



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 EGD Janitorial Services Esquimalt Graving Dock (Admirals Road)	
Solicitation No. - N° de l'invitation EZ108-211343/A	Date 2021-02-17
Client Reference No. - N° de référence du client EZ108-211343	
GETS Reference No. - N° de référence de SEAG PW-\$VAN-799-8925	
File No. - N° de dossier VAN-0-43223 (799)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Pacific Standard Time PST on - le 2021-03-05 Heure Normale du Pacifique HNP	
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 () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA Esquimalt Graving Dock 825 Admirals Road Victoria British Columbia V9A 2P1 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein – Voir ci-inclus	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

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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 Insurance Requirements, Bid Preparation and Evaluation, the Dement Processing Form, and the Task Authorization Form 572.

1.2 Summary

- 1.2.1 Public Works and Government Services Canada (PWGSC) has a requirement for janitorial services at the Esquimalt Graving Dock. The requirement is for a 1-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 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".
- 1.2.3 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."

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1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone 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: 180 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.

2.3 Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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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 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.

2.6 Bid Challenge and Recourse Mechanisms

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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.

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.

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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.

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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 evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Refer to Annex “E” Bid Preparation and Evaluation.

4.1.2 Financial Evaluation

Refer to Annex “B” Basis of Payment, and Annex “E” Bid Preparation and Evaluation.

4.2 Basis of Selection

Refer to Annex “E” 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.

PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 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) if known, the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites; if at the date of bid closing not all required individuals are yet known this information must be provided as soon as possible and no later than on the first day of services, otherwise this will be a material breach of contract;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

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

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The Project Authority may authorize individual task authorizations up to a limit of \$5,000.00, 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.

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

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) (<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

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

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

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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: _____

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In its absence, the Project Authority is:

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

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

(or designated alternate as specified by PWGSC)

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.

7.7.3 Monthly Payment

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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.

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.

7.9.3 SACC Manual Clauses

7.9.3.1 Identification Badge

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

7.9.3.2 Government Site Regulations

The Contractor must comply with all regulations, instructions and directives in force on the site where the Work is performed.

7.9.3.3 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.

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;

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- (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 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, also referred to as the Service Area, is the **ESQUIMALT GRAVING DOCK (EGD) Public Services and Procurement Canada (PSPC) Buildings**.

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 the 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 EGD. When a building is removed temporarily, the full amount of the building must be removed from the invoice until the building is reinstated. Should part of a building 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 a building 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). Partial additions to service areas (full or partial) must be made in accordance with the price per square metre of the building in question. Full additions to service areas must be made in accordance with the price per square metre of a comparable building as determined by the Project Authority. 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 to ensure performance standards are met.

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

Table 1: Building List and Descriptions

Bldg #	Areas in Square Metres (m2)			Kitchens		Stalls				Area Use	Access Hours	Floor Levels
	Bldg Gross	Service Area	Non-Waxed	Waxed	Sinks	Toilet	Sinks	Shower	Urinal			
1001	16.18	16.18	16.18	0.00	0	0	0	0	0	Commissionaire back gate building	12:00 – 16:00	1
1002*	95.00	95.00	95.00	0.00	1	1	1	0	0	Commissionaire back gate lunch and washroom	12:00 – 16:00	2
2012*	84.00	84.00	0.00	84.00	1	1	1	0	0	Electrical Office	12:00 – 16:00	1
2013	562.00	89.53	35.21	54.32	1	4	2	1	2	Pumphouse – Office & Staff areas	12:00 – 16:00	1
2024	169.58	84.79	0.00	84.79	1	0	0	0	0	Enviro/Project Office Trailer – Second Floor	12:00 – 16:00	2
		84.79	0.00	84.79	0	2	2	0	0	Enviro/Project Office Trailer – First Floor	12:00 – 16:00	2
2025*	650.00	259.60	0.00	259.60	1	2	2	0	0	Operations Building – Offices Second Floor	12:00 – 18:00	2
		112.14	13.00	99.14	1	1	1	1	2	Operations Building – Staff Areas First Floor	12:00 – 18:00	2
2026*	60.86	60.86	60.86	0.00	0	0	0	0	0	Risk Management Offices and Boardroom	12:00 – 18:00	1
2028	144.70	72.35	0.00	72.35	1	1	1	0	0	Supervisor Building – Office Second Floor	12:00 – 16:00	2
		72.35	0.00	72.35	1	1	1	0	0	Supervisor Building – Office First Floor	12:00 – 16:00	2
4002	7.13	7.13	7.13	0.00	0	0	0	0	0	Commissionaire Main Gate Kiosk	12:00 – 16:00	1
4003	13.77	13.77	13.77	0.00	0	2	2	0	1	Commissionaire Lunch and Washrooms	12:00 – 16:00	1
4007	7.2	7.2	7.2	0.00	0	0	0	0	0	Commissionaire Entry Gatehouse Kiosk	12:00 – 16:00	1

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

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 an office within the building be closed or locked, cleaning personnel are not expected to attempt to gain access but must maintain a log for offices in which access cannot be granted. If access cannot be gained to the primary entrance of the building, the Contractor must, at that time, send an email to the Project Authority reporting that said building 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 5: 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 Daily Cleaning is intended as a minimum requirement and must increase in frequency if necessary to meet the performance standards as outline in Table 5, at no additional expense to the Crown.

Tasks listed in Table 2 as 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 of annual tasks using a reporting

system approved by the Project Authority. 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
DAILY (minimum)	1.1	Building interior - waste and recycling	Collect and Dispose
	1.5	Building interior – walls/doors and vertical surfaces	Clean
	1.6	Building interior – Entrances and exterior surfaces, including foyers and sidewalks, within 1m	Clean
	2.1	Wet rooms – sanitary waste	Collect and Dispose
	2.2	Wet rooms – basins, fixtures, panels, walls, partitions, lockers, ledges, laundry equipment, countertops	Clean and Disinfect/Sanitize
	2.4	Wet rooms – toilets and urinals	Clean and Descale
	2.5	Wet rooms – dispensers	Clean and Refill
	2.9	Wet rooms – floors, step-up areas, corners, wall bases, toilet bases	Clean and Wet mop
	2.10	Wet rooms- mirrors	Clean

Frequency	Item*	Description	Activity
	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
	3.8	Hard surface Flooring –stairways	Vacuum and Wet Mop
	4.1	Glass/Plexiglas/Windows/Lexan, Mirrors – all surfaces under/below 3m	Clean
WEEKLY	5.1	All touch points in Service Area	Clean and Disinfect/Sanitize
	1.2	Building interior – low and medium height surfaces	Dust and Clean
	2.3	Wet rooms – grout and tile walls and panels	Clean
	2.8	Wet Rooms – floor drains	Clean and Unclog
	3.7	Hard Surface Flooring – grout and tile	Clean
MONTHLY	2.6	Wet rooms – shower curtains	Fog
	1.3	Building Interior – air intake, exhaust grills, diffusers, HVAC, etc.	Clean

Frequency	Item*	Description	Activity
ANNUALLY (with 6 month separation between 3.5 and 3.6)	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
	3.5	Hard Surface Flooring – finished/sealed	Scrub and Refinish
	3.6	Hard Surface Flooring – finished/sealed	Strip and Refinish

*Item numbers are cross-referenced with item numbers in Table 5

2.3 Bio-Hazard Cleaning

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 Staffing

The Work must be carried out in accordance with the Table 2: Standard Cleaning Schedule, Table 3: Special Building Requirements, and Table 5: Cleaning Descriptions and Performance Standards. Cleaning personnel must clean continuously for the duration of their shift; this includes returning to previously cleaned areas multiple times, as required. Frequency of cleaning may be increased or decreased in specific areas as requested by the Project Authority.

Cleaning personnel must sign in upon arrival, and must sign out at actual time of departure. Cleaning personnel must not sign in or out for anyone other than themselves.

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Should the Contractor fail to staff the building to the numbers indicated, the invoice will be reduced proportionally. Employees absent from the worksite must be replaced with another worker of equivalent security clearance within two (2) hours of the start of the shift and work a full shift. In cases where absent employees are not replaced, the monthly invoice will be reduced proportionally.

2.4.2 Resources Required

The Contractor must retain employee time sheets and make them available to the Project Authority upon request for verification of actual hours worked. Hard floor burnishing/re-waxing must not be carried out by the resources listed below.

The minimum number of personnel required is 2 cleaning personnel from 1200 to 1800 Monday to Friday.

2.5 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 5: 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
Building # 1002	Building temporarily suspended from cleaning as a result of renovations
Building # 2012	This area is restricted, and will not be accessible by cleaning personnel unless EGD personnel are available. Cleaning must only be carried out on set day(s) and times, to be agreed upon when the Contract is awarded.
Building # 2013	Pumphouse hydraulic room, operational room, and workshop are NOT part of the service area; the rest of the building must be cleaned in accordance with table 2 and table 5.
Building # 2025	First floor lunchroom & second floor boardroom must be cleaned between 4pm and 6pm
Building # 2026	The office area in this building is restricted, and will not be accessible by cleaning personnel unless EGD personnel are available. Cleaning must only be carried out on set days and times, to be agreed upon when contract is awarded.
	The boardroom must be cleaned between 4pm and 6pm.

2.6 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 burnish a floor 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, 2. Task Authorization Pricing.

2.6.1 Standard Task Authorizations

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.

Table 4: Task Authorization Examples

Task	Description
High-level dusting	Remove dust and cobwebs from ceilings and lights above 4 metres
Increased cleaning requirements	Such as an additional evening shift.

2.6.2 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.

Terminal Cleaning may be required and must be carried out in accordance with Appendix 1 to Annex “A” .

2.7 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 Place Health and Safety, Work Safe BC, [Workplace Hazardous Materials Information System](#) (WHMIS), Safety Standard Operating Procedures, and EGD Best Management Practices for Fire Prevention

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 have a process in place to Work with management and Cleaning Personnel to mitigate the problem.

The Contractor must wear a hard hat, high-visibility vest, and CSA-certified toe protection shoes when walking between buildings at the EGD.

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 building paint. 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

Not 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 two exit routes, fire alarm pull stations, fire extinguishers, and muster stations. It is the Contractor's responsibility to be familiar with the EGD's Safety Hand book for Contractors which is issued during the mandatory, annual site safety orientation.

It is the responsibility of the Contractor to notify the Project Authority when it is time for their annual site safety orientation.

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

Damages caused because of lack of due care /observation of fire safety measures by Cleaning Personnel, must be reimbursed by the Contractor or will be assessed and costs deducted from monies due to the Contractor by Canada.

3.3.1 Prevention

The Contractor must observe, enforce, and adhere to all fire regulations and prevention practices, as set out by the EGD Best Management Practices for Fire Prevention which will be made available to the contractor prior to the initial commencement of work.

The Contractor must not store any non-approved flammable substances on site. All litter, waste papers and sweepings must be picked up and put in the appropriate container equipped with a well-fitted lid. The Contractor must keep these areas neat and clean at all times in accordance with fire regulations.

- a) Janitor rooms and storage closets must be kept clean, neat and tidy at all times. 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. There must be no storage of any items within 18" of any sprinkler fittings. No storage of any items on the top of any Hot water tanks. 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) Cleaning personnel must report blocked exits, inoperative fire doors, missing extinguishers, and dangerous or defective equipment to the Project Authority.

The EGD 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 EGD property.

The EGD has a Standard Operating Procedure (SOP) for Parking in place which must be adhered to at all times. Contractors must not park on Pedestrian walkways or in non-designated areas. The Parking SOP will be provided to the contractor prior to the initial commencement of work.

3.3.2 Procedures

In the event that an individual smells smoke/gas, or sees fire, the nearest fire alarm must be activated. When the fire alarm sounds, close doors and windows, and evacuate the building immediately. Individuals must leave by the nearest safe exit and 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.

In the event of an alarm being sounded, individuals must vacate the building by using the nearest safe fire exit and gather at the building fire muster area.

Damages caused because of lack of due care and observation of fire safety measures by 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/Bicycle Use at EGD

The Contractor must obey all RoadSafetyBC legislation and regulations while on EGD property. The Contractor must obey the EGD Bicycle Policy while on EGD property. The Contractor must follow EGD parking regulations when using vehicles on the site, including the Registration of Contractor owned/used vehicles. A valid EGD Contractor parking pass must be displayed on the windshield of the vehicle at all times while the vehicle is onsite. Parking spots will be identified by the Project Authority. Parking privileges may be revoked at any time.

Smoking is not permitted in any vehicles on EGD 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 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, as directed by Health Canada. In such cases, use of these alternative cleaning materials/solutions is mandatory and supersedes the materials mentioned below.

PSPC 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 EGD property. The Contractor must not use any EGD 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. 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 properly displayed in each janitor closet. 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. Any virucides must have a drug identification number (DIN) and be Health-Canada approved for use against the relevant virus.

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. An up-to-date SDS file must be maintained for all controlled products used by the Contractor. This file must be kept on-site in the same location where the products are stored 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).

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 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 the EGD.

All supplies for cleaning, solid or liquid must be kept in clearly labeled containers.

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 work site 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, EGD 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.

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

EGD Environmental Management Best Practices 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 unless energy saving sensor lights are installed in the area.

5.1 Recycling

The Contractor and Cleaning Personnel must observe and follow the recycling program as instructed by the Project Authority. EGD recycles waste paper, and cardboard. It is the Contractor's responsibility to place recycled materials from the indoor collection points into the appropriate outdoor containers. The Contractor is required to sort the waste, including treating any contaminated recycled material as waste, and put in the appropriate container.

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 1200 to 1600 hours. Waste 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 present a list of Cleaning Personnel who will be working on site, to the Project Authority. Valid COVID Pre-Screening Forms must be submitted at least 48 hours' prior to each Cleaning Personnel's first shift, and a new form must be submitted should any responses on the form change. The Contractor must comply with all provincial and federal health measures, as directed by the Project Authority.

Following EGD security requirements, picture ID is required to enter EGD property; it must be visible, and carried at all times and produced upon request. The Contractor is responsible for obtaining Security Clearance for all Cleaning Personnel and must forward the most current copy to the Project Authority.

The Contractor must provide the services of those person(s) named in its proposal and any additional personnel necessary to perform the Work and provide the services required under this Contract, unless the Contractor is unable to do so for reasons beyond the control of the Contractor. Should the Contractor, at any time, be unable to provide the services of the Cleaning Personnel in its proposal, the Contractor must obtain

replacement personnel of similar ability and experience, who must be acceptable to the Project Authority and the Contracting Authority. In such cases, the Contractor must notify in writing both the Project Authority and the Contracting Authority and provide:

- a) the reason for the removal of the named Cleaning Personnel from the Work;
- b) the name of the proposed replacement(s);
- c) an outline of the qualifications and experience of the candidate(s); and
- d) accepted security clearance certification(s), as applicable.

Such notice must be sent at least THIRTY (30) days in advance of the date on which any replacement is to commence Work.

Any change to the terms and conditions of the Contract due to personnel replacement must be effected by a Contract amendment. Notwithstanding the foregoing, the Contractor is required to perform the Work and provide the services in accordance with the terms of the contract.

6.2 Cameras

The taking of photographs by 3rd party Contractors at the EGD is strictly prohibited. In the event of a deficiency or situation that must be brought to the Project Authority's attention, the Contractor is permitted to take photos of the deficiency **ONLY**. Due care must be taken to not capture anything in addition to the deficiency in question.

6.3 Building Access

The Contractor must adhere to the following directives regarding keys, perimeter photo identification (ID) access cards and building swipe access cards.

- a) Perimeter EGD ID access cards will be provided to each cleaning personnel upon completion of the EGD site safety/security orientation. ID access cards are required to enter and exit the EGD and must be visible on the cleaning personnel's person at all times.
- b) Building swipe access cards will be issued to cleaning personnel and/or supervisor on their first shift.
- c) Keys and building access cards required by the Contractor to access buildings and spaces to be cleaned will be kept on a secure key ring in the Traka Key Cabinet located outside the EGD Stores in the Operations building. The contractor must use their issued perimeter photo access card to gain entry to the Traka Key Cabinet each morning and at the completion of the day's work the key ring must be returned to the Traka Key Cabinet. (NOTE: should the Traka Key Cabinet fail to operate correctly either at the beginning or end of a cleaning shift, the Contractor is to immediately inform the Project Authority.)
- d) The Contractor must not prop open any swipe card access doors while performing cleaning tasks. It is the responsibility of the Contractor to ensure swipe card-access doors are closed once they leave the area they were accessing.

- e) The Contractor must be responsible for the cost of replacement of keys and ID/building swipe access cards if, while in the possession of the Contractor and Cleaning Personnel, they have been lost.
- f) The Contractor must ensure EGD photo identification access cards are returned to the Project Authority, upon termination of this contract or termination of an employee.
- g) The Contractor must be aware that its vehicles and personnel are subject to random searches by commissionaires, while on EGD property or while entering or leaving EGD 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.

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.

The Contractor must investigate and respond within twenty four (24) hours of complaints from the Project Authority.

The Contractor must provide experienced replacement cleaning personnel, with the same level of delegated authority, to cover any absences such as sick leave, training, vacation, etc.

7.2 Cleaning Personnel

At least one of the Cleaning Personnel must have delegated authority to make commitments on behalf of the **Contractor** and must be on-site during regular working hours. Duties include provision of cleaning services, Quality Control (QC), maintenance of sufficient numbers of consumables/supplies, and scheduling. Cleaning personnel 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.

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 5: 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 5 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 4: 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.

Solicitation No. - N° de l'invitation EZ108-211343/A	Amd. No. - N° de la modif. VAN799	Buyer ID - Id de l'acheteur VAN799
Client Ref. No. - N° de réf. du client EZ108-211343	File No. - N° du dossier VAN-Q-43223	CCC No./N° CCC - FMS No./N° VME

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 "G".

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 5: 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 GLASS/PLEXIGLASS/LEXAN
- 5.0 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 5: 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	- Use proper industry-standard waste handling carts to collect all waste, including bio-hazards, and dispose into appropriate outside containers. The exception can only be made if it is evident that the container has not been used	- Waste/recycling containers must be free from any material or liquid until next use
		- Containers must be completely clean prior to relining with new bags	- Waste/recycling containers must be clean and odour-free until next use
		- Waste collection containers: <ul style="list-style-type: none"> • Remove and collect all used garbage bags. • 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. 	<ul style="list-style-type: none"> - Waste/recycling containers must be returned to their proper location - Any office waste containers left in the hallway must be emptied and cleaned - All garbage must be disposed of into the appropriate waste stream containers outside the building - 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
		- 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.	
		- Cleaning Personnel must transfer the bagged contents to the appropriate exterior recycling containers	
		- Recycling collection: <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. 	

		<ul style="list-style-type: none"> • Transfer the recycling into the relevant containers outside of the building • Dispose of used recycling bag through regular garbage <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: Returnable recycling is not included in the collection of waste/recycling</p> <p>Note: Cleaning Personnel must not empty individual recycling containers at individual work-sites/desks</p>	
1.2 Building Interior - low and medium height surfaces	Dust and Clean	<p>- Dust infrastructure and ornamentals, including but not limited to: horizontal ledges, picture frames, awards, window ledges/sills, moldings, sashes, exposed piping/conduit on walls, blinds/louvres, alarm bells, fire hose cabinets, office partitions, metal cubicle frames, lockers, under desks, areas around fixed furniture (such as chairs, desks, filing cabinets, etc.)</p> <p>- Ensure that dust does not accumulate ("dust-bunnies")</p> <p>- Clean counter tops and associated building infrastructure including hardware and fixtures</p> <p>Note: sink basins are to be cleaned only if clear of occupants' personal items</p> <p>Note: Cloth Chairs are to be dusted only, no wet/damp cloth wiping</p>	<p>- All infrastructure and ornamentals under 3 metres must be free of all debris, dust, stains, smudges, smears, streaks and water spotting as well as odours that could result from damp wiping</p> <p>- All infrastructure and ornamentals under 4 metres must be free of all dust and cobwebs.</p>

		Note: feather dusters must not be used	
1.3 Building Interior - air intake, exhaust grilles, diffusers. HVAC, etc.	Clean	- Clean all vents that are under/below 3 metres with a vacuum cleaner equipped with a wand and brush attachment, or a colour-coded microfiber cloth	- All vents under/below 3 metres must be free of all debris, dust, cobwebs, 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 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 - All vertical surface areas under 4 metres must be free from dust and cobwebs.
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

2.0 WET ROOMS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
2.1 Wet Rooms - sanitary waste	Collect and Dispose	<ul style="list-style-type: none"> - Use proper industry-standard waste handling carts and collection methods to collect all 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 containers must be returned to their proper location - All sanitary waste must be disposed into the appropriate waste stream containers outside the building
2.2 Wet Rooms – basins, fixtures, panels, walls, partitions, lockers, ledges, laundry equipment, countertop	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, hair, 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 - Floors of showers and bathtubs must maintain a slip-free surface

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 treated with a fogging machine to kill air borne viruses and microorganisms
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 - 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
2.8 Wet Rooms - floor drains	Clean and Unclog		<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
2.9 Wet Rooms - floors, step-up areas, corners, wall bases, toilet bases	Clean and Wet Mop		<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

		rooms must be wet mopped using germicidal detergent solution	
2.10 Wet Rooms – mirrors, frames	Clean	- Clean in accordance with section 4.0 below	- Clean in accordance with section 4.0 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 Note: this includes boardrooms when not occupied	- 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 - 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 - Remove/dispose of the product as per product instructions	- All areas must be free of all litter, debris, dirt, dust, and streaks
3.3 Hard Surface Flooring - wet method mopping	Wet Method Mopping	- 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	- 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

		<p>- Mop hard surfaced floors including all open areas, around fixed furniture, and into corners</p> <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>	<p>- Water and/or other cleaning solutions must not be allowed to pool under furniture legs and cabinets</p> <p>- Walls, baseboards and other surfaces must be free of splash marks</p> <p>- All areas must be free of any objectionable odour due to contaminated mop and/or cleaning solution</p>
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 - finished/sealed	Scrub and Refinish	<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</p>	<p>- All areas must present an overall appearance of cleanliness with a shiny, reflective sheen</p> <p>- All areas must be free of all debris, dust, dirt, stains,</p>

		<p>proper location upon completing the clean. All cleaning activity must work around the exceptions with care, in order to prevent damage.</p> <ul style="list-style-type: none"> - 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>	<p>watermarks, splashing, scars from equipment, and excess build-up of either wax or finish</p> <ul style="list-style-type: none"> - 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
3.6 Hard Surface Flooring - finished/sealed	Strip and Seal/Refinish Floors	<ul style="list-style-type: none"> - Once any finished floor has been "scrubbed and refinished" multiple times and/or is deemed to require a complete resurfacing of floor finish; the Contractor is responsible to Strip and refinish the floor as part of routine maintenance at no extra cost. - Move furniture and non-personal items (with the exception of infrastructure, office desks, cubicle partitions, filing cabinets, bookshelves, printer/photocopiers, IT equipment, appliances and 	<ul style="list-style-type: none"> - 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 - Sufficient coats of sealer/finish must be applied fully and evenly to the entire surface area with no heavy

		<p>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: floor stripper must never be used on Marmoleum floors</p>	accumulation along walls, baseboards, under doorways, and furniture
3.7 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

3.8 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	at any time, debris, stains, iron deposits, hard-water salts, etc.
4.0 GLASS / PLEXIGLAS / LEXAN/MIRRORS				
ITEM	ACTIVITY	DESCRIPTION		PERFORMANCE STANDARD
4.1 Glass/Plexiglas/Windows/ Lexan, Mirrors - all surfaces under/below 3m	Clean	- 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		- 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 shrubby

		Note: paper towels or abrasive products must not be used	• indoor plants
		Note: only products identified as safe for use on glass/plastic/Plexiglas/Lexan/Mirror surfaces (respectively) must be used	
5.0 TOUCH POINTS			
ITEM	ACTIVITY	DESCRIPTION	PERFORMANCE STANDARD
5.1 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/germicide 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.

BI-ANNUALLY

Occurring twice during the calendar year.

BIO-HAZARDOUS WASTE/BODILY FLUIDS (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 Work. 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.

CLEANING PERSONNEL

Employees of the Contractor, responsible for cleaning the specified Service Area. Cleaning personnel 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), 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.

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 EGD.

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.

EGD

Esquimalt Graving Dock

EQUIPMENT

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

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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 FINISHED/SEALED flooring

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HVAC

Heating, ventilation, and air conditioning.

KITCHEN/KITCHENETTE AREAS

Areas where food/drinks are prepared (by occupants or other contractors/staff), including (but not limited to) 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, etc. These items are normally found in building lobbies, boardrooms and offices.

Unless otherwise specified; all memorabilia items permanently displayed in the open are expected to be kept dust free in accordance with Table 5 - 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.

MONTHLY

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

NON-FINISHED/NON-SEALED FLOORING

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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:

- electrical and telecommunication closets
- Library
- workshops, mechanical, server, heating, ventilation rooms
- storage rooms/areas and garages
- interior of trophy and display cases
- office equipment (incl. chairs)
- coffee boats
- kitchen 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.
- Pumphouse hydraulic room, operational room, and workshop.

PROJECT AUTHORITY

The Project Authority is the EGD Property and Facility Officer, 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 give advice and direction to ensure the specifications are observed and will assist with the interpretation of the specifications as related to cleaning standards and level of service. The Project Authority, unless requested to do so by the Contractor, or unless necessary to maintain order and discipline, must not interfere with the Contractor's Cleaning Personnel in the performance of their duties and must deal only with the Contractor or designated representative.

The Project Authority has the following rights:
 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 define the Contractor's area of responsibilities within the Contract;
 Authority to question the timing or scheduling of the various phases of the Work.

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PSPC

Public Service and Procurement Canada

PWGSC

Public Works and Government Services Canada

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).

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 before Easter Sunday
- Easter Monday.....Monday after Easter Sunday
- Victoria Day.....Monday preceding May 24
- Canada Day.....July 1
- BC Day.....First Monday in August
- Labour Day.....First Monday in September

- Thanksgiving.....Second Monday in October
- Remembrance Day.....November 11
- Christmas Day.....December 25
- Boxing Day.....December 26

TASK AUTHORIZATIONS

The furnishing of all labor, material and equipment to carry out and properly perform floor care, general cleaning, biohazard and/or emergency cleaning, that is not included in the monthly building price. Services may include but are not limited to: floor finishing, stripping, machine scrubbing, burnishing, high-dusting (above 3 metres), degreasing walls and fixtures.

All task authorizations are upon request. Task authorizations may require the Contractor to submit an estimate. Task Authorizations must not interfere with the Contractor's ability to fulfill the requirements within the Standard Cleaning Schedule.

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, boardroom table surfaces.

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.

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.

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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

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.

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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.

All work referred to in this contract must be carried out as per Table 2: Standard Cleaning Schedule, Table 3: Special Building Requirements, and Table 5: Cleaning Descriptions and Performance Standards. Note that any items moved during cleaning must be returned to their original location.

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

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, photocopiers;
 - 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);
- 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:

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- 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.

*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.

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 "E" 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

Building	Contract A \$/month	Option Yr 1 B \$/month	Option Yr 2 C \$/month
1001	\$	\$	\$
1002	\$	\$	\$
2012	\$	\$	\$
2013	\$	\$	\$
2024	\$	\$	\$
2025	\$	\$	\$
2026	\$	\$	\$
2028	\$	\$	\$
4002	\$	\$	\$
4003	\$	\$	\$

4007	\$	\$
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2. TASK AUTHORIZATION PRICING

Task Authorizations prices are inclusive of all equipment, transportation/delivery, materials, and labour to accomplish the task in accordance with Annex "A" Statement of Work

Task Authorization	Contract A \$/hr/person	Option Yr 1 B \$/hr/person	Option Yr 2 C \$/hr/person
Standard Task Authorizations	\$	\$	\$
Terminal Cleaning	\$	\$	\$

3. CONSUMABLES PRICING

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

Item	Contract Yr 1 B \$	Option Yr 1 C \$	Option Yr 2 D \$
Urinal Screens 5 units/case	\$ /case	\$ /case	\$ /case
Shower Curtains/Each	\$ /each	\$ /each	\$ /each
Single Fold Paper Towel (250x) 16 units/case	\$ /case	\$ /case	\$ /case
Large Roll Paper Towel (8"X800')	\$ /case	\$ /case	\$ /case


Toilet Paper small rolls (500 Sheet) 60 units/case	\$ /case	\$ /case	\$ /case
Toilet Paper large rolls (3.7"x1000') 8 units/case	\$ /case	\$ /case	\$ /case
20x22 Plastic Bags 500 units/case	\$ /case	\$ /case	\$ /case
30x38 Plastic Bags 200 units/case	\$ /case	\$ /case	\$ /case
35x50 Plastic Bags 125 units/case	\$ /case	\$ /case	\$ /case
Hand Soap 800ml 12 units/case	\$ /case	\$ /case	\$ /case
Heavy Duty Hand Soap, 3.25 litres; 2 units/case	\$ /case	\$ /case	\$ /case
Hand Sanitizer 1200ml 2 units/case	\$ /case	\$ /case	\$ /case

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ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST

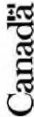
	Government of Canada Gouvernement du Canada	Contract Number / Numéro du contrat EZ108-211343 Security Classification / Classification de sécurité UNCLASSIFIED
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1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction RPS/AM/EA
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 Services for the Esquimaut Graving Dock		

5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?			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?			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? (Specify the level of access using the Chart in Question 7. c) Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Préciser le niveau d'accès en utilisant le tableau de la question 7. c)			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.			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?			Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada	NATO / OTAN	Foreign / Étranger	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion	All NATO countries / Tous les pays de l'OTAN	No release restrictions / Aucune restriction relative à la diffusion	
Not releasable / A ne pas diffuser		Restricted to: / Limité à:	
Restricted to: / Limité à:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A	NATO UNCLASSIFIED	PROTECTED A	
PROTECTED B	NATO NON CLASSIFIED	PROTECTED B	
PROTECTED C	NATO RESTRICTED	PROTECTED C	
CONFIDENTIAL	NATO DIFFUSION RESTREINTE	CONFIDENTIAL	
SECRET	NATO CONFIDENTIAL	SECRET	
	NATO SECRET		
	COSMIC TOP SECRET		
	COSMIC TRES SECRET		
TOP SECRET		TOP SECRET	
TOP SECRET (SIGINT)		TOP SECRET (SIGINT)	
TRES SECRET		TRES SECRET	
TRES SECRET (SIGINT)		TRES SECRET (SIGINT)	

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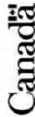
Buyer ID - Id de l'acheteur
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PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? 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?	<input checked="" type="checkbox"/> Yes Oui <input type="checkbox"/> No Non
Short Title(s) of material / Titre(s) abrégé(s) du matériel: Document Number / Numéro du document:	
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL SECRET TOP SECRET TRES SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRES SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO SECRET COSMIC TOP SECRET COSMIC TRES SECRET
<input type="checkbox"/> SITE ACCESS ACCES AUX EMBLEMES	
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? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	
<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
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?	
<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
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?	
<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
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 fabrications ou le fournisseur servira-t-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	
<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF A 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?	
<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
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?	
<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non

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VAN-O-43223

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VAN799
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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	SECRET	TOP SECRET	NATO RESTRICTED	CONFIDENTIAL	SECRET	PROTECTED / PROTÉGÉ	CONFIDENTIAL	SECRET
Information / Assets / Informations / Actifs												
Production / Produits												
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?

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.

☒ No ☐ Yes

☐ Non ☐ Oui

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?

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

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

☒ No ☐ Yes

☐ Non ☐ Oui

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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)	Title - Titre	Property and Facility Manager	Signature	Digitally signed by: Schlotterbeck, Laura DN: CN = Schlotterbeck, Laura C OU = GC O = PWGSC TPSGC Date: 2020.10.30 08:08:00 -0700
Schlotterbeck, Laura	Property and Facility Manager			

Telephone No. - N° de téléphone 250-363-0572	Facsimile No. - N° de télécopieur 250-363-0000	E-mail address - Adresse courriel laura.schlotterbeck@pwgsc-psgc.gc.ca	Date 2020/10/30
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14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Blandford, Dale	SO	blandford, dale

Telephone No. - N° de téléphone 250-363-0289	Facsimile No. - N° de télécopieur 250-363-8059	E-mail address - Adresse courriel dale.blandford@pwgsc-psgc.gc.ca	Date 2020-10-30
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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?

☒ Yes
☐ No

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)

Adrianne Dunsmore

Telephone No. - N° de téléphone
604.351.7735

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel
adrianne.dunsmore@pwgsc-psgc.gc.ca

Date: 2021.02.11 09:22:24 -0800

Digitally signed by: Dunsmore, Adrianne
DN: CN = Dunsmore, Adrianne
= CA O = GC OU = PWGSC-TPSGC
Date: 2021.02.11 09:22:24 -0800

17. Contract

Name (print)

Anik Farrell - CSO

613-946-5194

anik.farrell@tpsgc-pwgsc.gc.ca

Signature
Farrell, Anik

Date: 2020.12.17

Digitally signed by: Farrell, Anik
Date: 2020.12.17

07:35:28 -05'00'

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED
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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" 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.

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 Company Experience

The Bidder must have at least 12 months of consecutive cleaning services experience within the last 5 (five) years on Contracts of similar scope to the requirements identified in Annex "A" Statement of Work, and no smaller than 75% of the Service Area listed in this solicitation.

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

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

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

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

1.3 Training and Certification

All cleaning personnel must complete [WHMIS 2015: For Workers](#) (Canadian Centre for Occupational Health and Safety) prior to starting the Work. The Bidder must explain how it will meet this requirement.

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 the Contract year 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

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

2. TECHNICAL EVALUATION

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

2.1 Company Experience

- 2.2 Organization
- 2.3 Training and Certification

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.

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. The evaluated total will be determined by multiplying the monthly rates over 3 years.

Building	Contract A \$/month	Option Yr 1 B \$/month	Option Yr 2 C \$/month	TOTALS (A+B+C) x 12
1001	\$ _____	\$ _____	\$ _____	\$ _____
1002	\$ _____	\$ _____	\$ _____	\$ _____
2012	\$ _____	\$ _____	\$ _____	\$ _____
2013	\$ _____	\$ _____	\$ _____	\$ _____
2024	\$ _____	\$ _____	\$ _____	\$ _____
2025	\$ _____	\$ _____	\$ _____	\$ _____
2026	\$ _____	\$ _____	\$ _____	\$ _____

2028	\$	\$	\$	\$
4002	\$	\$	\$	\$
4003	\$	\$	\$	\$
4007	\$	\$	\$	\$
EXTENDED TOTAL				\$

3.3 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 3 years. The estimated annual quantity (A) is to be used for evaluation purposes only and does not represent a guarantee of future work.

Task Authorization	Est Annual Qty A	Contract Yr 1 B \$/hr/person	Option Yr 1 C \$/hr/person	Option Yr 2 D \$/hr/person	Totals A x (B+C+D)
Standard Task Authorization	365	\$	\$	\$	\$
Terminal Cleaning	30	\$	\$	\$	\$
EXTENDED TOTAL					\$

3.4 CONSUMABLES PRICING

The evaluated total of the consumables pricing will be determined by multiplying the Bidder's Prices by the estimated annual quantity, over 3 years. The estimated annual quantity (A) is to be used for evaluation purposes only and does not represent a guarantee of future purchase.

Item	Est Annual Qty A	Contract Yr 1 B	Option Yr 1 C	Option Yr 2 D	Totals A x (B+C+D)
Urinal Screens 5 units/case	7	\$ /case	\$ /case	\$ /case	\$
Shower Curtains/Each	8	\$ /each	\$ /each	\$ /each	\$
Single Fold Paper Towel (250x) 16 units/case	20	\$ /case	\$ /case	\$ /case	\$
Large Roll Paper Towel (8"x800') 6 units/case	19	\$ /case	\$ /case	\$ /case	\$
Toilet Paper small rolls (500 Sheet) 60 units/case	5	\$ /case	\$ /case	\$ /case	\$
Toilet Paper large rolls (3.7"x1000') 8 units/case	18	\$ /case	\$ /case	\$ /case	\$
20x22 Plastic Bags 500 units/case	12	\$ /case	\$ /case	\$ /case	\$
30x38 Plastic Bags 200 units/case	18	\$ /case	\$ /case	\$ /case	\$
35x50 Plastic Bags 125 units/case	18	\$ /case	\$ /case	\$ /case	\$
Hand Soap 800ml 12 units/case	12	\$ /case	\$ /case	\$ /case	\$
Heavy Duty Hand Soap, 3.25 litres; 2 units/case	3	\$ /case	\$ /case	\$ /case	\$

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Hand Sanitizer 1200ml 2 units/case	12				\$
EXTENDED TOTAL					\$

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	\$
Task Authorization Extended Total	\$
Consumables Extended Total	\$
TOTAL EVALUATED BID PRICE	\$

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,
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.

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EZ108-211343/A

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File No. - N° du dossier
VAN-Q-43223

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VAN799
CCC No./N° CCC - FMS No./N° VME

Client Ref. No. - N° de réf. du client
EZ108-211343

ANNEX “G” DEMERIT PROCESSING FORM*

Service Area _____
Contractor _____
Project Authority _____

Date(s) of inspection	Deficiencies	Action	Date of notification	Scheduled Demerit Process closing date
March 16 2021	-	1st Demerit issued	March 21, 2021	September 21, 2021
(revisited March 19 for follow-up).	-			
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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VAN799
File No. - N° du dossier
VAN-043223

Buyer ID - Id de l'acheteur

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ANNEX “H” TASK AUTHORIZATION FORM PWGSC-TPSGC 572

Public Works and Government Services Canada

Clear Data - Effacer les données

Instructions - Page 1

Instructions - Page 2

Annex
Annexe

Task Authorization
Autorisation de tâche

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur

Contract Number - Numéro du contrat

Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)

Title of the task, if applicable - Titre de la tâche, s'il y a lieu

Total Estimated Cost of Task (Applicable taxes extra)
Coût total estimatif de la tâche (Taxes applicables en sus)

Security Requirements: This task includes security requirements
Exigences relatives à la sécurité - Cette tâche comprend des exigences relatives à la sécurité

☐ No - Non

☐ Yes - Oui

If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable
Numéro de révision de l'AT, s'il y a lieu

Total Estimated Cost of Task (Applicable taxes extra) before the revision
Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision

\$

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis

B. Basis of Payment - Base de paiement

C. Cost of Task - Coût de la tâche

D. Method of Payment - Méthode de paiement

Increase or Decrease (Applicable taxes extra), as applicable
Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu

\$

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

See Attached - Ci-joint

PWGSC - TPSGC 572 (2014-04)

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Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

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

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

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

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

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

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSCG

Signature

Date

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

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

Signature

Date

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.	

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<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> <p>1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</p> <p>2. This bid is valid for the period requested in the bid solicitation;</p> <p>3. All the information provided in the bid is complete, true and accurate; and</p> <p>4. 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.</p>		
Signature of Authorized Representative of Bidder		Date

FORM B: SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

1. GENERAL INSTRUCTION

- 1) Bidders are requested to:
- a) 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
 - b) 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 “E” - BID PREPARATION AND EVALUATION**

MANDATORY SPECIFICATION	COMPLY		BIDDER'S RESPONSE Provide reference page number
	Yes	No	
BIDDER NAME : _____			
1.1 Company Experience			pg# _____
1.2 Organization			pg# _____
1.3 Training and Certification			pg# _____