



**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada  
See herein for bid submission  
instructions/  
Voir la présente pour les  
instructions sur la présentation  
d'une soumission  
NA  
Manitoba

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

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

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

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

**Comments - Commentaires**

<b>Title - Sujet</b> Cleaning Services	
<b>Solicitation No. - N° de l'invitation</b> EV385-211694/A	<b>Date</b> 2021-05-03
<b>Client Reference No. - N° de référence du client</b> CBSA EV385-211694	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$STN-205-5459	
<b>File No. - N° de dossier</b> STN-0-43141 (205)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Central Standard Time CST <b>on - le 2021-06-03</b> Heure Normale du Centre HNC	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Baessler, Nancy	<b>Buyer Id - Id de l'acheteur</b> stn205
<b>Telephone No. - N° de téléphone</b> (306) 241-2826 ( )	<b>FAX No. - N° de FAX</b> (418) 566-6167
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA EMERSON POE HWY 75 EMERSON MANITOBA R0A 0L0 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Public Works and Government Services Canada/Réception  
des soumissions Travaux publics et Services gouvernementaux  
Canada  
Government of Canada Building  
101 - 22nd Street East  
Suite 110  
Saskatoon  
Saskatche  
S7K 0E1

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

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Electronic Payment Instruments and the Task Authorization Form 572 and any other annexes.

### **1.2 Summary**

- 1.2.1 The Department of Public Works and Government Services Canada requires a contract for cleaning services at the Canada Border Services Agency Port of Entry located at Emerson, Manitoba.

Contract will be for a period of one (1) year plus two (2) one year option periods.

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

### **1.3 Debriefings**

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

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

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

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

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

Delete: 60 days  
Insert: 120 days

#### 2.1.1 SACC Manual Clauses

B3000T (2006-06-16), Equivalent Products

### 2.2 Submission of Bids

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

Suppliers are strongly encouraged to submit bids electronically using the Canada Post epost Connect application for the subject bid solicitation. The Bidder must send an email requesting to open an epost Connect conversation to the following address:

[roreceptionSoumissions.wrbidreceiving@tpsgc-pwgsc.gc.ca](mailto:roreceptionSoumissions.wrbidreceiving@tpsgc-pwgsc.gc.ca)

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

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

Faxed bids will be accepted at 1-418-566-6167.

Hard copy (submitted in person or via mail/courier) bids will not be accepted for the subject bid solicitation.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must

provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

## Definitions

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

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

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

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

## Former Public Servant in Receipt of a Pension

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

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

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

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

## Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

## 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than (5) five calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

## 2.5 Applicable Laws

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

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

## 2.6 Optional Site Visit

It is recommended that the Bidder or a representative of the Bidder **virtually** visit the work site. Arrangements have been made for the **virtual** site visit to be held at via Zoom on Wednesday, May 19, 2021. The site visit will begin at 10:30am.

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Bidders are requested to communicate with the Contracting Authority no later than Monday, May 17 at 2:00pm CST to confirm attendance and provide the name(s) and email address of the person(s) who will attend. An email including login information will be sent to participating Bidders on Tuesday, May 18.

Bidders who do not attend or do not send a representative will not be given an alternative appointment but they will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

## 2.7 Bid Challenge and Recourse Mechanisms

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

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

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

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

Section I: Financial Bid  
Section II: Certifications

Faxed bids will be accepted at 1-418-566-6167.

Hard copy (submitted in person or via mail/courier) bids will not be accepted for the subject bid solicitation.

**Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.**

#### **Section I: Technical Bid**

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

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

#### **Section II: Financial Bid**

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

#### **3.1.2 Electronic Payment of Invoices – Bid**

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

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

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

#### **3.1.3 Exchange Rate Fluctuation**

C3011T (2013-11-06), Exchange Rate Fluctuation

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### **Section III: Certifications**

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

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

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1. Mandatory Technical Criteria**

As per Annex "G" – Compliance Matrix Minimum Mandatory Performance Specifications

#### **4.1.2 Financial Evaluation**

##### **4.1.2.1 Mandatory Financial Criteria**

*SACC Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

### **4.2 Basis of Selection**

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

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

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

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

### **5.1 Certifications Required with the Bid**

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

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-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.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

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

#### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-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.

#### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

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

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

## **PART 6 - SECURITY REQUIREMENTS**

### **6.1 Security Requirements**

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

## **PART 7 - RESULTING CONTRACT CLAUSES**

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

### **7.1 Statement of Work**

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

#### **7.1.2 Task Authorization**

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

##### **7.1.2.1 Task Authorization Process**

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

##### **7.1.2.2 Task Authorization Limit**

The Project Authority may authorize individual task authorizations up to a limit of **\$5000.00**, Applicable Taxes included, inclusive of any revisions.

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

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

*SACC Manual* clause [B9031C](#) (2011-05-16) Canada's Obligation – Portion of the Work – Task Authorizations

##### **7.1.2.4 Periodic Usage Reports - Contracts with Task Authorizations**

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

The Contractor must provide this data in accordance with the reporting requirements detailed below or in Annex "E". If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

### **Reporting Requirement- Details**

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

#### **For each authorized task:**

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

#### **For all authorized tasks:**

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

## **7.2 Standard Clauses and Conditions**

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

### **7.2.1 General Conditions**

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

### **7.3 Security Requirements**

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

### **7.4 Term of Contract**

#### **7.4.1 Period of the Contract**

The Work is to be performed during the period **01 June 2021 to 31 May 2022**.

#### **7.4.2 Option to Extend the Contract**

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

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

### **7.5 Authorities**

#### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Nancy Baessler, Procurement Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Saskatoon, SK

Telephone: 306 241 2826  
E-mail address: [nancy.baessler@pwgsc-tpsgc.gc.ca](mailto:nancy.baessler@pwgsc-tpsgc.gc.ca)

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

### 7.5.2 Project Authority

The Project Authority for the Contract is:

*To be Determined*

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

### 7.5.3 Contractor's Representative

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

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

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

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

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

## 7.6 Proactive Disclosure of Contracts with Former Public Servants

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

## 7.7 Payment

### 7.7.1 Basis of Payment – Firm Price

For the Work described in the Statement of Work and relating to Scheduled Services in Annex “A” and **Annex “B” – Pricing Schedule 1:**

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit price for the cost of **\$TBD**. Customs duties are included and Applicable Taxes are extra.

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

### 7.7.2 Basis of Payment – Individual Task Authorizations

The Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment at **Annex “B” – Pricing Schedule 2**:

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

#### 7.7.2.1 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ **TBD**. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75% committed, or
  - b. four months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

#### 7.7.3 Monthly Payment

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

#### 7.7.4 SACC Manual Clauses

[A9117C](#) (2007-11-30), T1204 Direct Request by Customer Department  
[C0710C](#) (2007-11-30), Time and Contract Price Verification

#### 7.7.5 Electronic Payment of Invoices – Contract

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

- a. *To be Determined*

#### 7.7.6 Discretionary Audit

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

## 7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
  - b. a copy of the release document and any other documents as specified in the Contract;
2. Invoices must be distributed as follows:
    - a. An email copy must be forwarded to the Project Authority at [ROSPTFactureOGD.WRPTSAPOGDInvoices@tpsgc-pwgsc.gc.ca](mailto:ROSPTFactureOGD.WRPTSAPOGDInvoices@tpsgc-pwgsc.gc.ca) for certification and payment.
    - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 7.9 Certifications and Additional Information

### 7.9.1 Compliance

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

### 7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Manitoba.

### 7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2020-05-28), General Conditions – Higher Complexity – Services
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the signed Task Authorizations (including all of its annexes, if any);
- (g) the Contractor's bid dated \_\_\_\_\_

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## 7.12 SACC Manual Clauses

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

## 7.13 Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance - No Specific Requirement

## 7.14 Dispute Resolution

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

## ANNEX "A"

### STATEMENT OF WORK

The Department of Public Works and Government Services Canada requires a contract for cleaning services at the Canada Border Services Agency Port of Entry located at Emerson, Manitoba.

#### Section 1: Special Conditions

##### 1. Building Information

The following is building information and is only an approximation. The Contractor must provide all services that meet the needs of the buildings as detailed in this contract.

Building Name	Building Size
Traffic	920 m2
Link	435 m2
Commercial Office & Warehouse	1490 m2
Tertiary Bus Garage & office space	316 m2
PIL Booths (9)	99 m2
Trailer	67 m2
<b>TOTAL:</b>	<b>3327 m2</b>
<b>Future site:</b>	
Tertiary Garage	<b>120 m2</b>

##### 2. Building Cleaning Operations

###### 2.1. General

1. The Project or Site Authority may request certain scheduled work to be done on a shift for safety, security, or other reasons. For such work the Project or Site Authority will notify the Contractor at least 48 hours in advance.
2. Periodically, on completion of cleaning operations, inspections shall be made by the departmental representatives, who shall decide whether or not the work is satisfactory.
3. There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

###### 2.2. Routine Cleaning Operations

1. Hours of work for routine cleaning are dependent on the normal occupancy of the building. As this is a 24 hour port, cleaning services are required as follows:
  - **Cleaning services shall commence by 0630 hours daily (weekdays, weekends, and Statutory Holidays) in accordance with Section 2: Routine Cleaning Operations and Frequencies.**
  - **The contractor must have staff on site from 0630 hours to 2100 hours daily**

- *Statutory Holidays may include, but are not limited to the following: New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day.*

### **2.3. Scheduled Cleaning Operations**

Section 3: Appendix A – Scheduled Cleaning Operations establishes the frequency of work for the duration of the contract. Cleaning shall be completed by the Contractor in the months specified unless other arrangements are agreed upon in advance between the Contractor and the Project Authority.

1. Prior to commencing the scheduled work, the Contractor shall submit a work schedule to the Project Authority for approval.
2. All work shall be scheduled in a manner to cause minimal disruption to building operations and personnel.

### **2.4. Task Authorization/Additional" As & When Requested" Cleaning**

1. This contract will also include Task Authorization call up options for Additional "As & When Requested" cleaning required outside of the hours listed in 2.3.1.
2. When "Planned" Task Authorization call up is initiated, the Project Authority and Contractor Representative will decide upon hours and schedule for work performed in advance.
3. When "Planned" Pandemic Enhanced Cleaning Measures as outlined in Section 2.19 is initiated, the duties would be completed during normal hours of work.
4. When "Unplanned" Task Authorization call up is initiated, the contractor must be prepared to respond to after-hours service calls within the timeline below:
  - 3.1. Urgent service calls must be responded to within three (3) hours.
  - 1.2. Emergency service calls must be responded to within one (1) hour.

## **3. Health and Safety**

1. The Contractor shall adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by national and provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
2. Adequate training of personnel assigned to perform operations and use of chemicals etc. is required.
3. The Contractor shall ensure that all equipment used to perform the services is in a state of good repair.
4. The Contractor shall perform the work in compliance with the Canada Labor Code - Part II, or relevant Provincial/Territorial Occupational Health and Safety Act and Regulations, the National Fire Code; and applicable Provincial/Territorial Act or Regulations and applicable Municipal Regulations. In the event of a conflict between any of these codes, regulations, acts, or standards outlined herein, the most stringent shall apply. All of the above codes and standards in effect at the time of award are subject to change/revision. The latest editions of each shall be enforced during the term of the Contract.
5. PWGSC is committed to ensuring a respectful workplace for everyone who works at the Port of Entry at Emerson. Evidence of harassment in the workplace is unacceptable and will not be tolerated.

## **4. Accidents**

1. The Contractor and their employees will not be considered as being Government employees and therefore will not come within the provisions of the Government Employees Compensation Act and will not be eligible for any of the benefits provided by the Crown under this act.

## 5. Damages

1. The contractor shall be fully responsible for any damage to the structure, furniture, equipment, plants and countertops.
2. The contractor shall not use cleaning products which leave a film or residue.

## 6. Security

1. All Contractor personnel must be security cleared to Reliability Status before being permitted to access the facilities. No other persons accompanying employees shall be allowed on site.
2. It is the responsibility of the Contractor to ensure security clearances are completed and kept up to date.
3. The Project Authority may periodically request that the contractor provide reaffirmation of security clearance validity.
4. All keys or key cards entrusted to the Contractor for the fulfillment of its contract must be fully protected at all times. All access cards must be returned when an employee stops working for the Contractor.
5. All doors to rooms, private or general offices, etc. which shall be unlocked by the Contractor's employees, shall be re-locked upon completion of the performance of their duties.
6. Lack of security cleared personnel will not be an acceptable excuse if work is not performed in accordance with the terms set forth.

## 7. Staffing

1. The contractor must provide all the staff necessary to perform all services as detailed herein.
2. The Contractor must have sufficient staff security cleared to ensure that cleaning can occur as detailed herein.

## 8. Cleaning Products and Equipment

1. The Contractor shall supply all cleaning products and equipment required to carry out the services as mentioned in Section 2: Regular Cleaning Operations and Frequencies, and Section 3: Scheduled Cleaning Operations and Frequencies and **shall use only products that are environmentally friendly, such as products with the environmental choice logo (Canadian) or the Green Seal logo (American).**
2. The Contractor shall supply all products such as toilet paper, paper hand towels, hand soap, plastic bags and sani-bags, but not limited to, for the performance of the work.
3. All cleaning products shall be suitable for the surfaces intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original unopened container. The Project Authority may instruct the Contractor to discontinue the use of any product judged not suitable and to substitute another mutually satisfactory product.
4. The Contractor shall ensure that all cleaning products used in the workplace are classified and labeled according to the workplace hazardous materials information systems (WHMIS).
5. A binder with the copies of the material safety data sheets (MSDS) shall be kept on the premises and updated when new cleaning products are purchased. This binder shall be made available to the Project Authority or site representative upon request.

## 9. Light, Heat, Power, and Water

1. Canada shall supply all light, heat, power, and hot/cold water reasonably required for the performance of the work.

## 10. Uniforms

### 1. All Cleaning Personnel utilized in the performance of this contract must wear Contractor supplied uniforms as follows:

- 1.1. Commercial type shirt and trousers with the company name or crest affixed to the shirt and/or coat.
- 1.2. Clean uniforms shall be worn at all times.
- 1.3. All cleaning personnel shall wear visible picture identification cards at all times. The cards must display the personnel name and contractor name. Personnel without cards will be requested to leave the facility.
- 1.4. Upon termination of services, the identification cards will be returned to the Contractor.
- 1.5. Contractor's resources not properly uniformed may be deemed unsuitable and excluded from the premises. Contractor must provide alternate Contractor's resources the same day.

## 11. Space Assigned

1. The Project Authority shall provide the Contractor with the required space to carry out the performance of the work.
2. The Contractor shall not list publicize or use in any fashion, for business purposes, the address of buildings owned by Canada.
3. Canada shall not be responsible for damage to the Contractor's cleaning products and equipment nor to the Contractor's employees' personal belongings.

## 12. Log Book & Deficiencies

1. A log book must be maintained by the Contractor. The log book shall be located **on site** and shall be made available for inspection by the Site Authority.
2. The log book must contain the e-mail address, fax and phone numbers of company representatives that are responsible for handling any issues that arise and who are also responsible for taking corrective action.
3. The log book will be used to record the date and room/area in which any deficiencies are noted. Deficiencies may include, but are not limited to: broken stair treads, broken/leaking taps, burnt out light bulbs, etc and are to be reported to the Site Authority.
4. Where deficiencies may be health and safety related, they must also be promptly reported (ie. same day) to the Site Authority.
5. Checklists of completed work, and notation of start and end times each day, are to be included in the log book for periodic inspection by the Project Authority or Site Authority.

## 13. Site Security and Privacy

1. It is CBSA's responsibility to protect the privacy of individuals, and this extends to cleaners. For that reason, contractor personnel must keep conversations with the public to general greetings and never disclose to others conversations or enforcement that may be heard or witnessed. If cleaning personnel sense that officers are engaged in enforcement activities that may expose them to private information, they must withdraw from the area.

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2. The contractor shall not deal directly with on-site CBSA personnel unless building security or structure is placed at risk. In this instance, the contractor shall report the issue to on-site PWGSC or CBSA immediately.

## **Section 2: Routine Cleaning Operations and Frequencies**

### **1. Exterior**

#### **1. Daily**

- 1.1. Keep all entrances, sidewalks, and grounds free of litter, debris, and cob webs.
- 1.2. Shovel and sweep exterior steps, sidewalks, ramps, and loading dock entrances.
- 1.3. When required, remove snow and ice from entrances, emergency exits, sidewalks, walkways, and PIL booth curbs, keeping a clear walking path. To be completed prior to 0700 hrs and as often as required during continuous snowfall.
- 1.4. Once all snow and loose ice is removed, apply anti-slip products as needed.
- 1.5. All anti-slip materials will be provided by the Crown.
- 1.6. Empty garbage cans as needed

#### **2. Monthly**

- 2.1. Remove loose waste from bottom of exterior garbage bins.
- 2.2. Empty and clean ash trays

### **2. Floors, All Rooms**

#### **1. General – Floors, All Types**

- 1.1. Visibly display 'global' or bilingual danger signs when performing wet floor cleaning operations.
- 1.2. Furniture and wastepaper receptacles are not to be placed on desks, tables or work benches during cleaning operations.

#### **1.3. Carpets and Rugs**

- 1.3.1. Clip loose threads during vacuuming operation.
- 1.3.2. Daily, remove stains and foreign objects from carpeting and rugs using methods and solutions approved by carpet manufacturers. Report to the Project Authority stains on carpeting and rugs that cannot be removed by normal means and any damage to the carpeting and rugs.
- 1.3.3. The Contractor shall use industrial vacuum cleaners with maximum noise levels 59db, power head, hepa filter, and suitable accessories for floors and furniture.
- 1.3.4. Sweep or vacuum exposed flooring during vacuuming operations.

#### **1.4. Walk-off Mats**

- 1.4.1. The contractor shall use an industrial type, wet and dry vacuum equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc from mats.
- 1.4.2. Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.

#### **1.5. Resilient and Hard Surface Flooring**

- 1.5.1. Care must be taken not to allow cleaning solution to seep under furniture legs, file cabinets or partitions.
- 1.5.2. Sweep and damp mop floors on a full floor basis.

## **2. Daily**

- 2.1. Pick up trash and litter, removing any gum or foreign residue.
- 2.2. Vacuum all carpeting and rugs on a full floor basis.
- 2.3. Vacuum all walk mats daily. During inclement weather vacuum mats more often.
- 2.4. Remove stains from carpeting.
- 2.5. Sweep and damp mop hard surface floors on a full floor basis. Provide additional damp mopping of floors during inclement weather.
- 2.6. Sweep and mop anti-fatigue mats

## **3. Walls, Windows, Doors, Door Frames, and Ledges, All Rooms**

### **1. Daily**

- 1.1. Clean and disinfect all handles, push bars and plates on both sides of all doors.
- 1.2. Clean both sides of door glass.
- 1.3. Clean glass and sashes on both sides of building entrance and exit doors.
- 1.4. Clean and disinfect all light switches and plugs.
- 1.5. Spot clean walls, windows, doors, door frames, and ledges as needed, removing finger marks, smudges, and stains.

### **2. Weekly and as needed**

- 2.1. Clean interior of glass windows, frames, and ledges.
- 2.2. Clean doors, door frames and door grills.
- 2.3. Clean baseboards, ledges, and mouldings.
- 2.4. Clean radiator and convector covers.
- 2.5. Clean air grills, registers, and air diffusers.
- 2.6. Clean all fire extinguishers, fire hose cabinets and glass.

## **4. Garbage, Waste Receptacles, and Shredders, All Rooms**

### **1. Daily**

- 1.1. Disinfect touch points on shredders, garbage and recycling containers.
- 1.2. Empty all garbage and recycling containers.
- 1.3. Replace bags when dirty or worn.
- 1.4. Check & empty shredders as required.
- 1.5. Clean inside and outside of containers as needed.
- 1.6. Place all garbage and recycling in appropriate bins.

## **5. Light Fixtures**

### **1. Daily (as required)**

- 1.1. Remove dust and insects from lens

## 6. Entrances, Exits, Lobbies, Waiting Areas, Corridors, Stairways, and Public Counters

### 1. Daily

- 1.1. Clean surface and between bars of floor grills and registers.
- 1.2. Remove gum and other foreign residue, litter and debris.
- 1.3. Sweep and wash floors. Provide additional damp mopping of floors during inclement weather.
- 1.4. Spot clean chairs and disinfect chair arms and touch points.
- 1.5. Clean or vacuum furniture as needed.
- 1.6. Vacuum walk-off mats. During inclement weather vacuum mats more often.
- 1.7. Clean and disinfect public telephones.
- 1.8. Clean and disinfect public counters including dividers and shields.
- 1.9. Clean and disinfect hand rails.

## 7. Offices, Office Areas, Boardrooms, and Interview Rooms, including IT Equipment

### 1. Daily

- 1.1. Clean and disinfect counters, tables, and desks without disturbing paper or files.
- 1.2. Spot clean chairs and disinfect chair arms and touch points.
- 1.3. Spot clean outside surfaces of storage and filing cabinets, and disinfect touchpoints.
- 1.4. Dust and spot clean furniture, partitions, pictures and wall hangings as needed
- 1.5. Clean white boards as needed. Note: Contractor shall not clean boards containing information.
- 1.6. Clean & disinfect telephones, computer screens, keyboards, mouse, printers, photocopiers, and fingerprinting devices.

## 8. Washrooms

### 1. General

- 1.1. The contractor shall supply 2 ply toilet paper of good quality in all washrooms.
- 1.2. The contractor shall supply hand towels of good quality in all kitchens and washrooms.

### 2. Daily

- 2.1. Remove gum and other foreign residue.
- 2.2. Sweep and damp mop all floors.
- 2.3. Remove all trash from strainers in base of urinals.
- 2.4. Clean & disinfect both sides of toilet seats, interior and exterior of bowls and flush tanks, and urinals.
- 2.5. Clean and disinfect all water taps, dispensers, door plates, flush valves, light switches and handles.
- 2.6. Clean and disinfect sinks, counters and facings.
- 2.7. Clean mirrors
- 2.8. Clean and disinfect all touch points on washroom partitions walls and doors.
- 2.9. Spot clean walls, partitions and doors.
- 2.10. Clean shelves, high ledges, window ledges, exposed piping, and tops of partitions.
- 2.11. Empty sanitary containers, wash, disinfect and insert new waxed bags of correct size.
- 2.12. Empty, damp wipe and disinfect interior and exterior of all garbage cans and insert new plastic bags of correct size.
- 2.13. Replenish soap, toilet paper and paper towel dispensers.

2.14. At end of shift, check all washrooms again and clean and restock as needed.

### **3. Weekly and as needed**

- 3.1. Descale toilet bowls and urinals.
- 3.2. Wash both sides of partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent.
- 3.3. Clean registers and air grills.

### **4. Monthly**

- 4.1. Install urinal deodorant screens in urinals.
- 4.2. Wash all vertical surfaces, including walls, doors, and partitions.

## **9. Cells**

### **1. After each use/as requested**

- 1.1. Clean and disinfect all vertical and horizontal surfaces, including registers.
- 1.2. Clean and disinfect toilet and sink.
- 1.3. Clean and disinfect door handle and bench.
- 1.4. Sweep and wash floors.

## **10. Locker Rooms**

### **1. Daily**

- 1.1. Sweep and damp mop floors.
- 1.2. Spot clean walls, doors and door frames.
- 1.3. Remove marks and stains from front and sides of lockers as needed.

### **2. Monthly**

- 2.1. Dust exposed surfaces of lockers including tops.

## **11. Training Rooms & Exercise Areas (to be completed after 4pm)**

### **3. Daily**

- 3.1. Sweep and damp mop floors.
- 3.2. Spot clean walls, doors and door frames.

## **12. Kitchens & Lunch Rooms**

### **1. Daily**

- 1.1. Clean and disinfect sinks, water faucets, counters, tables, and stove top.
- 1.2. Clean chairs. Disinfect chair arms and touch points.
- 1.3. Clean and disinfect handles on cupboards, appliances, and coffee pots.
- 1.4. Replenish all soap and paper towel dispensers.
- 1.5. Spot clean walls, doors and exterior of cupboards.
- 1.6. Spot clean exterior of all appliances.

1.7. Clean window ledges and registers.

**2. Weekly**

2.1. Clean exterior of domestic appliances

**3. Monthly**

3.1. Wash exterior of cupboards and backsplash

**13. Inspection Bay/Garage**

**1. Daily when needed**

- 1.1. **Sweep** debris and hose down floors (wall to wall) in Inspection Bay.
- 1.2. Wash tables.
- 1.3. Wipe exterior of x-ray machine.
- 1.4. Spot clean walls, doors, door frames, and ledges.
- 1.5. Clean and disinfect door handles and light switches.

**14. PIL Booths**

**1. Daily (as required/after use)**

- 1.1. Clean and disinfect counters and ledges without moving or disturbing paper.
- 1.2. Spot clean walls.
- 1.3. Sweep and mop floors.
- 1.4. Empty garbages and replace bags when dirty or worn.
- 1.5. Disinfect door handles.
- 1.6. Clean windows as needed.

**15. Trailer**

**1. Daily (as required/after use)**

- 1.1 Clean and disinfect sleeping mats
- 1.2 Sweep and wash floors
- 1.3 Clean & disinfect desk, tables. chairs
- 1.4 Clean & disinfect appliance handles
- 1.5 Spot clean exterior of appliances as needed.

**2. Weekly**

2.1 Clean exterior of domestic appliances

**16. Elevator(s)**

**1. Daily**

- 1.1. Sweep and damp mop floor
- 1.2. Clean interior and exterior of cabs, doors, door frames, and walls.
- 1.3. Scrape and vacuum door sill/track grooves in cab and landings.
- 1.4. Clean and disinfect all touchpoints, including elevator buttons and handrails

## 17. Water Fountains

### 1. Daily

- 1.1. Clean and disinfect water dispenser touch points.
- 1.2. Clean exterior of water dispensers as needed.

## 18. General

1. Link Building Director's office, boardroom, and training room, are to be after 4pm.
2. Commercial Building is to be cleaned after 4pm.

## 19. Additional "As & When" Planned Pandemic Enhanced Cleaning Measures

1. When engaged via Task Authorization, the contractor shall perform an additional cleaning of the frequent touchpoints below, during their regular shift:
  - 1.1. Door handles, door plates, and touchpoints.
  - 1.2. Light switches & plates
  - 1.3. Handrails and railings
  - 1.4. Waiting room furniture and foyer surfaces
  - 1.5. Kitchen & break area tables; chairs; counters; sinks; faucets; cupboard and appliance handles; microwave; coffee pot; vending machine buttons and touchpoints.
  - 1.6. Water fountain touchpoints.
  - 1.7. Public telephones
  - 1.8. Lobby Reception Areas, Security Stations & Public Waiting Areas desk surfaces, counters, & pens.
  - 1.9. Conference rooms, meeting rooms, interview rooms, training rooms and photocopy stations: tabletops, windowsills, desk surfaces, and handles; chair touchpoints including arm rests and levers; keyboards, monitor on/off buttons, mouse, and telephones.
  - 1.10. Washroom faucets, plunger handles, soap dispensers & levers, towel dispensers & levers, hand dryer buttons, both sides of toilet seats, flush handles, disposal & waste bin cover & lids, washroom stall door touchpoints.



## Section 4: Definition of Terms and Quality of Standards

**The definition of terms and quality standards described in Section 4 shall be strictly adhered to by the Contractor. All inspections made by the Project or Site Authority shall be rated according to these quality standards.**

### 1. Definition of Terms

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#### 1. Routine cleaning operations

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

#### 2. Patrol cleaning

All obvious trash and spillage shall be removed and dispensers replenished, so that the area presents a neat appearance.

#### 3. Scheduled Cleaning Operations

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 as stated in Appendix A.

#### 4. Floors, All Types

Floors all types could be, resilient, terrazzo, marble, vitreous, quarry tile and concrete.

#### 5. Flight of stairs

Includes steps and risers situated between two floor levels including landing(s).

#### 6. Products

Products consist of items such as light bulbs and fluorescent tubes, toilet tissue, paper hand towels, hand soap, plastic bags and sani-bags, but not limited to, for the performance of the work.

#### 7. Trash

Includes the contents of ashtrays, waste receptacles, sand urns and sani-cans. Also paper clips, paper, mop strings, pins, staples, elastics and discarded items on the floor or furniture.

#### 8. High traffic areas (includes)

Entrance lobbies, waiting rooms, corridors and traffic aisles in open office areas.

#### 9. Recycling containers and multi-use recycling installations

These containers and installations are used to collect recyclable materials such as metal, glass, plastics, paper, cardboard, composting, etc.

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## 2. Quality of Standards

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### 1. Cleaning: *General*

- 1.1. All surfaces and objects specified in the contract must be free of dust, stains, spills, debris and soil immediately after cleaning operation.
- 1.2. Machinery and equipment must not block a passageway, or present a tripping hazard.
- 1.3. Caution signs must be placed adjacent to the affected area on all approaches.
- 1.4. Furnishings moved by cleaners must be relocated to their original location.

### 2. Spot Cleaning

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

### 3. Sweeping

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

### 4. Dust mopping

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

### 5. Damp mopping

- 5.1. All 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.
- 5.2. The supplier must sweep or dry mop the area immediately before damp mopping.
- 5.3. The supplier must start damp mopping with clean water and mop.
- 5.4. Walls, baseboards and other surfaces must be free of watermarks and splashing.

### 6. Wash floors

- 6.1. All standards outlined in "Damp mopping" apply.
- 6.2. In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- 6.3. All floors must be free of dirt, stains, mop strands, splashing, cleaning solution, and water accumulations as well as scuff marks.

### 7. Vacuuming

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

### 8. Stain removal

All carpets, walk-away mats and upholstered furniture shall have no visible stains and no 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.

### 9. Floor grills

All floor grills and recess pans shall present a clean appearance and be free of dirt, soil and trash.

### 10. Notice boards and fire hose cabinets

All notice boards and fire hose cabinets, including glass, shall be free of dust and stains.

### 11. Glass & Mirror Cleaning

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

11.2. Adjacent areas including frames, casings and ledges must be free of water spotting, splash marks and streaks.

**12. Stairs and landings**

All surfaces shall present an overall appearance of cleanliness and be free of dirt, dust, streaks and trash.

**13. Dusting**

**13.1. Furniture, fixtures and equipment**

All surfaces shall be free of dust, streaks and finger marks.

**13.2. High dusting**

All surfaces shall be free of dust.

Dust must be contained and prevented from floating freely in the air during operations.

High dusting must be effected using either damp rag wiping or vacuuming.

**14. Damp Wiping**

14.1. Surfaces must be free of dust, stains, streaks and water spotting following damp wiping.

14.2. Wiping cloths must be rinsed frequently and free of stains and odors.

14.3. Feather dusters are not acceptable.

**15. Metal surfaces**

All metal surfaces shall be free from marks, stains and have a clean shine.

**16. Washrooms**

**16.1.** All washrooms shall have a clean scent and no odour. All surfaces shall be free of stains, water marks and shall be clean and bright.

**16.2.** All waste and sanitary receptacles shall be empty, clean and all dispensers replenished.

**17. Clean and Disinfect**

17.1. Client approved, environmentally friendly, commercial disinfectant cleaner must be used.

17.2. Manufacturer's instructions must be followed for best results.

17.3. All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.

**18. Waste receptacles**

All waste receptacles shall be empty and the exterior and interior surface wiped clean.

**19. Sand urns and ashtrays**

All trash shall be removed from urns and ashtrays and surfaces shall be clean with no visible stains or build up.

**20. Potable drinking fountains**

All surfaces shall be free of spots, stains and streaks.

**21. Air grills and air diffusers**

All air grills and air diffusers shall present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.

**22. Light fixtures**

All light fixtures shall be free of dust, dirt, stains and streaks.

**23. Contractor's space**

All surfaces shall be free of waste, dust, stains and free of odours

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## **24. Cleaning with a Hose**

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

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## ANNEX "B"

### BASIS OF PAYMENT

It is MANDATORY that Bidders submit firm, all-inclusive prices/rates for the period of the proposed Contract for all items listed hereafter.

THIS SECTION, WHEN COMPLETED WILL BE CONSIDERED AS THE BIDDER'S FINANCIAL PROPOSAL.

Bidders shall provide bids as per unit of issue requested. It is the responsibility of the Bidder to provide conversion to the unit of issue requested. Failure to do so will render the bid non-responsive without further consideration.

Should there be an error in the extended pricing of the Bidder's proposal, the unit pricing shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in the quantities of the Bidder's proposal shall be changed to reflect the quantities stated in the RFP.

Rates quoted must remain firm for the period of the Contract. Rates MUST include ALL costs associated with providing the services in accordance with the Statement of Work, Annex A attached herein. GST, if applicable, is not included and is to be shown as a separate item on any resulting invoice. Note: No additional charges will be allowed for travel to the site.

**Table A – Routine and Scheduled Cleaning Operations**

June 1, 2021 to May 31, 2022				
Line	Description	Unit of Measure	Firm Monthly Rate	Extended Rate AxB = C
		A	B	C
1	Firm all-inclusive rate for routine and scheduled cleaning operations as outlined in Annex A, Statement of Work.	Monthly		
2	Firm all-inclusive rate for routine and scheduled cleaning operations as outlines in Annex A, Statement of Work (Future Site - Tertiary Garage)	Monthly		

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**OPTION PERIOD #1: June 1, 2022 to May 31, 2023**

Line	Description	Unit of Measure A	Firm Monthly Rate B	Extended Rate AxB = C
3	Firm all-inclusive rate for routine and scheduled cleaning operations as outlined in Annex A, Statement of Work.	Monthly		
4	Firm all-inclusive rate for routine and scheduled cleaning operations as outlines in Annex A, Statement of Work (Future Site - Tertiary Garage)	Monthly		

**OPTION PERIOD #2: June 1, 2023 to May 31, 2024**

Line	Description	Unit of Measure A	Firm Monthly Rate B	Extended Rate AxB = C
5	Firm all-inclusive rate for routine and scheduled cleaning operations as outlined in Annex A, Statement of Work.	Monthly		
6	Firm all-inclusive rate for routine and scheduled cleaning operations as outlines in Annex A, Statement of Work (Future Site - Tertiary Garage)	Monthly		

**Table B – Task Authorization/Additional “As & When Requested” Cleaning**

Line	Description	Hourly Rate June 1, 2021 to May 31, 2022	Hourly Rate Option Period June 1, 2022 to May 31, 2023	Hourly Rate Option Period June 1, 2023 to May 31, 2024
1	Hourly Rate for <u>Planned</u> Task Authorization call-ups as per Annex A, Statement of Work, Section 1, 2.4, # 2			

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2	Hourly Rate for <u>Unplanned Task Authorization</u> call-ups as per Annex A, Statement of Work, Section 1, 2.4, #4			
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**Table C – Task Authorization/Additional “As & When Requested” Cleaning for Planned Pandemic Enhanced Cleaning Measures (completed during normal hours of work)**

Line	Description	Firm monthly rate Contract June 1, 2021 to May 31, 2022	Firm monthly rate Option Period June 1, 2022 to May 31, 2023	Firm monthly rate Option Period June 1, 2023 to May 31, 2024
1	Firm all-inclusive rate for <u>Planned Pandemic Enhanced Cleaning Measures</u> Task Authorization call-ups as per Annex A, Statement of Work, Section 1, 2.4, #3 and Section 2, 19.			

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## **ANNEX "C"**

### **SECURITY REQUIREMENTS CHECK LIST**

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**ANNEX "D"**

**TASK AUTHORIZATION FORM PWGSC-TPSGC 572**

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**ANNEX "E"**

**TASK AUTHORIZATION USAGE FORM**

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## **ANNEX "F" to PART 3 OF THE BID SOLICITATION**

### **ELECTRONIC PAYMENT INSTRUMENTS**

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

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

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## ANNEX "G"

### COMPLIANCE MATRIX – MINIMUM MANDATORY PERFORMANCE SPECIFICATIONS

#### Instructions to Bidders

1. A complete list of the mandatory evaluation criteria are detailed in the Compliance Matrix below.
2. Bids which fail to meet all of the mandatory evaluation criteria will be declared non-responsive.
3. Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they meet each mandatory evaluation criteria. Bidder should demonstrate their capability in a thorough, concise and clear manner.
4. 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 or stating, without any substantiating information, that a bidder is compliant will not be sufficient.
5. Substantiating information may include, but is not limited to, specification sheets, technical brochures, photographs or illustrations. If published supporting technical documentation is not available, the Bidder should prepare a written narrative complete with a detailed explanation of how its bid demonstrates technical compliance. All substantiating information should be provided with the bid at solicitation closing date. It is the Bidders responsibility to ensure that the submitted supporting technical documentation provides detail to demonstrate that the proposed product(s) meet the requirements of the evaluation criteria.
6. If the supporting documentation referenced above has not been provided at bid closing, the Contracting Authority will notify the Bidder that they must provide supporting documentation within two (2) business days following notification. Failure to comply with the request of the Contracting Authority within that time period, will deem the bid non-responsive and the bid will be given no further consideration.
7. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present the topics in the order of the evaluation criteria, and include a grid in their proposal, containing the information which demonstrates how the bidder meets each evaluation criteria. Alternatively, and to avoid any duplication, bidders may also refer to the different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
8. Bidders must address any concerns with the performance specifications in written detail to the Contracting Authority before bid closing as outlined in the Request for Proposal (RFP) document.

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**COMPLIANCE MATRIX – MINIMUM MANDATORY PERFORMANCE SPECIFICATIONS:**

<b>Item #</b>	<b>Performance Specification</b>	<b>Status</b> (M) Mandatory (D) Desirable*	<b>Performance Specification Offered:</b> Bidder <u>should</u> indicate how they meet the performance specification by recording this information in this column	<b>Cross Reference:</b> In this column, Bidders <u>should</u> cross-reference where this performance specification is indicated in their supporting documents
1	Bidder must provide a copy of valid business licence.	M		
2	Bidder must provide narrative detailing previous experience providing cleaning services	M		
3	Bidder must indicate they employ sufficient staff to provide services as indicated in the Statement of Work (Annex A)	M		

\*Desirables will not be used as part of the evaluation.