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Request for Proposals (RFP)

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

TITLE General Service resource requirement for office cleaning and other manual tasks at the Embassy of Canada to Jordan, in Amman.	
SOLICITATION NO. 21-178876	DATE 2021-04-16
PROPOSAL DELIVERY In order for the proposal to be valid, it must be received no later than 2pm EDT (Ottawa, Ontario time) on May 17 th , 2021. This date is referred to herein as the "Closing date". Only electronic copies will be accepted and received at the following email address: internationalproposals@international.gc.ca Solicitation #: 21-178876	
OFFER TO: FOREIGN AFFAIRS, TRADE AND DEVELOPMENT CANADA WE HEREBY OFFER TO SELL TO HER MAJESTY THE QUEEN IN RIGHT OF CANADA, IN ACCORDANCE WITH THE TERMS AND CONDITIONS SET OUT HEREIN, REFERRED TO HEREIN OR ATTACHED HERETO, THE GOODS AND SERVICES LISTED HEREIN AND ON ANY ATTACHED SHEETS AT THE PRICE(S) SET OUT THEREFOR. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ON BEHALF OF THE SUPPLIER.	
_____ Signature	_____ Date



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PART 1 - GENERAL INFORMATION

1.1 INTRODUCTION

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

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

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

The annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), attachment 1 & 2 to Annex B, and Security Requirements Check List (Annex C).

1.2 SUMMARY

1.2.1 The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada to Jordan, in Amman, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide resources for cleaning and manual tasks, as described in the Statement of Work (Annex A).

1.2.2 The Work is to be performed from the contract award date, tentatively set for June 1st, 2021 for a period of 2 years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 3 additional 1-year irrevocable option periods under the same terms and conditions.

1.2.3 The requirement may be subject to the provisions of the:

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



1.3 CONTRACT DOCUMENTS

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

1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

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

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



PART 2 - BIDDER INSTRUCTIONS

2.1 LANGUAGE OF PROPOSAL

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

2.2 REFERENCE CLAUSES

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

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

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

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

2.3 STANDARD INSTRUCTIONS

2.3.1 The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25) (2020-05-28) Standard Instructions - *Goods or Services - Competitive Requirements* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25>), are incorporated by reference into and form part of the bid solicitation.

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

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

This subsection is deleted in its entirety

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

Delete: sixty (60)

Insert: one hundred and twenty (120)

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

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

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

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



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

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

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

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

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

2.4 SUBMISSION OF PROPOSALS

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

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

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

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

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

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

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

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

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

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



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

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

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

2.5 BIDDER'S TELECONFERENCE - MANDATORY

- Teleconference

It is mandatory that the Bidder or a representative of the Bidder attend the teleconference. It will be held virtually via WebEx on April 28th, 2021 and will begin at 3:00pm Amman, Jordan local time. A link for the teleconference will be emailed to the Bidders following confirmation of their attendance.



Bidders are requested to confirm their attendance with Canada's Representative no later than **3 working working days before the teleconference** while providing the name(s) of the person(s) who will attend. Bidders should confirm in their bids that they have attended the teleconference.

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

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

2.6 COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 5 days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

2.7 APPLICABLE LAWS

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

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

2.8 ENTIRE REQUIREMENT

The RFP documents contain all the requirements relating to the RFP. Any other information or documentation provided to or obtained by a Bidder from any source are not relevant. Bidders should not



assume that practices used under previous contracts will continue, unless they are described in the RFP. Bidders should also not assume that their existing capabilities meet the requirements of the RFP simply because they have met previous requirements.

2.9 DEBRIEFINGS

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

2.10 CHALLENGES

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

2.11 NO PROMOTION OF BIDDERS INTEREST

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

2.12 LEGAL CAPACITY

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

2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

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



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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 PROPOSAL PREPARATION INSTRUCTIONS

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

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

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

3.2 TECHNICAL PROPOSAL INSTRUCTIONS

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

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

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

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

3.3 FINANCIAL PROPOSAL INSTRUCTIONS

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

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

3.4 FIRM PRICE

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



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

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

3.5 FIRM HOURLY RATES

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

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

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

3.6 CERTIFICATIONS

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

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



ATTACHMENT 1 TO PART 3 – CERTIFICATIONS

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

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

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

A1. CERTIFICATIONS REQUIRED WITH THE BID

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

A1.1. INTEGRITY PROVISIONS – DECLARATION OF CONVICTED OFFENCES

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

A2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION

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

A2.1. INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION

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

A2.2. STATUS AND AVAILABILITY OF RESOURCES

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



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

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

A2.3. EDUCATION AND EXPERIENCE

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

A2.4. FORMER PUBLIC SERVANT

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

DEFINITIONS

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

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

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

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



FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION

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

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

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

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

WORK FORCE ADJUSTMENT DIRECTIVE

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

If so, the Bidder must provide the following information:

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

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

CERTIFICATION STATEMENT

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

Name & Signature of Authorized Individual

Date



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 EVALUATION AND SELECTION

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

4.2 TECHNICAL EVALUATION

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

4.3 BASIS OF SELECTION

Basis of Selection – Mandatory Technical Criteria

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



ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

1.0 Mandatory Technical Criteria

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

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

MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M1	<p><u>Certificate and License</u></p> <p>The Bidder must demonstrate that it has the authorization to operate as an office cleaning and general service provider in Jordan for at least the last 5 years from the bid closing date.</p>	<p>The Bidder must provide photocopies of the official certificates or documents showing authorization to operate as an office cleaning and general service provider in Jordan for at least the last five years.</p>		
	<p>The Bidder must have an active authorization to operate as an office cleaning and general service provider in Jordan prior to Contract award.</p>	<p>If the certificates or documents are currently pending review or renewal by the government, copies of the pending documents must be provided.</p> <p>Canada reserves the right to validate the provided information with the Jordanian Government.</p>		
M2	<p><u>Office Location</u></p> <p>The Bidder must demonstrate that it has a permanent office and operates in Jordan, within a 50 kilometer radius of the Embassy of Canada to Jordan, in Amman.</p>	<p>The Bidder must provide the company's civic address.</p>		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M3	<p><u>Corporate Experience</u></p> <p>The Bidder must demonstrate it has a <u>minimum of 5 years of experience within the last 10 years</u> from the bid closing date in providing office cleaning and general services, similar* to those outlined in <u>Attachment 1 to Annex A – General Task List</u></p> <p>*A project of similar size and scope is defined as having all of the following:</p> <ul style="list-style-type: none"> • Minimum duration of 12 consecutive months of service; and, • A space of similar use and size (i.e. office space no less than 200 m²) 	<p>The Bidder must demonstrate its experience by providing a project list containing of the following information:</p> <ul style="list-style-type: none"> (a) Name of the client organization; (b) Start date (MM/YY) and end date (MM/YY) (or indicate if work is still in progress); (c) The size of the office/facility in (m²); and, (d) A description of the scope of the services provided. <p>The Bidder must also provide references for each of the above mentioned projects.</p> <p>The information must include:</p> <ul style="list-style-type: none"> (a) Name of company; (b) Name of reference and title; (c) Email address; and, (d) Telephone number. <p>References may be contacted to verify the validity of the information provided by the Bidder.</p>		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M4	<p><u>Resource Experience</u></p> <p>The Bidder must demonstrate that at least 3 proposed resources for general and cleaning services has a minimum of 1 year of experience in office cleaning and general service provision, within the last 5 years from the bid closing date.</p>	<p>For each candidate, the bidder must provide information demonstrating at least 1 year of required experience</p> <p>(a) Name of proposed resource; (b) Name of company where the work was performed; (c) Start (MM/YY) and end dates (MM/YY) of the work; (d) A list of the types of tasks performed; and, (e) Size of the cleaning area in (m²).</p> <p>The Bidder must provide a reference for each proposed resource's most recent experience. The information must include:</p> <p>(a) Name of company; (b) Name of reference and title; (c) Email address; and, (d) Telephone number.</p> <p>References may be contacted to verify the validity of the information provided by the Bidder.</p>		



PART 5 - RESULTING CONTRACT CLAUSES

5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2020-05-28);
- (c) Statement of Work (Annex A);



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

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

5.3 AUTHORITIES AND COMMUNICATION

5.3.1 Canada's Representative

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

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

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

5.3.2 Project Authority

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

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

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

5.3.3 Communication and Notices

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



5.3.4 Management of the Contract

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

5.3.5 Contractor's Representative

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

Name:
Title:
Company:
Address:
Telephone:
E-mail address:

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

5.3.6 Amendment

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

5.3.7 Assignment

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

5.4 STANDARD CLAUSES AND CONDITIONS

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

5.5 GENERAL CONDITIONS

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



5.6 ENTIRE AGREEMENT

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

5.7 APPLICABLE LAWS

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

5.8 NUMBER AND GENDER

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

5.9 POWERS OF CANADA / STATE IMMUNITY

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

5.10 TIME OF THE ESSENCE

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

5.11 EXCUSABLE DELAY

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

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

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

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

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



Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

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

5.12 SEVERABILITY

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

5.13 SUCCESSORS AND ASSIGNS

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

5.14 SURVIVAL

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

5.15 PERFORMANCE OF THE WORK

5.15.1 Description of Work

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

5.15.2 Period of the Contract

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

5.15.3 Option to Extend the Contract

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

5.15.4 Exercise of Option to Extend

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 days before the expiry date of the Contract. The option may only be exercised by Canada's Representative, and will be evidenced for administrative purposes only, through a Contract amendment.



5.15.5 Independent Contractor

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

5.15.6 Conduct

The Contractor must:

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

5.15.7 Resources

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

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

5.15.8 Replacements

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

5.15.9 Compliance with Local Law

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force **in Amman, Jordan**.

5.15.10 Inspection and Acceptance

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



5.15.11 Security Requirements

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

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

5.15.12 Green Procurement

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

5.16 CERTIFICATIONS

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



5.17 HEALTH AND SAFETY

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

5.18 PAYMENT TERMS

5.18.1 Basis of Payment

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

5.18.2 Limitation of Price

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

5.18.3 Method of Payment – Monthly Payments

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

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

5.18.4 Audit

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

5.18.5 Invoicing Instructions

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

- (a) is submitted in the Contractor's name;
- (b) is submitted each month do so for each delivery or shipment;
- (c) only applies to the Contract;
- (d) shows the date, the name and address of the Project Authority, the description of the Work and the Contract number;
- (e) details the claimed fees and disbursements, if applicable, in accordance with the Basis of Payment, exclusive of Applicable Taxes;



- (f) sets out Applicable Taxes, such as the Contractor's output VAT, as a separate item along with corresponding registration numbers from the tax authorities;
- (g) identifies all items that are zero-rated, exempt from Applicable Taxes or to which it does not apply.

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

5.18.6 Discrepancies

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

5.18.7 Termination Payments

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

5.18.8 Remittance to appropriate tax authority

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

5.19 SUSPENSION AND INFRACTION

5.19.1 Suspension of the Work

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

5.19.2 Infraction

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

5.20 INSURANCE TERMS

5.20.1 Insurance at Discretion of Contractor

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



5.21 GOVERNANCE AND ETHICS

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

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

5.21.2 Incapacity to Contract with the Government

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

- (a) paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian Financial Administration Act (R.S.C. 1985, c. F-11); or
- (b) section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (c) section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (d) section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid-rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Canadian Competition Act (R.S.C. 1985, c. C-34); or
- (e) section 239 (False or deceptive statements) of the Canadian Income Tax Act (R.S.C., 1985, c. 1 (5th Supp.)); or
- (f) section 327 (False or deceptive statements) of the Canadian Excise Tax Act, (R.S.C., 1985, c. E-15); or
- (g) section 3 (Bribing a foreign public official) of the Canadian Corruption of Foreign Public Officials Act (S.C. 1998, c. 34); or
- (h) section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Canadian Controlled Drugs and Substance Act (S.C. 1996, c. 19); or
- (i) any provision under the local law having a similar effect to the above-listed provisions.

5.21.3 Anti-Terrorism

Consistent with numerous United Nations Security Council resolutions, including S/RES/1267 (1999) concerning Al Qaida and the Taliban, and associated individuals and entities, both Canada and the Contractor are firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. The Contractor acknowledges that neither it, nor any of its employees, Directors, or agents is an entity listed, in relation to terrorists groups and those who support them, under subsection 83.05 of the Criminal Code of Canada, and as identified thereto in a "List of Entities" which may be found at < <http://laws->



lois.justice.gc.ca/eng/regulations/SOR-2002-284/index.html > and that it is not nor will it knowingly work with any party and entity appearing on the New Consolidated List established and maintained by the UN Security Council's 1267 Committee. Furthermore, the Contractor acknowledges that it will not knowingly directly or indirectly collect, provide or make available funds or property intending that they be used, or knowing that they will be used, to carry out or facilitate terrorist activities, or knowing that the funds or property will be used or will benefit a terrorist entity as identified in the List of Entities.

5.22 DISPUTE RESOLUTION

5.22.1 Discussion and Negotiation

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

5.22.2 Procurement Ombudsman

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Canadian Department of Public Works and Government Services Act (S.C. 1996, c. 16) will, on request and consent of the parties to bear the cost of such process, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at boa.opo@boa.opo.gc.ca.



ANNEX A – STATEMENT OF WORK

TITLE

General Service resource requirement for office cleaning and other manual tasks at the Embassy of Canada to Jordan, in Amman.

1. INTRODUCTION

The Embassy of Canada to Jordan, in Amman requires the services of unskilled labour resources to accomplish cleaning and other manual tasks.

2. BACKGROUND

The Department of Foreign Affairs, Trade and Development (DFATD) consist in a network of 178 Diplomatic and Consular Missions located in 112 Countries. The Mission in Amman, Jordan requires the services of unskilled labour resources for cleaning and other manual tasks for their following properties:

- The Embassy of Canada to Jordan, also known as the “Chancery”, is located at 133 Zahran Street in Amman, Jordan. The Embassy is the main location where most of the work will be completed. It is a building of 3765 square meters (m²) that houses some public and restricted areas, office spaces, boardrooms, washrooms, outdoor parking area, showers, a training facility and 3 small buildings.
- The Canadian Official Residence (OR) is located at 26 Princess Alia, Sweifeh in Amman, Jordan. The OR has approximately 551 square meters (m²) of living space such as bedrooms, living and dining rooms, kitchens, bathrooms and a small garden that serve as the Canadian Ambassador’s residence.
- There are currently 40 Staff Quarters (SQs) that are used as temporary housing for Mission Staff and they are all located within a 5-Kilometer radius of the Embassy. The quantities of these types of properties may fluctuate from time to time especially during the employee’s relocation season that take place each year during the summer months.

The current inventory consists of the following:

- 5-bedroom units: 4;
- 4-bedroom units: 26; and,
- 3-bedroom units: 10.

3. OBJECTIVE

The objective of this requirement is to obtain a scalable solution that will offer the services of qualified resources to be assigned to accomplish cleaning and other manual tasks at the Mission’s properties in Amman thus maintaining cleanliness and providing decent working and living conditions for their occupants. In order to achieve this objective, the levels of service and their specifications described herein must be followed.



4. SCOPE

The mission has a need for a minimum of 3 and a maximum of 5 resources per month to compensate for the effort of its 2 employees currently on site, assigned to perform cleaning tasks.

Each month, the Project Authority will determine the work required to complete cleaning and other manual tasks and, therefore, the manpower required to carry out these activities.

The contractor is responsible for providing the requested personnel. These services must include all personnel and supervision as described herein, and are exempt only for items specifically mentioned.

It is expected that the 2 employees currently employed by the Mission will leave their positions in the next few years and the Mission does not plan to replace them. At this point, the contractor may have to provide additional resources to fill the labor shortage.

5. TASK/REQUIREMENTS

The Mission requires a variable number of unskilled labour resources on a month-to-month basis to perform cleaning and other manual tasks at the Mission's properties such as but not limited to the ones identified under **Attachment 1 to Annex B – Monthly Resource Requirement form**.

5.1 GENERAL RESOURCE REQUIREMENTS

The Contractor must:

- (a) provide the necessary qualified* resource(s), as requested by the Project Authority;

*qualified refers to meeting all qualifications in section **5.1.2 Unskilled Labour Resource Qualifications**;

- (b) identify 1 of its assigned resources to act as a point of contact for the Project Authority;
- (c) maintain a pool of 5 qualified and authorized resources at all times. Any modifications to the pool must be pre-approved by the Project Authority;
- (d) not remove or replace a resource once it has been assigned to do the work, for any other reasons than sickness or dismissal without prior authorization from the Project Authority;

The Project Authority may request that an assigned resource stop performing the work. In such a case, the contractor must immediately comply with the request and replace the resource from the work site and also from the qualified resource pool;

- (e) not re-integrate into the pool, or assign any further work, to any resource that has been removed by request of the Project Authority;
- (f) ensure that arrangements are made for the replacement of resources as soon as it is known that a resource has requested planned leave, is unable to report to work, or has to leave unexpectedly. The Contractor shall notify the Project Authority as soon as possible if there will be any disruptions to service;



If the Contractor fails to provide replacement in a timely manner, any cost incurred by the mission due to service disruptions, will be recovered from the Contractor, or adjusted against any amount due and payable to the Contractor.

- (g) on a month-to-month basis, assign the same resources unless specified otherwise by the Project Authority;
- (h) ensure that the Cleaning Industry Standards/Techniques and the expected Quality Standards identified in section **10 – Quality Standards and Terminology** are being adhered to at all times while performing the work;
- (i) ensure that proper measures are taken to see that the equipment provided by the Mission is protected against dust, physical damage and contamination by maintaining high standards of sanitation practices and personal hygiene while proper tools and techniques are used for the provision of requisite services.

If it is proven that the breakdown or loss of Mission's equipment was the result of negligence on the part of the Contractor or its resources, it will be repaired and/or replaced by the Contractor at its own cost and to the satisfaction of Canada;

- (j) upon discovery of any abnormalities or issues while conducting the work, report it immediately to the Project Authority to ensure appropriate actions are being taken; and,
- (k) with due recognition of the special nature of the Mission, take care that his assigned resources do not inconvenience the business activities of the Mission's personnel, clients and visitors.

5.1.1 Identification process for monthly resource requirement

- (a) One week prior to the end of each month, the Project Authority will provide the contractor with a "Monthly Resource Requirement" form - **See sample under Attachment 1 to Annex B – Monthly Resource Requirement Form**, containing the following information:
 - The period of the resource requirement;
 - The resource quantity required;
 - Special instructions (if required); and,
 - Name and signature of the Project Authority.
- (b) The contractor must within 48 hours of receiving the Monthly Resource Requirement form, confirm in writing to the Project Authority that the required resources have been scheduled as requested.
- (c) The contractor must not commence work until a Monthly Resource Requirement form authorized by the Project Authority has been received. The Contractor acknowledges that any work performed before a Monthly Resource Requirement form has been received will be done at the Contractor's own risk.
- (d) The contractor must ensure that a copy of the Monthly Resource Requirement form is provided with the monthly invoice.



5.1.2 Unskilled Labour Resource Qualifications

The contractor must ensure that all unskilled labour resources whether permanent or temporary, meet the following minimum requirements;

- Be at least 21 years of age, and of legal working age in the jurisdiction they are employed;
- Be able to competently read, write, and communicate in English, or Arabic;
- Meet all health and safety requirements as per Section: Health and Safety;
- Meet all security vetting requirements as per Annex C;
- Have the capacity to perform tasks such as but not limited to the ones listed in **Attachment 1 to Annex A – General Task List**;
- Understand and have the capacity to meet the Industry Quality Standards for cleaning services;
- Have the capacity to lift safely up to 45 pounds;

5.1.3 Contractor's Point of Contact

The Contractor will identify one of its resources that has been assigned to complete the work as a point of contact for the Technical Authority. This resource will be responsible to receive instructions directly from the Project Authority which will then have to be shared with his/her other colleague(s) that have been assigned to complete the work.

In addition to the qualifications identified in section 5.1.2 above, this resource must meet the following:

- Be able to competently read, write, and communicate in English or Arabic.

It is important to note that aside being the point of contact, this resource has no additional responsibilities compared the other resource(s). The management of the resource(s) performance and attendance, remain under the contractor responsibility.

Due to the nature of this resource responsibility, it is expected that the contractor will assign him/her in situations where only 1 resource may be requested.

5.2 AS AND WHEN REQUESTED SERVICES

Additional resources may be required on an "As and When Requested" basis using a Service Authorization form (SA) - see sample under **Attachment 2 to Annex B – Service Authorization Form**.

Such resources may be required at any time given time, including before or after regular hours identified in section **5.4 – Schedule of Operations**.

Service Authorization process:

1. When these services are required, the Project Authority will provide the Contractor with a "Service Authorization" form, containing the following information:
 - the SA number;
 - date, start time, end time, and total hours required for each resource;
 - Special instructions (if required); and,
 - Name and signature of the project authority.
2. Upon receipt of such an SA, the Contractor must provide the Project Authority, within 48 hours, a confirmation of the resource assignment. These services will be paid in accordance with the



terms and conditions identified in **Annex B – Basis of Payment** for the “**As and When Requested Services**”.

3. The Contractor must not commence work until an SA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a SA has been received will be done at the Contractor's own risk.
4. Once the work will be completed, the Contractor will immediately notify the Project Authority in order for him/her to acknowledge the completion of the work and to perform an inspection of the work.

In certain urgent or emergency situations where immediate performance is required, the Project Authority may request that the Contractor's resource(s) suspend some regular work and be reassigned to the urgent work. If such work as to be completed at a different property, the Mission will supply the transportation of the resource(s) to and from that property. When this option will be used, the contractor will receive no further financial compensation unless the work exceed the normal work schedule identified under section **5.4 –Schedule of Operation** whereas the contractor will be paid for hours worked in excess of the normal schedule of work and in accordance with the terms and conditions identified in **Annex B – Basis of Payment** for the “**As and When Requested Services**”

5.3 WORKSITE EQUIPMENT, TOOLS, MATERIAL, AND SUPPLIES

5.3.1 PROVIDED BY THE MISSION

(a) Equipment and Tools

All cleaning equipment and tools necessary to perform the work at the Mission's properties.

(b) Materials and Supplies

All cleaning materials and supplies necessary to perform the work at the Mission's properties.

(c) Facilities and Services

The Contractor's resources will have access to their personal lockers, special rest room for their team and bottled drinking water.

5.4 SCHEDULE OF OPERATION

Unless specified otherwise, the normal schedule of operations is as follow:

(a) Regular Hours:

From Sunday to Wednesday, starting at 07:30 am to 05:30 pm, and Thursdays from 7:30 am to 1:30 pm for a total of 45 hours per week.

During that period, each resource will be allowed two-15 minutes break and one mandatory unpaid 30-minute lunch each day. The breaks and lunch have to be taken in the designated areas and must not disrupt mission's operations.



(b) Statutory holiday:

The mission observes 11 statutory holidays each year whereas the services won't be required. As these dates are not necessarily the same each year, the Project Authority will provide to the Contractor with the Mission holiday schedule along with the requirements for those days at least 2 weeks prior to the end of the calendar year.

5.5 UNIFORMS AND PERSONAL PROTECTIVE EQUIPMENT

- (a) The contractor shall provide, at its expense, summer and winter uniforms that clearly identify the resources as an employee of the Contractor (e.g. polo shirt with company logo), and reflect Canada's brand image (i.e. clean, tidy, and in good condition), and must have the approval of the Project Authority- including adequate footwear, and with personnel protective equipment in accordance with Jordanian Health and Safety laws and protocols.
- (b) The Contractor must ensure that its employee's passes are clearly visible at all times.

5.6 BEHAVIOUR

- (a) The contractor must ensure that its resource(s) project a positive image. The resources' attitude, politeness, and knowledge, are essential factors to projecting this positive image.
- (b) The Contractor will be solely responsible for the conduct, behavior and discipline of the assigned resources on the work site and in the surrounding environment. In the event of misconduct that may or may not result in financial loss or financial burden for the Mission, the Contractor may take appropriate action against the personnel at fault in consultation with the Project Authority but the latter cannot be held responsible for any conflict resulting from the disciplinary measures taken against the personnel at fault.

5.7 ACCOUNTABILITY

- (a) The Contractor will be held financially responsible for loss of Mission's property due to its resources negligence.
- (b) In the event that the Project Authority observes deficient performance, the Contractor will receive written notice within 24 hours of the observed breach;

5.8 HEALTH AND SAFETY REQUIREMENTS

- (a) The Contractor must ensure compliance with all health and safety regulations and measures concerning personnel and fire protective equipment recommended by national codes or prescribed by the appropriate authorities for equipment, habits and work procedures, in Amman, Jordan.
- (b) Medical Fitness for Duty: The Contractor must ensure that all resources designated to provide services under this contract are medically capable of safely performing the tasks that are likely to be assigned as part of their duties.



- (c) The Contractor is responsible for medical check-ups as prescribed by the Project Authority for all of the workers prior to their starting work at the Mission properties. The Contractor is responsible for the workers to undergo the chest x-ray for which the cost shall be borne by the Contractor. Personnel who are found to be medically unfit shall not be allowed to work.
- (d) Physical Fitness for Duty: The Contractor must ensure that all resources designated to provide services under this Contract are capable of facing physical challenges that are required as part of their duties.
- (e) The Contractor must provide training to all staff performing work under this contract as per the requirements of Jordanian Health and Safety legislation.
- (f) The Contractor must ensure that health and safety guidelines are adhered to with respect to all health and safety regulations and measures including personnel and fire hazards recommended by National codes and/or prescribed by the authorities having jurisdiction concerning equipment, work habits and procedures.

5.9 QUALITY ASSURANCE

The Cleaning Standards will be verified for compliance by the Project Authority or his representative throughout the duration of the Contract, and any deficiencies will be brought to the attention of the Contractor's point of contact. The Contractor must remedy such deficiencies within a 48-hour timeframe to the Project Authority. The Contractor's or their point of contact may be requested to be present during the inspections.

6. DELIVERABLES

The contractor must deliver the following:

- (a) Before the first day of work for any resources assigned under this Contract, the Contractor must provide confirmation of the assigned resource's chest x-ray, proving they are not carrying any infectious diseases, and that the resource is medically fit for duty.
- (b) The Contractor must maintain an on-site logbook. This logbook will be used to record all requests, complaints, deficiencies or any other situations observed and relevant to the cleaning activities. Corrective actions must also be recorded and the logbook must be available for consultation by the Project Authority at any given time.
- (c) The Contractor's point of contact must meet daily with the Project Authority (or delegates) so that all parties are informed and up to date with the work to be accomplished.

7. CONSTRAINTS

The Mission in Amman Jordan follow a strict Government Smoking Policy as to;

Where the performance of work requires the presence of the Contractor's personnel on government premises, the Contractor shall ensure that its personnel shall comply with the policy of the Government of Canada, which prohibits smoking on any government premises.



8. LANGUAGE OF WORK

The work will be performed in English or Arabic.

9. LOCATION OF WORK

- The Embassy of Canada to Jordan at 133 Zahran Street in Amman, Jordan;
- The Canadian Official Residence (OR) at 26 Princess Alia, Sweifeh in Amman, Jordan; and,
- Various other locations within a 5 km radius from the Embassy.

10. TERMINOLOGY / QUALITY STANDARDS

The standards described below for cleaning tasks must be strictly adhered to. All inspections made by the Project authority will be rated according to these quality standards.

The Contractor and its assigned resources must at a minimum achieve the following results:

Clean/Cleaning

- All dirt, debris, litter, spillage, stains, finger marks and any other foreign matters from horizontal and vertical surfaces must be removed.

Cleaning General

- All surfaces and objects must be free of dust, stains, spills, debris and soil immediately after cleaning operations.
- 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.
- Furnishings moved by the resource must be relocated to their original location.

Clean and Disinfect

- Manufacturer's instructions must be followed for best results.
- All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.

Damp Mopping

- Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting.
- The area must be swept or dry moped immediately before damp mopping.
- Must start damp mopping with clean water and mop.
- Walls, baseboards and other surfaces must be free of splash marks.

Damp Wiping

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



Debris

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

Glass and Mirror Cleaning

- All glass must be clean on both sides and free of streaks and finger marks.
- Adjacent areas including frames, casing and ledges must be free of water spotting, splash marks and streaks.

High dusting

- Consists of removing loose dirt on vertical and horizontal surfaces over 1.5 meters high using a damp cloth or an electrostatic duster without exceeding 4 meters high.
- All surfaces must be free of dust.
- High dusting must be done using either damp rag wiping or vacuuming. The method will be specified by the Project Authority.
- Dust must be contained and prevented from floating freely in the air during operation.

Low dusting

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

Office items

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

Polishing metal

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

Routine Cleaning

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

Scheduled cleaning

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

Scrub and Refinish

- Supplier must apply all performance standards as with "Machine Scrubbing".
- In addition, supplier must apply one coat of finish compatible with existing finish.



- As a result of the "Scrub and Refinish", all areas must present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and be free of debris and dust once the "Scrub and Refinish" is complete.

Scrub or scrubbing

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

Secured Area

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

Service call(s)

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

Spot clean

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

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

Stain removal (carpets/rugs)

- Identifying the type of stain and eliminating it using the appropriate remover solution and/or technic in accordance with instructions in commercially available spot removal kits.
- There must be no discoloration of the carpet fibers.
- All carpets and walk-away mats must have no visible stains or discoloration after stain removal operation.
- Where stain removal involves wetting of a hard surface floor, caution signs must be in place around affected work area.

Steam clean

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

Stairwells

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

Sweeping



- Removing dust, dirt and debris on floors, steps and landings using a dust control compound when applicable and the proper broom size for the work.
- All floor areas including open areas and flooring around furniture legs and into corners must be free of dirt and litter.

Trash Collection and Removal

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

Vacuuming

- Dust, dirt and debris on floors and surfaces must be removed using a vacuum cleaner equipped with the appropriate attachments to reach everywhere.
- All carpet surfaces must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit.

Wash

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

Wash Floors

- All standards outlined in "Damp Mopping" apply.
- In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.
- When floors are wet during the cleaning process, caution signs must be posted as appropriate until they are completely dry and safe to walk on.
- Ensure floors have a uniform, glossy appearance and are free of dirt, debris, dust, scuff marks, heel marks, other stains and discoloration and other foreign matter.
- All floor maintenance solutions must be removed from all cleaning areas.
- Chairs, tables, trash bins, and other moveable items must be moved to maintain the floors underneath these items.
- All moved items must be returned to their original and proper position upon completion of cleaning.
- Each type of floor must be cleaned according to the manufacturers' specifications.

Sealer

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



Window cleaning

- All glass surfaces, including mirrors, must be cleaned free of streaks, stains, dirt, film and foreign matter and all adjacent surfaces must be wiped dry.
- No harsh or abrasive products can be used.
- The surrounding area must be protected from any damage during glass cleaning operations.

Reporting of Blockages

- Any blockages in pantries, kitchens, or washrooms must be reported immediately to the Project Authority. Both types of incidents must also be recorded into the on-site logbook.



ATTACHMENT 1 TO ANNEX A – GENERAL TASK LIST

This list contains the typical tasks that will be performed (but not limited to) by the contractor's resource(s), at the Mission's properties.

Zone	Tasks
<u>Uncarpeted floors (including stairwells)</u>	Sweep all areas
	Damp mopping and dry buff all areas
	Cleaning and disinfecting all areas
	Damp wiping all areas
	Glass and mirror cleaning
	Scrubbing and refinishing all areas
	Washing all floors
<u>Washrooms and Kitchens</u>	Replenishing hand soap, paper towels and toilet paper
	Doors - spot clean both sides;
	Door handles – clean and disinfect
	Washing and cleaning both the inside of the toilet. Cleaning the outside of the toilet tank
	Collection and removal of debris from strainers in urinals
	Glass and mirror cleaning
	Polishing all metal (fixtures, dispensers, receptacles).
	Damp wiping all surfaces
	Collection and removal of all debris/litter from shower floor and drains
	Washing and disinfecting all the shower sets which include: shower mixer, shower head, soap dispenser, shower caddy and shower walls and shower tray
	Spot-clean doors, walls and partitions
	Cleaning and disinfecting counters and the sinks
	Cleaning and disinfecting exterior surfaces of the following: microwave, kettle, coffee maker, fridge, and cabinets
	Low dusting
	Pouring a pail of clean water into floor drains
	Descaling toilet bowls and urinals
	Cleaning and disinfecting the cabinet exteriors
Waste disposal - empty waste paper baskets and clean trash bins collection, removal and recycling of material in garbage can and bins	
Re-stocking the cleaning supplies, which includes: hand sanitizer, hand liquid soap, air freshener, toilet paper and hand paper	



Zone	Tasks
	Cleaning lights and light fixtures
	Washing and disinfecting all receptacles and bins
<u>Staff Quarters</u>	Cleaning and disinfecting all the furniture, art pictures, small and large appliances such as fridges, freezers, washing, drying, dishwasher machines, microwaves, ovens, plugs, light covers, lights, lamps, TVs, and the exterior surfaces of the indoor air conditioners
	Cleaning and disinfecting all SQ kitchen cabinets, surfaces and counters
	Cleaning and disinfecting all SQ windows inside and outside
	Cleaning and disinfecting all SQ floors, walls & bathrooms .
	Dry-cleaning for mattresses, couches, pillows.
	Washing all doors including the interior and the exterior
<u>Carpeted Floors / Staff Quarters</u>	Spot cleaning, including entrance mats
	Clipping loose threads
	Removing spills and stains
	Vacuuming rugs and mats
	Steam cleaning rugs and mats
	Washing the doormats
	Shampoo cleaning rugs and mats
<u>Entrances, Exits, Lobbies, Gym, Reception, and Security Areas</u>	Cleaning and disinfecting both sides of door glass, frames and mirrors
	Damp wiping benches, countertops, equipment and cabinets exteriors
	Spot cleaning signage
	Distributing water bottles for water coolers
	Spot-cleaning display cases, directory board glass, sidelights and walls
	Cleaning and disinfecting sashes and doors
	Cleaning and disinfecting the furniture and the equipment
	Re-stocking cleaning supplies for the security rooms
	Low dusting
	Cleaning and disinfecting display cases and directory board glass
	Cleaning signage
	Cleaning lights
	High dusting
	Doors - spot clean both sides;
	Door handles – clean and disinfect
<u>Hallways and Corridors</u>	Spot-cleaning sashes, doors, walls, display cases, directory board glass, sidelights and frames
	Cleaning art pictures and frames



Zone	Tasks
	Cleaning the furniture Low dusting Dusting wall-hung fire extinguishers and First-Aid boxes Dusting fire extinguishers High dusting
<u>Offices, Workstations, Boardrooms, and Conference Rooms</u>	Damp wiping and disinfecting chairs armrests and place chairs properly Spot-cleaning tables, desks, workstations and doors Re-stocking cleaning supplies such as hand sanitizer, facial tissues, and air freshener Removing finger marks/stains from exterior of filing cabinets Distributing water bottles for water coolers Low dusting Dusting empty shelves High dusting Damp wiping table legs Cleaning the electric appliances in conference rooms
<u>Window Cleaning and Coverings</u>	Cleaning sides of all glass surfaces and associated frames, sills, sashes, glass in doors and glass in interior partitions Cleaning any mold from window frames Cleaning both sides of all interior glass surfaces and associated frames, sills, sashes, glass in doors and glass in interior partitions Cleaning all interior windows and window sills Cleaning air vents, diffusers, intake and exhaust grills Dusting all blinds Cleaning the window frames and window glasses on the inside and outside, depending on the accessibility from the exterior Dusting the wooden and aluminum curtains Washing all blinds
<u>Elevator</u>	Sweeping, dusting and cleaning floor and walls, disinfecting keypad Polish all metal surfaces Cleaning of elevator with stainless steel polish
<u>Stairways</u>	Removing all grease and grime from stairs, handrails, and baseboards Removing all marks, dirt, smudges, scuffs and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance
<u>General Spot Cleaning</u>	Removing all debris/litter
<u>Exterior</u>	Washing and mopping all main entrances Cleaning patio furniture



Zone	Tasks
	<p>Sweeping walkways</p> <p>Washing and mopping sports court and stationary sports equipment</p> <p>Washing in areas higher than 4 meters</p> <p>Verify if memorial monuments require washing</p>
<p><u>Trash Collection, Recycling, Composting and Removal</u></p>	<p>Removing all debris and litter</p> <p>Removing waste from the shredders located in the office buildings</p> <p>Recycling material collected in various bins, including glass, paper, metal, batteries and cardboard</p> <p>Composting</p> <p>Removing all trash collected from waste baskets, trash bins, cigarette butt containers (located outside), and refuse containers. Replacing liners when required.</p>
<p><u>Embassy's Vehicles</u></p>	<p>Provide cleaning services for Embassy official vehicles</p>
<p><u>Supply unskilled worker (i.e. labour or mover and cleaner)</u></p>	<p>Lifting, loading, unloading and placement of home furniture and home appliances in the SQs</p> <p>Lifting, loading, unloading and placement of office furniture</p> <p>Lifting, loading, unloading and placement of office supplies</p> <p>Assisting mission maintenance technicians in SQ fit up works during relocation period</p> <p>Providing support to mission Project Authority as and when required</p>



ANNEX B – BASIS OF PAYMENT

Name of Bidder:	
Address:	
Contact person:	
Phone number:	
E-mail:	
Print name:	
Signature:	
Date: (yyyy-mm-dd)	



1. GENERAL RESOURCE REQUIREMENTS

Firm Monthly Rate per Resource

The Contractor will be paid firm monthly rates per resource as follows, for Work performed in accordance with the Contract. Applicable Taxes are extra.

During the extended period of the Contract, the Contractor will be paid firm monthly rates, as per lines Option 1, 2, 3 below to perform all the Work in relation to the contract extension.

Period	Firm Monthly Rate Per Resource (JOD) Taxes Excluded	*Number of Resources estimated per month	Number of Months	Subtotal (JOD) Taxes Excluded
Initial (Year 1)		3	12	
Initial (Year 2)		3	12	
Option 1 (Year 3)		3	12	
Option 2 (Year 4)		3	12	
Option 3 (Year 5)		3	12	

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



2. AS AND WHEN REQUESTED SERVICES

Firm Hourly Rate per Resource

The Contractor will be paid firm hourly rates per resource as follows, for Work performed in accordance with the Contract. Applicable Taxes are extra.

During the extended period of the Contract, the Contractor will be paid firm hourly rates, as per lines Option 1, 2, 3 below to perform all the Work in relation to the contract extension.

Period	During or Outside Normal Schedule of Work	Firm Hourly Rate per Resource (JOD) Taxes Excluded	* Estimated Number of Hours per Year	Subtotal (JOD) Taxes Excluded
Initial (Year 1)	During regular hours		100	
Initial (Year 1)	Outside regular hours		100	
Initial (Year 2)	During regular hours		100	
Initial (Year 2)	Outside regular hours		100	
Option 1 (Year 3)	During regular hours		100	
Option 1 (Year 3)	Outside regular hours		100	
Option 2 (Year 4)	During regular hours		100	
Option 2 (Year 4)	Outside regular hours		100	
Option 3 (Year 5)	During regular hours		100	
Option 3 (Year 5)	Outside regular hours		100	

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



3. PRICING SUMMARY

Period	Subtotal Section 1 + 2 (JOD)	
Initial (Year 1)		
Initial (Year 2)		
Option 1 (Year 3)		
Option 2 (Year 4)		
Option 3 (Year 5)		
Subtotal		
TAXES (if applicable)	%	Amount
TOTAL		



ATTACHMENT 1 TO ANNEX B - MONTHLY RESOURCE REQUIREMENT FORM

Monthly Resource Requirement Form		
Contractor's Name and Address	Contract Number	Period (YY/MM)
(To be inserted at contract award)	(To be inserted at contract award)	
1. Resource Requirement (To be completed by the Project Authority)		
Resource	Quantity Required	Schedule of Work
Unskilled Labour		As per SOW Section 5.4 Schedule of Operations
Special Instructions (if applicable) (To be completed by the Project Authority)		
2. Project Authority's Signature (To be completed by the Project Authority)		
Name of Project Authority:		
Signature:		
Date: (MM/DD/YY)		



ATTACHMENT 2 TO ANNEX B - SERVICE AUTHORIZATION FORM

Service Authorization Form				
Contractor's Name and Address: (To be inserted at contract award)		Contract Number:		(To be inserted at contract award)
		Service Authorization (SA) No.		
1. Resource Requirement: (To be completed by the Project Authority)				
Resource	Date (MM/DD/YY)	Start time (24:00)	End time (24:00)	Total Hours Required
#1				
#2				
#3				
#4				
Special Instructions (i.e. Location of the work, transportation required, etc.)				
<p>Work cannot commence until a SA has been authorized in accordance with the conditions of the contract. The Contractor acknowledges that any work performed before an SA has been received will be done at the Contractor's own risk and expenses.</p>				
2. Project Authority's Approval Signature				
Name of the Project Authority				
Signature				
Date (MM/DD/YY)				



ANNEX C – SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

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

Form with multiple sections: PART A - CONTRACT INFORMATION, 1. Originating Government Department or Organization, 2. Branch or Directorate, 3. a) Subcontract Number, 3. b) Name and Address of Subcontractor, 4. Brief Description of Work, 5. a) Will the supplier require access to Controlled Goods?, 5. b) Will the supplier require access to unclassified military technical data..., 6. Indicate the type of access required, 7. a) Indicate the type of information that the supplier will be required to access, 7. b) Release restrictions, 7. c) Level of information.

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Security Classification / Classification de sécurité





Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

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

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

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input checked="" type="checkbox"/> SITE ACCESS ACCÈS 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? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

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

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