1.3 Phased Bid Compliance Process

The Phased Bid Compliance Process applies to this requirement.

1.4 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

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

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

Delete: 60 days
Insert: 365 days

2.2 Submission of Bids

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

PWGSC Pacific Region Bid Receiving Unit

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

TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca

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

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

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

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2.3 Former Public Servant

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

Definitions

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

- an individual;
- an individual who has incorporated;
- a partnership made of former public servants; or
- 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:

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

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By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than FOURTEEN (14) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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.

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2.6 Bidders' Conference

A bidders' conference will be held virtually on January 28, 2021. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference. It is recommended that bidders who intend to submit a bid attend or send a representative.

Bidders are requested to communicate with the Contracting Authority before the conference to confirm attendance and obtain further details. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending no later than January 25, 2021.

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

2.7 Optional Site Visit

It is recommended that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at CFB Esquimalt on February 2, 2021. The site visit will begin at 09:00 am, PST, at the Naden Main Gate.

Bidders must communicate with the Contracting Authority **no later than January 26, 2021** to confirm attendance and provide the name and contact information of the person who will attend. Confirmations of attendance received after this time will not be honoured. Only one representative per company is permitted to attend. Bidders who do not confirm attendance and who do not provide the name and contact information of the person who will attend as required will not be allowed access to the site. Bidders will be requested to sign an attendance sheet. No alternative appointment will be given to bidders who do not attend or do not send a representative. Bidders who do not participate in the visit will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

2.8 Bid Challenge and Recourse Mechanisms

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

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

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

Bids transmitted by facsimile or hardcopy will not be accepted.

Section I: Technical Bid

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 and describe their approach 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.

Section II: Financial Bid

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

3.1.2 Electronic Payment of Invoices – Bid

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

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

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

3.1.3 Exchange Rate Fluctuation

[C3011T \(2013-11-06\), Exchange Rate Fluctuation](#)

3.1.4 SACC Manual Clauses

Section III: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- b) An evaluation team composed of representatives of Canada will evaluate the bids.
- c) Canada will use the Phased Bid Compliance Process described below.

4.1.1 Phased Bid Compliance Process

4.1.1.1 (2018-07-19) General

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

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

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

Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

- d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2020-05-28) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

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

- a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.

- e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

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

- a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a

CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.

- c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Bid as is permitted in this Section.
- g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid

- h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.

- i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

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

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

4.1.2 Technical Evaluation

The Phased Bid Compliance Process will apply to all mandatory technical criteria.

Mandatory and point rated technical evaluation criteria are included in Annex "G".

4.1.3 Financial Evaluation

Refer to Annex "B" – Basis of Payment, and Annex "G" – Bid Preparation and Evaluation.

4.2 Basis of Selection

Refer to Annex "G" – Bid Preparation and Evaluation.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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[Employment and Social Development Canada \(ESDC\) - Labour's website \(https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#\)](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#).

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

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

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

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

SACC Manual clause [A3005I](#) (2010-08-16), Availability of Resources

5.2.3.2 Education and Experience

SACC Manual clause [A3010I](#) (2014-06-26), Education and Experience

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. At the date of bid closing, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

2. For additional information on security requirements, Bidders should refer to the [Contract Security Program of Public Works and Government Services Canada](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex "F".

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.1.2 Task Authorization

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

7.1.2.1 Task Authorization Process

Task Authorization:

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

Task Authorization Process:

1. The Project Authority will provide the Contractor with a description of the task using the "Task Authorization Form for non-DND clients" or "DND 626, Task Authorization Form" or "Task Authorization" form specified in Annex "H".
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within 7 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.1.2.2 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$10,000.00, Applicable Taxes included, inclusive of any revisions.

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

7.1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

SACC Manual Clause **B9031C** (2011-05-16) Canada's Obligation - Portion of the Work - Task Authorizations

7.1.2.4 Periodic Usage Reports - Contracts with Task Authorizations

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

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

The quarterly periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31; and
- 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 30 calendar days after the end of the reporting period.

Reporting Requirement- Details

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

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

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

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- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

7.1.2.5 Task Authorization - Department of National Defence

The administration of the Task Authorization process will be carried out by Department of National Defence, Real Property Operations, Canadian Forces Base Esquimalt. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

7.3 Security Requirements

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

7.4 Term of Contract

7.4.1 Period of the Contract

The Work is to be performed during the period of _____ to _____. *(inserted at contract award)*

7.4.2 Option to Extend the Contract

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

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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Adrienne Dunsmore
Title: Supply Specialist
Organization: Public Works and Government Services Canada
Address: 219 – 800 Burrard Street, Vancouver, BC V6Z 0B9
Telephone: (604) 351-7735
E-mail address: adrienne.dunsmore@pwgsc.gc.ca

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

7.5.2 Project Authority *(inserted at contract award)*

The Project Authority for the Contract is:

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

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

In its absence, the Project Authority is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: _____

Facsimile: _____

E-mail address: _____

(or designated alternate as specified by DND)

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the 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 the Contracting Authority.

7.5.3 Contractor's Representative

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: _____

Facsimile: _____

E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment

7.7.1.1 Basis of Payment - Firm Price, Firm Unit Price(s) or Firm Lot Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices as specified in Annex "B". Customs duties are included and Applicable Taxes are extra.

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

7.7.1.2 Basis of Payment – Firm Unit Prices – Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit prices in accordance with the basis of payment in Annex "B", as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

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

7.7.2 Limitation of Expenditure

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

1. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75% committed, or
 - b. four months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

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

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7.7.3 Monthly Payment

SACC Manual Clause [H1008C](#) (2008-05-12), Monthly Payment

7.7.4 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

7.7.5 Electronic Payment of Invoices – Contract

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

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

7.7.6 Discretionary Audit

SACC Manual Clause [C0705C](#) (2010-01-11), Discretionary Audit

7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - a. The original and one (1) copy must be forwarded to the following address for certification and payment: _____[\(inserted at Contract award\)](#).
 - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

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7.9 Certifications and Additional Information

7.9.1 Compliance

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

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

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

7.9.3 SACC Manual Clauses

7.9.3.1 Certifications – Contract

SACC Manual Clause [A3015C](#) (2014-06-26), Certifications - Contract

7.9.3.2 Canadian Forces Site Regulations

SACC Manual Clause [A9062C](#) (2011-05-16), Canadian Forces Site Regulations

7.9.3.3 Identification Badge

SACC Manual Clause [A9065C](#) (2006-06-16), Identification Badge

7.9.3.4 Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of up to 3 months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 30 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

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7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*insert the name of the province or territory as specified by the Bidder in its bid, if applicable*).

7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2020-05-28), Higher Complexity – Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex F, Insurance Requirements;
- (g) the signed Task Authorizations;
- (h) the Contractor's bid dated _____, (*insert date of bid*) (*if the bid was clarified or amended, insert at the time of contract award*), as clarified on _____ "or", as amended on _____ "and insert date(s) of clarification(s) or amendment(s)).

7.12 Insurance Requirements - Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex "F". The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.13 Workers Compensation

SACC Manual Clause A0285C (2007-05-25), Workers Compensation

7.14 Security Deposit Definition – Contract

SACC Manual clause E0008C (2018-06-21) Security Deposit Definition – Contract

7.15 Contract Financial Security

1. The Contractor must provide one of the following contract financial securities within 30 calendar days after the date of contract award:
 - a. a performance bond form PWGS-C-TPSGC 505 in the amount of 10% percent of the estimated Contract Price (Task Authorizations and Consumables excluded); or
 - b. a security deposit as defined in clause E0008C in the amount of 10% percent of the estimated Contract Price (Task Authorizations and Consumables excluded).

Any bond must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, Appendix L, Acceptable Bonding Companies.

2. Security deposits in the form of government guaranteed bonds with coupons attached will be accepted only if all coupons that are unmaturred, at the time the security deposit is provided, are attached to the bonds. The Contractor must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.
3. If Canada does not receive the required financial security within the specified period, Canada may terminate the Contract for default pursuant to the Contract default provision.

7.16 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "Dispute Resolution".

ANNEX "A" - STATEMENT OF WORK

PART 1 - DESCRIPTION/SCOPE OF WORK

The Contractor must supply all labour, supervision, materials, equipment, and transportation required to accomplish the janitorial cleaning services listed herein to the satisfaction of the Project Authority, for the Term of Contract.

The site of the Work is the **WESTERN AREAS**.

The scope of the Work is outlined below in Table 1: Building List and Descriptions. The table includes a general building description and gross floor area (m²) to indicate its components and size; it also provides an estimate (m²) of Service Area (total cleaned area). The Service area will not necessarily add up to the gross floor area, as some areas do not need to be serviced (see "Non-Service Areas" in the Glossary). Area measurements are to serve as a guide only; should any discrepancy arise, it is the Contractor's responsibility to obtain clarification. Upon Contract award, the Contractor will be provided with detailed floor plans of each building.

The Contract Authority reserves the right to add/remove buildings or parts of buildings temporarily or permanently to meet the operational needs of the Department of National Defence (DND). When a building is removed temporarily (services are suspended), the full amount of the building must be removed from the invoice until the building is reinstated. Should part of the Service Area be removed temporarily, the invoice must be reduced proportionally. When a building is removed permanently, it must be removed from the invoice. When part of the Service Area is removed permanently, the cost of the building must be adjusted proportionally (for example, if 10% of a building's service area's square meterage is removed from the Contract, 10% of the cost of the building will be taken off the invoice). Additions to service areas (full or partial) must be made in accordance with the pricing in Annex "B" – Basis of Payment. A change in flooring composition, subsequent to renovations/repairs/etc. will not constitute a change in scope, and as such will not require an adjustment to the pricing in Annex "B" – Basis of Payment.

It is the Contractor's responsibility to examine the surfaces which are to be maintained, ascertain their condition, and bring to the Project Authority's attention any defective surfaces or areas requiring repair. The Contractor must at all times provide and maintain an adequate and suitable means of saving the building and contents from damage or defacement during the course of the Work; i.e., drop cloths, tarpaulins, etc. The Contractor is solely responsible for any damage caused to the building and its contents as a result of janitorial activity; this includes damage to electrical/computer wiring and connections. Any damage resulting from janitorial activity must be reported to the Project Authority at the earliest possible opportunity. The Contractor is responsible to report to the Project Authority any flickering or burnt out lights/tubes, plumbing problems, broken glass, poorly operating dispensers/fixtures, etc.

The Contractor must employ a sufficient number of employees (cleaning personnel, Working Supervisors, and Non-Working Supervisors – as defined in PART 9 – GLOSSARY) to ensure performance standards are met.

The Contractor and its personnel must behave in a respectful manner to DND personnel as well as any other contractors/contractor personnel on-site.

Table 1: Building List and Descriptions

Bldgs #	Square Meters (M2)		Stalls			Building information				Security
	Bldg Gross	Service Area	Toilet	Shower	Urinals	Area Use	Access Hours	Floor Levels	Elevator	Designation of areas cleaned
Colwood										
38	103	83	1	1	0	Guard Office	0800-1600 7 days	1	0	Reliability
57	15	12	0	0	0	Guard Kiosk	0800-1600 7 days	1	0	Reliability
60	62	56	1	0	0	Office	0700-1500 M-F	1	0	Reliability
65	340	76	0	0	0	Stores/Office	0800-1600 M-F	1	0	Reliability
66	11,640	687	7	3	4	Storage Depot/offices	0800-1600 M-F	1 + M	0	Reliability
94**	300	286	2	4	1	Gym	0800-1600 M-F	1	0	Reliability
103**	4,687	2,069	9	3 gang	9	Fire Fighter Trainer	0800-1600 M-F	3	1	Reliability
104**	1,709	1,405	8	0	4	Damage Control HQ	0800-1600 M-F	2	0	Reliability
203	145	118	1	0	0	DCC Field Office	1700-on M-F	2	0	Reliability
205	16	4	1	0	0	Washroom	0800-1600 M-F	1	0	Reliability
206**	7	6	0	0	0	Kiosk (at back gate)	0800-1600 M-F	1	0	Reliability
218**	1827	1,668	14	2	4	CPAC activity center	0600-0800 + 1800-2200 S-S	1	0	Reliability

220	323	117	2	2	1	Fuel Control Tower	1630-on M-F	2	0	Reliability
222	73	11	1	0	0	Fuel Jetty Washroom	0800-1600 M-F	2	0	Reliability
305**	500	176	2	3	1	Offices (Secret)	0800-1600 Mon.	2	0	Secret
310**	558	72	0	0	0	Storage/Gym	0800-1600 M-F	1	0	Reliability
TB 192**	19	17	0	0	0	Commissionaire's Trailer	0800-1600 M-F	1	0	Reliability
TB 217**	92	92	0	0	0	Classroom	By TA only	1	0	Reliability
TB 241	133	120	2	2	0	QHM/PCTU	0800-1600 M-F	1	0	Reliability
FDU 1	269	114	0	0	0	Gym	0800-1600 M-F	1	0	Reliability
FDU 2	149	127	2	0	0	Office	0800-1600 M-F	1	0	Reliability
FDU 3	88	73	1	0	0	Office (washroom only)	0800-1600 M-F	1	0	Reliability
FDU 4	216	195	2	0	0	Admin Bldg	0800-1600 M-F	1	0	Reliability
FDU 5	306	270	4	2	0	Mess/Shower/Locker	0800-1600 M-F	1	0	Reliability
FDU 6	183	161	4	2	1	Shower/Locker	0800-1600 M-F	1	0	Reliability
FDU 10	251	215	1	0	0	Offices	0800-1600 M-F	1	0	Reliability
FDU 12	304	266	2	0	0	Classroom	0800-1600 M-F	1	0	Reliability
FDU 14	88	75	0	0	0	Theatre	0800-1600 M-F	1	0	Reliability
FDU 15	69	54	0	0	0	Classroom	0800-1600 M-F	1	0	Reliability
FDU 16	51.17	41.72	0	0	0	Office	0800-1600 M-F	1	0	Reliability
FDU 39	166	149	1	0	1	Recompression chamber	0800-1600 M-F	1	0	Reliability

FDU 56	330	24	1	1	0	EOD Facility	0800-1600 M-F	1	0	Reliability
FDU 58	293	233	3	4	4	Office/Locker/Shower	0800-1600 M-F	1	0	Reliability
TB 3	88	73	0	0	0	PIDT Office	0800-1600 M-F	1	0	Reliability
TB 184	49	45	0	0	0	Dive Team office	0800-1600 M-F	1	0	Reliability
TB 194	49	45	0	0	0	Doctor's Office	0800-1600 M-F	1	0	Reliability
TB 195	25	21	3	3	1	Washroom	0800-1600 M-F	1	0	Reliability
Belmont Park										
3	455	424	1	0	0	Chapel	0800-1600M-F	1	0	Reliability
4	461	461	1	0	0	RC Chapel	0800-1600M-F	1	0	Reliability
13	245	181	2	3	0	Military Police Unit	0800-1600 M-F	2	0	Reliability
TB193	89	77	1	0	0	MPU lounge/office	0800-1600 M-F	1		Reliability
20**	386	327	6	0	2	(YAC)Youth Activity Center	0900-1430 M-F	1		Reliability
Albert Head										
1004	89	82	1	1	0	Ranger Office	0800-1600 7 days	1	0	Reliability
1006	228	194	3	2	1	Ranger Office	0800-1600 7 days	1	0	Reliability
1012	180	163	15	2 gang	0	Ablution Trailer	0800-1600 7 days	1	0	Reliability
1014	47	42	0	0	0	Sick Bay	0800-1600 7 days	1	0	Reliability
1015	641	398	3	2	1	Mess Hall	0800-1600 7 days	1	0	Reliability
1017	151	142	0	0	0	Quarters	0800-1600 7 days	1	0	Reliability

1018	151	142	0	0	0	0	Quarters	0800-1600 7 days	1	0	Reliability
1019	151	142	0	0	0	0	Quarters	0800-1600 7 days	1	0	Reliability
1020	151	142	0	0	0	0	Quarters	0800-1600 7 days	1	0	Reliability
1021	498	462	12	12	0	0	Quarters	0800-1600 7 days	1	0	Reliability
1023	499	457	12	12	0	0	Quarters	0800-1600 7 days	1	0	Reliability
1029	83	77	0	0	0	0	Stores Office	0800-1600 7 days	1	0	Reliability
1030	194	176	1	1	1	0	Offices	0800-1600 7 days	1	0	Reliability
1031	151	143	0	0	0	0	Offices	0800-1600 7 days	1	0	Reliability
1032	264	240	0	0	0	0	Canteen	0800-1600 7 days	1	0	Reliability
1037**	145	136	0	0	0	0	Gymnasium	0800-1600 7 days	1	0	Reliability
1040	15	12	0	0	0	0	Commissionaire Booth	0800-1600 7 days	1	0	Reliability
1041	197	97	1	0	0	0	Sound Range	0800-1600 7 days	2	0	Reliability
1042**	89	84	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Tailer: May-Sept	0800-1600 7 days	1	0	Reliability
1043**	89	84	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Tailer: May-Sept	0800-1600 7 days	1	0	Reliability
1044**	89	84	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Tailer: May-Sept	0800-1600 7 days	1	0	Reliability
1045**	89	84	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Tailer: May-Sept	0800-1600 7 days	1	0	Reliability
1046**	97	92	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Tailer: May-Sept	0800-1600 7 days	1	0	Reliability

1047**	97	92	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Trailer: May-Sept	0800-1600 7 days	1	0	Reliability
1048**	97	92	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Trailer: May-Sept	0800-1600 7 days	1	0	Reliability
1049**	97	92	0	0	0	0	Classroom Trailer: Oct-Apr Barrick Trailer: May-Sept	0800-1600 7 days	1	0	Reliability
1066**	51	46	3	4	2	2	Ablution Trailer	0800-1600 7 days	1	0	Reliability
1075	1,252	1,158	11	2	2	2	Admin/Range Control office	0800-1600 7 days	2	1	Reliability
1076	1,254	423	13	16	6	6	Accommodation	0800-1600 7 days	2	1	Reliability
TB35	37	34	0	0	0	0	Office	0800-1600 7 days	1	0	Reliability
TB39	34	30	4	0	5	5	Washroom	0800-1600 7 days	1	0	Reliability
TB84**	51	46	5	4	2	2	Men's Washroom/laundry	0800-1600 7 days	1	0	Reliability
TB100**	40	34	4	4	1	1	Men's/Women's Washroom	0800-1600 7 days	1	0	Reliability
TB101	40	34	4	4	1	1	Women's/Men's Washroom	0800-1600 7 days	1	0	Reliability
TB236	461	461	3	4	2	2	Rangers Offices-New	0800-1600 7 days	1	0	Reliability
Rocky Point											
38	1,188	674	6	0	1	1	Administration	0800-1600 M-F	1 + B	0	Reliability
39	124	106	2	0	1	1	Main Gate	0800-1600 M-F	1	0	Reliability
41	823	447	10	12	8	8	Canteen	0800-1600 M-F	1	0	Reliability
44	377	74	1	0	1	1	CE Office/Heads	0800-1600 M-F	1	0	Reliability
45	338	43	0	0	0	0	Battery Shop Head	0800-1600 M-F	1	0	Reliability

47	339	64	1	0	0	Stores Office/Head	0800-1600 M-F	1	0	Reliability
48	1,375	40	2	0	2	Torpedo Shop/Head	0800-1600 M-F	1	0	Reliability
51	148	18	0	0	0	Office	0800-1600 M-F	1	0	Reliability
62	94	56	0	0	0	Lab shop in breezeway	0800-1600 M-F	1	0	Reliability
72	230	41	2	0	3	Office/W'srm by fuel jetty	0800-1600 M-F	1	0	Reliability
90**	15	10	2	0	1	Heads in breezeway	0800-1600 M-F	1	0	Reliability
91**	15	10	1	0	1	Heads in breezeway	0800-1600 M-F	1	0	Reliability
137**	1,446	210	5	2 gang	2	Missile Facility	0800-1600 M-F	1	0	Reliability
Mary Hill										
1003**	218	202	3	0	1	Accommodation	0800-1600 7 days	1	0	Reliability
		18,939								

*Buildings marked with an asterisk have special requirements which are noted below in Table 3: Special Building Requirements.

Some buildings or portions of buildings are designated “Secret” and require cleaning personnel with Secret-level clearance, at no additional cost to the Crown.

PART 2 - SCHEDULE OF WORK

2.1 General

The Work must be carried out in accordance with the Building Access Hours listed in Table 1: Building List and Descriptions, unless otherwise specified. The Contractor will be notified with adequate lead time if building access hours are changed due to operational requirements. Building access hours may be changed at the request of the Contractor and approval of the Project Authority, or at the direction of Project Authority.

An authorized representative of the Contractor must be personally available to attend meetings and to respond to inquiries within 24 hours of a request from either the Project Authority or the Contracting Authority.

The Contractor must respond and provide onsite service (during regular building access hours) the same day of the request. The Contractor must respond and provide onsite service within FOUR (4) hours of being contacted in the case of an emergency (outside of regular building access hours). The Contractor must maintain a telephone and be reachable from 0600 to 2200 hours, Monday to Friday. The Contractor must also provide (an) Emergency Telephone Number(s). Telephone answering machines are not an acceptable substitute for a paging or manned telephone service.

Should a building or a part of a building be locked, cleaning personnel must make a reasonable attempt to gain access (sign a key out); should attempts to gain access fail, the Contractor must, at that time, send an email to DND reporting that said building or part thereof is not accessible.

The Contractor must clean up Bio-hazardous Waste/Bodily Fluids as part of the standard cleaning schedule (during regular building access hours) and/or on an "as and when requested" (outside of regular building access hours) basis.

In the event of a viral outbreak/epidemic, enhanced cleaning practices will be required. Cleaning personnel may need to introduce the use of virucides (a physical or chemical agent that deactivates or destroys viruses) into standard cleaning practices, and cleaning frequency may need to be increased.

2.2 Standard Cleaning Schedule

The following table outlines the standard cleaning schedule for the Work. Both the manner and the standard to which each item/task must be carried out is cross-referenced within Table 6: Cleaning Descriptions and Performance Standards. The Contractor is responsible for any furniture moves required in performing the Work, at no additional cost to the Crown.

Actual frequency for Twice per Day and Daily Cleaning is intended as a minimum requirement and must increase in frequency if necessary to meet the performance standards as outline in Table 6, at no additional expense to the Crown.

Tasks listed in Table 2 as Bi-Annual and Annual cleaning must be scheduled by the Contractor with the respective building's designated Point of Contact (determined by the Project Authority). The Contractor must track and report the scheduling and completion bi-annual and annual tasks using a reporting system approved by the Project Authority. Bi-Annual and Annual tasks are not bound to the access hours listed in Table 1 and may be scheduled outside of access hours if arranged in advance with the building's Point of Contact.

The Contractor is responsible for any work that arises throughout the day as a result of minor spills and/or minor building maintenance.

Regardless of the frequency, all items/tasks must be incorporated into a standard, flat monthly cost per building.

Table 2: Standard Cleaning Schedule

Frequency	Item*	Description	Activity
TWICE DAILY** (minimum)	6.1	All touch points in Service Area	Clean and Disinfect/Sanitize
	2.1	Wet rooms – organic and sanitary waste	Collect and Dispose
	2.2	Wet rooms – basins and counters	Clean and Disinfect/Sanitize
	2.4	Wet rooms – toilets and urinals	Clean and Descale
	2.5	Wet rooms – dispensers	Clean and Refill
DAILY (minimum)	1.1	1.1 Building interior - waste and recycling	Collect and Dispose
	1.2	1.2 Building interior – low and medium height surfaces	Dust and Clean
	1.5	1.5 Building interior – walls/doors and vertical surfaces	Clean
	1.6	1.6 Building interior – Entrances and exterior surfaces, including foyers and sidewalks, within 1m	Clean
	1.7	Building Interior – elevators	Clean
	2.3	Wet rooms – grout and tile walls and panels	Clean

Solicitation No. - N° de l'invitation
W684Q-200132/A
Client Ref. No. - N° de réf. du client
W684Q-200132

Amd. No. - N° de la modif.
File No. - N° du dossier
VAN-Q-43179

Buyer ID - Id de l'acheteur
VAN 799
CCC No./N° CCC - FMS No./N° VME

Frequency	Item*	Description	Activity
	2.6	Wet rooms – shower curtains	Fog
	2.9	Wet rooms – floors, step-up areas, corners, wall bases, toilet bases	Clean and Wet mop
	2.10	Wet rooms – panels, walls, partitions, lockers, ledges, laundry equipment	Clean and Disinfect
	2.11	Wet rooms- mirrors	Clean
	3.1	Hard surface flooring – under desks and furniture	Vacuum
	3.2	Hard surface flooring – dry method mopping	Dry Method Mopping
	3.3	Hard surface flooring – wet method mopping	Wet Method Mopping
	3.9	Hard surface Flooring – non-carpeted stairways	Vacuum and Wet Mop
	4.1	Carpets and Matting – floors, entrance mats, and walk-off mats	Vacuum
	4.2	Carpets and Matting – stairways, landings, risers	Vacuum
	4.3	Carpets and Matting – general	Remove Stains and Spot Clean
	5.1	Glass/Plexiglass/Lexan, Mirrors – all surfaces	Dust and Clean

Frequency	Item*	Description	Activity
WEEKLY	2.8	Wet Rooms – floor drains	Clean and Unclog
	3.8	Hard Surface Flooring – grout and tile	Clean
MONTHLY	1.3	Building Interior – air intake, exhaust grills, diffusers, HVAC, etc.	Clean
	1.4	Building Interior – ceilings, lights	Dust and Remove Cobwebs
	2.7	Wet Rooms – shower curtains	Clean and Replace
	3.4	Hard Surface Flooring – burnish	Burnish
BI-ANNUALLY	3.5	Hard Surface Flooring – non-finished/non-sealed (ie: concrete)	Machine-scrub
	4.4	Carpets and Matting – general	Steam Clean
	4.5	Carpets and Matting – general	Spin and Extract
ANNUALLY (with 6 month separation between 3.6 and 3.7)	3.6	Hard Surface Flooring – finished/sealed	Scrub and Refinish
	3.7	Hard Surface Flooring – finished/sealed	Strip and Refinish

*Item numbers are cross-referenced with item numbers in Table 6

** Second cleans must occur at least 4 hours after initial clean

2.3 Bio-Hazard Cleaning (during building access hours)

When a bio-hazard is identified by the Contractor or its personnel, or reported to the Contractor or its personnel during regular cleaning access hours, the bio-hazard must be cleaned immediately, at no additional expense to the Crown.

The Contractor must be knowledgeable about and understand the risks associated with possible contamination and ensure all cleaning personnel have adequate personal protection to guard them from all hazards to which they may be exposed.

Bio-Hazard Cleaning during access hours is part of the Standard Cleaning Schedule, and must be incorporated into each building's total monthly cleaning cost.

2.4 Special Building Requirements

Buildings with special requirements are listed below in Table 3: Special Building Requirements. Should a conflict arise, the special requirements listed in Table 3 will take precedence over Table 2: Standard Cleaning Schedule. Both the way and the standard to which each item/corresponding task must be carried out is referenced in Table 6: Cleaning Descriptions and Performance Standards.

Special building requirements form part of the Standard Cleaning Schedule, and must be incorporated into each building's total monthly cleaning cost.

Table 3: Special Building Requirements

BUILDING(S)	INSTRUCTIONS
Colwood	
Col 94, 103 and 104 – fire fighter's training centers	- The hard floor surfaces (including the concrete halls in Col103 around the trainer area) must be scrubbed twice a year; once in the spring and the second time 6 months later, in the fall.
Col 218 – CPAC	- The daycare floors must be scrubbed and refinished once a month, but not within 20 days of each scrubbing. Note: The child care area of the building operates 07:00-17:00
Col – Westcoast Depot Bldgs 305, 310, TB192 & TB217	- No cell phones are allowed in this area - This fenced area requires a pass from the commissionaire in Col TB192. - Col 305 requires Level II (secret) security clearance. - Col 310 and TB 192 require Level I security, but must be escorted. -TB 217 cleaned on an as and when requested basis via Task Authorizations; cleaning personnel must have Level I security clearance and must be escorted.
Col 206 – Kiosk	- Services are currently suspended.
Belmont Park	

Bel 20	- The hard floor surfaces are to be scrubbed and refinished in the months of March, June, Sept, and Dec. - The carpets are to be steam cleaned in the months of March, June, Sept and Dec. Note: The center is open with children 07:00-09:00 and 14:00-17:00
Albert Head	
Albert Head is used full time as a training facility and must be cleaned 7 days a week (0800-1600), including statutory holidays, with the exception of Christmas Day and New Year's Day.	
AH 1042, 1043, 1044, 1045, 1046, 1047, 1048 & 1049	- These buildings are barrack style sleeping quarters and will be used for five months (May – Sept) as barracks and seven months (Oct – April) as training classrooms.
AH 1037	- The gym floor must be vacuumed completely every week.
AH 1066	- Services are currently suspended
AH 1076	- Individual rooms must only be cleaned after an occupant leaves (bed making and linen service not required). All other areas must be cleaned as per the Standard Cleaning Schedule. Note: There are 37 rooms including 2 on the 2nd floor that have private washrooms.
TB 84, TB 100	- Services are currently suspended
Rocky Point	
RP 62, 90 & 91	- These buildings are in the breezeway in the "X" area and are accessed through the second commissionaire's gate.
RP 72	- This building is in the "X" area by the jetty and is accessed through the second commissionaire's gate.
RP 137	- This building is in the "X" area with key pad access and the Contractor must be escorted by a commissionaire.
Mary Hill	
MH1003	- This building must be cleaned twice a year, in January and June. All tasks on the Standard Cleaning Schedule must be completed. - Scrub and re-finish floors in January; strip and re-finish floors in June. - The key may be retrieved from the Range Control office at AH1075.

2.5 Task Authorizations

Task Authorizations are performed on an "as and when requested" basis, and are supplemental to the items/tasks scheduled in Table 2: Standard Cleaning Schedule and Table 3: Special Building Requirements. These requirements can be influenced by factors such as occupancy and usage issues, weather conditions, temporary closure, demolition, renovation, emergencies, etc. For example, a major spill could result in the need to steam clean a carpet more than once per year. This may also require some work to occur outside of regular Building Access Hours and/or on Weekends.

Task Authorizations must not interfere with the Contractor's ability to fulfill the requirements within the Standard Cleaning Schedule.

Task Authorizations are not included in the standard, flat monthly cost per building, but are charged as per the appropriate line item listed in Annex “B” - Basis of Payment, 3. Task Authorization Pricing.

2.5.1 Standard Task Authorizations

With the exception of biohazard/emergency cleaning outside of a building’s access hours, the Contractor must receive the signed Task Authorizations form prior to beginning the Work. Any work completed by the Contractor prior to the receipt of a signed Task Authorizations form will not be reimbursed.

TA quotes must be provided within 7 calendar days of request.

2.5.2 Emergency/Biohazard Cleaning Outside of Building Access Hours

The Contractor must respond to all emergency/bio-hazard cleaning requests outside of building access hours within 4 hours of being notified by a CFB Esquimalt representative (trouble desk, building Person of Contact, etc.). In order to ensure the cleaning is completed expeditiously, the Contractor is granted a pre-approved Task Authorization for up to an initial 8 hours for emergency/biohazard cleaning outside of building access hours in accordance with the Basis of Payment. The following day, the Contractor must submit a completed Task Authorization form to the Project Authority. The Contractor must provide a detailed description of the request, the location, the type(s) of biohazard(s), pictures of the biohazard(s), an accurate accounting of time spent (time in and time out), and the number of cleaning personnel involved in the clean.

An example of a biohazard is excrement, blood or vomit on the floor in the hallway, or outside of a proper disposal fixture (toilet).

This is the ONLY type of cleaning that allows the Contractor to complete a task without the prior receipt of a Task Authorization. All other cleaning requests outside of the standard cleaning schedule, as detailed in the Statement of Work, will be issued by the Project Authority through separate Task Authorizations.

2.5.3 Viral Outbreaks/Epidemic – Terminal Cleaning

In cases in which there may be active viral contamination, Terminal Cleaning (a method of thorough cleaning combining standard cleaning practices with more detailed cleaning practices using a Health Canada approved virucide) may be required and must be carried out in accordance with Appendix 1 of Annex “A”.

Table 4: Task Authorization Examples

Task	Description
High-level dusting	Remove dust and cobwebs from ceilings and lights above 4 metres

Emergency/Bio-hazard cleaning outside of access hours	Clean and disinfect
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2.6 Holidays

Federal Statutory Holidays are not considered Daily Work unless otherwise stipulated. Provincial holidays are considered regular working days; this includes Family Day (British Columbia's February holiday). Federal Statutory Holidays are listed in PART 9 – Glossary.

PART 3 - HEALTH AND SAFETY

3.1 General

For health and safety reasons, all cleaning personnel are required to have a fluent command of English (oral and written).

The Contractor is responsible for administering first aid to its personnel, and must have sufficient personnel with first aid training and/or certification to do so.

Cleaning personnel must be informed, trained and equipped to observe all safety regulations required by the Canada Labor Code Part 2, Work Safe BC, Workplace Hazardous Materials Information System (WHMIS), and CFB Esquimalt's Safety Standard Operating Procedures and fire orders.

The Contractor must provide to the Project Authority information/opportunities for building occupants to reduce the need for more intensive cleaning processes or treatments (ie, reporting spills and making attempts to reduce clutter in personal spaces).

The Contractor must adjust cleaning practices and/or schedules to accommodate building occupants with special needs or sensitivities (to dust, chemicals, noise levels, etc.) and cooperate with DND to mitigate any related problems that may arise.

3.2 Hazards

The Contractor must be knowledgeable about, and understand the risks associated with, possible contamination and ensure all cleaning personnel are equipped with the appropriate personal protective equipment required to safely perform the Work. It is the responsibility of the Contractor and its cleaning personnel to use the correct WorkSafe BC procedures for cleaning and disinfecting to ensure there is no accidental/intentional contact with contamination. Cleaning personnel must be informed, trained and equipped to observe all safety regulations required by the Canada Labor Code Part 2, Work Safe BC, and must consult the Canadian Centre for Occupational Health and Safety for information pertaining to "Routine Practices", a set of infection control strategies and standards designed to protect workers from exposure to potential sources of infectious diseases. All cleaning personnel must be trained and certified in [Workplace Hazardous Materials Information System](#) (WHMIS).

Many buildings listed in this contract contain lead paint and asbestos. Common areas for asbestos include flooring, wall board (drywall) and lagging. It is the Contractor's responsibility to provide its cleaning personnel with awareness training to ensure materials containing these products are not inadvertently disturbed by janitorial activity (ie: use of abrasive floor/scrub pads). The Contractor must notify the Project Authority when and where there is a risk of disturbing such materials; should cleaning personnel disturb such materials, the Contractor must notify the Project Authority immediately.

Note: It is the responsibility of the Contractor and cleaning personnel to use the correct WorkSafe BC procedures for cleaning to ensure there is no accidental/intentional contact with contamination. It is strongly recommended that the Contractor and cleaning personnel obtain/maintain their hepatitis vaccine. For more information visit BC Centre for Disease Control or ImmunizeBC. Any costs associated with vaccination must be borne by the Contractor. Consult the Canadian Centre for Occupational Health and Safety for information pertaining to "Routine Practices" (a set of infection control strategies and standards designed to protect workers from exposure to potential sources of infectious diseases).

3.3 Fire Safety

Every building has a fire alarm system: it is the Contractor's duty to ensure all employees are familiar with the fire plans of all buildings, as well as the locations of (at minimum) two exit routes, fire alarm pull stations, fire extinguishers, and muster stations.

All individuals must be prepared to assist in an emergency by co-operating with others, and ensuring that visitors know how to protect themselves.

3.3.1 Prevention

The Contractor must observe, enforce, and adhere to all fire regulations and prevention practices, as set out by the CFB Esquimalt Base Fire Chief.

The Contractor must not store any non-approved flammable substances on site.

- a) Janitor rooms and storage closets must be kept clean, neat and tidy at all times, in accordance with the fire regulations. Approved flammable materials must be stored in approved containers. Mops and dusters that have been treated with furniture polish, wax or oil must be kept in closed metal containers to prevent spontaneous combustion. Hot plates or electric utensils must not be used in rooms in which cleaning materials or equipment are kept.
- b) Care must be taken when collecting combustible or flammable material, i.e., contents of ash trays, cigarette stands, sand pails, etc.. Combustible or flammable material must be collected in appropriate metal containers.
- c) The Contractor's QC personnel must report blocked exits, inoperative fire doors, missing extinguishers, and dangerous or defective equipment to the Project Authority and/or the building's Point of Contact.

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DND has a strict no-smoking policy that disallows smoking in any buildings or on the grounds except in designated smoking areas. This includes no smoking while transiting from one area to another on DND property.

3.3.2 Procedures

Upon discovery of a fire, the area must be evacuated immediately. A fire alarm must be activated, or failing this, a call of "Fire! Fire! Fire" must be issued to alert other occupants, as well as a call to 9-1-1 to alert the fire department. Doors must be closed (not locked) and windows should be closed if possible/safe to do so. Individuals must leave by the nearest safe exit, proceed to the designated muster station, and report to the fire warden. Individuals must remain at the muster station until instructed to return to work.

Damage caused due to a lack of due care, and/or a failure to observe fire safety measures, on the part of the Contractor's cleaning personnel, must be reimbursed by the Contractor or assessed against the Contractor and deducted from monies owed by Canada.

3.4 Vehicle Use at CFB Esquimalt

Contractor vehicles must be marked with the company logo for identification.

The Contractor must obey all RoadSafetyBC legislation and regulations while on DND property.

No cell phone use is permitted in vehicles on the Base.

No headphone use is permitted in vehicles on the Base.

The Contractor must follow base parking regulations when using vehicles. Supervisors and delivery personnel may share the CE/RP Ops parking spots to load and unload material and inspect work only if the duration is minimal for the purpose of the task. Parking privileges may be revoked at any time.

Smoking is not permitted in any vehicles on DND property.

PART 4 – MATERIALS, EQUIPMENT, AND CONSUMABLES

The Contractor must provide all materials, equipment, and consumables required to safely and properly perform all janitorial services. Cleaning supplies/equipment must be used only on the surfaces for which they were intended, as per the manufacturer's instructions. Extraordinary circumstances, such as viral outbreaks/epidemics, may dictate the use of alternative cleaning materials/solutions/methods, as directed by Health Canada and DND. In such cases, use of these alternative cleaning materials/solutions/methods is mandatory and supersedes any materials/solutions/methods mentioned below.

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DND is under no obligation to provide storage space. Storage space (if available), will be allocated by Project Authority. All of the Contractor's equipment must be clearly labelled with the Company Name. Cleaning equipment must be kept clean and in good repair. Specialized equipment, used periodically by the Contractor, must not be stored in any of the buildings without the prior approval of the Project Authority. The Contractor must not use the facilities of the site for storage of materials or equipment for use elsewhere, nor must other operations of the Contractor be directed from DND property. The Contractor must not use any DND equipment (i.e. ladders etc.).

4.1 Materials

The Contractor must provide all materials required to safely and properly perform all disinfecting and sanitizing services. All cleaning personnel must be trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures in accordance with WHMIS regulations and manufacturer specifications. An up-to-date SDS file must be maintained for all controlled products used by the Contractor. The Contractor and cleaning personnel must provide and use any and all Personal Protective Equipment required to safely perform the Work.

The Contractor must provide notification to the Project Authority of any cleaning products used in the building, including a list of any and all chemicals that may be used. The notification must also include a statement that the contact person maintains the product labels and Safety Data Sheets (SDS) of each product used in the building and information that the label or SDSs are available for review upon request. The Contractor must be available for information and comment. SDS must be neatly kept and must be easily accessible to cleaning personnel and the Project Authority (ie: fastened to an arch board on the exterior of the janitor's room). All supplies for cleaning, solid or liquid must be kept in clearly labeled containers. The use of flammable cleaning materials must only be used with the Project Authority's approval and must be removed from premises at the end of each workday.

All cleaning materials and the methods used must be suitable to the application intended and follow the manufacturer's recommendations. All disinfectants must be mixed and applied in accordance with the manufacturer's instructions. Use of products other than those approved by the Project Authority must be subject to random sampling and laboratory testing at the Contractor's expense. All requests for approval must be accompanied by an SDS and sufficient product information to permit an assessment.

Any virucides must have a drug identification number (DIN) and be Health-Canada approved for use against the relevant virus.

Materials such as soaps, detergent, cleaning materials, waxes and sealers should be biodegradable, phosphate-free, low-odour, low volatile organic compound products for all general purpose cleaning, and comply with the latest issue of the Canadian General Standards Board specifications or meet the intent of the current specification unless specified otherwise. Cleaning agents and materials must be of the best industrial quality and meet the Environmental Choice Program Certification ("Eco-Logo") criteria or equivalent unless specified otherwise.

Although Green Products are preferred, the Project Authority will have the option of identifying some services where the use of "regular" products will be required instead of Green Products and these products must be supplied at no extra cost.

The use of abrasive cleaners is not acceptable and any such agents found on site at CFB Esquimalt will be confiscated without compensation. The use of strong detergents may be used where absolutely necessary to obtain the required cleaning results and with the permission of the

Project Authority and notification of the end user. Damage resulting from the use or misuse of such agents or materials must be assessed against the Contractor and must be deducted from monies due to the Contractor by the Crown. It is the responsibility of the Contractor to ensure that cleaning products will not cause damage to the surface being cleaned or to the environment in and/or around CFB Esquimalt.

4.2 Equipment

The Contractor must supply all required equipment able to safely and efficiently perform the Work. Equipment must be commercial/industrial, in new or good condition, certified for use in the application intended and approved by Canada Standards Association International/Underwriters' Laboratories of Canada. Equipment must be inspected by the user before use and periodically by the supervisor(s). Equipment is subject to inspection by the Project Authority at any time. If Equipment is found to be defective, to not meet the "new or good condition" requirement, or to be otherwise unable to perform the Work efficiently, it must be removed from the worksite and replaced or repaired within twenty-four (24) hours. The Contractor is responsible for the cost of all Equipment maintenance and repairs. Major repairs to the Equipment must be performed offsite.

The Contractor must ensure that all mobile equipment (i.e. barrels, utility carts, etc.) be equipped with resilient bumpers and non-marking wheels and casters.

Machinery and equipment must not block a passageway, or present a trip hazard.

Caution signs must be placed adjacent to the affected area on all approaches. These highly visible "Wet Floor" signs are used in accordance with industry norms when floors pose a potential slipping hazard. Signage must be removed as soon as the area no longer poses a hazard.

4.3 Janitor Closets

The Contractor must store all supplies, material, and equipment in janitor closets designated by the Project Authority. These spaces must be free of all debris, dust, dirt, waste, empty containers, and unpleasant odours. Janitor closets must be kept clean, neat and tidy at all times.

Both wet and dry dusters/mops must be thoroughly cleaned daily to avoid odours and hygiene problems. All floor mops must be stored in a suspended position to allow free air circulation around the heads of the mops. Mop heads must be laundered at least once per week at a minimum.

All ladders, scaffolding, or other devices used to reach surfaces or objects, not otherwise accessible for the required cleaning operation must be moved into the areas where they are required, placed or shifted as necessary, and removed from the areas in such a manner as to provide maximum safety to persons and property, and cause the least possible interference with normal usage of such areas.

While best efforts will be made to provide cleaning personnel with janitor closets, DND is under no obligation to provide said closets.

4.4 Consumables

The Contractor must supply all consumables and must stock and refill all dispensers as required.

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The Contractor must replace damaged consumable dispensers with a similar unit. The Contractor is responsible for any damages resulting from faulty installation. Any and all changes to the type of dispenser is subject to the Project Authority's approval.

Consumables and dispensers may vary by building.

PART 5 - ENVIRONMENTAL POLICY AND WASTE DISPOSAL

The CFB Esquimalt Environmental Policy commits to managing the significant environmental aspects of operations to ensure the environmental impact is minimized and that pollution is prevented. The Contractor must reduce energy consumption by turning lights out upon completion of an area.

5.1 Recycling/Organics

The Contractor and cleaning personnel must observe and follow the recycling program as instructed by the Project Authority. CFB Esquimalt recycles waste paper, cardboard, mixed containers and participates in an organic collection program. It is the Contractor's responsibility to place recycled and organic materials from the indoor collection points into the corresponding outdoor containers. Cleaning personnel are not responsible for sorting recycling and garbage waste once occupants have deposited said waste into the central collection containers

5.2 Waste

If at any time, waste collected during the course of this contract cannot be placed in the appropriate container, it must be transported to the nearest suitable container and the situation reported to the Project Authority no later than the next day between the hours 0730 – 1200 hours. Waste/organics spilled or left outside the collection container must be cleaned up by the Contractor immediately or cleaned up at the expense of the Contractor, to the satisfaction of the Project Authority. Collection containers must be kept covered at all times.

PART 6 – SECURITY

6.1 Personnel

The Contractor must maintain a workforce with the appropriate clearance levels to meet the requirements of the Contract. New security clearance submissions must be made as required and without delay; the Contractor must be able to provide information regarding the dates employees were submitted for security clearances, and must present substantiation upon request.

Following CFB Esquimalt security regulations, picture ID is required to enter DND property; it must be visible, and carried at all times and produced upon request. The Contractor is responsible for obtaining Request for Visits for all cleaning personnel and must forward the most current copy to the Project Authority.

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Cleaning personnel must wear clothing/uniforms upon which the Contractor's logo is clearly displayed.

6.2 Electronic Devices

Mobile Transmitters and Mobile Wireless Devices (MWD), as defined in PART 9 – Glossary, are strictly prohibited in all Emission Security (EMSEC) Zones. EMSEC zones normally include signage and provide lockable storage units (small lockers) to temporarily store MWDs. The use of Low Power MWDs such as wireless microphones and cameras, cordless telephones or any wireless/tracking enabled wearable technology using protocols such as Bluetooth, BLE, Wi-Fi, ANT & ANT+ etc. (i.e. earbuds) are prohibited throughout CFB Esquimalt for both security and safety reasons.

6.3 Keys

The Contractor must adhere to the following directives regarding keys.

- a) The Contractor and cleaning personnel are responsible for securing all doors and windows in work areas when vacating the building.
- b) Keys for each building may be made available to the Contractor if authorized and provided by the building representative. The Contractor must designate cleaning personnel responsible for signing out and returning keys.
- c) Keys must not be taken off DND property.
- d) Keys entrusted to the Contractor must be controlled and kept secure at all times.
- e) All doors, which must be unlocked to gain entry during working hours, must be kept locked during the performance of the cleaning service.
- f) The Contractor must be responsible for the cost of re-keying a building or room to which keys, while in the possession of the Contractor and cleaning personnel, have been lost.
- g) The Contractor must ensure DND picture identification passes are returned to the identification section at Naden main gate, upon termination of this contract or termination of an employee.
- h) The Contractor must be aware that its vehicles and personnel are subject to random searches by the Military Police or commissioners, while on DND property or while entering or leaving DND property.

PART 7 - REPORTING, PERFORMANCE, AND ENFORCEMENT

7.1 General

The Contractor must communicate to the Project Authority any maintenance issues discovered while performing cleaning operations.

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The Contractor must communicate the presence of pests to the Project Authority.

The Contracting Authority and the Project Authority are responsible for monitoring the Contract for adherence to the Terms and Conditions.

7.2 Supervision

The Contractor must provide appropriate, on-site Supervision at all times. Supervisors must not be appointed to any other Contracts at CFB Esquimalt. Supervisors must be solely dedicated to the specific areas/buildings covered under this Contract.

The Contractor must provide a minimum of 2 (TWO) Non-Working Supervisors. One Non-Working Supervisor will be responsible for supervision at Colwood and Belmont Park service areas; the other Non-Working Supervisor will be responsible for supervision at Albert Head, Rocky Point and Mary Hill Service Areas.

Non-Working Supervisors and Working Supervisors must have delegated authority to make commitments on behalf of the Contractor, and must be on-site during regular working hours. Supervisor duties include Quality Control (QC), training and tasking cleaning personnel, maintenance of sufficient numbers of consumables/supplies, and scheduling. Supervisors must report to the Project Authority, as required (timing will be decided upon by mutual agreement) to review schedules, for briefing on special projects, Task Authorizations, and to resolve any areas of potential conflict. Supervisors must investigate and respond within twenty four (24) hours of complaints from the Project Authority. Supervisors may designate an alternate (with the same level of delegated authority).

The Contractor must provide experienced replacement Non-Working and Working Supervisors, such as an authorized alternate (with the same level of delegated authority) to cover any absences such as sick leave, training, vacation, etc.

7.3 Work Inspection

Supervisors must inspect the Work of the cleaning personnel and correct any deficiencies in a timely manner (see Contract Enforcement). The Project Authority retains the right to make random Quality Assurance inspections of the Contractor's work without notice. The Contractor must inspect and correct any and all concerns of the Project Authority.

7.4 Performance Reporting

The quality of work performance will be assessed using the standards outlined below within Table 6: Cleaning Descriptions and Performance Standards. The Contractor must provide a copy of these descriptions and performance standards to supervisor(s) and all cleaning personnel for reference. Deficiencies must be recorded and reported by the supervisor, who must provide written copies of this report to the Contractor, the Project Authority, and the Contracting Authority.

7.5 Contract Enforcement

Contract enforcement is a responsibility of the Contracting Authority, in addition to the Project Authority. The Contractor must be aware that under the terms of the Contract, poor performance, or serious deficiencies may result in partial or total Contract default.

7.5.1 Demerit Process

Upon receipt of notification of a deficiency (a failure to meet any contractual obligation), the Contractor will have 24 hours from notification to rectify the deficiency. Following the rectification of the deficiency, the Contractor will have 48 hours to respond to the Project Authority and the Contracting Authority, informing them that the Deficiency has been rectified and explaining the process it will implement to prevent a re-occurrence.

Five deficiencies (or more) found at a single building over any 7 consecutive day period will result in a Demerit. A Demerit will result in formal correspondence to the contractor relating to their poor performance as follows:

Table 5: Demerit Process

Demerit #	Correspondence	Originator
1	Poor performance warning	Project Authority
2	Poor performance warning	Project Authority
3	1 st Notification of potential upcoming termination for default	Contracting Authority
4	2 nd Notification of potential upcoming termination for default	Contracting Authority
5	Termination for default	

Should the Contractor carry out the Work at the same building without a Demerit for 180 days, the Demerit Process will reset for that building.

Should, at any time, the Contractor have 2 Demerits at 3 or more buildings concurrently (not counting any Demerits under a Demerit Process which has reset), the Contractor will receive a notification of potential upcoming termination for default.

Should the contractor receive a total of 3 notifications of potential upcoming terminations (including any notifications sent prior to a subsequent Demerit Process reset for that building) resulting from deficiencies at any building under the contract the Contractor will be in default of the Contract.

If the contractor is found in default of the contract, the Contracting Authority may commence action to recover losses and to apply the appropriate [Vendor Performance Corrective Measure Policy](#), pending partial or total termination.

A sample of a Demerit Processing form may be found in Annex "I".

In the case of abandonment of the Contract, or bankruptcy of the Contractor, or the Contractor's performance deemed to be exceptionally poor and un-rectifiable, in the sole opinion of Canada, termination proceedings will begin immediately in accordance with the terms of the Contract and the Demerit Process will not apply.

PART 8 - CLEANING REQUIREMENTS

8.1 General

The Contractor must carry out the Work in accordance with Table 2: Standard Cleaning Schedule, Table 3: Special Building Requirements, Table 4: Task Authorizations Examples, and Table 6: Cleaning Descriptions and Performance Standards.

In the event that an item/activity is not listed, as in the case of a Task Authorizations, the Project Authority will provide direction and assist with the interpretation of the specifications as related to performance standards.

8.2 Cleaning Descriptions and Performance Standards

The table below is comprised of the following sections:

- 1.0 BUILDING INTERIOR GENERAL AREAS
- 2.0 WET ROOMS
- 3.0 HARD SURFACE FLOORING
- 4.0 CARPETING/MATTING
- 5.0 GLASS/PLEXIGLASS/LEXAN
- 6.0 TOUCH POINTS

Each section provides the item, activity, description, and the associated performance standard.

Please refer to Annex “A”, PART 9 – GLOSSARY for expanded definitions of included items/areas/surfaces.

Table 6: Cleaning Descriptions and Performance Standards

1.0 BUILDING INTERIOR GENERAL AREAS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD

1.1 Building Interior - waste and recycling	Collect and Dispose	<p>- Use proper industry-standard waste handling carts to collect all waste, including bio-hazards, and dispose into appropriate outside/offsite containers. The exception can only be made if it is evident that the container has not been used.</p> <p>- Containers must be completely clean prior to relining with new bags.</p> <p>- Waste collection containers:</p> <ul style="list-style-type: none"> • Remove and collect all used garbage bag. • Wipe exterior of container with a clean, damp colour-coded microfiber cloth. • Reline with a new bag following industry standard methods. • Dispose of garbage at designated exterior collection sites. <p>- Recycling material must be collected by all occupants into source-segregated central collection areas inside the buildings. These recycling containers must be lined with bags for ease of collection.</p> <p>- Cleaning personnel must transfer the bagged contents to the appropriate exterior recycling containers .</p> <p>- Recycling collection from source-segregated central collection containers:</p> <ul style="list-style-type: none"> • Remove bags from containers before the weight of the bag becomes unmanageable. • Wipe exterior with a clean, damp colour-coded microfiber cloth • Transfer the recycling into the relevant containers outside of the building • Dispose of used recycling bag through regular garbage 	<p>- Waste/recycling containers must be free from any material or liquid until next use.</p> <p>- Waste/recycling containers must be clean and odour-free until next use.</p> <p>- Waste/recycling containers must be returned to their proper location.</p> <p>- Any office waste containers left in the hallway must be emptied and cleaned.</p> <p>- All garbage must be disposed of into the appropriate waste stream containers outside the building.</p> <p>- All recycling must be transferred outside the building to whichever waste stream container coincides with the indoor waste stream container into which it was originally deposited.</p>
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		<p>Note: Cleaning personnel are not responsible for sorting recycling and garbage waste once occupants have deposited said waste into the central collection containers.</p> <p>Note: Cleaning personnel must not empty individual recycling containers at individual workspaces/desks.</p>	
1.2 Building Interior - low and medium height surfaces	Dust and Clean	<ul style="list-style-type: none"> - Dust infrastructure and ornamentals, including but not limited to: horizontal ledges, picture frames, awards, memorabilia/crests, window ledges/sills, moldings, sashes, exposed piping/conduit on walls, blinds/louvers, alarm bells, fire hose cabinets, office partitions, metal cubicle frames, lockers, under desks, areas around fixed furniture (such as chairs, desks, filing cabinets, gym equipment, etc.) - Ensure that dust does not accumulate ("dust-bunnies") - Clean counter tops and associated building infrastructure including hardware and fixtures <p>Note: sink basins are to be cleaned only if clear of occupants' personal items</p> <p>Note: feather dusters must not be used</p>	<ul style="list-style-type: none"> - All infrastructure and ornamentals under 4 metres must be free of all dust and cobwebs. - All infrastructure and ornamentals under 3 metres must be free of all debris, dirt, stains, smudges, smears, streaks and water spotting as well as odours that could result from damp wiping.
1.3 Building Interior - air intake, exhaust grilles, diffusers, HVAC, etc.	Clean	<ul style="list-style-type: none"> - Clean vents with a vacuum cleaner equipped with a wand and brush attachment, or a colour-coded microfiber cloth. 	<ul style="list-style-type: none"> - All vents under/below 4 metres must be free of all dust and cobwebs. - All vents under/below 3 metres must be free of all debris, dirt, stains, smudges, smears, streaks and water

			spotting as well as odours that could result from damp wiping.
1.4 Building Interior - ceilings, lights	Dust and Remove cobwebs	- Remove dust and cobwebs from ceilings and lights that are under/below 4 metres (using cleaning wand/vacuum/broom extension where necessary).	- Ceiling and lights areas under/below 4 metres must be free of all cobwebs and visible dust
1.5 Building Interior - walls/doors and vertical surfaces	• Clean	- Clean and remove marks from vertical surfaces. Surfaces include, but are not limited to: walls, doors/trim, ledges, radiators/grilles, moldings, blinds/louvres, bracings	- All vertical surface areas under 4 metres must be free from dust and cobwebs. - All vertical surface areas under 3 metres must be free from non-permanent marks, scuff marks, dust, dirt, debris, cobwebs, stains, smudges, smears, streaks and water spotting as well as odours that could result from damp wiping
1.6 Building Interior - entrances and exterior surfaces, including foyers and sidewalks, within 1m	• Clean	- Remove loose, dry surface soil, and other debris with a broom, within 1 metre of entrances.	- Exterior surfaces within 1 metre and entrances, foyers, waiting areas, are to be kept free of all sand, debris, dust, and dirt, and without any water puddles - Water and/or other cleaning solutions must not be allowed to pool
1.7 Building Interior - elevators	Clean	- Clean elevator surfaces including knobs/buttons, handles, walls, railings	- All elevator surfaces must be free of all debris, dust, dirt, smudges, smears, streaks

2.0 WET ROOMS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
2.1 Wet Rooms - organic, and sanitary waste	Collect and Dispose	<ul style="list-style-type: none"> - Use proper industry-standard waste handling carts and collection methods to collect all organic, and sanitary waste including soiled bags and dispose into appropriate outside containers - All containers must be emptied, cleaned, and relined with a new, clean bag 	<ul style="list-style-type: none"> - All containers must be free of smudges, finger marks, odours, dirt, debris, dust, etc. - All waste and organic containers must be returned to their proper location - All organic and sanitary waste must be disposed into the appropriate waste stream containers outside the building
2.2 Wet Rooms – basins and counters	Clean and Disinfect/Sanitize	<ul style="list-style-type: none"> - Use colour-coded microfiber cloths or a touchless cleaning system (where appropriate) to clean all sink basins - Use colour-coded microfiber cloths to clean light plates/switches and any surface that could be damaged by the touchless system <p>Note: industry-standard techniques and germicidal/virucidal detergent must be used (as determined by the Project Authority)</p> <p>Note: occupants' personal items must not be moved during cleaning</p>	<ul style="list-style-type: none"> - All items must be clean, sanitized, free of finger marks, spots, dust, streaks, stains, soap build-up, mildew, smudges, mould - Chrome, brass or similar surfaces must be clean, bright and free of finger marks, spots and stains. - All water resulting from the touchless system cleaning process must be properly collected

2.3 Wet Rooms - grout and tile walls and panels	Clean	- Clean all areas with grout and tile	- Grout must have no visible buildup of dirt and mould at any time - Floors must maintain a slip free surface
2.4 Wet Rooms - toilets and urinals	Clean and Descale	<p>- Use colour-coded microfiber cloths or a touchless cleaning system (where appropriate) to clean all interior and exterior surfaces of toilets and urinals including: fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping</p> <p>- Clean doors and wall area surrounding toilets and urinals at the end of the process</p> <p>- Descale toilet bowl with an industry-standard, non-acid bowl cleaner</p> <p>Note: industry-standard techniques and virucidal/germicidal detergent must be used (as determined by the project authority)</p> <p>Note: bowl cleaning tools with wire components must not be used; tank drop cleaners/jells or tablets must not be used; urinal maintainers (in disposable mats) may be used if necessary</p>	<p>- All surfaces including fixtures, toilet seats, bases, bowls, urinals, exposed flush tanks, and piping must be clean and free of spots, stains, finger marks, soap scum, odours and mildew/mould</p> <p>- Chrome, brass or similar surfaces must be clean, bright and free of finger marks, spots and stains.</p> <p>- All water resulting from the touchless cleaning process must be properly collected</p>
2.5 Wet Rooms – dispensers and consumables	Clean and Refill	- All dispensers must be cleaned with disinfectant, and refilled with the appropriate consumable	<p>- Dispensers must be free of all debris, dust, dirt, fingerprints, smudges, etc.</p> <p>- Dispensers must always be kept filled</p>

			<ul style="list-style-type: none"> - Dispensers must be replaced when broken or otherwise non-functional - All towel and soap dispensers must be stocked with an adequate supply of product for the following day's use - All shower curtains must be treated with the fogging machine
2.6 Wet Rooms - shower curtains	Fogging	<ul style="list-style-type: none"> - Shower curtains must be cleaned and replaced - Shower curtains must be treated with a fogging machine to kill air borne viruses and microorganisms 	<ul style="list-style-type: none"> - All shower curtains must be kept free of damage, stains and/or mould, product residue, marks, bodily fluids, etc., at all times - All shower curtains must ensure complete coverage of the stall
2.7 Wet Rooms - shower curtains	Clean and Replace	<ul style="list-style-type: none"> - Shower curtains must be cleaned and replaced - Shower curtains must be replaced with new curtains at first sign of damage 	<ul style="list-style-type: none"> - All floor drains including drain covers must be free from blockages, hair and debris and unpleasant odour - Floor drains must be flushed regularly with fresh water to prevent smells of sewer gas from entering the facility
2.8 Wet Rooms - floor drains	Clean and Unclog	<ul style="list-style-type: none"> - Clean and remove all debris from all floor drain covers - Pour a pail of clean water in all floor drains to ensure they are not blocked 	<ul style="list-style-type: none"> - All floors areas must be clean and free of scuffmarks, loose paper, mildew, mould, soap build-up, and water marks as well as unpleasant odours - Floors must maintain a slip free surface
2.9 Wet Rooms - floors, step-up areas, corners, wall bases, toilet bases	Clean and Wet Mop	<ul style="list-style-type: none"> - Remove excess dirt/debris and mop - All floors must be cleaned with detergent solution, including any step-up areas, corners, wall bases, toilet bases and any other floor surface - All floors in areas where personnel may be in bare feet, such as in shower areas, change rooms, locker 	

		rooms must be wet mopped using germicidal detergent solution	
2.10 Wet Rooms - bathtubs, showers, panels, walls, partitions, lockers, ledges, laundry equipment	Clean and Disinfect	<ul style="list-style-type: none"> - Use colour-coded microfiber cloths or a touchless cleaning system (where appropriate) to clean all bathtubs, showers, walls, exposed pipes/drains, backsplash, showers, and dispensers, etc. - Use colour-coded microfiber cloths to clean laundry equipment, and any surface that could be damaged by the touchless system. <p>Note: industry-standard techniques and germicidal/virucidal detergent must be used (as determined by the Project Authority)</p> <p>Note: occupants' personal items must not be moved during cleaning</p>	<ul style="list-style-type: none"> - All items must be clean, sanitized, free of finger marks, spots, dust, streaks, stains, soap build-up, hair, mildew, smudges, mould - Floors of showers and bathtubs must maintain a slip-free surface - Chrome, brass or similar surfaces must be clean, bright and free of finger marks, spots and stains. - All water resulting from the touchless system cleaning process must be properly collected
2.11 Wet Rooms – mirrors, frames	<ul style="list-style-type: none"> • Clean 	- Clean in accordance with section 5.0 below	- Clean in accordance with section 5.0 below
3.0 HARD SURFACE FLOORING			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
3.1 Hard Surface Flooring - under desks and furniture	Vacuum	- Vacuum under desks and furniture	- All areas must be free of all debris, dust, dirt, grime, streaks, etc.
3.2 Hard Surface Flooring - dry method mopping	Dry Method Mopping	- Dust mops must be treated the day before they are to be used to ensure no streaks are left on the floor	- All areas must be free of all litter, debris, dirt, dust, and streaks

		<ul style="list-style-type: none"> - Collect and remove loose debris from all hard surface floors with a broom or dust-mop - Move furniture and non-personal items to reach entire floor area, replacing them to their proper location upon completing the clean - Sweep/dry mop around exercise equipment such as stationary bikes, fixed and free weights, treadmills, etc. - Use self-propelled power sweepers for large open areas that would be unreasonable to have a person sweep manually - Apply a sweeping compound to oil spots in transit lanes 	- Traffic lanes must be free of all oil spots
3.3 Hard Surface Flooring - wet method mopping	Wet Method Mopping	<ul style="list-style-type: none"> - Use either a self-propelled floor scrubber (where appropriate) or a dual-water bucket and ringer system - Move furniture and non-personal items to reach entire floor area, replacing them to their proper location upon completing the clean. - Collect and remove loose debris from all hard surface floors (see 3.2 above) with a broom or dust-mop prior to wet mopping - Mop hard surfaced floors including all open areas, around fixed furniture, and into corners <p>Note: The dual-water bucket and ringer system must have a main bucket with an industry-standard cleaning solution/virucide (as determined by the Project Authority). The solution must be replaced prior to becoming visibly contaminated and/or odorous. All rung water must be contained in the second collection bucket</p>	<ul style="list-style-type: none"> - All areas must be free of all debris, dust, dirt, boot scuffs, rubber marks, surface stains, streaks, watermarks, water spotting, splashing, scars from equipment, non-permanent surface stains, soil, mop streaks, loose mop strands - Water and/or other cleaning solutions must not be allowed to pool under furniture legs and cabinets - Walls, baseboards and other surfaces must be free of splash marks - All areas must be free of any objectionable odour due to

			contaminated mop and/or cleaning solution
3.4 Hard Surface Flooring – burnish	Burnish	<p>- Move furniture and non-personal items to reach entire floor area, replacing them to their proper location upon completing the clean</p> <p>- Use a high-speed burnisher (2000RPM Minimum) with the proper brush or pad to comply with manufacturer's recommendations</p> <p>Note: Burnishing is intended to buff/shine open spaces and hallways; burnishing may be carried out around semi-permanent furniture such as heavy tables, sofas and floor mats.</p> <p>Note: floors that have been refinished must be burnished within 10 working days</p> <p>Note: spray products are not to be used during the process in an effort to minimize airborne contaminants</p>	<p>- All areas must present an overall appearance of cleanliness, have a bright shine throughout and be free of all debris, dust, and dirt</p>
3.5 Hard Surface Flooring - non-finished/non-sealed	Machine-scrub	<p>- Move furniture and non-personal items (with the exception of infrastructure, office desks, cubicle partitions, filing cabinets, bookshelves, printer/photocopiers, IT equipment, appliances and large briefing tables made of multiple fastened partitions installed as permanent structures, and the like) to reach entire floor area, replacing them to their proper location upon completing the clean. All cleaning activity must work around the exceptions with care, in order to prevent damage.</p> <p>- All areas must be machine-scrubbed using low speed floor machine scrubbers (300RPM Max) and proper brush or pad to comply with manufacturer's recommendations</p>	<p>- All floor areas must be free of non-permanent stains, buildup and mould, dirt, scuff marks, splashing, cleaning solution and water accumulations</p> <p>- Residue from the cleaning process must be removed and the floor must have a uniform and overall appearance of cleanliness</p>

3.6 Hard Surface Flooring - finished/sealed	Scrub and Refinish	<p>Note: corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually</p> <ul style="list-style-type: none"> - Move furniture and non-personal items (with the exception of infrastructure, office desks, cubicle partitions, filing cabinets, bookshelves, printer/photocopiers, IT equipment, appliances and large briefing tables made of multiple fastened partitions installed as permanent structures, and the like) to reach entire floor area, replacing them to their proper location upon completing the clean. All cleaning activity must work around the exceptions with care, in order to prevent damage. - All areas must be machine-scrubbed using low speed floor machine scrubbers (300RPM Max) and proper brush or pad to comply with manufacturer's recommendations - Prior to applying floor sealer/finish, all areas must be scrubbed free of dirt, stains, scuff marks, splashing, cleaning solution and water accumulations - Apply new sealer/finish fully and evenly to the entire visible surface area. Care must be taken while applying sealer/finish in order to minimise product seepage under fixed furniture and locked doors. Baseboards and furniture such as file cabinets and bookshelves must be wiped as part of this operation <p>Note: sealer/finish must never be applied to Marmoleum flooring</p> <p>Note: corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually</p>	<ul style="list-style-type: none"> - All areas must present an overall appearance of cleanliness with a shiny, reflective sheen - All areas must be free of all debris, dust, dirt, stains, watermarks, splashing, scars from equipment, and excess build-up of either wax or finish - Sufficient coats of sealer/finish must be applied evenly to the entire surface area with no heavy accumulation along walls, baseboards, under doorways, and furniture
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3.7 Hard Surface Flooring - finished/sealed	Strip and Seal/Refinish Floors	<p>- Move furniture and non-personal items (with the exception of infrastructure, office desks, cubicle partitions, filing cabinets, bookshelves, printer/photocopiers, IT equipment, appliances and large briefing tables made of multiple fastened partitions installed as permanent structures, and the like) to reach entire floor area, replacing them to their proper location upon completing the clean. All cleaning activity must work around the exceptions with care, in order to prevent damage</p> <p>- Strip floor to remove all layers of finish using proper industry standard methods and manufacturer's recommendations for the floor surface being stripped</p> <p>- All old finish must be removed and all residual stripping solution must be cleaned away and rinsed, using proper acid neutralizer. The floor must then be rinsed twice with clean cool water, followed each time by wet vacuuming.</p> <p>- Apply new sealer/finish fully and evenly to the entire visible surface area. Care must be taken while applying sealer/finish in order to minimise product seepage under fixed furniture and locked doors. Baseboards and furniture such as file cabinets and bookshelves must be wiped as part of this operation.</p> <p>- Refinish must include 2 to 3 coats of finishing material (wax, etc.), and four coats in corridors, entrances, and lobbies. Each coat must receive sufficient drying time before proceeding to the next phase</p> <p>Note: ensure the flooring and adhesive is not disturbed</p> <p>Note: never use floor stripper on Marmoleum floors</p>	<p>- All areas must be free of all debris, dust, dirt, stains, watermarks, splashes, scars from equipment, and excess build-up of either wax or finish</p> <p>- Sufficient coats of sealer/finish must be applied fully and evenly to the entire surface area with no heavy accumulation along walls, baseboards, under doorways, and furniture</p>
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3.8 Hard Surface Flooring - grout and tile	Clean		- Clean all grout and tile using a touchless cleaning system or manual methods	- All areas must be free of all visible buildup of dirt and mould at any time, debris, stains, iron deposits, hard-water salts, etc.
3.9 Hard Surface Flooring - non- carpeted stairways	Vacuum and Wet Mop		- Use an industry standard backpack vacuum to clean all stairwells; include all stairs, landing, ledges, and any space where dust and dirt might settle - Mop all stairs, landings, nose cones, and risers	- Stairs, risers and landings must be free of dust, debris, spots, and stains and present an overall appearance of cleanliness
4.0 CARPETS AND MATTING				
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD	
4.1 Carpets and Matting - floors, entrance mats, and walk-off mats	Vacuum	- Vacuum carpeted floors and surfaces - Move furniture and non-personal items to reach entire floor area, replacing them to their proper location upon completing the clean	- All carpeted areas including edges and corners must be free of all debris, mud, dirt, slush, grit, salt, dust and minor spots/stains - Walk-off mats and area underneath must be free of all debris, mud, dirt and dust, salt stain, sand, slush and/or water	
4.2 Carpets and Matting - stairwells, landings, risers	Vacuum	- Use backpack vacuum cleaners to vacuum all areas in stairwells	- All areas must be free of all debris, dirt, dust	
4.3 Carpets and Matting - general	Remove Stains and Spot Clean	- Spot clean minor stains immediately	- All areas must be free of all non-permanent, visible stains and minor spots, spills	

4.4 Carpets and Matting – general	Steam Clean	<ul style="list-style-type: none"> - Steam clean carpet surfaces using an industry-standard truck mounted steam cleaning system. A portable steam cleaning machine may be required for areas difficult to access - Difficult stains must be spot cleaned during steam cleaning by using the spin and extract method (see 4.5) - Move furniture and non-personal items (with the exception of infrastructure, office desks, cubicle partitions, filing cabinets, bookshelves, printer/copiers, IT equipment, appliances and large briefing tables made of multiple fastened partitions installed as permanent structures, and the like) to reach entire floor area, replacing them to their proper location upon completing the clean. All cleaning activity must work around the exceptions with care, in order to prevent damage. - Use dehumidifiers and/or drying fans where necessary for faster drying <p>Note: Spin and extract must be used to remove stains prior to steam cleaning</p>	- All visible carpeted areas must be free of all debris, dirt, dust, and minor spots/stains
4.5 Carpets and Matting - general	Spin and Extract	<ul style="list-style-type: none"> - Spin and extract method is used to provide additional support for cleaning difficult stains. It may be applied independently and/or prior to steam cleaning - Apply an industry standard carpet cleaning solution to the area of the carpet to be treated and agitate with a low speed scrubber (300RPM max) in a circular motion - Complete the process by extracting water and dirt with a steam cleaning machine 	- All visible carpeted area must be free of all debris, dirt, dust, and minor spots/stains.

5.0 GLASS / PLEXIGLAS / LEXAN/MIRRORS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
5.1 Glass/Plexiglas/Lexan, Mirrors - all surfaces	Clean	<ul style="list-style-type: none"> - Dust all surface areas using an untreated dust mop or vacuum cleaner with the appropriate attachments - Use a colour-coded microfiber cloth and cleaning solution to remove marks and irregularities from all surfaces - Wipe dry with a clean colour-coded microfiber cloth - Clean both sides of interior glass surfaces <i>and</i> interior side of exterior glass surfaces with a colour-coded microfiber cloth and glass cleaner - Polish both sides of interior glass <i>and</i> interior side of exterior glass surfaces, with a clean dry colour-coded microfiber cloth - Clean the interior and exterior side of entrance/exit glass surfaces, including sidelights, frames, sashes, sills and moldings, with a colour-coded microfiber cloth and glass cleaner - Doors and jambs, including door exteriors must be kept free of finger marks and boot marks <p>Note: paper towels or abrasive products must not be used</p>	<ul style="list-style-type: none"> - All surface areas under/below 4 meters must be free of all dust and cobwebs. - All surface areas under/below 3 meters must be free of all debris, soil, dust, dirt, smears, streaks, fingerprints, cobwebs, watermarks, smudges, graffiti, pencil marks, mould, stains, mop marks, paint, tape and tape residue - There must be no damage arising from the window/glass/mirror surfaces cleaning to: <ul style="list-style-type: none"> • the glazing compound, or any special anti-glare coating that may be present on the glass surfaces, • the exterior building facings, and • shrubbery

		Note: only products identified as safe for use on glass/plastic/Plexiglas/Lexan/Mirror surfaces (respectively) must be used	
6.0 TOUCH POINTS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
6.1 Touch points (site wide - including interior, exterior, and wet rooms)	Clean and Disinfect/Sanitize	<p>- Clean and sanitize all touch points in the Service Area with detergent or virucide, as determined by the Project Authority, using single use towels/rags, and/or fogging.</p> <p>Note: Industry-standard techniques and virucidal/germicidal detergent must be used (as determined by the Project Authority)</p>	<p>- All infrastructure touch points must be cleaned and disinfected/sanitized</p> <p>- All items must be clean, sanitized, free of finger marks, spots, dust, streaks, stains, soap build-up, mildew, smudges, mould</p> <p>- Chrome, brass or similar surfaces must be clean, bright and free of finger marks, spots and stains and shine restored</p>

Note: Any items moved during cleaning must be returned to their original location.

PART 9 – GLOSSARY

ANNUALLY

Occurring once per calendar year.

BASE CLEANING STAFF

Employees of DND, responsible for cleaning specified areas on the base.

BI-ANNUALLY

Occurring twice during the calendar year.

BIO-HAZARDOUS WASTE (See 3.2 Hazards for details)

Includes, but is not limited to: blood, urine, feces, saliva, vomit, sperm, and phlegm.

BLINDS

Includes, but is not limited to: Venetian, PVC, Mylar, aluminum and fabric blinds, both vertical and horizontal, as well as the surrounding casings.

BUILDING ACCESS HOURS

The hours that the building is accessible for the Contractor's personnel to schedule and perform the Work. Access hours vary by building – refer to Table 1: Building List and Descriptions, in the Contract.

BUILDING INTERIOR GENERAL AREAS

Includes, but is not limited to: building entrances, lobbies, stairwells/stairways, corridors, offices, cubicles, conference rooms, classrooms, common rooms, waiting areas.

BURNISH

Polish a floor to a high-gloss shine using a floor polisher outfitted with a fine polishing pad.

CARPETING/MATTING

Includes, but is not limited to: all area rugs, walk off mats, wall to wall broadloom carpets, and carpet tile, located throughout contracted building areas.

CLEANING PERSONNEL

Employees of the Contractor, responsible for cleaning the specified Service Area

CONCENTRATE

The undiluted form of a dilutable cleaning product.

CONSUMABLES

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Includes, but is not limited to: toilet paper, paper towel, hand soap, urinal maintainers, sani-bags, garbage bags, recycling bags, and replacement shower curtains. Consumables will be required to fit into the specific containers/receptacles/dispensers (such as soap and paper towel dispensers) provided by DND. Items and dispensers may vary by building.

CONTRACTOR

The person, entity, or entities named in the Contract to supply goods, services, or both, to Canada.

Note: No subcontracting is permitted.

DAILY

Determined by the access hours of the building in question (e.g., if a building's access hours fall Monday – Friday, “daily” would mean Monday – Friday; if a building's access hours fall Sunday – Saturday, “daily” would mean Sunday – Saturday.)

Statutory Holidays are excluded unless specified otherwise.

DEBRIS

Includes, but is not limited to: punched paper rounds, paper clips, thread, photocopy toner, dirt, and litter.

DEFICIENCY

A failure to meet any contractual obligation.

DEMERIT

Five deficiencies (or more) found at a single building in one week.

DND

Department of National Defence

ELECTRONIC DEVICES

Include but are not limited to cellular telephones, smart phones, pagers, personal digital assistants, cellular modems or any other mobile device with an integrated capability for utilizing wireless telecommunication services, including laptops and tablets with wireless capability.

EQUIPMENT

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Includes, but is not limited to: vehicles, ladders, scrubbing machines, steam cleaning unit, mops, polisher, vacuums, brooms, dust mops, Touchless Cleaning Systems, and pails

FINISHED/SEALED FLOORING

Finished/Sealed Flooring includes hard surface flooring types such as Linoleum, Vinyl, Sheet Vinyl, Vinyl Composition Tile (VCT), Rubber, Marmoleum, Corlon, Tarkett, Raised Floor Tiles, and Resilient Tile.

FOGGING

A process by which a fogging machine fills the space with a fine fog/solution (disinfectant or virucide) which kills air borne virus and microorganisms. Fogging machines must be used in accordance with the manufacturer's instructions.

GLASS/PLEXIGLASS/LEXAN

Includes, but is not limited to: all glass, Plexiglas, and Lexan surfaces including but not limited to - window and door glass within the building perimeter, including partitions, display cases, frames, sashes, sills, moldings, sidelights, entrance/exit windows, mirrors, doors, and jambs (including exterior doors)

GREEN PRODUCTS

The minimum standards established for the performance of green products must be in accordance with The Environmental Choice Program (ECP), Environment Canada's EcoLogo program, or the Green Seal as used in the United States of America, or other internationally recognized certification.

The Contractor should be able to provide products that meet Canada's Environmental Choice Program, or Green Seal's standards for Industrial and Institutional Cleaners (GS-37) or Industrial and Institutional Floor-Care Products (GS-40), or recognized International equivalent. Examples of these categories include, but are not limited to the following:

- General Purpose Cleaners
- Bathroom Cleaners
- Glass Cleaners
- Cleaners/Degreasers
- Carpet Shampoos
- Floor Cleaners
- Floor Care: Finishes and Strippers

HARD SURFACE FLOORING

This includes all types of floors not covered by carpeting.

See NON-FINISHED/NON-SEALED flooring, and FINISHED/SEALED flooring

HVAC

Heating, ventilation, and air conditioning.

KITCHEN/KITCHENETTE AREAS AND APPLIANCES

Areas where food/drinks are prepared (by occupants or other contractors/staff), including (but not limited to) all appliances, counters/cabinets, countertops, displays, chairs and tables associated with the area. These areas do not include flooring or walls.

MEMORABILIA

Objects or materials kept on display due to their historical interest and/or as tributes to particular persons or events. Examples of serviceable memorabilia include: plaques, crests, flags/pennants, photo albums on display, small items related to the military such as ornamental shells, swords and pace sticks, etc. These items are normally found in building lobbies, canteens, boardrooms and offices. Non-serviceable memorabilia include any items inside closed display cases, items on display in museum settings, and larger items related to the military such as vehicles, cannons and such.

Unless otherwise specified; all memorabilia items permanently displayed in the open are expected to be kept dust free in accordance with Table 6 - 1.2 Building Interior – low and medium height surfaces. The Contractor must not wash or polish memorabilia. Display case exteriors are to be kept cleaned and dust free.

MICROFIBER DUSTERS/CLOTHS

Only industry-standard washable, colour-coded microfiber dusters/cloths are acceptable

Colour-coded cleaning/dusting cloths:

- Red or pink - for cleaning toilets and urinals. The cloth or brush used for the cleaning of toilets and urinals must not be used for any other purposes.
- Blue or green - for cleaning sinks, countertops, wiping down tables, and any other surface area where food is handled or stored
- White or yellow - for all other general dusting duty

The Contractor is responsible for the laundering, transportation and storage of microfiber cloths.

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MONTHLY

Occurring once per month, during every month of the calendar year.

NON-FINISHED/NON-SEALED FLOORING

Non-finished/Non-sealed includes hard surface flooring types such as Ceramic Tile, Marble, Slate, Terrazzo, Concrete, Brick, Wood, Laminated Wood, and Epoxy Resin.

NON-SERVICE AREAS

The Contractor will not be required to clean the following areas, unless specified otherwise:

- exercise equipment (stationary bikes, fixed and free weights, treadmills, etc.)
- electrical and telecommunication closets
- workshops, hangers, mechanical, heating, ventilation rooms
- storage rooms/areas and garages
- interior of trophy and display cases
- office equipment
- coffee boats
- kitchen areas/equipment/appliances
- commercial water dispensing machines
- personal property
- work stations and cubicle walls
- replacement of fluorescent tubes and incandescent bulbs
- building exteriors beyond one (1) metre from entrances.
- blinds

NON-WORKING SUPERVISORS

Non-Working Supervisors must perform all supervisory duties. Non-Working Supervisors are not cleaning personnel and must not actively participate in the cleaning. Non-Working Supervisors found to be cleaning must provide justification to the Project Authority (such as hazards or spills where cleaning personnel are not immediately available) or be found in default.

Non-Working Supervisors must maintain a valid Emergency First Aid for Industry (St. John's Ambulance, or equivalent).

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POINT OF CONTACT (POC)

DND personnel, designated by the Project Authority to be the on-site contact person for a particular building or set of buildings.

PROJECT AUTHORITY

The Project Authority is the representative of Real Property Operations Unit (Pacific) Section Esquimalt or the designated representative of the Real Property Operations Contracts Office, who is responsible for all matters concerning the technical content of the Work under the Contract.

The Project Authority will make regular inspections, and will be available to provide advice and direction to ensure the contractual obligations are met, and will assist with the interpretation of the specifications as related to cleaning standards and level of service. 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 the Contracting Authority.

The Project Authority maintains the following:

- Authority to decide whether any part of the Work has been performed to the level of quality specified in the Contract;
- Authority to inspect, question, accept or reject the quality and quantity of any labor or material used in the execution of the Work;
- Authority to clarify the Contractor's area of responsibilities within the Contract; and
- Authority to question the timing or scheduling of the various phases of the Work.

REQUEST FOR VISIT (formerly Visitor Clearance Request)

The Contractor is solely responsible for obtaining Request for Visits for all cleaning personnel prior to commencing the Work. The Contractor must submit Request for Visit forms to the appropriate authorities within a timely manner.

RESILIENT TILE

Tile that will withstand shock without permanent damage; includes rubber, cork, asphalt, linoleum, vinyl, vinyl asbestos. This tile will give under impact and certain loads, and then return to its original form after the load is removed.

SAFETY DATA SHEETS (SDS)

SDS for materials controlled by WHIMS must be clearly displayed for both access and inspection. More information on SDS can be found: <https://www.ccohs.ca/oshanswers/legisl/msdss.html>

SERVICE AREA

The Service Area is the total area of the Work (the total cleaned area, as opposed to gross building area).

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SPOT CLEAN

Clean, as necessary, any spills, stains, streaks, water marks, fingerprints, dirt, dust, debris, cobwebs, splashings, scars from equipment, etc., in the areas/surfaces identified in this contract, using the appropriate cleaning tools and agents for the type of surface.

STATUTORY HOLIDAYS

- New Year's Day.....January 1
- Good Friday.....Friday preceding Easter
- Victoria Day.....Monday preceding May 25
- Canada Day.....July 1
- Labour Day.....First Monday in September
- Thanksgiving.....Second Monday in October
- Remembrance Day...November 11
- Christmas Day.....December 25

TERMINAL CLEANING

A method of thorough cleaning combining standard cleaning practices with more detailed cleaning practices using a Health Canada approved Virucide after an area is vacated in order to remove viral contamination that could be acquired by subsequent occupants and/or staff.

TOUCH POINTS

Include, but are not limited to, faucets, fixtures, plunger handles, soap dispensers, towel dispensers, toilet seats, support bars, disposal bin covers & lids, waste receptacles and door handles, flush handles, towel dispenser levers, hand dryer buttons, door handles and locks, water fountains, light switches, light switch plates, thermostats, handrails, elevator buttons, security stations, public waiting areas (desk surfaces, etc.).

TOUCHLESS CLEANING SYSTEM

An integrated cleaning system combining automatic chemical metering and injection, an indoor pressure washer, and a wet vacuum.

Touchless cleaning systems may be used in all washrooms, shower rooms and locker rooms covered under this contract with sufficient frequency to ensure zero buildup on washable surfaces and corners, plumbing and bathroom fixtures, exposed pipes, drain covers, privacy partitions, all tile and all grout. Touchless cleaning systems may also be used where practicable, on wall grout outside washrooms but only if there is no possibility of damage to building components and/or disruption to personnel.

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Care must be taken while working with touchless cleaning systems near electrical devices, personal belongings and damageable infrastructure. The Touchless cleaning system's manufacturer's recommendations must be followed at all times.

Older style wet rooms were not designed for this method. The Contractor is responsible for any damage caused during the cleaning process and as such must ensure that areas that could be damaged by a Touchless Cleaning System must be cleaned using traditional industry standard methods instead.

The Contractor is responsible for determining whether or not a touchless cleaning system is appropriate.

VACUUM

Vacuum equipment must be industrial/commercial grade and equipped with motorised power head, HEPA filter, and crevice tool and must not exceed 65 decibels. Vacuums must be two (2) motor design (1 for suction, 1 for power head).

VENDOR PERFORMANCE CORRECTIVE MEASURE POLICY

The purpose of the Vendor Performance Corrective Measure Policy is to assist the PWGSC procurement community in mitigating procurement risk for future contracts and improving client service.

VIRUCIDE

Any physical or chemical agent that deactivates or destroys viruses.

WEEKEND

Weekends consist of 00:00 hours Saturday to 2400 hours Sunday, unless otherwise stated.

WEEKLY

Occurring once per week, during every week of the calendar year

WET ROOMS

Laundry, showers, locker rooms, washrooms, non-commercial kitchens (kitchenettes), and coffee/ lunch room areas. Note: coffee/lunch rooms in shop areas are not included unless the floor is finished/sealed.

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

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The Contractor must comply with WHMIS standards and procedures. All cleaning personnel must be trained in WHMIS and be informed and knowledgeable about the potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. The Contractor must provide proof of WHMIS training for cleaning personnel when requested.

Cleaning personnel must also be informed of the proper maintenance of any cleaning equipment in use in accordance with WHMIS procedures and regulations and manufacturer specifications. Storage of hazardous material must comply with WHMIS criteria.

WORK

The furnishing of all labour, materials and equipment to carry out and properly perform all contractual obligations as set out in Annex "A", within the Service Area.

The Work does not include cleaning service to areas/buildings being serviced by Base cleaning staff.

The Contractor will not be reimbursed for any work initiated/done outside of the scope of work.

WORKING SUPERVISOR

Cleaning personnel who performs all standard janitorial work while also assuming some of the supervisory duties for a predetermined area.

APPENDIX 1 TO ANNEX "A" - TERMINAL CLEANING

1. DEFINITIONS

A Virucide is defined as any physical or chemical agent that deactivates or destroys viruses.

For the purposes of this Contract, Terminal Cleaning is defined as a method of thorough cleaning combining standard cleaning practices with more detailed cleaning practices using a Health Canada approved Virucide, as and when requested, after an area is vacated in order to remove viral contamination that could be acquired by subsequent occupants and/or staff.

2. CLEANING REQUIREMENTS

The Contractor must provide the following services, as and when requested:

- a) Installation of barriers and signage to control access to the affected area(s), and the maintenance of control over its entrance(s)/exit(s) throughout the Work. (If barriers and signage are already in place upon the arrival of the Contractor's cleaning personnel, the personnel must inspect the condition of said barriers and signage to ensure it is sufficient);
- b) Collection and removal of all waste;
- c) Disinfection of waste receptacles with Virucide, dried thoroughly and re-lined;
- d) Collection and removal of all soiled linen;
- e) Vacuuming (with HEPA filter) of carpeted areas;
- f) Terminal Cleaning, as defined herein, in all areas and the infrastructure, equipment and appliances within them. These areas may include, but are not limited to**:
 - 1) horizontal and vertical surfaces;
 - 2) walls (up to 3 metres), doors, flooring and stairs;
 - 3) windows, mirrors, glass casing and blinds;
 - 4) cabinet exteriors/interiors, photocopyers;
 - 5) bathroom/locker room/shower/kitchen areas;
 - 6) touch points, including but not limited to door handles, push plates, light switches and controls and attendant call buttons;
 - 7) lights and ceiling-mounted tracks;
 - 8) fixed-line telephones, desktop/laptop computers and printers, keyboards and mouse;
 - 9) all furniture, including wheels/casters (all furniture must be moved to facilitate Terminal Cleaning underneath, and all furniture must be replaced to its proper location following the completion of the clean);
 - 10) seatbelts, armrests, foot rests, table trays, window covers and overhead bins;
- g) Fresh mop heads and fresh Virucidal solution must be used for each room.

- h) Terminal Cleaning must be finalized by “cold-fogging” with a Health Canada approved Virucide all surfaces that were not able to be disinfected by other means, including, but not limited to carpets, curtains, mattresses and other soft porous surfaces.
 - i) Following the completion of the clean the Contractor's cleaning personnel must:
 - 1) Clean and remove cleaning equipment and supplies;
 - 2) remove and dispose of all barriers and signage;
 - 3) remove and dispose gloves;
 - 4) wash their hands.
- *Cleaning personnel must not clean/touch any aircraft or ship controls, switches, knobs, buttons or screens unless specifically listed above, or agreed upon prior to the commencement of the Work.
- **This list is not exhaustive and is supplied to provide the Contractor with an idea of the type of cleaning that may be required. Actual areas and the infrastructure, equipment and appliances within them may vary, and will be identified by the Project Authority.

Note: All garbage generated as a result of the Work MUST be removed from DND property and properly disposed of in accordance with any local, municipal, regional, provincial or federal regulations, directives or guidance.

ANNEX “B” - BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for work performed in accordance with this Contract.

The prices are in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

Note that prices will not be adjusted in the future (see Annex “G” – Bid Preparation and Evaluation).

1. STANDARD CLEANING SCHEDULE PRICING

Standard Cleaning Schedule Pricing is inclusive of all equipment, transportation/delivery, materials, and labour (cleaning and supervision) to accomplish the items/activities within Annex “A” – Statement of Work

Bldg	Contract Yr 1 \$/month	Contract Yr 2 \$/month	Contract Yr 3 \$/month	Option Yr 1 \$/month	Option Yr 2 \$/month
Colwood					
38					
57					
60					
65					
66					
94					
103					
104					
203					
205					
206					
218					
220					
222					
305					
310					

TB 192					
TB 217					
TB 241					
FDU 1					
FDU 2					
FDU 3					
FDU 4					
FDU 5					
FDU 6					
FDU 10					
FDU 12					
FDU 14					
FDU 15					
FDU 16					
FDU 39					
FDU 56					
FDU 58					
TB 3					
TB 184					
TB 194					
TB 195					
Belmont Park					
3					
4					
13					
TB193					
20					
Albert Head					
1004					
1006					

1012							
1014							
1015							
1017							
1018							
1019							
1020							
1021							
1023							
1029							
1030							
1031							
1032							
1037							
1040							
1041							
1042							
1043							
1044							
1045							
1046							
1047							
1048							
1049							
1066							
1075							
1076							
TB35							
TB39							
TB84							

TB100					
TB101					
TB236					
Rocky Point					
38					
39					
41					
44					
45					
47					
48					
51					
62					
72					
90					
91					
137					
Mary Hill					
1003					

2. SERVICE AREA ADDITIONS PRICING

The Bidder's price per square meter will be applied to any Service Area added to the Contract after award. This price must not exceed 1.5 x (150% of) the median price per sq meter in the Bidder's Standard Cleaning Schedule Pricing.

Price per sq meter
\$

3. TASK AUTHORIZATION PRICING

Task Authorizations prices are inclusive of all equipment, transportation/delivery, materials, and labour to accomplish the task in accordance with Table 6: Cleaning Descriptions and Performance Standards.

Task	Contract Yr 1 \$/hr/person	Contract Yr 2 \$/hr/person	Contract Yr 3 \$/hr/person	Option Yr 1 \$/hr/person	Option Yr 2 \$/hr/person
Standard Task Authorizations					
Emergency/Biohazard Outside of Access Hours					
Terminal Cleaning					

4. CONSUMABLES PRICING

Consumables Pricing includes the wholesale unit cost and mark-up prices, as well as any associated delivery prices.

Item	Contract Yr 1 \$/item	Contract Yr 2 \$/item	Contract Yr 3 \$/item	Option Yr 1 \$/item	Option Yr 2 \$/item
Urinal Screens - 50 units per case	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case
Shower Curtains - 36" x 78" white fabric, antimicrobial (each)	\$ /each	\$ /each	\$ /each	\$ /each	\$ /each
Single Fold Paper Towel - single ply, 268 sheets per package - 15 packages per case	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case
Multifold paper towel - 12 packages per case	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case


Toilet Paper - Small rolls - 1 ply, 1000 sheets per roll - 48 rolls per case	\$ /case	\$ /case	\$ /case	\$ /case
Toilet Paper - Large rolls - 1 ply, 2000' roll - 8 rolls per case	\$ /case	\$ /case	\$ /case	\$ /case
Foam Soap (1 litre units) - 6 units per case	\$ /case	\$ /case	\$ /case	\$ /case
22x24 Plastic Bags - 1000 bags per case	\$ /case	\$ /case	\$ /case	\$ /case
30x38 Plastic Bags - 500 bags per case	\$ /case	\$ /case	\$ /case	\$ /case
35x50 Plastic Bags - 200 bags per case	\$ /case	\$ /case	\$ /case	\$ /case
Sani-sac Waxed Bags - 500 bags per case	\$ /case	\$ /case	\$ /case	\$ /case

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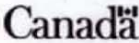
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ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST

 Government of Canada / Gouvernement du Canada		<div>Contract Number / Numéro du contrat W684Q-200132</div> <div>Security Classification / Classification de sécurité UNCLASSIFIED</div>	
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 DND		2. Branch or Directorate / Direction générale ou Direction ADM(IE), RPOPs	
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 Janitorial service for the western area of CFB Esquimalt. The western area includes Colwood, Albert Head, Rocky Point and Mary hill.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>		All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <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:	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>		NATO SECRET / NATO SECRET <input type="checkbox"/>	
SECRET <input type="checkbox"/>		COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
		SECRET <input type="checkbox"/>	
		TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

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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 Production																
IT Media / Support TI																
IT Link / Lien électronique																

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

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

☒ No ☐ Yes
Non 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 ☐ Yes
Non Oui

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

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

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PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

☒ RELIABILITY STATUS
COTE DE FIABILITÉ

☐ CONFIDENTIAL
CONFIDENTIEL

☒ SECRET
SECRET

☐ TOP SECRET
TRÈS SECRET

☐ TOP SECRET - SIGINT
TRÈS SECRET - SIGINT

☐ NATO CONFIDENTIAL
NATO CONFIDENTIEL

☐ NATO SECRET
NATO SECRET

☐ COSMIC TOP SECRET
COSMIC TRÈS SECRET

☐ SITE ACCESS
ACCÈS AUX EMPLACEMENTS

Special comments:

Commentaires spéciaux :

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

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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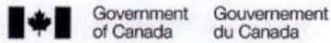
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PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) R. Arnot	Title - Titre Contracts Supervisor	Signature 	Date DEC 29 2020
Telephone No. - N° de téléphone 250-920-6358	Facsimile No. - N° de télécopieur 250-363-4787	E-mail address - Adresse courriel richard.arnot@forces.gc.ca	

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) Sasa Medjovic	Title - Titre Senior security analyst	Signature MEDJOVIC, SASHA 234	Date
Telephone No. - N° de téléphone 613-996-0286	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel sasa.medjovic@forces.gc.ca	

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?
☐ No / Non ☒ Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées) Adrianne Dunsmore	Title - Titre Supply Specialist	Signature Dunsmore, Adrianne	Date 2021.01.15 17:04:07
Telephone No. - N° de téléphone 604-351-7735	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel adrianne.dunsmore@pwgsc.gc.ca	

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature Lecompte, Denis	Date 2021.01.15 15:51:34
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	

Denis Lecompte

Contract Security Program / Programme de la sécurité des contrats
Industrial Organization Security Services / Services de la sécurité industrielle des organisations
Industrial Security Sector / Secteur de la sécurité industrielle
Public Service and Procurement Canada / Services publics et de l'approvisionnement
343 582-1830
Denis.Lecompte@pwgsc.gc.ca

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

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ANNEX "D" to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

As indicated in Part 3, clause 3.1.2, the Bidder must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.

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

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

ANNEX "E" to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

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

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

- ☐ A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.
- OR
- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

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

ANNEX "F" - INSURANCE REQUIREMENTS

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - m. Amendment to the Watercraft Exclusion to extend to incidental repair operations on board watercraft.
 - n. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
 - o. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,*

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*284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

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

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

ANNEX "G" - BID PREPARATION AND EVALUATION

PART A - BID PREPARATION

This section outlines the technical and financial components for bid preparation.

1. TECHNICAL BID

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. The technical bid includes both mandatory criteria and point rated criteria.

1.1 MANDATORY CRITERIA

Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the Work in compliance with the specific mandatory criteria listed below.

Where the information submitted is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation. As noted in article 05 of the Standard Instructions, Canada will evaluate only the documentation provided with a Bidder's bid. Canada will not evaluate information such as references to Web site addresses where additional information can be found. Where Canada determines that the information provided is not complete for mandatory items, the Bidder will be considered non-responsive and disqualified.

1.1.1 Company Experience

The Bidder must have at least 2 (two) consecutive years of janitorial services experience within the last 7 (seven) years on Contracts of similar size (no smaller than 75% of the Service Area listed in this solicitation) and scope to the requirements identified in Annex "A" – Statement of Work.

To demonstrate compliance, the Bidder must provide detailed examples of Contract(s), including:

- a) Contract dates (MM/YYYY-MM/YYYY);
- b) Name of janitorial services client;
- c) Location and approximate size (in m²) of Service Area;
- d) Number of buildings;
- e) Description of use of area (e.g. office space, lab space);
- f) Name/title of reference; and

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g) Email address/telephone number of reference

Note to Bidder: References will be contacted to validate the information provided. If the information provided by the reference differs from the information provided by the Bidder, the information provided by the reference will take precedence.

1.2.2 Organization and Management

The Bidder must provide a summary description and an organization chart.

The summary description must include the company background, chain of command and roles and responsibilities within the organization.

The chart must include all positions, from head of company to cleaning personnel, and must indicate Working and Non-Working Supervisor areas of responsibility.

1.1.3 Training and Certification

Non-Working Supervisor(s) must have:

- WHMIS 2015 for Managers and Supervisors (Canadian Centre for Occupational Health and Safety) Date Completed
- WHMIS 2015 Understanding SDSs (Canadian Centre for Occupational Health and Safety)
- Health and Safety for Managers and Supervisors (Canadian Centre for Occupational Health and Safety)
- Emergency First Aid for Industry (St. John's Ambulance, or equivalent)

The Bidder must explain how it meets the training and certification requirements (date course completed MM/YYYY).

1.1.4 Non-Working Supervisor

The Bidder must propose 2 Non-Working Supervisors in its bid. The proposed Non-Working Supervisors must have a minimum of TWO (2) years of supervisory experience within the last FIVE (5) years.

The Bidder must explain how its proposed Non-Working Supervisors meets the experience requirement (resumes, dates of employment, references, etc.).

1.1.5 Task Schedule and Reporting Form

The Bidder must submit as part of its bid a proposed Task Schedule and Reporting Form that may be used (upon acceptance of the Project Manager) to schedule, track and report on bi-annual and annual tasks listed in the Standard Cleaning Schedule.

1.2 POINT RATED CRITERIA

Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the Work in compliance with the specific point-rated criteria listed below.

Where the information submitted is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation. As noted in article 05 of the Standard Instructions, Canada will evaluate only the documentation provided with a bidder's bid. Canada will not evaluate information such as references to Web site addresses where additional information can be found.

1.2.1 Non-Working Supervisor Janitorial Experience (maximum 20 points)

The Bidder should demonstrate how the Non-Working Supervisor has experience specific to supervising cleaning personnel in an industrial/commercial setting.

1.2.2 Company Work Plan (maximum 80 points)

The Bidder should provide a work plan (2000 - 2500 words) demonstrating the approach to the overall contract management to ensure the Work performance adheres to the specifications outlined in the contract. The plan should address the following elements:

a) Staffing (maximum 15 points):

The Bidder should demonstrate how it will maintain sufficient staffing levels on an on-going basis to meet the requirement, by including a recruitment plan and describing its processes to address absenteeism and personnel turnover. The Bidder should also include its mitigation plan to meet requirements

b) Training (maximum 10 points):

The Bidder should detail how cleaning personnel are trained and certified, addressing processes such as orientation, training, development, and certifications, and how it will ensure that cleaning personnel have, at a minimum, the following mandatory certification:

- o [WHMIS 2015: For Workers](#) (Canadian Centre for Occupational Health and Safety)

c) Security (maximum 20 points):

The Bidder should demonstrate how security requirements will be met, including a timeline for the CISC security clearance and RVF processes. The Bidder should demonstrate knowledge of PSPC and DND security processes by providing a detailed step-by-step process on its security clearance application procedures. Bidders should also outline how they will maintain a sufficient number of secret-level cleared staff on an on-going basis to meet the requirement.

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d) Supervision, monitoring, and performance (maximum 15 points):

The Bidder should provide a description of the intended methods of supervision and monitoring, quality assurance, rectification of poor performance, and performance reporting.

e) Terminal Cleaning (maximum 10 points):

The Bidder should explain its approach and procedures for Terminal Cleaning in areas containing active viral contaminants.

f) Transition Plan (maximum 10 points):

The Bidder should explain how it would accomplish the transition from the current contract. This includes a transition timeline taking into consideration the time required for the Bidder to start the Work, engage of management and staff, orientation of new cleaning personnel, and stock assessment and provision to meet the needs of the requirement, and coordination with the current provider for the removal of cleaning products, equipment, etc.

2. FINANCIAL BID

The financial bid includes the prices quoted within Annex "B" – Basis of Payment. Note that the bid prices will not be subject to any future adjustments (such as increases in the Consumer Price Index or to minimum wage). It is the sole responsibility of the Bidder to consider potential increases in the costs associated with overhead, materials, labour, etc.

The Bidder has the opportunity to provide different prices for each year of the Contract and for each of the option years. Therefore, the price quoted by the Bidder must incorporate any projected increases.

PART B - EVALUATION

This section outlines the evaluation procedures for the technical and financial components of the bid.

1. GENERAL

The Basis of Selection is the Highest Combined Rating of Technical Merit and Price. The technical bid and the financial bid will be evaluated; the offer which presents the "Best Value" to Canada as calculated by a ratio of technical (75%) and financial (25%) will be recommended for a Contract.

1. To be declared responsive, a bid must:
- a. comply with all the requirements of the bid solicitation; and

b. meet all mandatory criteria; and

c. obtain the required minimum of 70 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 100 points.
2. Bids not meeting "(a) or (b) or (c)" will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 75% for the technical merit and 25% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained/maximum number of points available multiplied by the ratio of 75%.
6. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 25%. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the Contractor is determined by a 75/25 ratio of technical merit and price, respectively. The total available points equals 100 and the lowest evaluated price is \$45,000 (45).

Note that the following table is an **EXAMPLE ONLY** and is to be used for reference for the calculations only. These amounts listed are not representative of the expected pricing nor of the technical points.

Example of Basis of Selection - Highest Combined Rating

Highest Combined Rating Technical Merit (75%) and Price (25%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		81/100	92/100	86/100
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	81/100 x 75 = 60.75	92/100 x 75 = 69	86/100 x 75 = 64.5
	Pricing Score	45,000/55,000 x 25 = 20.45	45,000/50,000 x 25 = 22.5	45,000/45,000 x 25 = 25

Combined rating	84.18	91.5	89.5
Overall rating	3 rd	1 st	2 nd

2. TECHNICAL EVALUATION

2.1 MANDATORY CRITERIA

The Bidder must meet all criteria for their bid to be declared responsive.

- 2.1.1 Company Experience
- 2.1.2 Organization and Management
- 2.1.3 Training and Certification
- 2.1.4 Non-Working Supervisor
- 2.1.5 Task Schedule and Reporting Form

2.2 POINT RATED CRITERIA

The Bidder must score at least 70% of the maximum points available overall subject to point rating. Bids which fail to achieve these scores will be considered technically unacceptable and will be given no further consideration. Each line provides a description and the associated points. The total maximum points available is 100.

2.2.1 Non-Working Supervisor Janitorial Experience (Maximum Total Points = 20)

Points are awarded based on the number of months of experience outlined above:

- Less than 6 months = 0 points
- 6 months to 18 months = 5 points
- 19 months to 35 months = 10 points
- 36 months to 60 months = 15 points
- More than 60 months = 20 points

2.2.2 Company Work Plan (maximum 80 points)

The Bidder should provide a work plan (2000 - 2500 words) demonstrating the approach to the overall contract management to ensure the Work performance adheres to the specifications outlined in the contract. The plan should address the following elements:

2.2.2.1 Staffing (maximum 15 points):

- Unsatisfactory/no details provided = 0
- Incomplete and/or limited summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. Several major deficiencies exist = 3
- Complete, but poor summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. A few major deficiencies exist = 6
- Acceptable and/or adequate summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. Several minor deficiencies exist = 9
- Good explanation summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. A few minor deficiencies exist = 12
- Excellent, in-depth and specific summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. No deficiencies exist = 15

2.2.2.2 Training (maximum 10 points):

- Unsatisfactory/no details provided = 0
- Incomplete and/or limited summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several major deficiencies exist = 2
- Complete, but poor summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few major deficiencies exist = 4
- Acceptable and/or adequate summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several minor deficiencies exist = 6
- Good explanation summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few minor deficiencies exist = 8
- Excellent, in-depth and specific summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. No deficiencies exist = 10

2.2.2.3 Security (maximum 20 points):

- Unsatisfactory/no details provided = 0
- Incomplete and/or limited summary explaining staffing sufficiency, and problem mitigation. Several major deficiencies exist = 4
- Complete, but poor summary explaining staffing sufficiency, and problem mitigation. A few major deficiencies exist = 8
- Acceptable and/or adequate summary explaining staffing sufficiency, and problem mitigation. Several minor deficiencies exist = 12
- Good explanation summary explaining staffing sufficiency, and problem mitigation. A few minor deficiencies exist = 16

- o Excellent, in-depth and specific summary explaining staffing sufficiency, and problem mitigation. No deficiencies exist = 20

2.2.2.4 Supervision, monitoring, and performance (maximum 15 points):

- o Unsatisfactory/no details provided = 0
- o Incomplete and/or limited summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. Several major deficiencies exist = 3
- o Complete, but poor summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. A few major deficiencies exist = 6
- o Acceptable and/or adequate summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. Several minor deficiencies exist = 9
- o Good explanation summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. A few minor deficiencies exist = 12
- o Excellent, in-depth and specific summary explaining the intended supervisory approach/methodology that monitors and ensures quality work. No deficiencies exist = 15

2.2.2.5 Terminal Cleaning (maximum 10 points):

- o Unsatisfactory/no details provided = 0
- o Incomplete and/or limited summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several major deficiencies exist = 2
- o Complete, but poor summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few major deficiencies exist = 4
- o Acceptable and/or adequate summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several minor deficiencies exist = 6
- o Good explanation summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few minor deficiencies exist = 8
- o Excellent, in-depth and specific summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. No deficiencies exist = 10

2.2.2.6 Transition Plan (maximum 10 points):

- o Unsatisfactory/no details provided = 0
- o Incomplete and/or limited summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several major deficiencies exist = 2

- Complete, but poor summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few major deficiencies exist = 4
- Acceptable and/or adequate summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. Several minor deficiencies exist = 6
- Good explanation summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. A few minor deficiencies exist = 8
- Excellent, in-depth and specific summary explaining the intended approach/methodology to ensure a logical, orderly transition of services. No deficiencies exist = 10

3. FINANCIAL EVALUATION

3.1 GENERAL

The prices within the financial bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included, in accordance with Annex "B" – Basis of Payment. The bid that has the lowest aggregate price will score the maximum 25% allocated in the Overall Contractor Ranking.

Note that for evaluative purposes, the extended totals from the prices within the Basis of Payment will be used to form the Total Bid Evaluated Price.

3.2 STANDARD CLEANING SCHEDULE PRICING

Standard Cleaning Schedule Pricing is a flat monthly price per building. The evaluated total will be determined by multiplying the monthly rates over 5 years.

Bldg	Contract Yr 1 A \$/month	Contract Yr 2 B \$/month	Contract Yr 3 C \$/month	Option Yr 1 D \$/month	Option Yr 2 E \$/month	Totals (A+B+C+D+E) x 12
Colwood						
38						
57						
60						
65						

66									
94									
103									
104									
203									
205									
206									
218									
220									
222									
305									
310									
TB 192									
TB 217									
TB 241									
FDU 1									
FDU 2									
FDU 3									
FDU 4									
FDU 5									
FDU 6									
FDU 10									
FDU 12									
FDU 14									
FDU 15									
FDU 16									
FDU 39									
FDU 56									
FDU 58									
TB 3									

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[illegible]

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1044							
1045							
1046							
1047							
1048							
1049							
1066							
1075							
1076							
TB35							
TB39							
TB84							
TB100							
TB101							
TB236							
Rocky Point							
38							
39							
41							
44							
45							
47							
48							
51							
62							
72							
90							
91							
137							
Mary Hill							

1003					
EXTENDED TOTAL					

3.3 ADDITIONS TO THE SERVICE AREA PRICING

3.3.1 Evaluation

The Bidder must submit a price per square meter to be applied to any Service Area added to the Contract after award, and for the duration of the Contract. For evaluation purposes the Bidder's price per sq meter will be multiplied by 1,900 (approximately 10% of the Service Area) to determine the evaluated price. The extended total in the Basis of Payment will be the Evaluated Price.

Calculation is for evaluation purposes only and does not represent a guarantee of future work.

Price per sq meter	Multiplied by	Extended Total
	1,900	

The Bidder's price **MUST NOT** exceed 1.5 x (150%) the median price per sq meter averaged over the three contract years in the Bidder's Standard Cleaning Schedule Pricing – this is the Bidder's Bid Price Cap. Should the Bidder exceed the Bid Price Cap, the Bidder will receive 0 for this part of the evaluation. Should the Bidder be awarded the Contract, the price for Additions to the Service Area will be set at 1.5 x (150%) of the Bidder's median bid price per sq meter for the Standard Cleaning Schedule, averaged over the 3 contract years.

3.3.2 Determining the Bid Price cap

The median is the “middle value” of a data set; it is the value separating the higher half from the lower half of a data sample.

Note that the following table is an **EXAMPLE**, to be used for reference for the calculations only. The amounts listed are not representative of the expected pricing.

Bldg	sq m	Contract Yr 1		Contract Yr 2		Contract Yr 3	
		price/bldg	price/sq m	price/bldg	price/sq m	price/bldg	price/sq m
2	768	\$2,387.54	\$3.11	\$2,506.92	\$3.26	\$2,632.26	\$3.43
3	32	\$83.53	\$2.61	\$87.71	\$2.74	\$92.09	\$2.88
9	1212	\$2,749.71	\$2.27	\$2,887.20	\$2.38	\$3,031.56	\$2.50
18	12947	\$23,878.92	\$1.84	\$25,072.87	\$1.94	\$26,326.51	\$2.03
21	24	\$80.53	\$3.36	\$84.56	\$3.52	\$88.78	\$3.70

22	24	\$80.53	\$3.36	\$84.56	\$3.52	\$88.78	\$3.70
23	238	\$311.12	\$1.31	\$326.68	\$1.37	\$343.01	\$1.44
24	92	\$121.29	\$1.32	\$127.35	\$1.38	\$133.72	\$1.45
25	1607	\$2,517.29	\$1.57	\$2,769.02	\$1.72	\$3,184.37	\$1.98
29	177	\$380.23	\$2.15	\$399.24	\$2.26	\$419.20	\$2.37
30	87	\$280.35	\$3.22	\$322.40	\$3.71	\$370.76	\$4.26
31	4	\$92.78	\$23.20	\$97.42	\$24.36	\$102.29	\$25.57
32	4	\$92.78	\$23.20	\$97.42	\$24.36	\$102.29	\$25.57
		Median	\$2.61	Median	\$2.74	Median	\$2.88

Median price/sq meter averaged over 3 Contract Yrs	Maximum bid price for Additions to Service Area
\$2.74	\$4.11

3.4 TASK AUTHORIZATION PRICING

The evaluated total of the Task Authorization Pricing will be determined by multiplying the Bidder's Prices by the estimated annual quantity, over 5 years. The estimated annual quantity (A) is to be used for example only and is not represent a guarantee of future work. The extended total in the Basis of Payment will be the Evaluated Price.

Task	Est Annual Qty A	Contract Yr 1 B \$/hr/person	Contract Yr 2 C \$/hr/person	Contract Yr 3 D \$/hr/person	Option Yr 1 E \$/hr/person	Option Yr 2 F \$/hr/person	Extended Totals A x (B+C+D+E+F)
Standard Task Authorizations	300						
Emergency/Biohazard Outside of Access Hours	60						
Terminal Cleaning	100						
EXTENDED TOTAL							

3.5 CONSUMABLES PRICING

The evaluated total of the consumables pricing will be determined by multiplying the Bidder's Prices by the estimated annual quantity, over 5 years. The estimated annual quantity (A) is to be used for example only and is not represent a guarantee of future purchase. The extended total in the Basis of Payment will be the Evaluated Price.

Item	Est Qty A	Contract Yr 1 B \$/case	Contract Yr 2 C \$/case	Contract Yr 3 D \$/case	Option Yr 1 E \$/case	Option Yr 2 F \$/case	Extended totals A x (B+C+D+E+F)
Urinal Screens - 50 units per case	75	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case	
Shower Curtains - 36" x 78" white fabric, antimicrobial (each)	100	\$ /each	\$ /each	\$ /each	\$ /each	\$ /each	
Single Fold Paper Towel - single ply, 268 sheets per package - 15 packages per case	500	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case	
Multifold paper towel - 12 packages per case	100	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case	
Toilet Paper - Small rolls - 1 ply, 1000 sheets per roll - 48 rolls per case	200	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case	
Toilet Paper - Large rolls - 1 ply, 2000' roll - 8 rolls per case	250	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case	

Foam Soap (1 litre units) - 6 units per case	200	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case
22x24 Plastic Bags - 1000 bags per case	100	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case
30x38 Plastic Bags - 500 bags per case	100	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case
35x50 Plastic Bags - 200 bags per case	100	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case
Sani-sac Waxed Bags - 500 bags per case	20	\$ /case	\$ /case	\$ /case	\$ /case	\$ /case

3.6 TOTAL BID EVALUATED PRICE

The Total Bid Evaluated Price will be calculated by adding together the totals of the following items from the Basis of Payment:

Standard Cleaning Schedule Extended Total	
Additions to the Service Area Extended Total	
Task Authorizations Extended Total	
Consumables Extended Total	
TOTAL EVALUATED BID PRICE	

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VAN 799
CCC No./N° CCC - FMS No./N° VME

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File No. - N° du dossier
VAN-0-43179

Buyer ID - Id de l'acheteur
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ANNEX "I" – DEMERIT PROCESSING FORM*

Service Area and Building _____

Contractor _____

Project Authority _____

Date(s) of inspection	Deficiencies	Action	Date of notification	Scheduled Demerit Process closing date
March 16 2021 (revisited March 19 for follow-up).	- - - -	1st Demerit issued	March 21, 2021	September 21, 2021
June 19+20, 2021	- - - -	2 nd Demerit issued	June 20, 2021	December 20, 2021
September 10+13, 2021	- - - -	3 rd Demerit / Notification of potential upcoming termination for default	September 15, 2021	March 15, 2022
December 6, 2021	- -	N/A	N/A	March 15, 2022
February 5, 2022	N/A	N/A	N/A	March 15, 2022
Demerit Process complete March 15, 2022				

*Dates are examples only.

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FORM A: BID SUBMISSION FORM

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003]		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none">1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;2. This bid is valid for the period requested in the bid solicitation;3. All the information provided in the bid is complete, true and accurate; and4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.		
Signature of Authorized Representative of Bidder		Date

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FORM B: SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

1. GENERAL INSTRUCTION

1) Bidders are requested to:

- indicate opposite each specification under **MANDATORY SPECIFICATIONS**, in the right hand margin under **Comply**, whether or not the Janitorial Services being offered meets / does not meet the requirements and
- reference the page number(s) in the provided Technical literature and in the Technical literature, highlight the technical information that supports your compliance with the mandatory specifications below.

2) It will be to your advantage to furnish as much detail as possible to support the specifications your comments / claims of compliance for each specification.

3) The Crown is under NO obligation to seek clarification of the bid(s) or the supporting technical documentation provided. Bidders should note that failure to demonstrate any capability to which they claim compliance will result in their proposal being considered non-responsive. Any deviation is to be clearly identified and supported with full details.

Refer to PART 3 - OFFER PREPARATION INSTRUCTIONS, 3.1 Offer Preparation Instructions, Section I: Technical Offer.

Refer to ANNEX "G" - BID PREPARATION AND EVALUATION

MANDATORY SPECIFICATION	COMPLY		BIDDER'S RESPONSE Provide reference page number
	Yes	No	
BIDDER NAME : _____			
MANDATORY CRITERIA			
1.1.1 Company Experience			pg# ____
1.1.2 Organization and Management			pg# ____
1.1.3 Training and Certification			pg# ____
1.1.4 Non-Working Supervisor			pg# ____
1.1.5 Task Schedule and Reporting Form			pg# ____
POINT RATED CRITERIA			
1.2.1 Non-Working Supervisor Janitorial Experience			pg# ____
1.2.2 Company Work Plan			
a) Staffing			pg# ____

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MANDATORY SPECIFICATION	COMPLY		BIDDER'S RESPONSE
	Yes	No	Provide reference page number
b) Training			pg# ____
c) Security			pg# ____
d) Supervision, monitoring and performance			pg# ____
e) Terminal Cleaning			pg# ____
f) Transition Plan			pg# ____