



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

11 LaurierSt./ 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

"THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT".

"CE DOCUMENT CONTIENT UNE CONDITION DE
SÉCURITÉ"

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Infrastructure Maintenance and Solution Services Division
(FK)

L'Esplanade Laurier,

East Tower 4th Floor

L'Esplanade Laurier,

Tour est 4e étage

140 O'Connor, Street

Ottawa

Ontario

K1A 0R5

Title - Sujet Janitorial Services 335 River Road	
Solicitation No. - N° de l'invitation EJ196-211175/A	Date 2021-08-03
Client Reference No. - N° de référence du client 20211175	
GETS Reference No. - N° de référence de SEAG PW-\$\$FK-323-80269	
File No. - N° de dossier fk323.EJ196-211175	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-09-14 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Ibrahim (fkdiv) , Nour	Buyer Id - Id de l'acheteur fk323
Telephone No. - N° de téléphone (613) 296-5699 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST National Capital Area (Ottawa) Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

IMPORTANT NOTICE TO BIDDERS

Security

This notice is to advise ALL interested bidders that in order to be awarded a contract which contains a security requirement, all bidders MUST hold a valid Security Clearance granted or approved by PSPC Canadian Industrial Security Directorate (CISD) at the level indicated in this solicitation document. Should the bidder not currently hold a valid Security Clearance or require the level to be upgraded, PSPC will sponsor the bidder. Please submit your written request with the following information to **Nour Ibrahim** by e-mail to ***Nour.Ibrahim@tpsgc-pwgsc.gc.ca***.

- Legal Company Name
- Mailing address
- Surname and given name of contact person
- Telephone number of contact person
- Title of contact person
- Facsimile number
- E-mail address of contact person
- Procurement Business Number
- Preferred Language of correspondence
- Level of Security Required

For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website or by dialing 1-866-368-4646 (Toll free).

Legal name of department

Although PWGSC was renamed Public Services and Procurement Canada (PSPC) for communication purposes, the legal name remains Public Works and Government Services Canada in policy instruments and in legal documents including contracts.

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Solicitation No. - N° de l'invitation
EJ196-211175/A
Client Ref. No. - N° de réf. du client
20211175

Amd. No. - N° de la modif.
000
File No. - N° du dossier
EJ196-211175

Buyer ID - Id de l'acheteur
fk323
CCC No./N° CCC - FMS No./N° VME

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Annex "H"	Collective Agreement
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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Annexes include:

- Annex "A" Scheduled Cleaning Operations (attached to Annex "B")
- Annex "B" Statement of Work
- Annex "C" Basis of Pricing – Financial Bid
- Annex "D" Security Requirements Check List (SRCL)
- Annex "E" Additional Building Information
- Annex "F" Information on Incumbent Employees
- Annex "G" Complete List of Names of all individuals who are currently Directors of the Bidder.
- Annex "H" Collective Agreement
- Annex "I" COVID-19 Questionnaire (*For information purposes only. The Contracting Authority will provide the form at the site visit for completion.*)

1.2 Summary

1.2.1 Requirement

To provide Janitorial Services including all labour, material and equipment for *Public Works and Government Services Canada (PWGSC)*, located at 335 River Road, Buildings 8 & 9, *Ottawa, Ontario*, Canada. The services must be provided in accordance with Statement of Work attached at Annex "B".

1.2.2 Period of Contract

The period of any resulting Contract will be for a period of two (2) year(s) plus up to three (3) additional consecutive twelve (12) month periods, under the same conditions.

Canada may exercise this option at any time by sending a written notice to the Contractor **60 days** before the contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

At the time option year 2 and option year 3 are exercised, the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price

Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:
<https://www150.statcan.gc.ca/n1/daily-quotidien/200916/dq200916a-eng.htm?HPA=1&indid=3665-1&indgeo=0>

1.2.3 Security Requirement

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

1.2.4 Mandatory Site Visit

There is a mandatory site visit associated with this requirement (*where personnel security screening is required prior to gaining access to the site*). Consult Part 2 - Bidder Instructions.

1.2.5 epost Connect **(Note: Bids MUST be submitted using Epost Connect service.)**

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

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

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

Subsection 5.4 of 2003, Standard Instructions – Goods or Services – Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: *one hundred twenty (120) days*

2.2 Submission of Bids (Note: Bids MUST be submitted using Epost Connect service.)

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the bid solicitation.

Note: Bidders **MUST** submit using epost Connect, for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

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

2003 Section 08 (2019-03-04) Transmission by epost Connect

2. epost Connect

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the epost Connect service provided by Canada Post Corporation.
 - i. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

or, if applicable, the email address identified in the bid solicitation.

- ii. PWGSC regional offices: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.
- b. a bid using epost Connect service, the Bidder must either:

-
- i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
 - ii. **send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response)**, an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- c. If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
- e. The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
- f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
- g. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
- i. receipt of a garbled, corrupted or incomplete bid;
 - ii. availability or condition of the epost Connect service;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;
 - vi. illegibility of the bid;
 - vii. security of bid data; or,
 - viii. inability to create an electronic conversation through the epost Connect service.
- h. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- i. Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.

- j. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

2.3 Former Public Servant - Competitive Bid (A3025T - 2020-05-04)

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **seven (7) calendar days** before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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

2.6 Mandatory Site Visit

It is **MANDATORY** that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at [335 River Road, Buildings 8 & 9, Ottawa, Ontario, Canada](#) on **24 August 2021**. The site visit will begin at **9:00 EST**, at [the main entrance of 335 River Road, Ottawa, Ontario, Canada](#).

Bidders **must** communicate with the Contracting Authority no later than **August 19, 2021** to confirm attendance and provide the name(s) of the person(s) who will attend and their dates of birth.

Contracting Authority from Aug 16 – Sept 3 2021 will be Joanne Ladouceur at joanne.ladouceur@tpsgc-pwgsc.gc.ca and Nour Ibrahim all other dates.

It is mandatory that bidders provide and wear safety boots for the site visit. Bidders who do not comply will not be permitted to attend the site visit.

Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

A maximum of one (1) representatives per bidder will be permitted to examine the site(s)

The Contracting Authority will ask each contractor to complete a questionnaire as they arrive (sample at Annex "I") to the site visit. Contractors will be checked in as they arrive to site visit and will be checked out by the Contracting Authority at the end of the site visit. Also, all contractors are asked to please avoid touching any surfaces during the site visit.

It is MANDATORY that all contractors follow federal/provincial guidelines for COVID-19 which includes physical distancing, a minimum of 6 feet between all participants, at all times. Contractors **MUST** wear masks and/or face coverings for the duration of the site visit.

Contact tracing - If anyone has come into contact with anyone with COVID-19, in the last 2 weeks, or travelled outside of Canada, please advise. If anyone shows any symptoms after the site visit meeting or within 14 days of the meeting, please advise the Contracting Authority as soon as possible.

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2.7 Ontario Labour Legislation - Bid (A0075T, 2014-06-26)

1. In accordance with the requirements of section 77(1) of the *Employment Standards Act*, 2000, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached:

- (a) the employee's job classification or job description;
- (b) the wage rate actually paid to the employee;
- (c) a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
- (d) the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
- (e) the date on which the employer hired the employee;
- (f) any period of employment attributed to the employer under section 10 of the Act;
- (g) the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
- (h) a statement indicating whether either of the following subparagraphs applies to the employee:
 - (i) The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.

(ii) The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.

2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.
3. In addition to the above information, a copy of either the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.
4. Bidders must use the information referred to in subparagraphs 1 (a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.
5. The enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.
6. Bidders who require clarification or further information may contact the local Ontario Ministry of Labour Offices found at <http://www.labour.gov.on.ca/english/feedback/index.php>

2.8 Additional Building Information

Additional Building information is provided on Annex "E" attached and is only an approximation.

2.9 Bid Challenge and Recourse Mechanisms

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The bidder **MUST** submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

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

Section I: Technical Bid
Section II: Financial Bid (See Annex C – Financial Bid – Basis of Pricing)
Section III: Certifications
Section IV: Additional Information

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

SECTION I: TECHNICAL BID

3.1.1 Submission of Evidence

The evidence provided by the Bidder may be verified by Canada. Failure by the Bidder to provide the required evidence or in the event that the evidence cannot be verified will result in the Bidder being disqualified and no further consideration will be given to the Bidder. If the Bidder submits references in excess of the stated requirement, only the references up to the identified limit will be assessed.

PWGSC reserves the right to verify information for completeness and accuracy and to confirm reference satisfaction with services provided. In the event where the information cannot be verified or the service found to be unsatisfactory will result in the proposal being considered non-responsive and no further consideration will be given to the Bidder.

It is the sole responsibility of the Bidder to ensure that it provides a contact that is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. The technical evaluation team will attempt to contact the Bidders customer reference a maximum of three (3) times during the days of the technical evaluation between 8:00 am - 4:00 pm local time. If the customer reference does not provide a reference the Bidders proposal will be deemed non-responsive and receive no further evaluation.

3.1.2 Mandatory Contractor's Experience and Past Performance

The Bidder must provide evidence of its experience and past performance by referencing **one (1) contract satisfactorily rendered for a minimum of two (2) consecutive years, under the same contract, within the past five (5) years, from the bid closing date**, wherein the range of janitorial services provided are comparable to those described in this Request for Proposal (RFP).

PROJECT/CONTRACT REFERENCE	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____
	Title: _____
Telephone number and e-mail address of	

client contact	Phone No.: _____ E-mail: _____
Approximate size in square meters of the cleanable area of the project or contract	_____ square meters
Location/site of the contract:	_____
Value of the contract	\$ _____
Performance period of the contract (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of Contract: _____ _____ _____ _____ _____	

3.1.3 Mandatory Working On-site Supervisor(s) Expertise and Experience

a) Provide the name and the number of years of experience as a Working On-Site Supervisor(s) for the Contractor's Working On-site Supervisor(s) who will be assigned to this Contract. It is Mandatory that the Working On-site Supervisor(s) **have a minimum of three (3) consecutive years of experience**, in a supervisory role in the field of janitorial services.

Name of Working On-site Supervisor's	Years of Experience

b) The Bidder must provide evidence of its experience and satisfactory performance of the Working On-site Supervisor(s) by referencing one (1) contract for clients of a duration of **a minimum of three (3) consecutive years, within the past ten (10) years**, in providing janitorial services in a range comparable in size, scope and complexity to those described in the Request for Proposal (RFP).

WORKING ON SITE SUPERVISOR REFERENCE	
Name of client organization or Company	Name: _____
Name and title of client contact	Name: _____ Title: _____
Telephone number and e-mail address of client contact	Phone No.: _____

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	E-mail.: _____
Approximate size in square meters of the cleanable area of the contract	_____ square meters
Location/site of the contract:	
Value of the contract	\$ _____
Performance period of the contract. (indicate month and year)	From: Month _____ Year _____ To: Month _____ Year _____
Description of contract: _____ _____ _____ _____	
Responsibilities of the individuals: _____ _____ _____ _____ _____ _____	

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SECTION II: FINANCIAL BID

Bidders **MUST** submit their financial bid in accordance with the Basis of Payment in Annex "C".

SECTION III: CERTIFICATIONS

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

SECTION IV: ADDITIONAL INFORMATION

3.1.5 Contractor's Representative:

The name and particulars of the person to be contacted for general enquiries and follow-up purposes:

Name: _____

Telephone Number: _____

Cellular Number: _____

E-mail: _____

3.1.6 Specific Persons – Working On site Supervisor(s)

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract:

Name: _____

Telephone number: _____

Cellular Number: _____

E-mail: _____

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation Mandatory requirements:

- 1) Security Clearance of ___RELIABILITY_____, at bid closing, in accordance with Part 6, Security Requirements;
- 2) Contractor's qualification in accordance with Part 3, Section I: Technical Bid;
- 3) Working On-Site Supervisor(s) qualification in accordance with Part 3, Section I: Technical Bid;
- 4) Submission of a Firm Price/Rate in Canadian funds for all the items listed in the RFP, Part 3, Section II, Financial Bid;

4.2 Basis of Selection

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

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real 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. **List of Names Annex __G__.**

5.2.2 Federal Contractors Program for Employment Equity – Bid Certification

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

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

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status & Availability of Resources (A3005T- 2010-08-16)

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 similar qualifications and experience. The Bidder must advise the Contracting Authority 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 the Contracting Authority, 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

5.2.3.2 Education and Experience (A3010T-2010-08-16)

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.

PART 6 - SECURITY REQUIREMENT

6.1 Security Requirement

1. **At the date of bid closing**, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name and date of birth of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Employee Information for Security

The Bidder **must** specify the following information regarding employees proposed in Part 3, Section I (Technical Bid) to provide services against any resulting contract:

If there is not sufficient space in the table please attach a list to this document with the requested information for the proposed employees.

Legal Name (First and Last) (Please Print Clearly)	DATE OF BIRTH Day / Month / Year	ID security number (provide if available)
Supervisor:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		
Employee:		

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

To provide Janitorial Services including all labour, material and equipment for Public Works and Government Services Canada (PWGSC), located at *335 River Road, Buildings 8 & 9, Ottawa, Ontario, Canada*. The services must be provided in accordance with the Statement of Work attached at Annex "B".

1.1 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.

2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:

(a) the name, qualifications and experience of the proposed replacement; and

(b) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority 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.

1.2 Mandatory Response Time

It is a mandatory requirement of this contract that the Company authorized representative be personally available to attend meetings and to respond to inquiries within 24 hours of the Technical Authority's or the Contracting Authorities request. Also in accordance with Statement of Work, Section 1, clause .2 Building Cleaning Operations, sub-clause .6 - Additional and emergency cleaning services, it is mandatory to provide an Emergency response and onsite service within one (1) hour of receiving a call 24 hours a day, 7 days a week.

2. Standard Clauses and Conditions

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

2.1 General Conditions

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

3. Security Requirements

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE No. EJ196-211175

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

3.2 The Company Security Officer (CSO) must ensure through Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

4. Term of Contract

4.1 Period of Contract

The period of the Contract is from _____ to _____ inclusive. (Initial period is a 2 year period)

4.2 Option to Extend Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) ADDITIONAL CONSECUTIVE TWELVE (12) MONTH PERIODS each under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor **60 days** before the contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

At the time option year 2 and option year 3 are exercised, the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will

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be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:
<https://www150.statcan.gc.ca/n1/daily-quotidien/200916/dq200916a-eng.htm?HPA=1&indid=3665-1&indgeo=0>

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Nour Ibrahim
Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Real Property Contracting Directorate
4th Floor, 140 O'Connor Street, L'Esplanade Laurier, East Tower
Ottawa, Ontario K1A 0S5
Telephone: 613-296-5699
E-mail address: Nour.Ibrahim@tpsgc-pwgsc.gc.ca

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

5.2 Technical Authority

The Technical Authority for the Contract is: **WILL BE PROVIDED AT CONTRACT AWARD.**

_____ (name of departmental representative)
_____ (title)
_____ (organization name)
Address: 180 Kent St., 18th floor (*revise as required*)
Ottawa, ON
K1A 0S5
Telephone: _____
E-mail : _____

The Technical Authority named above is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work.

Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

The name and particulars of the person to be contacted for general enquiries and follow-up purposes:

Name: _____

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Telephone: _____

Cellular: _____

E-mail: _____

5.4 Specific Person(s)

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract:

Working On-site Supervisor's Name: _____

Telephone Number: _____

Cellular Number: _____

E-mail: _____

6. Proactive Disclosure of Contracts with Former Public Servants (A3025C – 2020-05-04)

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

7. Payment

7.1 Basis of Payment - Firm Prices and "As and When"

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices, in accordance with General Conditions 2035 16 (2014-09-25) Payment Period. Applicable taxes are extra, if applicable.

- a) Firm rates shall be paid in accordance with **Pricing Schedule 1** in twelve (12) payments at the end of each month.
- b) "As and When Requested" Work
Any costs incurred for **Extra Work** in accordance with **Pricing Schedule 2** will be paid on an 'as and when requested' basis in accordance with the Statement of Work, **Annex B**, after completion, inspection and acceptance of the work performed.

Canada's total liability to the Contractor under the "as and when requested" portion of the Contract must not exceed **(to be determined)**. Applicable Taxes are extra, if applicable.

The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of the sum when:

- (a) it is 75 percent committed, or
- (b) if the Contractor considers that the said sum may be exceeded, the Contractor must promptly notify the contracting Authority.

whichever comes first.

In the event that the notification refers to inadequate funds, the Contractor must provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of specifications, made by the Contractor, will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the Work.

7.2 Basis of Pricing

See Basis of Pricing at Annex "C".

7.3 Limitation of Expenditure

The Contractor will supply the goods and services under the Contract to an estimated total expenditure not exceeding \$ (to be determined) (applicable taxes excluded) of which \$ (to be determined) (applicable taxes excluded) is for goods and/or services enumerated or described in Basis of Pricing, Pricing Schedule I and \$ (to be determined) (applicable taxes excluded) is for additional goods and/or services that may be requested on an "as and when requested" basis at the prices and or rates set out in Pricing Schedule 2.

7.4 Determination of Cost

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract will be calculated using the firm monthly rate per m² identified in Pricing Schedule, and in accordance with the following formula:

The firm monthly rate per m² in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve months and divided by two hundred and fifty working days. This amount will then be multiplied by the additional or eliminated m². The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

7.5 SACC Manual Clauses

A9116C (2007-11-30) T1204 – Information Reporting by Contractor

A9117C (2007-11-30) Direct Request by Customer Department

C0710C (2007-11-30) Time and Contract Price Verification

8. Invoicing Instructions

8.1 Inspection and Acceptance (D5328C 2014-06-26)

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

8.2 Monthly Payment (H1008C - 2008-05-12)

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.

8.3 Invoicing Instructions

1. All invoices are to be mailed or emailed to the Technical Authority as per the Front Page of the contract and must include the following:

- a) Company name and address;
- b) Contract Number;
- c) Description of routine, schedule and patrol cleaning`;
- d) Description of additional cleaning and emergency cleaning operations with support documents, as appropriated and the value;
- e) Name of the person who requested the service;
- f) Applicable tax as a separate line item;
- g) Procurement Business Number, and
- h) Client Reference Number;

2. The Contractor must distribute the invoices as follows:

The original invoices and all required documentation must be forwarded to the following address for certification and payment.

Invoices are to be made out and mailed to:

Public Works and Government Services Canada
Maintenance and Operation Assurance
180 Kent Street
Ottawa, Ontario, K1A 0S5

or by email as a PDF to: @tpsgc-pwgsc.gc.ca (Identify TA at Contract Award)

3. Payment will only be made on receipt of satisfactory invoices duly supported by any specified documents called for under this contract. Failure to submit the correct information may result in the rejection of the invoice for processing.

8.4 Electronic Payment Instruments

The Bidder accepts to be paid by:

* Direct Deposit

8.5 No Responsibility to Pay for Work not performed due to Closure of Government Offices

- a) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
- b) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

9. Certifications

9.1 Compliance

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

10. Applicable Laws

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

11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the General Conditions 2035, **(2020-05-28)**;
- (c) Annex "A" Scheduled Cleaning Operations;
- (d) Annex "B" Statement of Work;
- (e) Annex "C" Basis of Pricing
- (f) Annex "D" Security Requirements Check List (SRCL);
- (g) the Contractor's bid dated _____
(insert date of bid), as amended _____
(insert date(s) of amendment(s) if applicable)

12. SACC Manual Clauses

A0075C (2014-11-27) Ontario Labour Legislation - Contract
A2000C (2006-06-16) Foreign Nationals (Canadian Contractor).

13. Insurance –Specific Requirements

13.1 Insurance Requirements

The Contractor must comply with the insurance requirements specified in the **following article 7.13.2 Commercial General Liability Insurance**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

13.2 Commercial General Liability Insurance (G2001C – 2018-06-21)

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

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

For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

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

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

14. Dispute Resolution

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

15. Cellular Phones and/or Pagers

The Contractor's Foreman or Site Supervisor must be equipped with a cellular phone and/or pager at all times. All expenses including installation, air time, activating fees, and the cost of the phones/pagers themselves, will be the responsibility of the Contractor. The Contractor must maintain an uninterrupted communication service.

16. Government Site Regulations

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

17. Pre-Commencement Meeting

A pre-commencement meeting is mandatory for the Contractor prior to commencing any work and minutes of the meeting will be taken. The time and place of this meeting will be determined by the Departmental Representative.

The Contractor is to supply the Departmental Representative with a copy of his safety policy as required by the applicable Provincial Occupational Safety and Health Regulations.

Solicitation No. - N° de l'invitation
EJ196-211175/A
Client Ref. No. - N° de réf. du client
20211175

Amd. No. - N° de la modif.
000
File No. - N° du dossier
EJ196-211175

Buyer ID - Id de l'acheteur
fk323
CCC No./N° CCC - FMS No./N° VME

ANNEX "A"

SCHEDULED CLEANING OPERATIONS (attached to the Statement of Work)

STATEMENT OF WORK NO. EJ196-211175

Solicitation No. - N° de l'invitation
EJ196-211175/A
Client Ref. No. - N° de réf. du client
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ANNEX "B"

STATEMENT OF WORK NO. EJ196-211175

Solicitation No. - N° de l'invitation
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Client Ref. No. - N° de réf. du client
20211175

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000
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EJ196-211175

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ANNEX "C"

Section II: Financial Bid

Solicitation No. - N° de l'invitation
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Client Ref. No. - N° de réf. du client
20211175

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ANNEX “D”

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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ANNEX “E”
ADDITIONAL BUILDING INFORMATION

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ANNEX F
INFORMATION ON INCUMBENT EMPLOYEES

Solicitation No. - N° de l'invitation
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ANNEX “G”

INTEGRITY PROVISIONS - LIST OF NAMES

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ANNEX “H”

COLLECTIVE AGREEMENT

Solicitation No. - N° de l'invitation
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Client Ref. No. - N° de réf. du client
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ANNEX "I"

**COVID-19 QUESTIONNAIRE TO BE COMPLETED AT THE SITE VISIT
(FOR INFORMATION PURPOSES ONLY)**

The Contracting Authority will provide the form at the site visit for completion.

ANNEX “B”

**Public Works and Government
Services Canada**

Janitorial Services for Crown Owned Buildings

**Statement of Work number:
EJ196-211175**

Address:

**Environment Canada
335 River Road, Buildings 8 & 9
Ottawa, Ontario**

Public Works and Government Services Canada	
Janitorial Services	Index

Section 1	Special conditions
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- .1 Quality standards
- .2 Building cleaning operations
- .3 Staffing
- .4 Health & safety
- .5 Security
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- .7 Space assigned
- .8 Excluded rooms and equipment
- .9 Emergency exit lights
- .10 Elevator services
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Section 2	Operations and frequencies
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- .1 Exterior
- .2 Floors (all types)
- .3 Entrances, exits, lobbies and adjacent corridors
- .4 Escalators
- .5 Elevators
- .6 Corridors
- .7 Offices, office areas and boardrooms
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- .14 Kitchens, kitchenettes, lunchrooms and rest areas
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- .16 Contractor's space
- .17 Light fixtures
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- .19 Garages
- .20 Garbage and recycling rooms
- .21 Paper save, recycling containers and multi-use installations
- .22 Cleaning and disinfecting surfaces (COVID-19)

.23 Additional operations & frequencies

Appendix A to Section 2	Scheduled cleaning operations
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Section 3	Definition of terms and quality standards
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.1 Definition of terms

.2 Quality standards

**Public Works and Government Services
Cleaning Specifications
Special Conditions**

Section 1

.1 Quality standards

.1 General

- .1 All the work is subject to inspection and acceptance by the Technical Authority (TA). Inspection and acceptance of the work by the Technical Authority does not relieve the contractor of its responsibility for defects or other failures to meet the requirements of the contract. The Technical Authority 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.
- .2 The contractor must:
 - perform the work diligently and efficiently;
 - except for Government Property, supply everything necessary to perform the work;
 - use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the contract;
 - select and employ a sufficient number of qualified people;
 - perform the work in accordance with standards of quality acceptable by the Technical Authority and in full conformity with the Statement of Work and all the requirements of the contract;
 - provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the contract.
- .3 The work must not be performed by any person who, in the opinion of the Technical Authority, is incompetent, unsuitable or has conducted himself/herself improperly.
- .4 The contractor must provide all reports that are required by the contract and any other information that the Technical Authority may reasonably require from time to time. The contractor is fully responsible for performing the work.
- .5 Except as provided in Subsection 2, the contractor must obtain the Contracting Authority's written consent before subcontracting or permitting the subcontracting of any part of the work.
- .6 The contractor must inspect and approve any part of the work before submitting it for acceptance or delivering it to Canada. The contractor must keep accurate and complete inspection records that must be provided to the Technical Authority, the first day of each month and must always be available upon request.

.2 Building cleaning operations
--

.1 General

1. When days of the week specified in Section 2 fall on a holiday, the contractor will perform the operations the first working day thereafter.

.2 Conversion of flooring

- .1 There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

.3 Routine cleaning operations

1. Routine cleaning must be performed **between 07:00 and 23:00 hours, Monday through Friday.**

.4 Scheduled cleaning operations

Appendix A to Section 2 establishes the schedule of work for the entire duration of the contract and must be completed by the contractor in the months specified.

1. Scheduled cleaning operations must be performed **Monday through Friday between 18:00 and 23:00 hours.**
2. Scheduled cleaning operations must be performed **Saturdays and Sundays between 08:00 and 23:00 hours.**

- .5 Fifteen (15) days prior to commencing the scheduled work, the contractor must submit a work schedule and provide a date stating that the work will be completed, to the Technical Authority, for approval. The contractor must also notify the Technical Authority immediately when the work is completed.

.6 Additional and emergency cleaning services

- .1 The cost of additional cleaning and emergency cleaning operations must be negotiated on a case by case basis.
- .2 The contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on-site within 1 hour of notification.

- .7 The contractor must provide the Technical Authority access to all locations where any part of the work is being performed at any time during working hours. The contractor must provide all assistance and documentation that the Technical Authority may reasonably require in order to carry out the inspection.

- .8 Personal items, papers, files and others left on furniture must not be disturbed by the cleaning staff

.3 Staffing

- .1 The contractor must provide all the staff necessary to perform all services.
- .2 The non-working on-site supervisor must be on-site during working hours and must be in full charge of the operations of the contractor in the performance of the services and must be authorized to accept any notice, consent, order, direction, decision or other communication on behalf of the contractor that may be given under the contract. The supervisor must liaise daily with the Technical Authority and must be capable of communicating in English and/or French.
- .3 The non-working on-site supervisor must be equipped with a cellular phone and/or a pager. All expenses must be at the expense of the contractor. An uninterrupted communication service is mandatory.
- .4 The contractor must provide a job description for the site supervisor, if requested by the Technical Authority.
- .5 All cleaning personnel employed must be uniformed as follows:
 - .1 Industrial type matching shirt and trousers, coveralls or duster coat. The company name or crest to be affixed to the shirt, coveralls or coat.
 - .2 Clean uniforms must be worn at all times.
 - .3 Failure to provide the required uniforms may result in a default notification under the contract. Employees' not properly uniformed will be deemed unsuitable and excluded from the premises.
- .6 The contractor must notify the Technical Authority and Contracting Authority of any change to the Supervisor or staff that work under the contract. References for a proposed new Supervisor together with their name and date of birth must be supplied to the Contracting Authority who will arrange to have the reference verified and ensure the proposed individual has the appropriate security clearance. Once the reference and security clearance has been verified the Contracting Authority will amend the contract accordingly. The reference and security clearance must be verified prior to the proposed new Supervisor starting work in the Supervisors role. In the event of any change in staff the proposed individual must have their security clearance verified prior to commencing work under the contract.
- .7 The contractor's staff must report deficiencies other than janitorial observed during the performance of the services to the Technical Authority and the National Service Call Centre at **1-800-463-1850**.

.4 Health & safety

- .1 Perform the work in accordance with Part II of the Canada Labour Code, the Canadian health and safety at work regulations, the guidance at National Fire Code, laws and provincial/territorial regulations applicable and all municipal applicable laws. The more stringent requirements must prevail.
- .2 The contractor must comply with all laws applicable to the performance of the contract. The contractor must provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request. The contractor must obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the work. If requested by the Contracting or the Technical Authority, the contractor must provide a copy of any required permit, license, regulatory approvals or certificate to Canada.
- .3 The contractor must adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by national and provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures. In addition, adequate training of personnel assigned to perform operations is also required.

.4 Site Specific Health and Safety Plan (SSHSP) General

The Contractor will have to submit a Site-Specific Health and Safety Plan 20 working days after award of contract or at the pre-commencement meeting. The Technical Authority will review the Contractor's detailed SSHSP and provide comments to the Contractor within 5 working days. The review should not be construed as final and does not reduce the Contractor's overall responsibility. The Contractor will revise the SSHSP as appropriate and resubmit the plan to the TA within 5 working days after receipt of the comments. The Technical Authority reserves the right to amend the SSHSP at any time. If the contractor's representatives or employees discover site conditions have changed and this will impact the SSHSP, they (contractor) are responsible to inform the TA immediately, in writing and verbally.

A sample list of potential items to be included in the site SSHSP has been included as a reference guide but is not limited to:

- .1 A site-specific safety hazard assessment;
- .2 Safety and health risk or hazard analysis for site tasks and operation;
- .3 The use of personal protective equipment (PPE);
- .4 Procedures to be implemented during emergency situations;
- .5 All necessary staff certifications must be attached to the plan.

Annually, at the contract start date, submit an updated copy of the SSHSP to the Technical Authority. Ensure that the SSHSP is dated and signed to confirm that they have been reviewed annually as required.

.1 General Conditions

- .1 Continue to implement, maintain, and enforce plan until final mobilization from site.

- .2 Relief from or substitution for any portion or provision of reviewed SSHSP must be submitted to the TA in writing, either accepting or requesting improvements.
- .3 Update health and safety plan as required.

.2 Responsibility

- .1 The Contractor is responsible for safety of persons, property on-site and for the environment to the extent that they may be affected by conduct of work.
- .2 Comply with and enforce compliance by employees with safety requirements of the contract documents, applicable federal, provincial, and local statutes, regulations, and ordinances, and with the SSHSP.
- .3 Should any unforeseen or peculiar safety-related factor, hazard, or condition become evident during performance of work, immediately stop work and advise the TA verbally and in writing.

.3 Correction

- .1 Immediately address health and safety noncompliance issues identified by the TA.
- .2 Provide the TA with a written report of the action taken to correct noncompliance of any health and safety issues identified.
- .3 The TA may stop work if noncompliance of health and safety regulations is not corrected.
- .4 Give precedence to safety and health of the public and site personnel and protection of the environment over cost and schedule considerations for Work.

.4 Training

- .1 The Contractor will provide a training report with supporting documented proof to demonstrate staff have received training for their work related duties. Staff must date and sign the documentation confirming that they have received the training. The Contractor will provide the TA with updated training records for all staff training during the life of this contract.

.5 Security issue regarding major emergencies or evacuation.

- .1 In the event of a major emergency or if an evacuation is required at the building, site or in the surroundings and the situation creates a danger to the Contractor's staff;
 - .1 The employees must contact their supervisor to confirm that they have safely evacuated the sites.
 - .2 The supervisor must contact Public Works and Government Services Canada (PWGSC) Technical Authority to confirm that their employees have safely evacuated the sites.

- .3 The Site supervisor must contact PWGSC Technical Authority if any of the employees didn't confirm that they have safely evacuated the sites.
- .5 Supply and visibly locate bilingual danger signs when performing floor cleaning, vacuum or any other operations that could cause a Health and Safety Hazard.

.5 Security

- .1 Only those employees whose names appear on the contractor's payroll and meet the conditions specified in this contract should be allowed access to the work site. No other persons accompanying employees will be allowed on-site without the proper approval from the Technical Authority.
- .2 All cleaning staff employed by the contractor, must sign in and out and enter the times of arrival and departure in registers or on sheets to be provided at the security guards control desk or other designated area. In the event of a dispute and the absence of other evidence, the register must be regarded as evidence of hours of work. Failure to sign-in and sign-out will render the entry invalid.
- .3 All personnel employed in the performance of the services must comply with security requirements for the facility. They will be provided with an identification pass which must be worn and visible at all times. All staff must have the required security clearances. Security clearances must be verified by the Contracting Authority prior to any staff commencing work under the contract. All of the Cleaning Staff will have to be security cleared at the cost of the Contractor to a level of reliability in order to gain access to the premises.
- .4 Audio/visual equipment or cameras are not permitted on the work site. It is strictly forbidden to take any pictures, videos or to record any conversation on-site.
- .5 The contractor's cleaning staff may be subject to questioning in relation to security matters.
- .6 All keys or key cards entrusted to the contractor for the fulfillment of its contract must be fully protected at all times. All access cards and keys must be returned to the building Security Services when an employee stops working for the contractor. The building Security Services have the right to refuse giving access cards or keys to the contractor if they aren't returned.
- .7 All doors which must be unlocked by the contractor's employees, must be re-locked upon completion of the performance of their duties

.6 Cleaning products & equipment

- .1 The contractor must supply all cleaning and/or disinfecting products required to carry out the services in this contract. Contractor must follow cleaning and/or disinfecting guidelines as per Health Canada recommendations. The contractor must use only disinfectant products proven to be effective for killing the Covid-19 virus and approved for use by Health Canada. Approved products can be found here:
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
- .2 The contractor must supply all cleaning products and equipment required to carry out the services and must use only products that are environmentally friendly.
- .3 All cleaning products and equipment must be suitable for the surfaces and work intended, used in the manner specified by the manufacturer and brought onto the premises in the manufacturer's original unopened container. The Technical Authority may instruct the contractor to discontinue the use of any product or equipment judged not suitable and to substitute another mutually satisfactory product or equipment.
- .4 The contractor must ensure that all cleaning products used in the workplace are classified and labeled according to the workplace hazardous materials information systems (WHMIS).
- .5 A binder with the copies of the material safety data sheets (MSDS) must be kept on the premises and updated when required, such as; when purchasing new products or after the expiration date (3 years) specified on the MSDS. This binder must be made available to the Technical Authority upon request.
- .6 The contractor must ensure that all materials and equipment used to perform the services is in a state of good repair. The Technical Authority reserves the right to have equipment judged to be unsafe, not suitable or defective not to be used. The contractor is responsible to supply suitable replacement equipment within one working day.
- .7 The contractor must use **industrial vacuum cleaners** with the following features:
 - .1 Maximum noise levels 59db
 - .2 Maximum 0.3 micron particulate filter (HEPA type)
- .8 The contractor must use **industrial single speed polisher with a solution tank** with the following feature;
 - .1 Maximum speed of 175 rotations per minute.

- .9 The Contractor must use **industrial high performance hot water extractors** with the following features:
- .1 Minimum 100 psi -solution pump.
 - .2 Minimum of 155 inches of water lift.
 - .3 Minimum of 10 gallon solution tank.
 - .4 Minimum of 10 gallon recovery tank.
- .10 **Walk-off Mats**
- .1 The contractor must use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc., from the mats.
 - .2 Walk-off Mats must be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Technical Authority may shorten or extend the period.
 - .3 Canada will supply walk-away mats and the contractor will install, maintain, remove, clean both sides of mats and store in a designated area when not in use.
 - .4 Mats are to be rolled up to complete floor cleaning operations. Clean the underside of mats before replacing.
 - .5 The quantity, type, size and location will be determined by the Technical Authority.
 - .6 Prior to storing, each walk away mat must be cleaned using **the shampoo and hot water extraction method** and must be dried.
- .11 Washrooms
- .1 The contractor must supply 2 ply toilet paper of good quality in all washrooms.
- .12 Showers
- .1 Replace shower curtains in all showers. (The quality will be determined by the Technical Authority).
- .13 **Coloured Cleaning Cloth Program**
- .1 The contractor will implement the coloured cleaning cloth program. PWGSC will send to the lessee's representative the colours used in the following areas.
 - .1 Washrooms
 - .2 Kitchenettes
 - .3 Offices
 - .4 Other areas

.7 Space assigned

- .1 The Technical Authority will provide the contractor with the required space.
- .2 The contractor must not list, publicize or use in any fashion, for business purposes, the address of a building leased or owned by Canada. A telephone with message taking

capability can be installed at the expense of the contractor but must be unlisted and must not under any circumstances appear in telephone directories or be advertised as a business telephone.

- .3 Canada will not be responsible for damage to the contractor's cleaning products and equipment nor to any personal belongings.

.8 Excluded rooms and equipment

- .1 Mechanical and electrical rooms, laboratory benches, stationary or movable equipment, copiers, calculators, computer equipment and shop equipment.

.9 Emergency exit lights

- .1 In accordance with the National Fire Code of Canada and as part of this contract where applicable, the contractor is responsible to verify the emergency exit lights, supply and replace burnt bulbs as required, tag and immediately report any fixture that does not illuminate after replacement to the National Service Call Center (NSCC) at 1-800-463-1850. The contractor is not responsible to make any repairs to inoperative fixtures other than bulb replacement.

.10 Elevator services

- .1 Where applicable, the contractor must be permitted the use of elevators, escalators, conveyors and dumbwaiters and must be responsible for their safe operation.

.11 Site Specific Requirements

Note: Refer to the following "Additional and/or Not Applicable" tasks listed below, it is in addition to or entirely replaces the above mentioned clause.

1. **Reference to clause 2 (Building Cleaning Operations)**
 - .1 As per the protocol, Laboratory's and Test Cells areas are to be cleaned from 07:00 to 23:00 hours, Monday to Friday. A schedule will be provided by the Technical Authority. This schedule is subject to change.
 - .2 Definition of protocol:
(Laboratory and Test Cells areas)
The contractor will only be permitted in laboratory and test cells areas when there is a laboratory personnel present. The Contractor's personnel must always wear protective gloves when working in the laboratories.
2. **Reference to clause 3 (Staffing)**
 - .1 Contractors must provide minimum of 3 cleaners including working on site supervisor during the day from 07:00 hours to 16:00 hours. The contractor is responsible to provide cleaners for the evening shift.
 - .2 Delete "non-working on -site supervisor" and replace with "working on- site supervisor"

3. Reference to clause 5 (Security)

- .1 Keys must be sign out and in daily. Keys must not leave the site.

4. Reference to clause 2 (Building cleaning operation)

- .1 The contractor's staff must report deficiencies other than janitorial observed during the performance of the services to the security personnel located at front desk or phone **613-998-9650**.
- .2 The contractor will communicate with 335 River Road Service Desk to handle building cleaning services requests and light re-lamping. The Service Desk will issue a tracking number. Once the contractor has completed the service request, They must notify the Service Desk by providing them with the tracking number of the completed service request.

**Public Works and Government Services Canada
Janitorial Services Operations and Frequencies
Cleaning Specifications**

Section 2

.1 Exterior

.1 Daily

- .1 Remove posters from exterior walls, doors and windows at ground levels.
- .2 Clean and polish outside metal slot receivers, aluminum fittings, metal work, entrance doors and push bars.
- .3 Clean glass and sashes on both sides in entrance and exit doors.
- .4 Sweep and keep clear of litter (cigarette butts, paper, leaves, etc.) all entrances, ramps for the handicapped, loading docks, podiums and stairs.
- .5 Empty and clean ash trays, sand urns and butt stops into a separate metal container.
- .6 Replace silica sand in sand urns as required.

2. Weekly

- .1 Clean glass and sashes on both sides in entrance sidelights and transoms.

.2 Floors (all types)

.1 General (floor all types)

- .1 Supply and visibly locate bilingual danger signs when performing wet floor cleaning operations.
- .2 Furniture and wastepaper receptacles **are not to be** placed on desks, tables or work benches during cleaning operations.

.2 General (carpets and rugs)

- .1 Clip loose threads during vacuuming operation.
- .2 Daily, remove stains and foreign objects from carpeting and rugs using methods and solutions approved by carpet manufacturers. Report to the Technical Authority stains on carpeting and rugs that cannot be removed by normal means and any damage to the carpeting and rugs.
- .3 Sweep or vacuum exposed flooring during vacuuming operations.
- .4 Personal items, papers, files and others left on furniture must not be disturbed by the cleaning staff.

.3 Entrances, exits, lobbies and adjacent corridors
--

.1 Daily

- .1 Clean both sides of door glass
- .2 Clean surface and between bars of foot grills
- .3 Remove gum and other foreign residue
- .4 Sweep, wash and spray buff floors. Provide additional damp mopping of floors during inclement weather.
- .5 Vacuum on a full floor basis.
- .6 Clean directory board glass and frame.
- .7 Keep free of litter.
- .8 Clean furniture as per clause 7 (Section 2).
- .9 Vacuum walk-off mats during inclement weather or more often as required.

.2 Weekly

- .1 Clean both sides of all glass windows and wood and metal surrounds.
- .2 Clean all walk-off mats using **the shampoo and hot water extraction method**.

.3 Monthly

- .1 Remove foot grills and clean out recessed pan and drain.

.4 Scheduled Cleaning Operations

- .1 Wet scrub and refinish all floors as per Appendix A.
- .2 Strip and refinish all floors as per Appendix A.

4. Escalators (Not Applicable)

.1 Preliminary Instructions

- .1 Escalators must not be cleaned while in operation.

.2 Daily

- .1 Wipe handrails
- .2 Clean balustrades
- .3 Vacuum steps, risers and landings.

- .3 Weekly**
.1 Damp wipe steps, risers and landings.

.5 Elevators

- .1 Daily**
.1 Clean interior and exterior of cabs, doors, door frames and walls including the surface of the control panels.
.2 Scrape and vacuum door sill /track grooves in the cabs and landings.
.3 Sweep and damp mop floors when elevator mats are not in use.
.4 Vacuum floors.
- .2 Monthly**
.1 Clean carpets using **the shampoo and hot water extraction method**.
- .3 Scheduled cleaning operations**
.1 Wet scrub and refinish all floors as per Appendix A.
.2 Strip and refinish all floors as per Appendix A.

.6 Corridors – Common Area Spaces
--

- .1 Daily**
.1 Remove stains from carpeting.
.2 Vacuum carpeting.
.3 Sweep and damp mop all hard surface floors.
.4 Pick up litter (paper, paper clips, elastics, etc...)
.5 Spot clean all walls, doors, door frames and door glass.
.6 Clean and disinfect all potable water fountains.
- .2 Weekly**
.1 Dust baseboards, ledges and mouldings.
- .3 Monthly**
.1 Clean mirrors and both sides of door glass.
.2 Damp wipe doors, door frames and door grills.
.3 Clean the interior and exterior of all fire extinguishers, fire hose cabinets and glass.
- .4 Scheduled cleaning operations**
.1 Clean all carpeting using **the shampoo and hot water extraction method** as per Appendix A.
.2 Wet scrub and refinish all floors as per Appendix A.
.3 Strip and refinish all floors as per Appendix A.

.7 Offices, office areas and boardrooms
--

.1 Daily

- .1 Remove stains from carpeting.
- .2 Vacuum boardrooms on a full floor basis
- .3 Sweep and damp mop all floors.
- .4 Pick up litter (paper, paper clips, elastics, etc.)
- .5 Dust and spot clean boardroom and executive office furniture.
- .6 Damp wipe counters and spot clean facings.
- .7 Clean chalkboards and white boards. (Cleaning staff must not clean boards containing information).
- .8 Empty and damp wipe exterior of waste receptacles and install new plastic bags of the appropriate size when torn or dirty.
- .9 Collect recyclable paper and place in designated area.
- .10 Spot clean walls, doors and frames.

.2 Weekly

- .1 Vacuum traffic lanes.
- .2 Vacuum all carpeting and rugs.
- .3 Where T mats are in use do not lift and/or remove to vacuum carpets. Only vacuum and clean top surface of T Mats in place.
- .4 Dust and remove stains from all surfaces.
- .5 Dust empty shelves, pictures and wall hangings (excluding paintings and art objects).
- .6 Clean and polish boardroom and executive furniture.
- .7 Clean bases of free standing screens.
- .8 Clean interior of public clothes closets.
- .9 Wash boot trays and/or boot shelves.
- .10 Spray buff traffic lanes on all floors.

.3 Monthly

- .1 Vacuum upholstered furniture.
- .2 Wash and disinfect interior and exterior of waste receptacles and blue recycling containers.

.4 Scheduled Cleaning Operations

- .1 Clean all carpets and rugs using **the shampoo and hot water extraction method** as per Appendix A.
- .2 Clean all leather, vinyl and leatherette furniture in offices, office areas, boardrooms and waiting areas as per Appendix A.
- .3 Vacuum upholstered free standing screens as per Appendix A.
- .4 Dust or vacuum blinds as per Appendix A.
- .5 Damp wipe blinds as per Appendix A.
- .6 Vacuum drapes as per Appendix A.
- .7 Wet scrub and refinish all floors as per Appendix A.
- .8 Strip and refinish all floors as per Appendix A.

- .9 Clean both sides of partition glass as per Appendix A.
- .10 Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors as per Appendix A.
- .11 Clean and polish wood panelled walls as per Appendix A.

.8 Stairs & landings

- .1 Daily**
 - .1 Sweep and damp mop stairs and landings.
 - .2 Clean handrails, balusters, balustrades, baseboards, stringers and ledges.
 - .3 Vacuum carpeted stairs and landings.
- .2 Scheduled Cleaning Operations**
 - .1 Strip and refinish all floors as per Appendix A.

.9 Miscellaneous

- .1 Daily**
 - .1 Clean and disinfect access telephones.
 - .2 Clean display cases, notice boards, directory boards and glass.
- .2 Monthly**
 - .1 Clean and polish all decorative metal surfaces.
 - .2 Damp wipe window ledges, radiator and convector covers.
- .3 Scheduled cleaning operations**
 - .1 Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8 metres or higher as per Appendix A.
 - .2 Clean all air intake grills and air diffusers as per Appendix A
All air intake grills and air diffusers must not be removed during cleaning operations.

.10 Washrooms

- .1 General**
 - .1 Patrol clean washrooms twice daily once during the A.M. and once during the P.M **hours.**
- .2 Daily**
 - .1 Sweep and damp mop floors.
 - .2 Dust top of partitions.
 - .3 Remove all trash from strainers in base of urinals.
 - .4 Clean both sides of toilet seats, interior and exterior of bowls, urinals and washbasins.
 - .5 Clean all water taps, dispensers, door plates and flush valves.
 - .6 Clean flush tanks, shelves, high ledges, mirrors, window ledges and exposed piping.
 - .7 Spot clean walls, partitions and doors.

- .8 Empty sani-cans, wash, disinfect, supply and insert new waxed bags of correct size.
- .9 Empty, damp wipe and disinfect interior and exterior of all waste receptacles, supply and insert new plastic bags of correct size.
- .10 Supply and replenish soap, toilet paper and paper towel in dispensers.

.3 Weekly

- .1 Descale toilet bowls and urinals.
- .2 Spray buff resilient, terrazzo and marble floors as required

.4 Monthly

- .1 Pour a pail of clean water into floor drains.
- .2 Machine scrub all floors.
- .3 Wash both sides of partitions and doors.
- .4 Clean air grills.

.5 Scheduled cleaning operations

- .1 Wet scrub and refinish all floors as per Appendix A.
- .2 Strip and refinish all floors as per Appendix A.
- .3 Wash walls as per Appendix A.

.11 Locker rooms

.1 Daily

- .1 Empty and damp wipe exterior of waste receptacles and install new plastic bags of the appropriate size when torn or dirty.
- .2 Sweep and damp mop floors.
- .3 Spot clean walls, doors and door frames.

.2 Weekly

- .1 Wash floors.
- .2 Spray buff resilient, terrazzo and marble floors.
- .3 Dust exposed surfaces of lockers including tops.
- .4 Remove marks and stains from fronts and sides.

.3 Monthly

- .1 Machine scrub and disinfect all floors.
- .2 Wash base of windows and window ledges.

.4 Scheduled cleaning operations

- .1 Wash the exterior of lockers and interior of vacant lockers as per Appendix A.
- .2 Wet scrub and refinish all floors as per Appendix A.
- .3 Strip and refinish all floors as per Appendix A.

.12 Showers

.1 Daily

- 1 Remove all waste.
- .2 Wipe down walls.
- .3 Wash and disinfect floor and floor mats.
- .4 Polish taps and shower heads.

.2 Weekly

- .1 Wash walls, shower curtains and shower doors to remove soap residue.
- .2 Scrub floors to remove soap residue.

.3 Annually

1. Replace shower curtains in all showers. (The quality will be determined by the Technical Authority).

.13 Cafeterias

.1 General

- .1 This refers only to the dining area in front of the counter and does not include furniture and vending machines.
2. Patrol clean twice daily at **10:00 and 14:00 hours.**

.2 Daily

- .1 Clean up spillage.
- .2 Vacuum and remove stains from carpeting.
- .3 Sweep and damp mop floors.
- .4 Empty, wash and disinfect waste receptacles and replace plastic bags.
- .5 Empty and replace with new clear plastic bags in multi-use recycling containers.

.3 Weekly

- .1 Spray buff floors.

.4 Scheduled cleaning operations

- .1 Wet scrub and refinish all floors as per Appendix A.
- .2 Strip and refinish all floors as per Appendix A.
- .3 Wash walls as per Appendix A.
- .4 Clean all carpets and rugs using **the shampoo and hot water extraction method** as per Appendix A.

.14 Kitchens, kitchenettes, lunchrooms and rest areas
--

.1 General

- .1 Patrol clean twice daily
- .2 Cleaning does not include vending machines.

.2 Daily

- .1 Dust/wipe down all surfaces.
- .2 Clean all furniture, tables, chairs, sinks, etc.
- .3 Sweep and damp mop floors.
- .4 Vacuum and remove stains from carpeting.
- .5 Supply and replenish all soap and paper towel in dispensers.
- .6 Empty, wash, disinfect waste receptacles and replace plastic bags.
- .7 Spot clean all walls, doors and exterior of cupboards.
- .8 Spot clean exterior of all appliances.

.3 Weekly

- .1 Spray buff floors as required

.4 Scheduled cleaning operations

- .1 Wet scrub and refinish all floors as per Appendix A
- .2 Strip and refinish all floors as per Appendix A
- .3 Wash walls as per Appendix A
- .4 Clean all carpets and rugs using **the shampoo and hot water extraction method** as per Appendix A.

.15 Server Rooms

.1 General

- .1 The contractor must maintain antistatic floor.

.2 Daily

- .1 Vacuum and damp mop entire floor area.
- .2 Vacuum and damp mop ramps.
- .3 Empty and damp wipe exterior of waste receptacles and install new plastic bags of the appropriate size when torn or dirty.
- .4 Clean washrooms as per Clause 10.

.3 Weekly

- .1 Wash and disinfect waste receptacles.
- .2 Clean doors and door frames.
- .3 Dust furniture and shelving.

.4 Scheduled cleaning operations

- .1 Clean interior and exterior of light fixtures including lenses as per Appendix A.
- .2 Clean all air intake grills and air diffusers as per Appendix A.

.16 Contractor's space

.1 General

- .1 Maintain as per corresponding clauses in specification.
- .2 Keep all products and equipment clean and neatly stored.
- .3 Maintain floors and fixtures as per clause 10 (Washrooms)

.2 Monthly

- .1 Wash walls and shelves.

.17 Light fixtures

.1 General

- .1 **The following requirements apply to all areas of the interior of the buildings and are without height restrictions:**
 - .1 Supply and replace all burnt-out tubes and bulbs, with identical types.
 - .2 Supply and replace all flickering tubes.
 - .3 Clean tubes, bulbs, lenses and the interior and exterior of light fixtures, while replacing tubes and bulbs.
 - .4 Supply all equipment necessary when replacing tubes and bulbs.
 - .5 The contractor is not responsible for replacing and supplying tubes or bulbs in units which form an integral part of the furniture, office equipment, specialized electrical apparatus and elevator cabs.
 - .6 The contractor must supply and replace all acrylic lenses broken when replacing or cleaning bulbs and tubes.

.18 Freight receiving

- .1 Daily**
 - .1 Sweep and damp mop floor.
- .2 Weekly**
 - .1 Clean doors and door frames.
- 3. Monthly**
 - .1 Dust walls and doors.

.19 Garages

- .1 General**
 - .1 Keep entrance viewing mirrors clean at all times.
 - .2 Supply and apply an absorbent compound to remove oil and grease spills as they occur.
 - .3 Remove oil and grease stains from floor with a degreasing compound.
 - .4 Remove slush and water on floors in entrances as required during inclement weather.
 - .5 The contractor must supply a motorized industrial floor sweeper and scrubber, equipped for wet and dry pickup which must be propane or battery operated.
Data on the equipment must be submitted to the Technical Authority for approval.
- .2 Daily**
 - .1 Empty and damp wipe exterior of waste receptacles and install new plastic bags of the appropriate size when torn or dirty.
 - .2 Pick up litter.
- .3 Weekly**
 - .1 Dust both sides of garage doors.
 - .2 Sweep all floors with the motorized industrial floor sweeper.
- .4 Monthly**
 - .1 Wash both sides of garage doors and door glass.
 - .2 Wash garage floors using the motorized industrial floor/sweeper scrubber.
 - .3 Clean all fire extinguishers, fire hose cabinets and glass.
 - .4 Wash and disinfect interior and exterior of waste receptacles.

.20 Garbage and recycling rooms
--

.1 General

- .1 Garbage stored in plastic bags or waste receptacles must be placed at pickup point prior to scheduled garbage collection.
- .2 Keep interior and exterior of recycling auto carts clean and disinfected at all times.

.2 Daily

- .1 Empty all garbage into bulk-lift units, garbage compactors, plastic bags or waste receptacles, depending on the system in use.
- .2 Sweep and damp mop floor after pickup.

.3 Weekly (after garbage/ recycling pickup)

- .1 Wash and disinfect walls and floors.

.4 Monthly (second week of each month)

- .1 Clean the interior and exterior of all fire extinguishers, fire hose cabinets and glass.

.21 Paper save, recycling containers and multi-use installations

.1 General

- .1 All paper and cardboard must be collected and placed in recyclable containers in the designated area.
- .2 No recyclable materials should be disposed of as garbage.
- .3 Outdated phone books must be collected and placed in designated containers.
- .4 Keep the interior and exterior of multi-use recycling stations clean and disinfected at all times.

.2 Daily

- .1 Remove garbage from recycling containers.
- .2 Collect recyclable paper/cardboard in high generation areas.

.3 Weekly

- .1 Collect paper from recycling containers at desks.
- .2 Clean interior and exterior of the recycling containers and multi-use recycling installations.

.4 Twice weekly

- .1 Collect recyclable materials from recycling containers and multi-use recycling installations and store in designated area.

.5 Monthly

- .1 Wash and disinfect the interior and exterior of the central paper collection containers and multi-material recycling stations.

.22 Cleaning and disinfecting surfaces (COVID-19)
--

.1 Washrooms- (Twice daily)

- .1 Faucets, plunger handles, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles and door handles, flush handles, light switches, soap dispenser levers, towel dispenser levers, hand dryer buttons, exit door handles and locks
- .2 Touch points on washroom stall doors and entrance doors

.2 Common areas- Touch points (Twice daily)

- 1. Doors, doors handles, doors push plate.
- 2. Stairwell handrails
- 3. Waiting room furniture and foyer surfaces
- 4. Kitchen/Break area (counters, cupboard handles, fridge handle, microwave handle, buttons, faucet and table top)
- 5. Escalator handrails
- 6. Passenger Elevators
- 7. Elevator push buttons
- 8. Drinking fountains
- 9. Reception halls, security guard station and public waiting areas.
- 10. Loading / Shipping dock (Rails, push buttons, overhead door handle in freight elevator)

.3 Conference Rooms

- 1. Tabletops (Meeting rooms, interview rooms training rooms)

.23 Additional operations & frequencies
--

Note: Clause 23 takes precedence over clauses 1 to 22, (Section 2). Refer to the following tasks in "Additional and/or Not Applicable" clauses listed below:

- 1. Reference to clause 2 (All floors)
(Vehicle handling facility) V.H.F.**
 1. Sweep and wash full floor twice a week between 07:00 and 23:00 hours. The days are to be determined by the Technical Authority.
- 2. Reference to clause 3 (Entrances, exits, lobbies and adjacent corridors)
Weekly (Friday)**
 1. Clean top of skylight at south wing entrance.
- 3. Reference to clause 4 (Escalators) - Not applicable**
- 4. Reference to clause 7 (Offices, office areas and boardrooms)
(South wing area)**
 1. Vacuum all carpeting on a full floor basis every Tuesday and Friday.
- 5. Reference to clause 10 (Washrooms)
(South wing office area)**
 1. All washrooms to be cleaned and stocked twice a day as per clause 10.
- 6. Reference to clause 12 (Showers)
(South wing first floor)**
 1. Showers to be cleaned twice a day at 10:30 and 13:00 hours.
- 7. Reference to clause 13 (Cafeterias)**
 1. The contractor is responsible to clean all furniture.
 2. Moving of furniture will be the contractor's responsibility while performing the cleaning operations.
 3. Supply labor and material to clean two (2) fridges on a monthly basis and two (2) Microwaves on a daily basis
- 8. Reference to clause 17 (Light fixtures)**
 1. The tenants will supply all required bulbs.
 2. The contractor has the responsibility of re-lamping all light fixtures at a maximum height of 3.5 meters.
- 9. Reference to clause 19 (Garages)**

1. The contractor must supply a motorized industrial floor sweeper and scrubber, equipped for wet and dry pickup which must be battery operated only.

APPENDIX ‘A’ TO SECTION 2 - SCHEDULED CLEANING OPERATIONS

CLAUSE	OPERATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
3.4.1	Wet scrub and refinish all floors		X						X			X	
3.4.2	Strip and refinish all floors					X							
5.3.1	Wet scrub and refinish all floors		X						X			X	
5.3.2	Strip and refinish all floors					X							
6.4.1	Clean all carpeting using “The shampoo and hot water extraction method”.	X						X			X		
6.4.2	Wet scrub and refinish all floors		X						X			X	
6.4.3	Strip and refinish all floors					X							
7.4.1	Clean all carpet and rugs using the shampoo and hot water extraction method.				X								
7.4.2	Clean all leather, vinyl and leatherette furniture in offices/office areas, boardrooms and waiting areas		X										
7.4.3	Vacuum upholstered free standing screens		X										
7.4.4	Dust or vacuum blinds				X						X		
7.4.5	Damp wipe blinds	X						X					
7.4.6	Vacuum drapes							X					
7.4.7	Wet scrub and refinish all floors		X						X			X	
7.4.8	Strip and refinish all floors					X							
7.4.9	Clean both sides of partition glass.		X						X				
7.4.10	Clean and polish both sides of bookcase glass doors, convex mirrors and draft deflectors				X						X		
7.4.11	Clean and polish wood paneled walls			X						X			
8.2.1	Strip and refinish all floors				X						X		
9.3.1	Vacuum ledges, top of partitions, shelving, exposed air ducts, pipes and tops of hanging light fixtures and conduit 1.8m or higher.	X			X			X			X		
9.3.2	Clean all air intake grills and air diffusers					X						X	
10.5.1	Wet scrub and refinish all floors	X						X			X		
10.5.2	Strip and refinish all floors				X								

CLAUSE	OPERATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
10.5.3	Wash walls			X						X			
11.4.1	Wash the exterior of lockers and the interior of vacant lockers			X						X			
11.4.2	Wet scrub and refinish all floors	X						X			X		
11.4.3	Strip and refinish all floors				X								
13.4.1	Wet scrub and refinish all floors	X						X			X		
13.4.2	Strip and refinish all floors				X								
13.4.3	Wash walls			X									
13.4.4	Clean all carpet and rugs using the shampoo and hot water extraction method.	X						X			X		
14.4.1	Wet scrub and refinish all floors	X						X			X		
14.4.2	Strip and refinish all floors				X								
14.4.3	Wash walls			X									
14.4.4	Clean all carpet and rugs using the shampoo and hot water extraction method.	X						X			X		
15.4.1	Clean interior and exterior of light fixtures including lenses				X						X		
15.4.2	Clean all air intake grills and air diffusers				X						X		

**Public Services and Procurement Canada
Janitorial Services
Definition of terms and Quality Standards
Cleaning Specifications**

Section 3

The definition of terms and quality standards described in Section 3 must be strictly adhered to. All inspections made by the Technical Authority must be rated according to these quality standards.

1. Definition of terms

1. Routine cleaning operations

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

2. Patrol cleaning

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

3. Scheduled cleaning operations

Cleaning operations which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually as stated in Appendix "A".

4. Floors (all types)

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

5. Flight of stairs

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

6. Products

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

7. Trash

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

8. High traffic areas (includes)

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

9. Recycling containers and multi-use recycling installations

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

2. Quality standards

1. **Sweeping**
All floors must be free of trash and soil.
2. **Dust mopping**
All floors must be free of dust film.
3. **Damp mopping**
All floors must be clean and free of surface stains, mop streaks and loose mop strands. Walls, baseboards and other surfaces must be free of watermarks and splashing.
4. **Wash floors**
All floors must be free of dirt, stains, mop strands, splashing and cleaning solution.
5. **Machine scrub**
All floors must be free of dirt, stains, splashing and cleaning solutions.
6. **Spray buffing**
All floors must present an overall appearance of cleanliness, have a bright, resilient shine and be dust free.
7. **Wet scrub (recoat)**
All floors must have an overall appearance of cleanliness and an even shine and be free of minor scrapes and marks.
8. **Strip and refinish**
All floors must present an overall appearance of cleanliness, a deep clean look and a crisp even shine and be free of scrapes and marks.
9. **Vacuuming**
 1. **Carpet**
All carpet surfaces must present an overall appearance of cleanliness and must be free of dust, dirt and soil.
 2. **Walk-away mats**
Walk-away mats must be clean and free of dust, dirt and salt stains.
 3. **Upholstered furniture**
Upholstered furniture must be free of dust, dirt and other debris.

10. **Stain removal**
All carpets, walk-away mats and upholstered furniture must have no visible stains and no discoloration after stain removal operation.
11. **Hot water extraction**
All walk-away mats and upholstered furniture must be clean and free of dust, dirt, sand, slush, salt and water.
12. **Shampoo and hot water extraction method**
All carpeting must be clean and stain free.
13. **Floor grills**
All floor grills and recess pans must present a clean appearance and be free of dirt, soil and trash.
14. **Notice boards and fire hose cabinets**
All notice boards and fire hose cabinets, including glass, must be free of dust and stains.
15. **Glass**
All glass must be clean on both sides and free of streaks and finger marks.
16. **Stairs and landings**
All surfaces must present an overall appearance of cleanliness and be free of dirt, dust, streaks and trash.
17. **Elevators**
All elevator cab surfaces must be free of dust, marks and soil. Walls, ceilings, floors, handrails and doors must be free of soil film and must present a clean appearance.
18. **Escalators**
All surfaces must be free of dust, debris, finger marks and stains.
19. **Dusting**
 1. **Furniture, fixtures and equipment**
All surfaces must be free of dust, streaks and finger marks.
 2. **High dusting**
All surfaces must be free of dust.
 3. **Blinds and drapes**
Blinds and drapes must be free of dust, cobwebs and water marks.

- 20. Metal surfaces**
All metal surfaces must be free from marks, stains and have a clean shine.
- 21. Washrooms**
1. All washrooms must have a clean scent and no odour. All surfaces must be free of stains, water marks and must be clean and bright.
2. All waste and sanitary receptacles must be empty, clean and all dispensers replenished.
- 22. Waste receptacles**
All waste receptacles must be empty and the exterior and interior surface wiped clean.
- 23. Chalkboards and whiteboards**
All surfaces must be wiped clean and chalk tray must be clean and free of dust.
- 24. Sand urns and ashtrays**
All trash must be removed from urns and ashtrays and surfaces must be clean with no visible stains or build up.
- 25. Potable drinking fountains**
All surfaces must be free of spots, stains and streaks.
- 26. Air grills and air diffusers**
All air grills and air diffusers must present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.
- 27. Light fixtures**
All light fixtures must be free of dust, dirt, stains and streaks.
- 28. Garbage/recycling rooms**
Garbage/recycling rooms must be clean and free of odours.
- 29. Contractor's space**
All surfaces must be free of waste, dust, stains and free of odours.

ANNEX "C"

Section II: Financial Bid

Basis of Pricing

The following requirement **MUST** be strictly adhered to: **failure to do so will render the bidder's proposal as non-responsive.**

Bidders must submit their financial bid in accordance with the Pricing Schedules detailed below. The total amount of applicable taxes must be shown separately.

It is **MANDATORY** that the Bidders submit firm prices/rates for the three (3) years for **all** items listed hereafter (Pricing Schedule 1 and Pricing Schedule 2). The total amount of applicable taxes must be shown separately, if applicable.

PRICING SCHEDULE 1:

Firm all-inclusive rates for Routine, Schedule and Patrol Cleaning operations as detailed in the Statement of Work, Section 2, Operations and Frequencies.

There will be no increase or decrease to the contract amount when an existing floor covering is converted to another type.

1.1) 335 River Road (Including Buildings #8 & 9)					
Period	Cleanable Area	Firm Monthly Rate per m2	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	17,510 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Year Two (2)	17,510 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
Option year One (1)	17,510 m2 x	\$ _____ =	\$ _____ x	12 =	\$ _____
1.1 SUB-TOTAL:					\$ _____

Table 1.2 COVID-19 Cleaning is for the tasks indicated in the Statement of Work, Section 2, clause 22 Covid cleaning.

1.2) COVID-19 Cleaning 335 River Road (Including Buildings #8 & 9)			
Period	Firm Monthly Rate	Number of Months	Firm Annual Rate
Year One (1)	\$ _____ x	12 =	\$ _____
Year Two (2)	\$ _____ x	12 =	\$ _____
Option year One (1)	\$ _____ x	12 =	\$ _____
1.2 Sub-total			\$ _____

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE RATE PER M2 WILL GOVERN.
CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.**

PRICING SCHEDULE 2:

Firm all-inclusive prices/rates including overhead, profit and all related costs for additional cleaning, Emergency Cleaning operations not described in Pricing Schedule 1 on an "AS AND WHEN REQUESTED" basis.

2.1) LABOUR: Our firm hourly rate per qualified personnel is:

i) Regular Hours 7:00 to 17:00, Monday to Friday <i>(adjust hours according to requirement)</i>	YEAR 1 RATE	YEAR 2 RATE	OPTION YEAR 1 RATE
	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	<u>50</u>	<u>50</u>	<u>50</u>
Extended Price:	_____	\$ _____	\$ _____
2.1 (i) SUB-TOTAL: \$ _____			

ii) Outside Regular Hours Monday to Saturday	YEAR 1 RATE	YEAR 2 RATE	OPTION YEAR 1 RATE
	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	<u>100</u>	<u>100</u>	<u>100</u>
Extended Price:	\$ _____	\$ _____	\$ _____
2.1 (ii) SUB-TOTAL: \$ _____			

iii) Sunday and Statutory Holidays	YEAR 1 RATE	YEAR 2 RATE	OPTION YEAR 1 RATE
	\$ _____ /HR	\$ _____ /HR	\$ _____ /HR
Estimated quantity of hours per year:	<u>50</u>	<u>50</u>	<u>50</u>
Extended Price:	\$ _____	\$ _____	\$ _____
2.1 (iii) SUB-TOTAL: \$ _____			

During leap years, the Contractor must change its schedule to provide janitorial services on February 29 at no extra cost to Canada.

**IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE HOURLY RATE WILL GOVERN.
CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.**

2.2) MATERIALS: Materials will be charged at our laid-down cost plus a mark-up of:

	YEAR 1 RATE	YEAR 2 RATE	OPTION YEAR 1 RATE
Mark-up	_____ %	_____ %	_____ %
Estimated Expenditure	<u>\$ 500</u>	<u>\$ 500</u>	<u>\$ 500</u>
Extended Price* :	<u>\$</u>	<u>\$</u>	<u>\$</u>
2.2 SUB-TOTAL: \$			

The Extended Price for materials is calculated by adding the mark-up quoted to the total estimated expenditure (Example: Year 1, \$500.00 estimated expenditure; 10% mark-up quoted = \$500.00 + (\$500.00 x 10%) = \$550.00)

IN THE CASE OF ERROR IN THE EXTENSION OF PRICES, THE PERCENTAGE OF MARK-UP WILL GOVERN. CANADA MAY ENTER INTO CONTRACT WITHOUT NEGOTIATION.

Parts will be supplied FOB Destination including all delivery charges. The following definitions have been used to arrive at the figures as noted:

i) **MARK-UP** - The difference between the Contractors' laid-down cost for product and resale price to Canada. Mark-up includes applicable internal cost allocation by the Contractor such as material handling and general and administrative (G&A) expenses plus profit.

ii) **LAID-DOWN COST** - The cost incurred by a vendor to acquire a specific product or service for resale to the government. This includes but is not limited to the supplier's invoice price (less trade discounts), plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage.

AUTHORIZATION FOR DELIVERY: The consignee will request delivery of goods/services identified in Pricing Schedule 2.1 (i), 2.1 (ii), 2.1 (iii) and 2.2 on form GC 227, Call Up Against a Contract.

Consumer Price Index (CPI) - Option Year 2 and Option Year 3

At the time option year 2 and option year 3 are each exercised the rates in the Basis of Payment will be increased or decreased by multiplying the rates by the percentage change in "The Consumer Price Index", major components, selected sub-groups and special aggregates, provinces, Whitehorse and Yellowknife, not seasonally adjusted" ("CPI") for the appropriate province for the 12 month period ending two months before the expiration date of the current period of the contract ("period"). The CPI which will be used is published in Statistics Canada Catalogue no. 62-001-X, tables 9-1 to 9-12, for the appropriate province all-items CPI of the period as described above.

Consumer Price Index for Canada is published by Statistics Canada and is available at:

<https://www150.statcan.gc.ca/n1/daily-quotidien/200916/dq200916a-eng.htm?HPA=1&indid=3665-1&indgeo=0>

Example:

Pricing Schedule 1, Firm all inclusive rates

Option Year 1 firm pricing is \$2,500.00 per month. The CPI rate as of May 31, 2016 is 3.9%.
 $\$2,500.00 \times 3.9\% = \97.50 . Therefore the firm monthly rate for Option Year 2 would be \$2,597.50.

Pricing Schedule 2, Labour Rate and Material

Option Year 1 rate for unscheduled work is \$10.00 per hour. The CPI rate as of May 31, 2016 is 3.9%. $\$10.00 \times 3.9\% = \0.39 . Therefore the rate for the unscheduled work for Option Year 2 will be \$10.39 per hour.

TOTAL ASSESSED PROPOSAL PRICE:

Sum of Basis of Pricing 1.1 to 1.2 inclusively,

\$ _____

Basis of Pricing 2.1(i), 2.1 (ii), 2.1 (iii) and 2.2:

\$ _____

Total

\$ _____

ANNEX “D”

SECURITY REQUIREMENTS CHECK LIST (SRCL)



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		Public Works and Government Services Canada	
2. Branch or Directorate / Direction générale ou Direction		RPS/MOA	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Janitorial contract for 335 River Road			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à : <input type="checkbox"/>		Restricted to: / Limité à : <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



PART A (continued) / PARTIE A (suite)

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

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

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

Document Number / Numéro du document :

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

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

- | | | | |
|---|---|---|--|
| <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 ☐ Yes
Non Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

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

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



ANNEX "E" / ANNEXE « E »

Additional Building Information / Renseignements supplémentaires sur les édifices

The following is additional building information and is only an approximation.

Voici des renseignements supplémentaires sur les édifices (approximatifs).

Building Name / Nom de l'édifice	335 River Road		Bldg's #8 & #9	
Building Address Adresse de l'édifice	335 River Road Ottawa On		335 River Road Ottawa On	
Security Level requirement / Niveau de sécurité requis	Reliability status		Reliability status	
# of floors/# d'étages	Three (3)		One (1)	
Cleanable Square Meters / Mètres carrés à nettoyer	17,250 m2		260m2	
Number of Occupants Nombre d'occupants	250		n/a	
Number of Washrooms Nombre de salles de bain	Women/Femme	Men/Homme	Unisex/ Unisexe	
	8	9	2	
	Unisex/ Unisexe 3			
Number of Shower Rooms Nombre de salles de douche	Women/Femme	Men/Homme	Women/Femme	Men/Homme
	7	7	1	1
Number of Elevators Nombre d'ascenseurs	4 Freight/Monte-charge 1			
TYPE AND % OF FLOORING SORTE ET % DE REVÊTEMENT				
Carpets / Tapis - moquette	18%			
Ceramic / Céramique	7%		5%	
Concrete / Béton	35%		95%	
Non Slip Tile / Tuile antidérapante				
Resilient Vinyl / Vinyle souple	40%			
Terrazo / Granite				
TYPE AND QUANTITY OF LIGHTS SORTE ET QUANTITÉ DE LUMIÈRES				
T8 @ 2F				
T8 @ 3F				
T8 @ 4F	150			
U Shaped F 2' X 2'				
Incandescent / Incandescente				
Pot lights / Luminaire cylindrique à encastrer				
Emergency / Lampe d'éclairage de secours	16			
Track Lights / Tringles électriques				
Exit Signs / Signaux de sortie	16			
Clear Light Bulbs / Ampoules électriques claires				
Halogen / Halogène				

ANNEX F / ANNEXE « F »

INFORMATION ON INCUMBENT EMPLOYEES /

INFORMATION SUR LES EMPLOYÉS TITULAIRES



Public Works and Government
Services Canada

Travaux publics et Services
gouvernementaux Canada

APPENDIX
RENSEIGNEMENTS SUR LES EMPLOYÉS TITULAIRES D'UN POSTE

NOTE: This form is to be used with respect to the Successor Employer Provisions of the contract.
NOTA: Cette formule doit être utilisée en rapport avec les dispositions du contrat relatives à l'employeur qui succède.

APPENDIX
RENSEIGNEMENTS SUR LES EMPLOYÉS TITULAIRES D'UN POSTE

Page 1 of 1

1. Company name - Nom de l'entreprise GDI Integrated Services (Canada) LP	2. Address - Adresse 580 Industrial Ave. Ottawa ON K1G 0Y9	3. Tel. no. - N. de tél. 613-247-0065	4. Fax no. - N. de télécopieur 613-247-1882	5. Work location - Adresse du lieu de travail 335 River Road, Ottawa	6. Contract no. - N. du contrat 5116
7. Employee name - Nom de l'employé L.D. Cleaner					
8. Address - Adresse L.D. Cleaner					
9. Tel. no. - N. de tél. L.D. Cleaner					
10. Date of hire - Date d'embauche 2012/04/16					
11. Period of employment - Période d'emploi 2012/04/16 to present					
12. Wage rates - Taux de traitement \$17.20					
13. Cost and period of each benefit - Coût et période de chaque avantage \$0.85					
14. Job classification or description - Classification ou description des tâches Site Supervisor at 335 River Road					
15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information - Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements 26					
16. Number of hours worked in regular non-overtime work week - Nombre d'heures travaillées dans une semaine régulière sans surtemps 40					
17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information, excluding the hours of overtime work - Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, pendant chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements Week 1: 40, Week 2: 40, Week 3: 40, Week 4: 40, Week 5: 40, Week 6: 40, Week 7: 40, Week 8: 40, Week 9: 40, Week 10: 40, Week 11: 40, Week 12: 40, Week 13: 40					
18. Statement (check as applicable) - Déclaration (cochez s'il y a lieu) a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information; l'employé est actuellement employé à cet endroit mais ses tâches n'ont pas été exécutées principalement aux lieux pendant les 13 semaines précédant la date de demande de renseignements b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment; l'employé n'est pas des services principalement dans les locaux et ses tâches n'ont pas été exécutées principalement aux lieux pendant ses 13 semaines les plus récentes d'emploi actif.					
19. If applicable, check one of the boxes: - Cochez une des cases s'il y a lieu: Copy of collective agreement attached <input type="checkbox"/> Copie de la convention collective annexée <input type="checkbox"/> Copy of union certificate attached <input type="checkbox"/> Copie de la certification syndicale annexée <input type="checkbox"/> Copy of pending union application(s) attached <input type="checkbox"/> Copie de la (des) demande(s) d'adhésion syndicale annexée(s) <input type="checkbox"/>					
20. Information provided on this form is: - Les renseignements de la présente formule sont: Original <input type="checkbox"/> Original <input type="checkbox"/> Revised <input type="checkbox"/> Révisé <input type="checkbox"/> Dated - En date du: 2012/05/12					
21. Name of authorized company representative - Nom du représentant autorisé de l'entreprise Domenico Mafici					
22. Signature - Signature Domenico Mafici					
23. Date of signature - Date de signature 2012/05/12					

PWGC - TPSGC 5116 (05/2014)

1 - PWGC - TPSGC 2 - Bidder(s) - Soumissionnaire(s)

3 - Successful Bidder - Soumissionnaire retenu

4 - Current Contractor - Entrepreneur actuel

APPENDIX
RENSEIGNEMENTS SUR LES EMPLOYES TITULAIRES D'UN POSTE

NOTE: This form is to be used with respect to the Successor Employer provisions of the contract.
NOTA: Cette formule doit être utilisée en rapport avec les dispositions du contrat relatives à l'employeur qui succède.

1. Company name - Nom de l'entreprise GDI Integrated Services (Canada) LP		2. Address - Adresse 580 Industrial Ave, Ottawa ON K1G 0Y9		3. Tel. no. - N° de tél. 613-247-0065		4. Fax no. - N° de télécopieur 613-247-188		5. Workplace address - Adresse du lieu de travail 335 River Road, Ottawa		6. Contract no.-N° du contrat 5116	
7. Employee name - Nom de l'employé No. - N°		10. Date of hire - Date d'embauche 2012/04/01		11. Period of employment - Période d'emploi 2012/04/01		12. Wage rates - Taux de traitement present		13. Cost and period of each benefit - Coût et période de chaque avantage \$0.85		14. Job classification or description - Classification ou description des tâches L.D. Cleaner	
8. Address - Adresse		15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information - Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements.		16. Number of hours worked in regular non-overtime work week - Nombre d'heures travaillées dans une semaine régulière sans surtemps.		17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information. Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, dans chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements.		18. Statement (check as applicable) - Déclaration (cochez s'il y a lieu): a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information. b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment. c) the employee is not employed at the premises and his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment.		19. If applicable, check one of the boxes - Cochez une des cases s'il y a lieu: Copy of collective agreement attached. Copy of the union certificate attached. Copy of the convention collective annexée.	
9. Tel. no. - N° de tél.		10. Date of hire - Date d'embauche 2012/04/01		11. Period of employment - Période d'emploi 2012/04/01		12. Wage rates - Taux de traitement present		13. Cost and period of each benefit - Coût et période de chaque avantage \$0.85		14. Job classification or description - Classification ou description des tâches L.D. Cleaner	
7. Employee name - Nom de l'employé		10. Date of hire - Date d'embauche 2012/04/01		11. Period of employment - Période d'emploi 2012/04/01		12. Wage rates - Taux de traitement present		13. Cost and period of each benefit - Coût et période de chaque avantage \$0.85		14. Job classification or description - Classification ou description des tâches L.D. Cleaner	
8. Address - Adresse		15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information - Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements.		16. Number of hours worked in regular non-overtime work week - Nombre d'heures travaillées dans une semaine régulière sans surtemps.		17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information. Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, dans chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements.		18. Statement (check as applicable) - Déclaration (cochez s'il y a lieu): a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information. b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment. c) the employee is not employed at the premises and his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment.		19. If applicable, check one of the boxes - Cochez une des cases s'il y a lieu: Copy of collective agreement attached. Copy of the union certificate attached. Copy of the convention collective annexée.	

Date YYYY-MM-DD - AAAA-MM-JJ
2021/05/12

Signature
Domenico Mafici

21. Name of authorized company representative - Nom du représentant autorisé de l'entreprise.
Domenico Mafici

APPENDIX
APPENDICE

NOTE: This form is to be used with respect to the Successor Employer provisions of the contract.
NOTA: Cette formule doit être utilisée en rapport avec les dispositions du contrat relatives à l'employeur qui succède.

INFORMATION ON INCUMBENT EMPLOYEES
RENSEIGNEMENTS SUR LES EMPLOYES TITULAIRES D'UN POSTE

1. Company name - Nom de l'entreprise GDI Integrated Services (Canada) LP		2. Address - Adresse 580 Industrial Ave. Ottawa ON K1G 0Y9		3. Tel. no. - N° de tél. 613-247-0065		4. Fax no. - N° de télécopieur 613-247-1882		5. Work place address - Adresse du lieu de travail 335 River Road, Ottawa		6. Contract no. - N° du contrat 5116	
7. Employee name - Nom de l'employé		10. Date of hire - Date d'embauche 2018/02/25		11. Period of employment - Période d'emploi From 2018/02/25 To present		12. Wage rates - Taux de traitement \$15.70					
8. Address - Adresse		13. Cost and period of each benefit - Coût et période de chaque avantage \$0.85		14. Job classification or description - Classification ou description des tâches H.D. Cleaner							
9. Tel. no. - N° de tél.		15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information - Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements		16. Number of hours worked in regular non-overtime work week - Nombre d'heures travaillées dans une semaine régulière sans surtemps							
		17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information - Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, dans chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements		18. Statement (check as applicable) - Déclaration (cochez s'il y a lieu) a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information; b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment. l'employé ne fournit pas des services principalement dans les locaux et ses tâches n'ont pas été exécutées principalement pendant les 13 semaines les plus récentes d'emploi actif.							
7. Employee name - Nom de l'employé		10. Date of hire - Date d'embauche 2019-NOV-6		11. Period of employment - Période d'emploi From 2019-11-6 To 2020-05-8		12. Wage rates - Taux de traitement					
8. Address - Adresse		13. Cost and period of each benefit - Coût et période de chaque avantage 0.80		14. Job classification or description - Classification ou description des tâches C.O. - Cleaner							
		15. Number of weeks worked at premises during the 26 weeks preceding the date of request for information - Nombre de semaines travaillées à cet endroit durant les 26 semaines précédant la date de la demande de renseignements		16. Number of hours worked in regular non-overtime work week - Nombre d'heures travaillées dans une semaine régulière sans surtemps							
		17. If hours of work vary from week to week, number of non-overtime hours for each week worked during the 13 weeks preceding the request for information - Si les heures de travail varient d'une semaine à l'autre, le nombre d'heures travaillées, excluant les heures supplémentaires, dans chacune des semaines travaillées au cours des 13 semaines précédant la demande de renseignements		18. Statement (check as applicable) - Déclaration (cochez s'il y a lieu) a) the employee is actively employed at the premises but his/her job duties were not primarily performed at the premises during the 13 weeks preceding the date of request for information; b) the employee is employed but not actively employed at the premises, but his/her job duties were not primarily performed at the premises during his/her most recent 13 weeks of active employment. l'employé ne fournit pas des services principalement dans les locaux et ses tâches n'ont pas été exécutées principalement pendant les 13 semaines les plus récentes d'emploi actif.							
3. Tel. no. - N° de tél.		19. If applicable, check one of the boxes: - Cochez une des cases s'il y a lieu: Copy of collective agreement attached - Copie de la convention collective annexée Copy of union certificate attached - Copie de l'accréditation syndicale annexée		20. Information provided on this form is: - Les renseignements de la présente formule sont: Original Revised/Modifié		21. Name of authorized company representative - Nom du représentant autorisé de l'entreprise Domenico Mafici		Date YYYY-MM-DD - AAAA-MM-JJ 2020/05/12			

ANNEX “G”

Request for Proposal (RFP) EJ196-211175/A
Janitorial Services for Crown Owned Buildings
335 River Road Nour Ibrahim FK323

INTEGRITY PROVISIONS - LIST OF NAMES

All Bidders, regardless of their status under the Policy, must submit the following information when participating in a procurement process or real property transaction:

- Bidders that are corporate entities, including those bidding as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
- Bidders bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners; or
- Bidders that are a partnership do not need to provide a list of names.

If the list of names has not been received in a procurement process or real property transaction by the time the evaluation of Bids or offers is completed, or has not been received in a procurement process or real property transaction where no Bid/Offer will be submitted, the Contracting Authority will inform the Bidder of a time within which to provide the information. Providing the required names is a mandatory requirement for award of a contract or real property agreement. Failure to provide the list of names within the time specified will render a Bid or Offer non-responsive, or the Bidder otherwise disqualified for award of a contract or real property agreement.

INDIVIDUALS WHO ARE CURRENTLY DIRECTORS OF THE BIDDER:

Procurement Business Number (PBN) _____

ANNEX “H”

COLLECTIVE AGREEMENT

COLLECTIVE AGREEMENT

between

ABM Industries Facility Management Company

Alco Janitorial Services

Allen Maintenance Ltd.

Bee-Clean Building Maintenance

Best Service Pros

Cleanmatters Janitorial Services Limited / Dustmoon Maintenance Limited

Compass Group Canada Ltd

C&W Facility Services Canada Inc.

Dexterra

Dow Building Cleaners

Domus Building Cleaning Company Limited

Evripos Janitorial Services Limited

GDI Services (Canada) LP / Empire Maintenance Industries Inc.

Hallmark Housekeeping Services Inc.

Impact Cleaning Services Ltd.

ION Cleaning Solutions

M.A. Independent Building Services

Nasco Building Cleaning Inc.

National Maintenance

Scandinavian Building Services

Service Ménagers Roy (Les)

Service Star Building Cleaning Inc.

Siloam Quality Cleaning Services

(hereafter referred to as the "Company" or the "Employer")

- and -

Service Employees International Union, Local 2

(hereafter referred to as the "Union")

Effective Date: July 1, 2019

Expiry Date: June 30, 2022

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ARTICLE 1 - GENERAL

1.01 It is the central purpose of this Agreement to establish the uniform, specific terms and conditions of employment between the Union and those Employers set out above (hereinafter referred to as "the Employer" or "the Company"), with respect to the employees encompassed by this agreement, and to provide machinery for the prompt and equitable disposition of grievances. For the purpose of clarity, the terms and conditions of this collective agreement apply on a single employer basis, unless otherwise expressly noted herein, and any actions, settlement, and/or liability of one of the Employers shall not bind or otherwise affect any of the others.

The objectives of this agreement are to develop and maintain a harmonious and co-operative relationship between the Employers, their employees and the SEIU; to promote co-operation between the parties and to provide an amicable method of settling grievances or differences arising from the provisions of this agreement.

ARTICLE 2 - RECOGNITION

2.01 The Employer recognizes the Union as the sole and exclusive bargaining agent for all its employees engaged in Cleaning and Maintenance within the City of Ottawa, save and except:

- office and clerical employees
- supervisors and persons above the rank of supervisor
- persons working at privately owned locations smaller than 100,000 square feet (unless those locations are unionized by SEIU or another bargaining agent)
- persons working at publicly owned locations smaller than 25,000 square feet (unless those locations are unionized by SEIU or another bargaining agent)
- retail, residential and hotel accounts where the total square footage cleaned by the Employer is less than 35, 000 square feet (unless those locations are unionized by SEIU or another bargaining agent)

For the purpose of clarity, 'privately owned locations' shall be defined as those properties in which the municipal, provincial or federal government does not have a majority ownership stake.

Clarity Note: Those locations that are currently unionized but that do not fall within the scope of the agreement shall continue to be included in the Collective Agreement.

ARTICLE 3 - RELATIONSHIP

- 3.01 The parties hereto agree that all present employees of the Employer covered by the terms of this Agreement shall remain members in good standing of the Union as a condition of continued employment.
- 3.02 All new employees hired after the signing date of this Agreement shall become members of the Union as a condition of continued employment.
- 3.03 Where the masculine or singular pronoun is used herein, it shall mean and include the feminine or the plural pronoun where the context so requires.
- 3.04 Union representatives shall not enter the premises of the Company nor carry on Union activities on such premises without first obtaining authorization from the manager, which authorization shall not be unreasonably denied.
- 3.05 The Employer shall endeavor, subject to the client's property rights, to facilitate access to the workplace for Union Representatives to conduct thirty (30) minute meetings twice per year.

ARTICLE 4 - UNION DUES

- 4.01 All new employees shall be required to become and remain members of the Union as a condition of employment.

4.02 Employees covered by this Agreement shall pay Union dues as established by the Union. The Union shall have an opportunity during working hours to interview new employees for the purpose of signing Union membership application cards. The Union will arrange times for interviews in conjunction with the Employer.

4.03 The Employer shall deduct and remit all Union dues on a monthly basis and shall send all of the monies so collected to the Secretary - Treasurer of the Union on or before the 15th day of the following month the deductions were made. Union dues will be accompanied by the following employee information which shall be sent to the Union by email in an Excel spreadsheet:

- (a) Employee name.
- (b) Work location.
- (c) Hourly wage.
- (d) Hours worked.
- (e) Union dues.
- (f) Benefit premiums remitted.

In addition to the above information the employer shall provide the Union with the following information every three months:

- (a) Classification.
- (b) Site Seniority.
- (c) Service with company.
- (d) Home address.
- (e) Phone number.

- 4.04 The Union shall indemnify the Employer and hold it harmless against any and all suits, claims, demands or other forms of liability that shall arise out of or by reason of any action taken or not by the Employer for the purpose of complying with any of the provisions of this Article.
- 4.05 The Employer will indicate the amount of Union dues paid by employees on their T-4 slips.

ARTICLE 5 - MANAGEMENT FUNCTIONS

- 5.01 Except to the extent explicitly abridged by specific written provision of this Agreement, the Company reserves and retains, solely and exclusively, all of its inherent rights to operate and manage its business and operations in accordance with its commitments, its obligations and responsibilities.
- 5.02 Without in any way diminishing or limiting those rights, it is understood and agreed that those rights include:
- (a) The right to direct and supervise the work force, hire, schedule, promote, demote, discharge, determine work assignments, processes and equipment and materials to be used, set policies and procedures, classify, transfer, layoff, assign and discipline employees for just cause provided that a claim by an employee who has acquired seniority that he has been disciplined or discharged without just cause may be the subject of a grievance and dealt with as hereinafter provided.
- 5.03 The Company agrees that its functions will not be exercised in a manner inconsistent with the other provisions of this Agreement in an effort to maintain and promote a harmonious relationship with the employees and the Union.

ARTICLE 6 - NO STRIKE, NO LOCKOUTS

- 6.01 In view of this orderly procedure established by this Agreement for the settling of disputes and handling of grievances, the Union agrees that during the lifetime of this Agreement there will be no strikes, picketing, slowdowns, or stoppage of work, either complete or partial, and the Employer agrees that there will be no lockout.

ARTICLE 7 - UNION STEWARDS

- 7.01 The Employer recognizes the right of the Union to elect or appoint one (1) Chief Steward representing the authorized areas of each working establishment. Should the Chief Steward be absent from work, or should there be more than ten (10) employees in the working establishment, or should there be more than one (1) shift worked by the employees in the working establishment, the Employer recognizes the right of the Union to appoint additional Union Stewards. The Union will notify the Employer from time to time as to the names of the Steward(s) and the areas of their responsibility and all stewards shall be regular employees of the Employer who have acquired seniority.
- 7.02 The Union acknowledges that Stewards have their regular duties to perform on behalf of the Employer and that such persons shall not leave their regular duties to attend to the complaints and grievances of employees without having first secured permission from their immediate supervisor, which permission shall not unreasonably be withheld. Stewards shall state their destination to their immediate Supervisor and shall report again to him at the time of their return to work. Provided these steps are followed, Stewards shall not suffer a loss of basic pay. The Employer reserves the right to limit the duration of such meetings. These limits shall not be unreasonable.
- 7.03 Where the Company has less than one hundred employees covered by this Agreement, the Union shall have the right to appoint or elect one employee to serve as members of the negotiating committee. Where the Company has one hundred or more employees covered by this Agreement, the Union shall have the right to appoint or elect two employees to serve as a member of the

negotiating committee. Employees will be paid by the Company for time off work for the purpose of participation in mutually agreed negotiations up to conciliation. Time paid for attendance at negotiations will not exceed the number of hours the employee is regularly scheduled to work.

- 7.04 Where an employee is required to attend a meeting in which a written warning, suspension, or discharge is to be given, the Supervisor or designate will inform the employee prior to the meeting of his right to have a Union Steward present at the meeting.

The employee may request the presence of the Union Steward during the meeting. Where the employee requests such representation, the Supervisor will send for the Steward without further discussion of the matter with the employee. If a Steward is not available, the Employer shall schedule the disciplinary meeting within the next twenty-four (24) hours and it shall then become the sole responsibility of the employee concerned to arrange for a Union Steward to be in attendance when the meeting occurs.

- 7.05 Copies of all disciplinary notices issued to bargaining unit members shall be forwarded to the Union's Business Agent.

- 7.06 The Union may request from each Company up to seven (7) days off per calendar year, without pay, for Stewards of the bargaining unit. The Employer shall reasonably grant such requests. This leave is over and above the time required to negotiate this Collective Agreement. The maximum number of stewards absent at any given time is not to exceed three (3) and not more than one (1) from any given location.

ARTICLE 8 - GRIEVANCE PROCEDURE

- 8.01 The purpose of this Article is to provide an orderly procedure for the resolution and disposition of grievances.

8.02 A grievance is an allegation by an employee, the Union, or the Company that one party has violated this Agreement or by an employee who has completed the probationary period that he has been unjustly disciplined or discharged. An alleged violation of the Employment Standards Act may also be the subject of a grievance.

8.03 Step 1

- (a) An employee initiates a grievance by verbally notifying his Supervisor that he has a grievance and then providing the Supervisor with the details and circumstances of the matter, along with the remedy sought. Such an employee may request the presence of an available steward at the meeting.
- (b) This must occur within five (5) working days of the incident giving rise to the grievance. The Supervisor must respond verbally to the grievance within five (5) working days after hearing the grievance.
- (c) If the employee is satisfied with the Supervisor's response, the matter is concluded and neither the grievance nor the response shall be binding or used as a precedent by the Company or the Union.

Step 2

- (a) Failing satisfactory settlement at Step 1, the grievance may be reduced to writing within five (5) working days of the response in Step 1 and submitted to the Site Manager.

Upon receipt of such grievance the Site Manager shall issue a written response within five (5) working days.

Step 3

- (a) Failing satisfactory settlement at Step 2, the grievance shall be submitted to the Company head office and a meeting to discuss the grievance shall be arranged between the grievor, Steward, Union Business Agent and Employer Representatives at a mutually agreed-to time and date.

- (b) A formal response will be issued by the Employer to the Union's Business Agent within five (5) working days of the above noted meeting.

8.04 Union, Discharge and Employer Grievances

The Union or the Employer may initiate a policy or group grievance directly at Step 2. A claim by an employee who has completed the probationary period that he has been unjustly terminated may be filed directly at Step 2.

8.05 For the purpose of this Article, 'working days' shall not include Saturdays, Sundays and Holidays.

8.06 Grievance Mediation

The parties agree to implement a grievance mediation procedure prior to proceeding to Arbitration as set out below.

- (a) Either party may submit the grievance to grievance mediation at any time within ten (10) calendar days following the receipt of the reply at step 3, or if no reply is received, within ten (10) calendar days following the expiration of the period limited for such reply. Where the matter is so referred, the Mediation process shall take place before the matter is referred to Arbitration.
- (b) Grievance mediation will commence within twenty-one (21) calendar days of the grievance being submitted to Mediation.
- (c) The grievance mediation process is without prejudice to either party.
- (d) No matter may be submitted to grievance mediation which has not been properly carried through the grievance procedure, provided that the parties may extend the time limits fixed in the grievance procedure.
- (e) The parties may agree to the appointment of a Mediator by the Ministry of Labour, provided that such Mediator is able to commence grievance mediation within the time periods set out in the item (b) above, or where the parties mutually agree to extend the time periods for such Mediator.

- (f) Proceedings before the Mediator shall be informal. Accordingly, the rules of evidence will not apply, no records of the proceedings shall be made and legal counsel shall not be used by either party.
- (g) If possible, an agreed statement of facts will be provided to the Mediator, and if possible, in advance of the Grievance Mediator Conference.
- (h) The Mediator will have the authority to meet separately with any person or persons but will not have the authority to compel the resolution of a grievance.
- (i) If a grievance is not settled through the grievance mediation process, the Mediator shall provide the parties with an immediate oral advisory opinion and the grounds of such advisory opinion, unless both parties agree that no such opinion shall be provided.
- (j) If no settlement is reached within ten (10) calendar days following grievance mediation, the parties are free to submit the matter to Arbitration as hereinafter provided. In the event that a grievance which has been mediated subsequently proceeds to arbitration, the Mediator may serve as Arbitrator. Nothing said or done by the Mediator may be referred to at Arbitration.
- (k) Any settlement reached shall not be referred to by the parties in respect of any subsequent matter and in any other setting.
- (l) The Union and the Employer will share the cost of the Mediator, if any.

8.07 Arbitration

- (a) The Union and the Employer acknowledge the applicability of S.46 of the Labour Relations Act as more particularly set out in the Act, with respect to the appointment of a single arbitrator by the Minister.

(b) No person may be appointed as an Arbitrator who has been involved in an attempt to negotiate or to settle the grievance, unless mutually agreed to.

(c) Each of the parties hereto will bear the expenses of a nominee appointed by it, and the parties will jointly share the expenses of the Chairperson of the Arbitration Board, if any.

8.08 The Arbitrator shall not have to power to alter or change any of the provisions of this Agreement; or to substitute any new provisions for any existing provisions; nor to render any decision inconsistent with the terms and provisions of the Agreement.

8.09 Both parties to this Agreement agree that the time limit may be extended by mutual agreement.

8.10 The parties agree the Employer will remove all discipline from the Employee personnel file, provided that:

(a) No discipline is received for a period of twenty-four months (24) months.

(b) The misconduct did not involve a violation of law or an issue constituting breach of trust.

ARTICLE 9 - PROBATIONARY PERIOD

9.01 All employees shall serve as probationary employees until they have completed 480 hours of work or 60 shifts whichever occurs first. If they are retained when they have completed their probationary period, their names shall be placed on the appropriate seniority list and their seniority shall date back to their date of hire. The probationary period may be extended by the number of shifts missing during the probationary period.

ARTICLE 10 - SERVICE & SENIORITY

10.01 Seniority shall be used in the application of the job posting, lay-off and recall provisions of this agreement, and shall be calculated as an employee's uninterrupted tenure at a specific work location* including service with previous contractors.

* A work location may be defined as a single building or a cluster of buildings by mutual agreement of the parties.

10.02 In all cases of job postings, promotions, job placement, work assignments, layoffs and recalls, the following factors shall be considered:

- (a) Seniority
- (b) Skill, ability.

Where skill, ability is relatively equal, the most senior available bidder shall be selected for the job posting.

10.03 Service
Service shall be used solely in determining an employee's entitlement to vacation benefits and shall be calculated as an employee's uninterrupted tenure at a specific work location, including service with a previous contractor or their overall service with the Company, whichever is greater.

10.04 Seniority, service status and employment, once acquired, will be lost for the following reasons:

- (a) Voluntary resignation.
- (b) Discharge for cause.
- (c) Absence from scheduled work for two (2) consecutive days without actual notice to the Employer, unless in circumstances it is impossible for him / her to do so.

- (d) Failure to return to work within five (5) working days of written notice of recall sent by verifiable mail to the last known address according to the records of the Company.
- (e) Lay off for twelve (12) months following date of lay off or the length of employment whichever is lesser.
- (f) Subject to the Human Rights Code, extended absence due to injury or illness for twenty-four (24) months.
- (g) Failure to return on scheduled day following an authorized leave of absence without an explanation satisfactory to the Company.

10.05. Employees shall be responsible for notifying the Company of any changes in address and/or phone number.

10.06 Where a dispute arises with respect to an employee's service date the parties agree that T-4 Statements shall constitute sufficient evidence to determine the employee's prior service record.

ARTICLE 11 - JOB POSTINGS, LAY-OFF AND RECALL

11.01 The parties agree that all provisions of this Agreement which apply to job posting, lay-off, recall shall be applied pursuant to Articles 10.01 and 10.02.

11.02 Employees interested in vacancies at sites other than their own may advise the Employer in writing between January 1st and January 7th of each year of their interest in applying for such vacancies for the upcoming year as they become available. These employees will only be considered for such vacancies after all on-site applicants have had the opportunity to apply through the job posting Article of this Collective Agreement. Employees who transfer from one site to another under this Agreement will not be required to serve an additional probationary period and will be placed on the wage grid in accordance with their service at the previous work site(s). This process will not be used for subsequent vacancies as a result of awarding a vacancy to a staff member.

The Employer will notify employees of where to submit vacancy requests.

Where an employee with secret security (or higher) clearance wishes to transfer from one site to another the Employer reserves the right to deny such requests for operational reasons.

11.03 Job Posting (Permanent Vacancies)

- (a) When the Employer decides to fill a permanent vacancy or creates a new permanent classification such vacancy shall be posted for five (5) working days.
- (b) All postings will contain the following information:
 - (i) Job classification.
 - (ii) Rate of pay.
 - (iii) Hours of work.
 - (iv) Shift.

Successful bidders will be selected pursuant to Article 10.02.

- (c) Employees may apply for a lateral transfer once every twelve (12) months when a position is available. Only employees for whom a vacancy would create a change in classification, increase in hours or change of shift shall be eligible to apply. A copy of all vacancies and postings will be forwarded to the Union Office and to the Chief Steward. The name of successful bidders for such vacancies will also be provided to the Union.

- (d) Where the vacancy is not filled with an applicant from within the work location, the Company shall forward the job posting by email (electronic job posting) to all persons on the lay-off/recall list, on sick and/or maternity/parental leave and persons who have indicated in writing their desire to be notified of company-wide job postings pursuant to Article 11.02. Persons on the lay-off /recall list shall have thirty-six (36) hours to respond to an electronic job posting indicating their interest in the position. The position shall be awarded on the following basis:
- (i) To the most senior employee on the lay-off /recall list, who has the skill and ability to perform the work;
 - (ii) Where it is not awarded to a person on the lay-off/ recall list to the most senior employee who has the skill and ability to perform the work, pursuant to Article 11.02.

Clarity Note: It shall be the sole responsibility of employees to provide the Employer with their current email address

- (e) Temporary vacancies expected to last four (4) or more months will be posted in accordance with Article 10.02 (a). No secondary vacancies will be posted as a result of the awarding of a temporary vacancy to a staff member.

Upon the return of the original individual who vacated the position the person who assumed the temporary position shall return to his or her former position.

Should the individual who has vacated the position fail to return to work the successful applicant will maintain the vacancy on a permanent basis.

Nothing in this agreement shall prevent the employer from filling temporary vacancies with new hires. During the term of the temporary vacancy such new hires shall be deemed to be probationary employees.

(f) Emergency call in lists

Employees will state their availability for emergency duty on an emergency call in list.

This list will remain posted at all times and the Employer will call employees whose name appears on that list from top to bottom on a rotating basis, providing such employees have the qualifications, skills and ability to perform the work.

Employees unavailable or unwilling to accept the assignment will be considered to have worked for the purpose of proceeding through the list.

11.04 Lay-off and Recall

- (a) As per article 10.01, in case of lay-off, or recall from lay-off, the employee with the greatest seniority, provided that he/she has the skill, ability to perform the required work, shall be the last to be laid off and conversely the first to be recalled from lay-off.
- (b) In the event of a lay-off, the Employer agrees to notify and discuss with the Union the effects to the lay-off and consider possible alternatives to the lay-off prior to notifying the affected employees.
- (c) In the event of a reduction in the regular hours of work or a lay-off of a permanent nature, the affected employee may accept the lay-off or exercise seniority rights to bump the least senior employee working in the building/cluster of buildings (as agreed by the parties) in an equal or lower paying classification, on the same or another shift. The parties agree that the employee originally subject to the lay-off must have the qualifications to do the job.

- (d) A displaced employee may accept the lay-off or exercise seniority rights to bump the least senior employee in an equal or lower paying classification, on the same or another shift. Again, the parties agree that the employee originally subject to the lay-off must have the qualifications to do the job.

An employee who is laid-off shall be considered for vacancies at other sites in accordance with Article 10.02 of this Agreement. Employees will not be compelled to accept positions at other locations/sites other than their own sites.

Where a reduction in the regular hours of work or a lay-off occurs, of a temporary nature not to exceed thirteen (13) weeks, in either case, the affected employee may only bump the least senior employee in the classification.

Recall of employee(s) on lay-off shall be in the reverse order of lay-off, by classification, provided the employee(s) being recalled has the skill(s) and ability to do the work available.

- (e) If known to the Employer, Employees will be provided with a minimum of fourteen (14) calendar days' notice of a temporary or permanent lay-off.
- (f) In all cases of lay-off probationary employees shall be laid off before employees who have attained seniority.

11.05 Recalls

Before hiring any new employee, the Employer will offer such opening to the qualified employee most recently placed on the lay-off list by means of registered letter.

ARTICLE 12 - WAGES

- 12.01 Hourly wages will be paid according to the classification and schedule set forth in Schedule "A" of this Agreement.
- 12.02 Effective January 1, 2016, employees will be paid every two weeks. In the case of a holiday, employees will be paid on the previous business day prior to the holiday.
- 12.03 Effective January 1, 2016, the Employer shall provide "automatic deposit" of net pay to the employee's bank account. In such cases, it is the sole responsibility of the employee to provide current, accurate banking information to the Employer and the Employer will ensure that a Statement of Earnings is provided to the employees in accordance with the distribution requirement outlined in Paragraph 12.01. The statement of earning shall include the employee's vacation pay accrued to date.
- 12.04 Corrections to payroll errors are done the day following the payday. The employee shall inform the Area Manager who will notify the payroll office. A cheque will be issued for amounts equal or exceeding \$50.00. Lesser amounts will be paid in the following payroll.

ARTICLE 13 - HOURS OF WORK AND OVERTIME

- 13.01 The normal work schedule for each employee shall be made available to an employee or Union Representative upon request.
- 13.02 An employee who reports for his/her scheduled shift and finds that no work is available will be paid for four and one half (4.5) hours or the length of his/her scheduled shift (whichever is less) at his/her regular rate of pay unless the employee received forty-eight (48) hours notification not to report to work or the unavailability of work is the result of cause beyond the control of the Employer, i.e. fire, flood, strike or an act of God, etc.

- 13.03 The Employer agrees to distribute excess work as equitably as possible among available, qualified employees. This work will be offered to employees in the classification normally assigned to perform work.
- 13.04 The Employer agrees to pay time and one-half ($1\frac{1}{2}$) the hourly rate established in Schedule "A" for all hours paid in excess of forty-four (44) hours in a work week.
- 13.05 The Employer will not reschedule any employees for the purpose of avoiding overtime.
- 13.06 Available overtime opportunities shall be offered equitably, on a rotational basis, to employees who have expressed their desire to work overtime and are available.
- 13.07 The parties agree that bargaining unit employees employed on the date of ratification of this Collective Agreement will suffer no reduction in hours of work, for the life of this Agreement, unless a tenant vacancy occurs resulting in a decrease in the area to be cleaned, or a request is made by the customer to reduce operating costs. Nothing in this article shall prevent the Employer from laying off employees pursuant to the lay-off provisions (11.04).
- 13.08 Employees scheduled for a shift of more than five (5) hours shall be scheduled for an unpaid meal period of one-half ($1/2$) hour, unless an alternate arrangement is reached by the parties.
- 13.09 Employees scheduled for a shift of eight (8) hours shall be scheduled for two (2) fifteen (15) minute rest periods during their shift. Each employee scheduled for a shift of less than eight (8) hours shall be scheduled for one (1) fifteen (15) minute rest period during their shift.

Where the Employer schedules a one-hour unpaid lunch break, employees shall receive a premium of twenty-five (25) cents on all hours worked in addition to all other wages and premiums set out in the Collective Agreement.

Clarity Note: For the two accounts identified by the parties at negotiations as having a one-hour unpaid lunch this provision shall take effect one month prior to the expiry of the employer's service contract with the client.

- 13.10 All employees must be ready for duty upon commencement of shift. There shall be a five (5) minute personal wash-up period at the end of each regular shift for the purpose of changing clothes, etc.

ARTICLE 14 - HOLIDAYS

- 14.01 The recognized holidays with pay for this Agreement shall be:

New Years Day	Good Friday	Victoria Day
Canada Day	Thanksgiving Day	Labour Day
Boxing Day	Christmas Day	Family Day

Employees who have completed seven (7) days of service shall be entitled to two (2) paid personal days per contract year. Employees who have completed one (1) year of service shall be entitled to four (4) paid personal days per contract year.

- 14.02 If personal days are utilized for non-illness related absence, such day must be requested and will be scheduled upon mutually agreed dates.

If float days are utilized for illness related absences, the employee shall provide four (4) hours advanced notice of the shift where possible and provide physician certification, if required by the Company.

- 14.03 Eligible employees who are not assigned to duty on a Holiday named above will be paid their regular pay for the day.

- 14.04 Employees who are required to work on any of the Holidays specified in 14.01 above shall be paid at the rate of one and one-half times ($1\frac{1}{2}$) their regular rate of pay for all hours worked in addition to their regular rate for scheduled hours on that day.

- 14.05 Easter Monday and Remembrance Day shall be considered regular work days. In buildings where a portion, or all of the occupants, observe a federal holiday and the Employer instructs an employee not to report for work on these days **this shall be done in writing** and they shall be entitled to receive their regular pay for the day.
- 14.06 Eligibility - An employee must have passed probation and must work his regularly scheduled shift before and after the Holiday, unless absent with permission of the Employer or because of proven illness. Probationary employees will receive statutory holiday pay in accordance with the ESA.
- 14.07 Where a Holiday falls within an employee's vacation period such employee shall, at the employee's option, receive an extra day's pay in lieu of the holiday or an additional day of vacation at a time which is mutually agreed upon by the employee and Employer.
- 14.08 Statutory Holiday hours worked will count towards the calculation of overtime hours that week.

ARTICLE 15 - VACATIONS

- 15.01 Vacation entitlement shall be calculated in accordance with Article 10.03 of this agreement.
- 15.02 Employees will be entitled to vacation as follows:
- (a) Employees who have completed twelve (12) months of service shall be entitled to two (2) weeks' vacation with pay at four (4%) percent of the employee's gross wages for the previous twelve (12) months of employment.
 - (b) Employees who have completed five (5) years of service shall be entitled to three (3) weeks' vacation with pay at six (6%) percent of the employee's gross wages for the previous twelve (12) months of employment.

(c) Employees who have completed fifteen (15) years of service shall be entitled to four (4) weeks' vacation with pay at eight (8%) percent of the employee's gross wages for the previous twelve (12) months of employment.

(d) Employees who have completed twenty (20) years of service shall be entitled to five (5) weeks' vacation with pay at ten (10%) percent of the employee's gross wages for the previous twelve (12) months of employment.

15.03 Vacation pay shall be paid as a separate line item and/or by a separate cheque.

15.04 Vacation requests will be submitted to the Employer by March 15th of each year and will be confirmed by the Employer by April 1st. Vacation time will be allotted on the basis of seniority subject to operational requirements. Requests shall not be unreasonably denied. Employees who miss the cut off date will have their vacation granted based on availability.

15.05 All vacation request forms shall be provided to all employees and all vacation requests shall be responded to in writing by the cut off date as referred to in article 15.04 or within seven (7) calendar days of the request being submitted in all other cases.

ARTICLE 16 - LEAVE OF ABSENCE

16.01 An employee may request a leave of absence of up to six (6) weeks without pay or benefits for personal reasons. Such request will be in writing, with the reason(s) clearly stated, and must be submitted as far in advance as possible to the Manager. Such requests shall not be unreasonably denied. In the event of an emergency leave of absence the Company may waive the request be in writing. An employee returning from such leave shall be placed in his/her former job and shift, if applicable.

The Employer may grant leave of absence in excess of six (6) weeks, however, seniority shall cease to accumulate after a six (6) weeks leave.

- 16.02 Bereavement - In the event of the death of an employee's spouse, child, step-child, mother, father, sister, brother, grandparent, grandchild, the Company agrees to grant paid time off from scheduled work up to three (3) scheduled consecutive days. The three (3) days must include or immediately precede or follow the day of the funeral.

In the event of the death of an employee's mother-in-law or father-in-law, the Company agrees to grant paid time off from scheduled work for two (2) days.

In the event of the death of an employee's aunt, uncle, son-in-law, daughter-in-law, sister-in-law or brother-in-law, the Company agrees to grant paid time off from scheduled work for one (1) day.

In the event of the death of an employee's spouse's grandparent, the Company agrees to grant paid time off from scheduled work for one (1) day.

- 16.03 Jury Duty - An employee, when called for jury duty or subpoenaed as a witness for the Company, will be granted time off and compensated for the difference between his normal earnings and the payment received for jury duty or being so subpoenaed. The employee will provide evidence that he reported for jury duty or attended as a subpoenaed witness.

- 16.04 Pregnant and Parental Leave - The Company agrees to provide pregnancy and parental leave consistent with the Ontario Employment Standards Act. Upon return from such leave, employees will be entitled to be reinstated to the same job in the same work area, if still available.

- 16.05 The Employer has the right to request an acceptable justification in cases of excessive or pattern absenteeism. The Employer will pay for any medical certificate requested by the Company to a maximum of \$20.00. Reimbursement shall be by way of a separate cheque and not subject to regular payroll deductions.

- 16.06 An employee shall be granted one (1) day's leave of absence with pay for the purpose of attending formal hearings to obtain his / her Canadian citizenship.

- 16.07 Employees legitimately absent from work for a period of twelve (12) calendar months or less shall, upon their return to work, be entitled to be re-instated, unless operations have ceased in that work area.

ARTICLE 17 - UNIFORMS

- 17.01 Uniform Policy - The Employer believes strongly that image is very important and portrays their professionalism. The Company requires all front-line employees to wear Company uniforms as prescribed in their policy and in compliance with the Company's contract with its clients.

The Employer agrees to continue its current practice with respect to the provision of uniforms.

Clothing or garments that are not supplied by the Company must be matching to the Company's uniform and must receive Management approval in advance.

Cleaning and maintenance of uniforms is the responsibility of the employees. Worn out or torn uniforms shall be returned to the Supervisor and will be replaced when required.

The uniforms are supplied free of charge to the employee provided all uniforms are returned to the Company upon separation of employment. Employees who fail to return the uniforms immediately upon departing from the Company will be deducted the full cost of the uniforms from their last pay.

Each employee is responsible for purchasing his or her footwear. Closed shoes with an anti-slip sole must be worn at work. Where certified safety shoes must be worn on the job, the Company reimburses employees up to one hundred (\$100.00) dollars every two (2) years upon presentation of an acceptable purchase receipt.

Employees have the option of changing into and out of their uniform at the workplace. Employees who wish to wear the Company's uniform while off duty must conform to the Company's dress code.

- 17.02 The Employer will provide a winter coat with Company identification and gloves selected by the Employer to employees required to work outside during the winter months.
- 17.03 If lockers are available at the workplace, the Employer will supply the available facilities to the employees.

ARTICLE 18 - GENERAL

- 18.01 All special equipment and all equipment necessary to perform the duties assigned to the employees shall be furnished and kept in repair by the Employer.
- 18.02 Supervisors may perform bargaining unit work for experimentation, training purposes, emergency purposes or as performed prior to the date of ratification of this Agreement.

For the purpose of clarity, persons employed as Special Project Employees prior to August 5, 2015 shall be considered supervisors. Persons hired as Special Project Employees on or after August 5, 2015 shall be included in the bargaining unit.

- 18.03 Employees temporarily assigned to perform the duties of higher rated classification shall be paid the rate of pay of that classification for the duration of the assignment.
- 18.04 The parties agree to abide by the Human Rights Code. This will include making reasonable efforts to modify break times to accommodate prayer times or religious fasting.

There shall be no discrimination against any employee on the basis of gender, gender identity, sexual orientation or because of race, religious creed, colour, national origin or age.

- 18.05 The parties agree to equally share the cost of printing this Agreement.

18.06 In the event major changes are made to employees' work assignment or operational changes are made that affect the majority of the members of the bargaining unit at a specific site, the Employer agrees to the following;

(a) To notify the Union before any member is advised of the change. If possible, such notification will take place at least 30 days before the change. Both parties agree to meet, if necessary, within two weeks of such notice having been received.

(b) To share with the Union the reasons for the change and the impact on members of the bargaining unit.

(c) To discuss and jointly determine if new classifications are being created and if so to negotiate an appropriate rate of pay for these classifications. It is understood that no new classification shall be paid a rate less than as set out in Schedule A.

18.07 Notwithstanding any other article in this Collective Agreement, the parties will meet quarterly to review the issues of mutual concern in the industry.

ARTICLE 19 - BULLETIN BOARDS

19.01 Subject to availability of space and management approval, the Employer shall provide the Union with a bulletin board for posting notices. Where no bulletin board is available the Employer agrees to facilitate the distribution of Union provided material to the bargaining unit members.

ARTICLE 20 - HEALTH AND SAFETY

20.01 The Company and the Union recognize the benefits to be derived from a safe and healthy place of employment. It is agreed that the Company, the employees and the Union will cooperate fully to promote safe work practices, health conditions and the enforcement of safety rules and procedures.

Employees working at locations requiring a facility Joint Health and Safety Committee (JHSC) must elect an employee in accordance with the OHSA and participate in the Committee's activities as per the facility direction. In accordance with the Occupational Health and Safety Act, a member of the Committee or a Health and Safety Representative shall be deemed to be at work while the member is fulfilling the requirements under the Act and shall be paid their regular rate or premium rate as may be proper.

- 20.02 Employees are required to report injuries to their Supervisor immediately. Any employee injured on the job shall be paid for the balance of his shift on which the injury occurred at the straight time hourly rate if, as a result of such injury, the employee is sent home by an officer or representative of the Employer, or is hospitalized.
- 20.03 If an employee is requested by the Employer to escort the injured employee home or to a hospital, that employee shall also be paid for the balance of his/her shift.
- 20.04 In the event that an employee alleges the existence of any unsafe practice or unsafe conditions, the employee concerned has an obligation to immediately report such practice or condition to the Employer.
- 20.05 Employees shall report any work-related accident/injury to his immediate supervisor as soon as it occurs, and both the employee and Employer must follow through with all responsibilities outlined in the Workplace Safety and Insurance Act.

ARTICLE 21 - LIVING WAGE POLICY

- 21.01 Where the Federal government establishes a policy requiring contractors to provide employees working in government buildings with wages and/or benefits that are superior to those set out in this Agreement, those superior wages and benefits shall become part of this Agreement.

ARTICLE 22 - HEALTH AND WELFARE BENEFITS

- 22.01 The employer shall enroll all employees who have completed probation into the SEIU Local 1 & 2 Benefit Trust and shall contribute on behalf of eligible employees eighty (80) cents for every hour worked as well as for every hour of paid vacation. The hourly premium shall increase to eighty-five (85) cents per hour on July 1, 2020.
- 22.02 An employee on a leave of absence or temporary layoff for a period of up to three (3) months may remain enrolled in the benefit plan provided such employee makes the full premium payment per the plan's policy in advance to the Trust Fund Administrator.
- In cases of proven illness, the employee may remain enrolled in the benefit plan for a period of up to twelve (12) months, provided such employee makes the full premium payment in advance to the Trust Fund Administrator.
- 22.03 These remittances will be used for the provision of a schedule of benefits for eligible employees.
- 22.04 The Employer shall enroll all eligible employees in the plan on the first day of the month following probation.
- 22.05 The Employer shall remit the contributions referred to in this Schedule to the Benefit Trust along with all back up information no later than the 15th day of each month.
- 22.06 The Union will provide employers with quarterly reports on enrolment levels in the Union's Benefit Trust for persons covered by this Agreement. It is understood that in order for the Union to meet this obligation, all of the signatories to this agreement must be submitting their premiums electronically and must not be delinquent in their remittances.

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SCHEDULE "A" – CLASSIFICATIONS AND WAGES

Minimum Rates:

Classification	Upon ratification (August 10, 2019)	July 1/2020	July 1/2021
Cleaner	15.25	15.70	16.20
Day Porter/Matron	15.25	15.70	16.20

Note: Probationary employees will receive a rate that is 25 cents less than the minimum rate.

Premiums:

Overnight shift premium: 50 cents

Special Projects & Lead hand premium: 50 cents

Overnight shift is defined where the majority of hours fall between 11:00 pm and 7:00am.

Increase:

Persons employed on the date of ratification shall suffer no reduction in wages or any other employment entitlement. All employees, inclusive of employees earning wage rates greater than those set out above, shall be entitled to the following minimum increases:

Upon ratification – \$0.25 cents/hour wage increase on all rates;

July 1, 2020 - \$0.45 cents/hour wage increase on all rates;

July 1, 2021 - \$0.50 cents/hour wage increase on all rates;

The shift premium shall be included in the payment of sick days, personal days and statutory holidays.

The parties agree that at no time will any person covered by this Agreement earn a wage rate less than \$0.50/hour above the minimum wage.

SCHEDULE "B" - RETIREMENT SECURITY

Starting April 1, 2022, the Employer shall enroll all eligible employees into the Multi-sector Pension Plan with terms and contributions outlined in Schedule "B".

In this Article, the terms used shall have the meanings described:

1. (a) "Plan" means the Multi-Sector Pension Plan
- (b) "Applicable Wages" means the basic straight time wages for all hours worked and in addition;
 - (i) The straight time component of hours worked on a holiday; and
 - (ii) Holiday pay, for the hours not worked; and
 - (iii) Vacation pay; and
 - (iv) Sick pay paid directly by the Employer (but not short-term indemnity payments paid by an insurer) which results in the Employee receiving full payment for the hours missed due to illness. Applicable wages include any sick pay which an Employee is permitted to receive in cash despite not having been absent from the workplace; andAll other payments, premiums, allowances and similar payments are excluded.
- (c) "Eligible Employee" means all employees in the bargaining unit who have completed probation with the Employer.
2. Commencing April 1, 2022 each Eligible Employee shall contribute for each pay period an amount equal to 1% of Applicable Wages to the Plan. The Employer shall contribute on behalf of each Eligible Employee for each pay period, an amount equal to 1% of Applicable Wages to the Plan.

3. The Employee and Employer contributions shall be remitted to the Plan by the Employer within thirty (30) days after the end of the calendar month in which the pay period ends for which the contributions are attributable. The Employer shall remit all contributions in the manner directed by the Administrator of the Plan.
4. The Employer agrees to provide to the Administrator of the plan, on a timely basis, all information required pursuant to the Pension Benefits Act, R.S.O. 1990, Ch. P-8, as amended, and *Income Tax Act* (Canada) which the Administrator may reasonably require in order to properly record and process pension contributions and pension benefits. If maintained by the Employer in electronically readable form, the information shall be provided in such form to the Plan if the Administrator so requests.

For further specificity, the items required for each Eligible Employee by Article 4 of the agreement include:

(a) To be provided at Plan Commencement

date of hire;
date of birth;
Social Insurance Number;
date of first contribution;
seniority list to include hours from date of hire to Employer's fund entry date;
gender.

(b) To be provided with each Remittance

name;
Social Insurance Number;
monthly remittance;
pensionable earnings;
year to date contributions;

employer portion of arrears owing due to error, or late enrolment by the Employer.

(c) To be provided initially and as Status Chances

full address;

termination date where applicable (MM/DD/YY);

marital status, and any change to marital status;

date of death (if applicable);

(d) To be provided annually but no later than December 31

current complete address listing for all Eligible Employees;

period(s) of absence due to illness or disability, including WSIB (while Employee retains seniority);

period(s) of lay-off, while subject to recall;

period(s) of absence for pregnancy or parental leave;

period(s) of strike or lockout;

other leaves of absence.

hours worked by employees covered by the collective agreement who are not yet eligible employees, in the month and cumulatively since their date of hire.

5. The Employer agrees to be bound by the terms of the Agreement and Declaration of Trust establishing the Multi-Sector Pension Plan and the rules and regulations of the Plan adopted by the Trustees of the Plan, both as may be amended from time to time. In addition, the Employer agrees to enter into a Participation Agreement with the Trustees of the Plan in the form attached hereto as Schedule "B".

6. The Union acknowledges and agrees that other than making its contributions to the Plan as set out in this Article, the Employer shall not be obligated to contribute towards the cost of benefits provided by the Plan or be responsible for providing any such benefits.

The Union and the Employer acknowledge and agree that under current pension legislation, and/or regulations, the Employer has no requirement to fund any deficit in the Plan, but is required to contribute only that amount as required by the Collective Agreement in force between the parties. It is understood and agreed by the Employer and the Union that should the current pension legislation or regulations be changed so that the Employer's obligation to contribute to the Plan exceeds the amount specified in the Collective Agreement then in force, the parties will negotiate a method to relieve the Employer of this increased obligation to the extent that any such obligations exceed those which the Employer would have if the Plan were a defined contribution plan.

LETTERS OF UNDERSTANDING

Letter of Understanding #1: Maintenance of Standards

Should the Employer acquire new job sites that are unionized with superior wages and/or benefits those terms will be recognized and maintained.

Should the Employer acquire new job sites that are non-union with superior wages and/or benefits the parties will meet to negotiate the specific terms of employment that will apply to the employees of that specific site.

Where the parties are unable to negotiate the terms of employment referred to above, either party may refer the matter to binding arbitration as referred to in Article 8.07 of this Collective Agreement.

Letter of Understanding #2: Non-Union Tenders

Where a non-union account goes out for tender nothing in this Agreement shall prevent the Union and the Employer signatories to this Agreement from agreeing to terms and conditions for the account that are less than those provided for in this Agreement.

Letter of Understanding #3: Excluded Accounts

Accounts that fall within the scope of this Agreement but that are currently excluded by agreement of the parties shall be folded into this Agreement upon the ratification of the Agreement.

Letter of Understanding #4: Most Favoured Nations Clause

If the Union agrees to different economic terms and conditions more favorable to any Employer performing work covered under the scope of this Agreement, those terms and conditions shall apply to any other signatory Employer of the Agreement.

Enforcement of this side letter shall be through the grievance and arbitration provisions of the Agreement.

Annex I
Covid-19 Questionnaire and Site Visit Attendance
Request for Proposal (RFP) EJ196-211175/A
Janitorial Services for Crown Owned Buildings
335 River Road Nour Ibrahim FK323

COVID-19 QUESTIONNAIRE TO BE COMPLETED AT THE SITE VISIT
(FOR INFORMATION ONLY)
(The contracting authority will complete the form during the site visit.)

File number: EJ196-211175/A

Date: _____ Time: _____

Company Name: _____ Company Representative: _____

Email address : _____

Participants Telephone/Cell Phone number: _____

Checked in to Site Visit: Yes () No () Confirmed by Contracting Authority _____

Checked out of Site Visit: Yes () No () Confirmed by Contracting Authority _____

COVID-19 questions – Do you have any of the following new or worsening symptoms?

- | | |
|--|----------------|
| 1. Fever/chills : | Yes () No () |
| 2. Cough: | Yes () No () |
| 3. Difficulty breathing/shortness of breath | Yes () No () |
| 4. Sore throat/Difficulty | Yes () No () |
| 5. Runny nose (unrelated to seasonal allergies) | Yes () No () |
| 6. Loss of taste or smell | Yes () No () |
| 7. Not feeling well, headache, unexplained tiredness an muscle aches | Yes () No () |
| 8. Nausea, vomiting, diarrhea, abdominal pain | Yes () No () |

In the last 14 days, have you had close physical contact with a person who:

- | | |
|---|----------------|
| 9. Was sick with a respiratory illness (had a new or worsening cough, fever or difficulty breathing | Yes () No () |
| 10. Has returned from travel outside of Canada in the last 14 days. | Yes () No () |
| 11. Was a confirmed or probable case of COVID-19? | Yes () No () |
| 12. In the last 14 days, have you travelled outside of Canada? | Yes () No () |

**If you have answered YES to any of these questions, please return home and self-isolate.
Visit [OttawaPublicHealth.ca/COVIDCentre](https://www.ottawapublichealth.ca/COVIDCentre) for more information about getting tested.
If you are feeling unwell, contact your health care provider or call Telehealth Ontario at
1-866-797-0000 to speak to a registered nurse.**

https://www.ottawapublichealth.ca/en/public-health-topics/resources/Documents/COVID-19_Employee_Screening_Questionnaire_EN.pdf