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Request for Proposal (RFP)

Performance of the Work described in the Statement of the draft contract.

Title Cleaning and Handyman Services for the Embassy of Canada to Spain	
Solicitation no. 21-181395	Date June 01, 2021
Proposal Delivery In order for the proposal to be valid, it must be received no later than 02:00 pm EDT (Ottawa, Ontario time) on July 07 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 #: 21-181395	
Offer to: Department of 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 RFP 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 Request for Proposal;
- 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, Attachment 1 to the Draft Contract includes Supplemental Conditions.

The annexes include the Statement of Work (Annex A), Attachment 1 to Annex A – Multi-Skilled Resource Typical Task, Attachment 2 to Annex A – Service Authorization Form, the Basis of Payment (Annex B) and the 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 Spain, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide cleaning and handyman services (Multi-Skilled Resource) 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 August 01st, 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 one-year irrevocable option periods under the same terms and conditions.
- 1.2.3 There are security requirements associated with this requirement. For additional information, consult Part 5 - 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.
- 1.2.4 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-AGP)

1.3 CONTRACT DOCUMENT

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 BIDS

Bid 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 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 bid has been received at the location stipulated on page one (1).

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 BIDS

2.4.1 Bids must be received by DFATD at the electronic address identified and by the date and time on page 1 of the Request for Proposal (RFP). Bids must NOT be sent directly to Canada's Representative. Canada will not be responsible for bids delivered to a different address. Bids sent directly to Canada's Representative may not be considered.

The e-mail address indicated on page one (1) of the RFP is for the purpose of bid submission and enquiries concerning that RFP. No other communications are to be forwarded to this address.

2.4.2 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 bid 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 bid was received. For this same reason, it is recommended that in cases where more



than one (1) e-mail containing documents comprising the quote is submitted, the emails be numbered and the total number of emails sent in response to the RFP also be identified.

- 2.4.3** Canada requires that each bid, 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 bid 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*.
- 2.4.4** It is the Bidder's responsibility to:
- (a) obtain clarification of the requirements contained in the RFP, if necessary, before submitting a bid;
 - (b) prepare its bid in accordance with the instructions contained in the RFP;
 - (c) submit by closing date and time a complete bid;
 - (d) send its bid only to the address specified on page 1 of the RFP;
 - (e) ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the bid; and,
 - (f) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.5** 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.
- 2.4.6** 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.
- 2.4.7** A bid cannot be assigned or transferred in whole or in part.

2.5 BIDDER'S SITE VISIT – MANDATORY

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. It will be held at Torre Espacio commercial tower, located at Paseo de la Castellana 259d on June 08, 2021 and will begin at 10:00 am, in Madrid, Spain.

Bidders are requested to confirm their attendance with Canada's Representative no later than 2 working days before the site visit and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit.

Bidders who do not attend or send a representative to the site visit 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 site visit will be included as an amendment to this RFP.

Please note, any travel and other costs associated with attending a Bidders' site visit 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, COMMUNICATIONS, 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 10 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 BID PREPARATION INSTRUCTIONS

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

Section I: Technical Bid
Section II: Financial Bid
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 BID INSTRUCTIONS

Section I: to be labeled “**Technical Bid**”;

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 BID INSTRUCTIONS

Section II: to be labeled “**Financial Bid**”;

Bidders must submit their Financial Bid 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 Bid. Failure to comply may result in the Bid being declared non-compliant and rejected from further consideration. All the information required in the Financial Bid should appear in a separate document and should be identified as the Financial Bid. Financial Bids will only be opened after the evaluation of the Technical Bid 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 Euro (EUR) on the attached form Financial Bid 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 Bid (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 Euro (EUR) on the attached form Financial Bid 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 Bid (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.

3.6 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 – 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 / Comment
M1	<p><u>Bidder's Experience</u></p> <p>The Bidder must have 3 years of experience in the provision of cleaning and maintenance services acquired within the 5 years prior to the bid closing date, for projects similar to those listed in Annex A, Statement of Work.</p> <p>Projects of similar size and scope are defined as follows:</p> <p>(a) Minimum duration of 12 consecutive months;</p> <p>(b) a minimum of 1000 square meters(m²);</p> <p>(c) an area of similar use or type to the Embassy area.</p>	<p>In order to demonstrate the required experience:</p> <p>The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained:</p> <p>(a) Location (city, country);</p> <p>(b) Period of the service (MM/YY to MM/YY);</p> <p>(c) Size of the cleaning area in square meters (m²); and,</p> <p>(d) Brief description of the work/tasks in the project.</p> <p>The bidder must provide references of the client for each project. The information must include:</p> <p>(a) Client company name;</p> <p>(b) Name and title of reference;</p> <p>(c) E-mail address; and,</p> <p>(d) Telephone number.</p> <p>References may be contacted to verify the validity of the information provided by the Bidder. If the information verification does not match the requirements, then the Bid may be declared non-responsive.</p>		



MANDATORY TECHNICAL CRITERIA				
N°	Description	Compliance	Yes / No	Reference / Comment
M2	<p><u>Experience of the proposed Supervisor</u></p> <p>The Bidder's proposed supervisor must possess a minimum of 2 years' experience within the 5 years preceding the closing date of the bid solicitation in the management of commercial cleaning services, including:</p> <p>(a) team supervision; (b) recruitment, (c) tasking; and, (d) performance evaluation.</p>	<p>In order to demonstrate the required experience:</p> <p>The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained:</p> <p>(a) Location (city, country); (b) Period of the service (MM/YY to MM/YY); (c) Size of the cleaning area in square meters (m2); (d) Brief description of the work; and, (e) Description of the resources' roles and responsibilities in the project.</p> <p>The bidder must provide references for each project. The information should include:</p> <p>(a) Client company name (b) Name and title of reference (c) E-mail address and (d) Telephone number</p> <p>References may be contacted to verify the validity of the information provided by the Bidder. If the information verification does not match the requirements, then the Bid may be declared non-responsive.</p>		
M3	<p><u>Driver License for proposed Multi-Skilled resource</u></p> <p>The Bidder's proposed Multi-Skilled resource must have a valid Class B Driver License ("el permiso de conducir") and a minimum of 60 months of driving experience.</p>	<p>In order to demonstrate the required information:</p> <p>The Bidder must provide a copy of Class B Driver License ("el permiso de conducir") for the proposed Multi-Skilled resource and the total number of months of driving experience.</p>		



MANDATORY TECHNICAL CRITERIA				
N°	Description	Compliance	Yes / No	Reference / Comment
M4	<p><u>Personnel's Linguistic Capacity</u></p> <p>The Bidder must demonstrate that:</p> <p>(a) the <u>proposed supervisor</u> is able to communicate orally and understand written instructions in English or French competently;</p> <p>(b) and <u>Multi-Skilled resource</u> has the basic knowledge to communicate in English or French.</p>	<p>It is sufficient to indicate in the proposal that the propose resources have the required language skills.</p>		
M5	<p><u>Bidder's Office Proximity</u></p> <p>The bidder must demonstrate that the company has an office within 100 kilometers radius of:</p> <p>Embassy of Canada to Spain, Torre Espacio Paseo de la Castellana 259D 28046 Madrid, España</p>	<p>The Bidder must provide the complete address of the company's permanent office closest to the Embassy of Canada.</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);
- (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 3 additional 1-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 Assigned Individuals

If specific individuals are identified in Annex A to perform the Work:

- (a) the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control;
- (b) the Contractor must obtain Canada's written approval, through Canada's Representative, before replacing, removing or adding an individual to the approved team, and, more specifically, before any services are rendered by such individual; and
- (c) the Contractor must not, in any event, allow performance of the Work by unauthorized replacement individuals.

5.15.8 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.

5.15.9 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.

5.15.10 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 Madrid, Spain.



5.15.11 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.

5.15.12 Security Requirements

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

- 5.15.12.1** 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).
- 5.15.12.2** 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

5.15.13 Green Procurement

- 5.15.13.1** 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.
- 5.15.13.2** 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

Cleaning and Handyman (Multi-Skilled resource) Services at the Embassy of Canada to Spain.

1. INTRODUCTION

The Embassy of Canada to Spain in Madrid requires Cleaning Services and the provision of qualified multi-skilled resource to be assigned to minor maintenance 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 Madrid is soliciting proposals for Cleaning Services for its following location:

Chancery Building (Torre Espacio, Paseo de la Castellana, 259d)

21st South and 22nd South and North floors of the Torre Espacio commercial tower, located at Paseo de la Castellana 259d, in Madrid, Spain. The gross area is approximately two-thousand square metres (2,000 m²).

- And also for the provision of Multi-Skilled Resource(s) for the above and below locations:

Official Residence "OR" (Residencial Puerta de Hierro, Madrid)

The Official Residence is a detached house located in Residencial Puerta de Hierro. It houses a kitchen, a laundry room, a living room, two dining rooms, a study, four (4) bathrooms, three (3) bedrooms, an exterior terrace and a garden.

Staff Quarters "SQs" (Different locations in Madrid)

The Canadian based staff of the Mission (staff with diplomatic status) live in rented apartment and houses in different areas of Madrid. Maintenance services under this contract could be delivered in these rented premises. Exceptionally, cleaning services could be requested for these rented premises too.

3. OBJECTIVE

The objective of this requirement is to carry out Cleaning Services and the provision of a qualified Multi-Skilled resource for the Embassy of Canada installations in Madrid, Spain as per industry standards, thus, maintaining cleanliness, proper functioning of buildings utilities and providing decent working and living conditions for its occupants. In order to achieve this objective, the levels of service and their specifications described herein must be followed.



4. SCOPE

The contractor shall provide Cleaning Services to the Mission in Madrid including all personnel, equipment, tools, materials, supplies, labour, supervision, and other items related to the services as described herein, and is exempt only from those items that are specifically noted.

It is also expected that the contractor will provide a qualified Multi-Skilled Resource to the Mission in Madrid including all supervision, labour, and other items related to the services as described herein, and is exempt only from those items that are specifically noted.

5. TASKS / REQUIREMENTS

5.1 REGULAR SERVICES

The mission requires the contractor to provide services for the following two categories:

Cleaning Services

This part of the work consists of the Regular Service to be completed as per the "Work Schedule" and the As and When Requested for extra.

Multi-Skilled Resource Requirement

This part of the work consists of the provision of 1 qualified Multi-Skilled resource and the As and When Requested for extra.

Supervisor

The Contractor will identify 1 Supervisor who will be responsible for the overall performance of work and have the authority to represent and act on behalf of the Contractor. This individual is not required to be on site along with the contractor's resources but must be readily available through the normal working hours as identified in section **5.1.5 – Schedule of Operation**.

The supervisor must be able to communicate orally and understand written instructions in English or French competently.

The supervisor will act as the point of contact with the Project Authority on all matters related to the requirement and the work undertaken. The name of the Supervisor and an alternate(s), who will act for the Contractor when the Supervisor is absent, must be designated in writing to the Embassy no less than 72 hours of an intended absence, such as vacation, long term leave, etc.



5.1.1 CLEANING SERVICES

5.1.1.1 Regular Cleaning Services

Item	Tasks	Frequency				Special instructions
		Daily	Weekly	Monthly	Semi-annually	
TASKS AND FREQUENCIES: IN PUBLIC AREAS: ENTRANCE, RECEPTION AND MULTIPURPOSE ROOM	Sweep and mop all floors.	X				Wash floors every 2 days.
	Clean windows in the multi-purpose room.	X				
	Spot clean walls.	X				
	Clean partition glass.	X				
	Clean lock-cases.	X				
	Clean visitor desk, damp wipe with germicide the visitor phone in reception, the 2 consular booths as well as the computer provided for visitors.	X				
	Dust and clean security guard desk and public computer space.	X				
	Dust and clean window ledges.		X			
	Machine scrub floors.		X			
	Vacuum seats in reception.		X			
	Dust and clean frames (Queen, Governor General, etc.) in reception.		X			
FURNITURE (OFFICES, LOBBIES, WAITING AREAS AND BOARDROOMS)	Clean boardrooms, lobbies, waiting areas and executive office furniture and place chairs back to order.	X				Cleaning is not required for paintings and Art Bank objects.
	Damp wipe tables and/or desk stains, wipe computer screens, wipe and/or vacuum chairs.	X				
	Empty garbage and recycle bins.	X				
	Remove stains from furniture, using a	X				



	suitable product for fabrics.					
	Vacuum upholstered furniture including removal and vacuuming of cushions and cushion beds.			X		
ALL FLOORS	All floor types shall have a clean appearance. Sweep and wash floors. Spray buff tiled floors	X				a. Supply and visibly display trilingual Danger Wet Floor signs when performing wet floor cleaning operations; b. Furniture and wastepaper baskets are not to be placed on desks, tables or workbenches during cleaning operations. c. Use suitable soap depending on the floor type
CARPETING AND RUGS	Pick up litter (paper, paperclips, elastics, etc.) off carpets	X				a. Clip loose threads during vacuuming operation;
<u>Offices/Office Areas, Boardrooms, Conference Rooms, Meeting Rooms, Corridors, Elevator Lobbies and Photocopy Rooms</u>	Vacuum traffic lanes.	X				b. Sweep or vacuum exposed flooring during clean log operations;
	Vacuum all carpeting and rugs on a full floor basis.		X			c. Remove spots and stains from carpeting and rugs using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after observation or notification.
	Clean carpets and rugs using a Shampoo method in addition to Hot Water Extraction				X	
WASHROOMS	Clean and disinfected all washrooms. Enter date and time in the logging system.	X				a. All washrooms must be patrolled and cleaned daily or more often as required.



						b. Washrooms log must be filled out.
	Ensure all dispensers are full.	X				
	Clean and dry all fixtures, spot clean mirrors, wipe counters and insure that toilets and sinks are clean.					
	Sweep and wash floors.	X				There must be no water or papers on floors.
	Dust top of partitions and spot clean.	X				
	Remove all trash from strainers in base of urinals.	X				
	Clean both sides of toilet seats interior and exterior of bowls; urinals and washbasins, toilets and urinals.	X				Must be free of stains, water spots and scale.
	Clean all water taps, dispensers, doors and flush valves.	X				
	Clean flush tanks, shelves, high ledges, mirrors, window ledges and exposed piping.	X				
	Sinks and hardware (flush valves, handles, and escutcheons...) must be cleaned and bright (free of corrosion or verdigrises. (green/blue deposit) and organize deposits (e.g. calcium build-up).	X				
	Walls particularly under dispensers near urinal and toilets must be cleaned and have no streaks.	X				
	Doors must be cleaned and sanitized including handles, kick plates and push plates.	X				



	Air grills and door grills must be cleaned and be free of dusts.	X				
	Empty sani-cans, wash and disinfect, supply and insert new waxed bags of correct size.	X				
	Empty and damp wipe exterior of all waste receptacles, supply and insert new plastic bags of correct size.	X				
	Replenish soap, toilet paper and paper towel dispensers, all dispensers must be full.	X				
	Unclog all toilets with plungers when it is necessary, if unsuccessful report immediately to the MO.	X				
	Remove graffiti within 24 hours of it having been discovered.	X				
	Wash in depth all tiled floors including spraying buff.		X			
	Pour a pail of clean water into floor drains.			X		
	Machine scrub floors.			X		
	Wash and disinfect wastepaper and refuse receptacles including metal containers. Wash both sides of partitions, partition doors and walls enclosed by partitions.			X		
SHOWER	Patrol and clean shower room.	X				Shower in the Ambassador's office shall be cleaned weekly.
	Ensure shower floor walls, doors and fixtures are wiped dry.	X				
	Remove all pieces of soap and any debris (including hair) from the shower floor drain.	X				



	Wash with a germicide, including shower curtains, and dry walls.	X				
	Clean shower door.	X				
	The shower nozzles and taps will be clean and bright, free from calcium deposit.	X				
	Scrub floors and duck boards.	X				
	Report any blockage or leaks to the MO.	X				
	Air and door grills must be cleaned and free of dust.	X				
	Power hose walls, wash shower curtains and/or shower doors USING GERMICIDE to remove soap residue.	X				
	Machine scrub floors to remove soap residue using germicide.	X				
KITCHEN and KITCHENETTES	Dust all horizontal and vertical surfaces.	X				
	Sweep and wash floors.	X				
	Wash all furniture, tables, chairs, sinks, faucets, counters etc.	X				
	Supply and replenish all soap and paper towel dispensers.	X				
	Empty, wash and disinfect garbage cans and waste receptacles and replace plastic bags.	X				
	Spot clean all walls, windows, doors and exterior of cupboards.	X				
	Empty, wash and disinfect multi use recuperation receptacles and replace with clear new plastic bag	X				
	Spot clean exterior of all appliances.	X				



	Wash dishes and fill/empty dishwasher when necessary.	X				
	Clean microwaves inside.	X				
	Completely clean windows and windows frame.		X			
	Empty fridges from out-dated food.		X			
	Clean fridges and dishwashers inside.			X		
MEETING ROOMS AND MULTIPURPOSE ROOM	Dust furniture and tables.	X				
	Dry clean unwritten whiteboards.	X				CAUTION! DO not clean boards containing written information; Do not use oiled or dust treated cloths when cleaning boards.
	Vacuum carpet floors.	X				
	Spot clean walls, windows and doors.	X				
	Clean windows.		X			
STAIRS AND LANDINGS	Sweep and damp mop stairs and landings.	X				
	Clean handrails, balusters, balustrades, baseboards, stringers and ledges.	X				
	Vacuum carpeted landings.	X				
	Spot clean walls.	X				
	Remove dust on Ambassador's frame in Staircase.	X				
MISCELLANEOUS	Clean all bright metal surfaces: Bright metal (copper, brass, stainless steel, brushed aluminums, etc.) shall have a clean shine without marks, stains, polish residue or verdigrises' (green/blue deposit), clean with an approved product.	X				



WASTE RECEPTACLES	Empty and damp wipe interior and exterior of central garbage cans, and waste receptacles.	X				Supply and install plastic bags of correct size when dirty or torn in garbage cans and waste receptacles.
INTERIOR GLASS	Remove tape and spot clean all door glass, partition glass, glass topped furniture, mirrors, draft deflectors and display boards.	X				
	Clean both sides of partition glass				X	
	Clean all windows from the inside.				X	
WALLS, PARTITIONS, BASEBOARDS AND CEILINGS	Spot clean walls, partitions and glass partitions.	X				
	Remove cobwebs from ceilings.	X				
	Dust walls, columns and frames.		X			
	Dust all baseboards, ledges and mouldings.		X			
	Clean glass partitions.		X			
DOORS AND DOOR FRAMES	Spot fingerprints and clean doors, push bars, kick plates, hand plates and door frames. Dust door grills.	X				
	Damp wipe doors and door frames.		X			
ELECTRONIC DATA PROCESSING AREAS (computer rooms, equipment rooms, computer, and printing room)	Wash and disinfect waste receptacles.		X			a. Areas include computer rooms, equipment rooms, computer, and printing rooms; b. Flooring -Plastic laminate tiles. This flooring contains anti-static properties and shall not be sealed, waxed or have floor finish applied to it; c. The vacuum cleaner used in this area shall be of the
	Clean doors, door frames and windows.		X			
	Wipe desks.		X			
	Dust furniture and shelving.		X			
	Dust window ledges.		X			
	Vacuum all computer/electronic equipment rooms.			X		



						<p>industrial canister type equipped with a 3 prong grounded plug and non-metallic floor tools. The filter is to be cleaned prior to each operation;</p> <p>d. CAUTION: Malfunctioning equipment shall be immediately removed from the area and replaced so that the extremely sensitive nature of the computer equipment is not affected;</p> <p>e. Food and beverage are NOT permitted in the areas;</p> <p>f. While performing the under low cleaning, cabling shall be disturbed as little as possible;</p> <p>g. Cleaning equipment shall NOT be plugged into any computer equipment or coloured electrical outlet (yellow/orange/red);</p> <p>h. Do not place anything on top of computer equipment;</p> <p>i. Buckets of water are not permitted in these rooms.</p>
CONTRACTOR'S SPACE AND JANITOR'S CLOSETS	Maintain floors and fixtures as per washrooms.	X				
	Vacuum cleaners shall be emptied at the end of	X				



	each shift and cord neatly wrapped.					
	Trash container shall be clean and empty of trash, caddy clean and free of personal items.	X				
	Floor buckets shall be emptied and cleaned, mops washed and mounted on racks where available or stood with head up to dry.	X				
	All equipment stored in a neat organized manner at all times.	X				
	Wash all walls and shelves.		X			
LIGHT FIXTURES	Patrol all areas of the building for burned out lights and replace upon discovery.			X		<p>a. The following requirements apply to all areas of the building including stairwells and areas that are excluded from general cleaning. Parking lot lights are excluded from this section;</p> <p>b. Install new tubes and bulbs to replace burnt-out fluorescent tubes, incandescent bulbs, and halogen bulbs. Bulbs must be rated "A+" or as high as possible on the energy efficiency scale;</p> <p>c. Indoor lights, including exit lights, are part of this contract. Ballasts do not form part of this contract;</p> <p>d. Check flickering tubes and replace upon discovery. If</p>



						the tube still flickers report it to the MO; e. Clean tubes, bulbs and the interior and exterior of light fixtures while replacing tubes or bulbs; f. The Contractor is not responsible for the provision of tubes or bulbs in units, which form an integral part of the furniture, office equipment and elevator cab; g. If an acrylic or glass lens is broken while replacing or cleaning bulbs or tubes, the Contractor shall replace the broken lens with a lens supplied by the MO; h. Disposal of the fluorescent tubes: The Contractor is to dispose of fluorescent tubes in an environmentally-sensitive manner.
GARBAGE/RECYCLING /RECUPERATION MATERIAL,PICKUP AREA	Empty, recycle, and clean "Saddle" boxes at each individual workstation.	X				
	Empty all garbage & recycling into large plastic bags of different colors	X				The Contractor shall use the proper color for the different garbage bags, following the code of Torre Espacio.
	Sweep floor and damp mop after pickup.	X				
	Spot clean walls.	X				
	Wash and disinfect all recycling bins located	X				



	throughout the offices, and other areas of the Chancery.					
	Leave large garbage bags in the freight elevator lobby at the end of the day.	X				
	Wash and disinfect trash carts, clean every Friday and shall be without any soil or marks present and shall be odour free.		X			
PAPER SAVE AND RECOVERY, MULTI-USE INSTALLATIONS	Remove surface contamination/garbage from recycling containers.	X				Cardboard shall be flattened and shall be placed in the designated bag. All paper shall be collected from the saddle boxes and other recycling bins and placed in designated bag. Non-recyclable materials shall be disposed of as garbage.
	Removal of suitable bagged shredded paper and vacuuming of any spillage.	X				
	Remove paper towels from washrooms and place in proper recycling containers.	X				
	Collection of paper from recyclable paper receptacles in all areas.	X				
	Clean exterior of the recycling containers and multi-use recuperation receptacles.	X				
	Collect recyclable materials and store in designated area.	X				
	Clean interior and sanitize of the recycling containers and multi-use recuperation receptacles.	X				

5.1.1.2 As and When Requested Cleaning Services

Other services not included in section 5.1.1.1 – **General Cleaning Services** may be required on an "As and When Requested Basis".

These services could include, but not limited to cleaning services of unforeseen nature, special events or any other requirements in excess of the General Cleaning Services Work Schedule requirements.



Although the cleaning services are intended to be taken place at the Chancery building, the resources may be requested to mission's other locations. Under these circumstances, the mission will ensure that the transportation is provided between the chancery and other working locations.

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

Such resource(s) may be required at any given time, including before and/or after regular hours identified in section **5.1.5 – Schedule of Operations**.

5.1.1.3 Contractor's Cleaning Personnel

The Contractor must:

Manage the total work effort associated with the services outlined in this contract and ensure adequate and timely completion of the services;

Maintain a pool of sufficient replacement staff, pre-cleared as per **Part 5 - Resulting Contract Clauses** under section **5.15.12 – Security Requirements** which are readily available for replacement in order to avoid service disruption;

Ensure that arrangements are made for the replacement of staff as soon as it is known that a staff 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.

5.1.2 MULTI-SKILLED RESOURCE REQUIREMENT

5.1.2.1 Multi-Skilled Resource Regular Requirement

The Contractor must:

Provide 1 worker who possesses a wide range of skills at a minimum in the following field of activities such as minor building maintenance, miscellaneous office duties, logistics, and mail management in order to conduct various tasks as required and identified by the Project Authority which are listed but not limited to the ones in **Attachment 1 to Annex A – Multi-Skilled Resource Typical Task**.

The resource must be physically on site at all time during the normal working hours as identified in section **5.1.5 – Schedule of Operation** under section "**Multi-Skilled Resource**".

This resource must have the basic knowledge to communicate in English or French.

The Contractor must maintain a pool of sufficient replacement staff, pre-cleared as per section per **Part 5 - Resulting Contract Clauses** under section **5.15.12 – Security Requirements** which are readily available for replacement in order to avoid service disruption.

Once a resource as been assigned to the work, the Contractor must minimize its rotation in order to avoid unnecessary disruption to the services.

The Contractor must ensure that arrangements are made for the replacement of staff as soon as it is known that a staff 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.



5.1.2.2 “As and When Requested” Multi-Skilled Resource

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

Such resource(s) may be required at any time given time, including before and/or after regular hours identified in section **5.1.5 – Schedule of Operation** under section “**Multi-Skilled Resource**”.

Under exceptional circumstances, where immediate performance is required, the Project Authority may request that the Contractor's resource suspend its regular work and be reassigned to the work that requires immediate attention. 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 **5.1.5 – Schedule of Operation** under section “**Multi-Skilled Resource**” 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” Multi-Skilled Resource**. If such work as to be completed at a different location, the Mission will provide the transportation of the resource(s) to and from that property.

5.1.3 SERVICE AUTHORIZATION PROCESS – “AS AND WHEN REQUESTED” SERVICES

1. When these services are required, the Project Authority will provide the Contractor with a "Service Authorization" (SA) form, containing the following information:
 - the SA number;
 - type of resource;
 - 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 the SA, the Contractor must provide the Project Authority, within 48 hours, confirmation that the resource(s) have been assigned. These services will be paid in accordance with the specific terms and conditions identified in **Annex B – Basis of Payment for the “As and When Requested Services”**.
3. 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.
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 a quality inspection.



5.1.4 EQUIPMENT, TOOLS, MATERIALS AND SUPPLIES

All equipment, tools, materials and supplies provided by the mission must remain on site at all time and are not to be used under any circumstances other than for mission uses.

The Mission will provide the Contractor with stock rooms, janitor's closets and designated areas for the duration of the work. All surfaces of stock rooms, janitor's closets and designated areas must be free of waste paper, garbage, dust, stains and free of odours.

The Mission will not be responsible for any loss or damages of the Contractor's equipment, tools, materials, supplies or personal belongings.

5.1.4.1 Equipment and tools for Cleaning Services

The Contractor must supply and maintain all equipment and tools required to carry out the work as described within the present Statement of Work.

The Contractor must use commercial heavy-duty vacuum cleaners with low noise level and high efficiency particulate air filters (HEPA type).

The Contractor must ensure that all equipment used to perform the work is of good quality, appropriate to the task, in good condition including periodic testing and in accordance with any requirements arising from the Health and Safety Committee.

The Project Authority reserves the right to decide that a device is unsafe, unsuitable or defective and to have it removed from service. The Contractor will then be required to replace it with appropriate equipment.

Only Contractor trained resources can operate the equipment and tools. The Contractor is solely responsible to provide appropriate trainings to its resources.

5.1.4.2 Materials and supplies for Cleaning Services

Cleaning materials and supplies must be of high quality and biodegradable, phosphate-free, odorless (or have a non-objectionable odour), contain low volatile organic compounds (VOC) and be proven environmentally friendly, wherever possible. Environmentally friendly is defined as products meeting the Environmental Choice Program (i.e. Eco-Logo) or the Green Seal Program or other recognized certifications. All paper products must contain minimum 10% post-consumer recycled fibers or equivalent.

The Contractor must handle and store all chemicals and cleaning products in a safe and responsible manner.

The contractor must supply the following:

- Sanitary but non-corrosive floor cleaning product
- Sanitary but non-corrosive cleaning product for kitchen appliances
- Sanitary but non-corrosive cleaning product that removes grease
- Sanitary but non-corrosive cleaning product for toilets and sinks
- Sanitary but non-corrosive cleaning product for shower stalls



- Furniture polish
- Leather cleaner
- Lint free cloths
- Sponges
- Toilet paper
- Paper towels
- Hand soap
- Dish soap
- Bleach liquid
- Toilet cleaner bleach product
- Hand sanitizer
- Mop liquid
- Steel wool
- Clear garbage bags (large bags for large bins; small bags for individual garbage bins)
- Floor scrubber drier solution and neutral floor cleaner.

5.1.4.3 Equipment, tools, Materials and supplies for the Multi-Skilled Resource

The mission will provide all equipment, tools, materials and supplies for all Multi-Skilled Resource activities.

5.1.5 SCHEDULE OF OPERATION

Unless specified otherwise, the cleaning services and multi-skilled resource must be performed as follows:

a) Regular Hours:

Cleaning services

Monday to Thursday between 9:00h and 16:00h;
Friday between 9:00h and 13:00h;
During the month of August Monday to Friday between 9:00h and 13:00h.

Multi-Skilled Resource

On Tuesday and Thursday from 9:00h to 14:00h

b) Statutory holiday:

The Mission has 11 statutory holidays that are combinations of the Canadian and local holidays. Project Authority will provide Contractor with a list of statutory holidays at the beginning of each calendar year. When a statutory holiday falls on a weekday (Monday to Friday), the operations will resume on the following day.

5.1.6 EXPECTED BEHAVIORS

The Contractor must:

- Report immediately any abnormalities or issues while conducting the work to the Project Authority;



- Ensure that its assigned resources do not inconvenience the business activities of the Mission's personnel, clients and visitors meaning the work must be performed in the most discrete manner;
- Ensure that its resources project a positive image with a good attitude. The Contractor will be solely responsible for the conduct, behavior and discipline of their employees.

5.1.7 INFORMATION RELATED TO HEALTH AND SAFETY

The Contractor must ensure compliance with all health and safety regulations and measures concerning personnel and fire protection recommended by national codes or prescribed by the appropriate authorities for equipment, habits and work procedures.

The Contractor must provide training to all staff performing work under this contract as per the requirements of Spanish Health and Safety legislation.

5.1.8 UNIFORMS

The contractor shall provide, at its expense, uniforms with nametag, including footwear to employees who clearly identify them as employed by the Contractor. These uniforms must be chosen to reflect Canada's excellent brand image (i.e. clean, tidy and in good condition) and must be pre-approved by the Project Authority. The Contractor must ensure that its employees are properly dressed and that their passes are clearly visible at all times.

6. DELIVERABLES

- The services will be verified for compliance by the Project Authority or his representative throughout the duration of the Contract. Therefore, random inspections will be conducted. The Contractor's supervisor may be requested to be present during the inspections.
- 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.
- The assigned supervisor must meet with the Project Authority regularly and present all reports and take notes of all-important points, if any, from the discussion to act upon those points. The supervisor must be responsible for the day-to-day operations of the services within the scope of services of this contract.
- The Contractor must immediately undertake to prepare a schedule of operations (i.e. a Work Plan). This schedule is to be prepared on a year-planner type basis and must include all required work. The schedule is to be delivered to the Project Authority within 1 week from contract award; for review and approval, in order to proceed with the work.
- The Contractor must prepare simple to use, yet detailed work schedules for use by the contract cleaning staff. These schedules must list the Mission's daily and weekly routine and periodic cleaning. These schedules must give the dates for periodic cleaning tasks. These schedules are



to be examined, and approved, by the Project Authority prior to the commencement of the contract.

- Contractor must check twice a month the performance of the work as well as the behaviour of the employees by an on-site visit of the supervisor, with the only awareness of the Project Authority or his/her delegate.

7. CONSTRAINTS

All ID Card entrusted to the Contractor must be fully protected at all times, not leave the work premises and returned every day, before site departure.

8. LANGUAGE OF WORK

English or French.

9. LOCATION OF WORK

The work will be conducted at the following locations:

- Chancery Building (Torre Espacio, Paseo de la Castellana, 259d)
- Official Residence "OR" (Residencial Puerta de Hierro, Madrid)
- Staff Quarters "SQs" (Different locations in Madrid)

10. TERMINOLOGY

The terminology and standards described below must be strictly adhered to. All inspections made by the Project authority will be rated according to these quality standards. The Contractor must meet the following standards:

Buffing

- Consists of removing traffic marks and restoring the floor surface shine using a high speed buffer equipped with an appropriate pad and spray solution;
- The floor must present an even shine and be clean after the buffing.

Carpet shampooing

- Consists of using a buffer with an appropriate cleaning solution and pad in order to clean and remove stains to carpeted areas, followed by a static guard.
- Floor must be vacuumed prior to carpet shampooing.
- 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 carpet shampooing.



General Cleaning

- All surfaces and objects specified in the contract 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 cleaners must be relocated to their original location.

Clean and Disinfect

- Client-approved, commercial disinfectant cleaner must be used.
- Manufacturer's instructions must be followed for best results.
- All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.

Cleaning with a Hose

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

Cleaning of Air Grills and Air Diffusers

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

Cleaning of Light Fixtures

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

Cleaning of Garbage Rooms

- Garbage rooms and empty garbage containers must be free of odours.

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 Contractor must sweep or dry mop the area immediately before damp mopping.
- The Contractor 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.



Dust Mopping

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

Floor Grills

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

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.

Hot Water Extraction

- All carpets and walk-away mats must be clean and free of accumulated dust and dirt and stain as a result of Hot Water Extraction.
- Areas must be cleaned to walls and corners.

Low dusting

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

Machine Scrubbing

- All areas must be free of dirt, stains, scuff marks, splashing, cleaning chemicals and water accumulations.
- Corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually.

Neutralize

- Consists of using water and vinegar to wash floors thoroughly, proceeding with a cold rinse to eliminate stripping solution and old finish residue before applying sealer.

Notice Boards

- All notice boards shall be free of dust and stains.



Polishing metal

- Consists of 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.

Re-lamping

- Consists of replacing burnt fluorescent tubes, compact fluorescent, halogen, LED and conventional light bulbs, dusting covers and lenses and re-install.

Scrub and Refinish

- The Contractor must apply all performance standards as with "Machine Scrubbing".
- In addition, the Contractor 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

- Consists of removing 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.

Spray Buffing

- Following spray buffing, all areas must present an overall appearance of cleanliness, have a bright shine through out and be free of debris and dust.
- Spills, scuffs and stains must be removed prior to spray buffing.

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)

- Consists of 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

- Consists of using 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.

Stripping

- Consists of removing layers of floor finish using a low speed buffer equipped with the appropriate pad and stripping solution, neutralizing and rinsing the floor and applying water based sealer and two coats of wax afterwards, when applicable.
- This operation includes washing baseboards, moving furniture and putting it back to its original location. There must be no wax or sealer build up on surfaces after this operation has been completed.

Strip and Refinish

- The Contractor must apply all performance standards as with "Scrub and Refinish".
- All old finish must be removed and all residual stripper chemical cleaned away.
- New finish must be applied to all portions of the floors.
- Refinish must include 2 coats of finishing material (wax, etc.).
- All areas must be clean and clear of all stains, blemishes and dirt, and have a consistent shine free of scrapes and marks once the "Strip and Refinish" is complete.

Sweeping

- Consists of 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 empty, dry, the exterior surface wiped clean, and free of sludge, dirt, deposits and odours and with fresh plastic liners, provided by the Contractor.
- The Contractor must also review all areas of the compounds daily to pick up trash that is on the ground (organic or otherwise) or left sitting on tables or outdoor seating areas.

Vacuuming

- All carpet surfaces must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit.
- A power head must be used.



Wash

- Consists of 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.
- The Contractor must clean each type of floor according to the manufacturers' specifications. The cost to correct any damage resulting from improper cleaning will be deducted from the monthly payments.

Washroom Cleaning

- All washrooms shall have a clean scent with no odour. Disinfect and sanitize. All surfaces shall be free of stains, water marks, and scale and shall be clean and bright. All waste and sanitary receptacles shall be empty, clean and all dispensers replenished.

Waste Management

- Waste collection and removal services for each Facility must be performed in accordance with the building (Torre Espacio) waste management and recycling program. This includes providing garbage bags of different colors that respect the code of Torre Espacio;
- Duties shall include but not be limited to replacing dirty garbage bags, picking up litter, and washing exterior surfaces of garbage and recycling receptacles on a regular basis.
- The Contractor shall regularly report to the MO all damaged or missing recycling containers used in the separation and storage of recyclable materials.
- The Contractor shall collect all materials as scheduled to avoid overfill and bad odour.
- The Contractor shall comply with client policies, applicable legislation and bylaws controlling waste disposal and recycling and possess all necessary certification and licensing.
- The Contractor shall be responsible for the removal and separation of all recyclable materials including, but not necessarily limited to mixed office paper, newspaper, old corrugated cardboard, aluminum and steel cans, plastics, and organic material, placing these in designated color bags, according to the building waste management and recycling program.
- Recycling containers provided by the Mission shall be placed throughout the Chancery, including locations such as corridors, lobbies, kitchens, filing and stock rooms, and any other area deemed necessary by the MO.



- All central garbage bins, must be emptied daily. All containers must contain the appropriate liners and be replaced as necessary.
- The Contractor shall comply with all local regulations, practices or policies, including supply of proper bags and/or containers.
- Employees of the Contractor must attend building-specific waste management training for new recycling programs and renewed training, whenever it is needed. Training is also mandatory for new staff.

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.
- The Contractor must not use any harsh or abrasive products.
- The Contractor will protect the surrounding area from any damage during glass cleaning operations.
- The Contractor will be responsible for all damage to glass during cleaning operations



ATTACHMENT 1 TO ANNEX A – MULTI-SKILLED RESOURCE TYPICAL TASK

Multi-Skilled typical tasks are, but not limited to:

- Perform regular maintenance of office equipment and facility;
- Escort the landlord's technicians for building maintenance at the Chancery excepted high security areas as required;
- Any fit-up work. E.g. changing carpet, cutting tiles, reviewing electrical plugs, etc;
- Repair furniture or other equipment;
- Adding oil to the shredders;
- Changing toners in the printers;
- Moving furniture;
- Inventory management for promotional items, office supplies, furniture, etc.
- Inspect and clean the heating and a/c system;
- Review/fix plumbing, change faucets/sink/toilets parts, etc.;
- Change fuse, detect and fix faulty electrical wiring;
- Install lights and light bulbs, fix objects on the walls, build furniture, etc.;
- Delivering and installing furniture or other equipment, such as small appliances, etc.;
- Delivering and installing pack-up kits, which consist of temporary bed sheets, utensils, kitchen tools, etc;
- Deliver and pick-up diplomatic bags and letter/parcels from and to various locations;
- Take the mission's vehicles for refuel, repairs, routine maintenance, or other required locations;



ATTACHMENT 2 TO ANNEX A – 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. Identification of resource requirement: (To be completed by the Project Authority)					
Resource	Professional Qualified 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.)					
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.					
2. Project Authority's Approval Signature					
Name of the Project Authority					
Signature					
Date (MM/DD/YY)					



ANNEX B - BASIS OF PAYMENT

Name of Bidder:

Address:

Contact Person:

Phone number: () -

E-mail:

Print Name and Capacity

Date



1. Regular Cleaning Services

Firm Monthly Rate

The Contractor will be paid firm monthly rates 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 (EUR) Taxes Excluded	Number of Months	Subtotal (EUR) Taxes Excluded
Initial (Year 1)		12	
Initial (Year 2)		12	
Option 1 (Year 3)		12	
Option 2 (Year 4)		12	
Option 3 (Year 5)		12	



2. As and When Requested Cleaning Services

Firm Hourly Rate

The Contractor will be paid firm hourly rates 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	Period required	Firm Hourly Rate (EUR) Taxes Excluded	* Estimated Number of Hours per Year	Subtotal (EUR) Taxes Excluded
Initial (Year 1)	During regular hours		120	
	Outside regular working hours		50	
Initial (Year 2)	During regular hours		120	
	Outside regular working hours		50	
Option 1 (Year 3)	During regular hours		120	
	Outside regular working hours		50	
Option 2 (Year 4)	During regular hours		120	
	Outside regular working hours		50	
Option 3 (Year 5)	During regular hours		120	
	Outside regular working hours		50	

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



3. Multi-Skilled Resource Regular Requirement

Firm Monthly Rate

The Contractor will be paid firm monthly rates 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 (EUR) Taxes Excluded	Number of Months	Subtotal (EUR) Taxes Excluded
Initial (Year 1)		12	
Initial (Year 2)		12	
Option 1 (Year 3)		12	
Option 2 (Year 4)		12	
Option 3 (Year 5)		12	



4. "As and When Requested" Multi-Skilled Resource

Firm Hourly Rate

The Contractor will be paid firm hourly rates 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	Professional Qualified Staff	Firm Hourly Rate (EUR) Taxes Excluded	* Estimated Number of Hours per Year	Subtotal (EUR) Taxes Excluded
Initial (Year 1)	During regular hours		120	
	Outside regular working hours		50	
Initial (Year 2)	During regular hours		120	
	Outside regular working hours		50	
Option 1 (Year 3)	During regular hours		120	
	Outside regular working hours		50	
Option 2 (Year 4)	During regular hours		120	
	Outside regular working hours		50	
Option 3 (Year 5)	During regular hours		120	
	Outside regular working hours		50	

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



5. Pricing Summary

Period	Subtotal Section 1 + 2 + 3 + 4 (EUR) Taxes Excluded
Initial (Year 1)	
Initial (Year 2)	
Option 1 (Year 3)	
Option 2 (Year 4)	
Option 3 (Year 5)	
Subtotal	

TAXES (If applicable)	%	Amount

TOTAL	
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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)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction	
GAC	MDRID	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail		
Cleaning and Maintenance Service for the Embassy of Canada to Spain.		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



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 checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments:
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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





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 / CONFIDENTIEL	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? No / Yes
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? Non / Oui

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

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

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