

**RFP# 21-58064**

**Request for Proposal**

**To Provide**

**Building Cleaning Services**

**To**

**National Research Council of Canada  
Fredericton, NB**

**Introduction**

**Section 1 General Requirements**

**Section 2 Operations & Frequencies**

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**DESCRIPTION OF WORK**

**Building Cleaning Services**

**National Research Council of Canada**

**.1 46 Dineen Drive Fredericton New Brunswick, E3B 9W4**

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## SECTION 1

### GENERAL REQUIREMENTS

#### 1. Building Cleaning Operations

1. The Contractor shall provide all labor, materials and equipment (this includes all necessary paper and liquid soap dispensers) necessary for the complete and satisfactory delivery of janitorial cleaning services to all of the buildings identified, to complete the services and frequencies indicated within this RFP, to include Routine Cleaning, Project Cleaning and On-Demand Cleaning unless otherwise specified.
2. Routine /Scheduled Cleaning Operations
  - 2.1 Routine Cleaning is cleaning performed on a regular basis, which forms the bulk of the cleaning and shall be performed between the hours of 07:00 to 15:00, Monday through Friday.
  - 2.2
    - a) Building passes are required after regular working hours; Saturday, Sunday and statutory holidays.
    - b) The building is supervised by the Corps of Commissionaires during 08:00 to 16:00hrs. The University of New Brunswick monitors the site during non-business hours with a couple of onsite visits throughout the night.
    - c) The general cleaning of offices and labs shall be performed during regular NRC working hours.
    - d) The cleaning of washrooms, corridors, equipment rooms and certain public areas can be completed during regular NRC working hours.
    - e) At all times other than normal Contractor or NRC working hours, special permission is required for access to the building site.
    - f) Obtain permission from the NRC Contract Authority to perform the specific tasks before scheduling any work outside normal working hours.
    - g) All persons employed by the contractor, or by any subcontractor, and working on the site will be required to sign in at the reception desk each day upon arrival at work and when leaving after the work period.
    - h) The successful contractor will be responsible for scheduling shifts. It is the intention of this contract that certain members of this contractor's staff are present and available at least one hour per day for consultation with the NRC staff and to assist in special clean-up duties.
    - i) Cleaning staff are not permitted to have guests or to escort visitors.
    - j) Scheduled cleaning such as floor stripping must be performed after normal working hours, if it interferes with NRC staff or is deemed to be unsafe to be performed

during normal working hours by the NRC Project Authority and the cost to perform the scheduled cleaning after normal working hours will be borne by the Contractor.

- j) Within 45 days of award of contract, the Contractor shall submit in writing, his final plan of operations to conform with the routine cleaning (detailed schedules of daily, weekly and monthly duties to be performed in each building). A preliminary plan of routine cleaning operations shall be approved by the NRC Project Authority for implementation.
- k) Snow clearing of emergency exit doors (main back and front entry doors) shall be done prior to normal building operating hours.
- l) Stripping/buffing/waxing of corridor floors, where deemed necessary, shall be done on an annual basis. To be scheduled and performed during non-working hours with the permission of the Project Authority.

### 3. Project Cleaning or On-Demand Cleaning

- a) Project or on-demand cleaning shall only be performed when ordered in writing by the NRC Project Authority for cleaning areas of the building that do not require regular routine cleaning. The Contractor will be given at least 48 hours advance notification prior to performing this cleaning operation.
- b) The Contractor must not re-assign staff from Routine/Scheduled Cleaning Operations in order to perform Project, On-Demand, Post-Construction or Call-Up cleaning. Additional staff must be available to handle these regular cleaning requests.
- c) Charges for these services rendered will be based on the established fixed rate cost or the hourly charge out rate per cleaner for the term of this contract.

### 4. Emergency Clean Up – Regular Working Hours

In the event of an emergency, such as a water leak/flood, the Contractor's Supervisor shall direct regular staff to the affected areas for cleanup. Following the cleanup, every attempt will be made by the cleaning staff to complete their regular duties.

There will be no additional charges during regular working hours.

### 5. After Hours Emergencies

- a) Should an emergency arise after regular working hours including weekends and statutory holidays and should cleaning staff be called-in to the affected area for clean-up, charges for these services rendered will be based on an established hourly charge-out rate per cleaning for the term of this contract.
- b) The contact person assigned by the Contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on-site within two hours of notification.

### 6. Special Events Clean-Up

When requested in writing by the NRC Project Authority, the Contractor will provide additional cleaning staff, trained to handle special projects. For special event set-up and extra cleaning requirements additional costs for cleaning prior to, during or following the special event will be rendered for extra cleaning only based on an established hourly charge-out rate, other than regular cleaning scheduled for the area.

7. Post Construction Clean-up

- a) The Contractor, when requested in writing by the NRC Project Authority, will provide additional cleaners for construction clean-up other than regular cleaning staff based on an established hourly charge-out rate. If regular cleaning is not required in a designated area during construction, a credit for the cleaning will be given to NRC based on a cost per square meter as per established rates.
- b) For any newly installed resilient floor finish, the Contractor shall bear the cost to clean/seal as per manufacturers recommendations.

**2. Inspection of Project or on Demand Work**

The Contractor shall notify the NRC project Authority when each Project Cleaning Operation and Scheduled Operation is completed. The NRC Project Authority shall have the work inspected and decide whether or not it is acceptable.

**3. Personnel Requirements**

The following outlines the requirements for personnel to be applied to this service contract.

1. Staffing

The Contractor must submit a complete staffing plan for the building to conform to the cleaning requirements. The plan is to be approved by the NRC Project Authority prior to implementation.

- i. The contractor's site staff shall consist of bondable persons, one of which shall be designated as the Lead Custodian.
- ii. The contractor shall employ a multi-site supervisor or manager to visit the building at least once per week to supervise the custodians and direct their work. The supervisor shall be responsible for ensuring that the quality of work and standards of performance are maintained. The supervisor shall plan and direct the work of the custodians on a weekly basis to ensure that all contracted tasks are performed on a timely basis.
- iii. Where possible, the contractor shall provide the same personnel on an ongoing basis in order to allow them to become familiar with building and provide more efficient service.

2. Key Personnel

The Contractor will be responsible for identifying and assigning sufficient personnel as necessary to accomplish timely completion of all requirements as specified in this Contract. Qualified replacement personnel must be used to cover any absences (i.e. sick or annual leave, jury duty etc.) for personnel normally responsible for performing services. These personnel shall already have uniforms, background checks, training etc. required to perform required services. All temporary and replacement personnel shall have qualifications that are equal to or higher than the qualifications of the person being replaced.

3. The Contractor shall provide trained qualified personnel. The personnel assigned to a specific area shall be used exclusively in that area/building and will not perform other additional duties unless approved by the NRC Project Authority.

4. All staff must have and be given at regular intervals the following training requirements to

be completed by the Contractor:

- WHMIS
- Spill Containment
- Introduction to Assignments to General Procedures
- Chemicals Safety
- Tools and Equipment
- Floor Care
- Washroom Cleaning and Disinfection
- Green Cleaning Techniques

5. The Contractor must have staff who will be comfortable working in a general office environment, laboratories, and noisy or dusty environments. Aversion to provide cleaning services will not be an acceptable excuse for failure to perform the janitorial duties of this contract.

6. Substitutions

Notwithstanding emergency requirements, all proposed key personnel substitutions shall be submitted in writing to the NRC Project Authority at least two weeks in advance of substitution. Each request shall provide a detailed explanation of the circumstances necessitating the proposed substitution: a complete resume (s) for the proposed substitute (s) and any other information required by the NRC Project Authority to approve or disapprove the proposed substitution (s). All proposed substitutes should have qualifications that are equal to or higher than the qualifications of the person being replaced.

When there is a case of an unplanned absence the Contractor is responsible to provide replacement personnel during that day's shift to ensure all cleaning frequencies are maintained.

7. Additional Key Personnel

In the event the Contractor designates additional key personnel as deemed appropriate for the requirement, the Contractor shall submit to the NRC Project Authority for approval the information required in Sub-Section 3, Personnel Requirements.

8. Training Facilitator

The Contractor must have an in-house training facilitator who must have completed WHMIS training.

The Contractor through his Training Facilitator shall maintain a training record for each employee. The training records shall show the employee's name, type and date of each training class attended.

Provide regular re-training in "green" cleaning techniques and products.

9. Subcontractor Support

The Contractor shall describe those services, which shall be sub-contracted to other organizations. The Contractor shall obtain prior written authorization from the NRC Project Authority for any sub-contractor not described in this proposal.

The Contractor is responsible for the supervision of any sub-contractors used in the performance of the work.

10. Contractor Reporting/information

- a) All reports, information, plans, and other submittals provided by the Contractor are subject to the approval by the NRC Project Authority.
- b) It is the view of NRC that the timely submittal of reports is crucial to the proper cleaning operation of the facilities identified in the RFP.
- d) The contractor shall be required to submit reports at specified times throughout the life of this Contract. They are considered critical to the successful completion of all contractual requirements. The following reports/information shall be provided by the Contractor no later than the dates set forth below:

<b>Deliverable</b>	<b>Frequency/Due Date</b>
Hazardous Material Inventory with MSDS Sheets	15 days after contract start date, Annually thereafter
Accident Reports	2 days after accident
List of proposed dedicated and non-dedicated tools that the contractor will bring to this contract	With proposal, approved before award, update as needed and annually on the 15 <sup>th</sup> of January of each year.
List of proposed materials and supplies to be used throughout this Contract.	With proposal, approved before award, update as needed and annually on the 15 <sup>th</sup> of September of each year.
Quality Inspection Reports	No greater than a week after the inspection date.
Security Clearances for all personnel	10 days after award Updated as needed

- e) All deliverables are to be provided in soft copy by e-mail to the NRC Project Authority. Exceptions included are invoices and copies of security clearances.

**4. Fire and General Safety**

- 1. The Contractor and his employees shall comply with all ordinances, rules and regulations relating to the janitorial services as well as comply with all related NRC policies and procedures.
- 2. The Contractor shall have an active WHMIS program (Workplace Hazardous Material Information System) and shall ensure that all products used in the workplace are classified and labeled according to WHMIS. All of the Contractor's employees must attend a WHMIS training session and prior to working on the NRC premise.
- 3. The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The NRC Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The

- Contractor shall be responsible to supply suitable replacement equipment.
4. Do not handle or dispose of any chemicals, glues, fuel or oil and do not mix them with garbage.
  5. The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by either National and/or Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
  6. The Contractor shall ensure that all staff attend a WHMIS training and "Green Cleaning Technique" session before performing work at the NRC sites.
  7. The Contractor and his staff must attend a safety orientation and instruction session for building with specialized equipment and/or hazards.
  8. All electrically operated equipment used shall be CSA and/or ULC approved and shall be of a size and type suitable for the work required.
  9. Cleaning staff shall comply with related NRC safety policies and procedures by wearing the following:
    - CSA approved safety foot wear (if Project cleaning in an area under construction or determined necessary by the Contract Authority)
    - Approved closed toe footwear
    - CSA Safety eye wear (if applicable)
    - CSA approved hard hats (if project cleaning in an area under construction)
    - Appropriate gloves subject to the task performed
  10. Cleaning staff who will be required to work above 8'0" from the floor level must be trained and certified in "Fall Arrest Training".
  11. Cleaning staff will not be expected to empty garbage cans weighing in excess of 11.3 kilograms (25 lbs).
  12. The Contractor shall post visible bilingual signage during floor cleaning operation. Bilingual "Danger Wet Floor" and "Do Not Enter" signs are mandatory, a minimum 4 of each per building.
  13. Contractors shall submit with their proposals details of their safety program. This program should include the specific action they will take to train their employees in:
    - Safe workplace training for general office areas, laboratories, clean rooms, etc.
    - WHMIS training
    - Safe use of cleaning agents
    - Safe use of cleaning equipment
    - The use of equipment, signs, barriers or other devices to protect the building occupants or equipment
    - Recognizing other hazards or other materials that are not allowed for use in this Contract.
  14. Instruct personnel to unplug all cords to avoid damage to the cord and to the outlets. Do not plug any equipment into orange receptacles. Do not use electrical receptacles on machinery in shops.
  15. Comply with NRC's hazardous signage program and not enter labs or specialized research areas without permission or escort from the posted lab safety custodian or delegate.
  16. Chairs, stools, waste baskets, etc. must not be placed on desks, laboratory benches, tables, equipment benches or work benches during cleaning operations.
  17. Protective Equipment: must be provided by the Contractor and used while executing the required work. Such equipment shall conform to the latest industry standards and be in good working order. Any personal protective equipment not in good working order must be replaced immediately. Safety cones or safety barriers must be used as required to identify obstructions or other unsafe conditions at the work site. The Contractor is responsible for the supply and installation of all signage, protection and barriers required to execute their work in a safe and secure manner.

18. Accident Reporting: all accidents or injuries occurring on the NRC work site must be reported and documented to the NRC Project Authority.
19. Other Safety Issues: the Contractor is requested to immediately report to the NRC Project Authority any safety issue that may affect his staff in the performance of their work. The contractor will be responsible for the health and safety of his workers, sub-contractors and vendors as regulated by Federal, Provincial and Municipal Act and Regulations.
20. Comply with all applicable requirements of the Federal Treasury Board Secretariat Fire Protection Standards.

## 5. Workplace Hazardous Material Information System (WHMIS)

The Contractor shall comply with Federal and Provincial legislation regarding the WHMIS. The contractor's responsibilities include, but are not limited to the following:

1. To ensure that any controlled product brought on site by the Contractor, Sub-Contractor or their suppliers, is properly labeled.
2. To supply in the main janitorial office of each building and one copy to the NRC Project Authority, a three ring binder containing all material safety data sheets (MSDS) for cleaning materials being used in the cleaning operations.
3. To inform other Contractors, Sub-Contractors, the NRC Project Authority, authorized visitors and outside inspection agency personnel about the presence and use of such products on the site.
4. The Program Manager and On-Site Supervisor must be able to demonstrate, to the satisfaction of the NRC Project Authority, that he/she has had WHMIS training and is knowledgeable in its requirements. The NRC Project Authority can require replacement of this person if this condition or implementation of WHMIS is not satisfactory.

## 6. Security Criteria

### 1. Security Screening

- a) The Contractor must provide a list of all persons and/or sub-contractors to be employed to execute work to be provided under this service contract with personal data for security screening purposes. Such security will be security cleared to "Reliability Status".
- b) Only the employees who are security cleared will be permitted to work on the NRC premises. They will be photographed and get their ID badge only when security cleared.
- c) The Contractor must provide to the NRC Project Authority on an as needed basis, updated and accurate lists of its employees requiring access to the work sites.
- d) The NRC Project Authority shall have the right to have any of the Contractors employees removed from any of the sites for security reasons, notwithstanding the results or status of any security screening with respect to such employee (s).

### 2. Security Requirements

- a) Only those employees whose names appear on the Contractor's payroll and meet the conditions specified in this contract will be allowed access to NRC facilities. No other persons accompanying employees will be allowed into a building.
- b) The Contractor's staff must report abnormalities to the NRC by calling 902-401-9749 or 902-426-1966.
- c) All cleaning personnel will be photographed and issued an identification card which they must wear in a visible manner at all times.
- d) All ID or access cards entrusted to the Contractor must be fully protected and returned to the NRC Project Authority upon completion or termination of this

- Contract or upon termination of employment. Stolen, broken or lost ID or access cards must be reported immediately to the NRC Project Authority.
- e) If a Contractor's employee opens a window, he/she must ensure it is closed and locked before leaving the premises. All doors to rooms, private or general offices, etc. which need to be unlocked by the cleaning personnel must be locked after the performance of their duties.
  - f) The Contractor shall be entirely responsible for the personal belongings of their employees' while they are on the work site. Lockers are available for valuables – staff will provide their own locks.
  - g) The Contractor will be held responsible to see that no Government property or Government employee's property is lost, damaged, destroyed or removed from the premises by their staff.  
The workers will not be allowed to bring knapsacks or similar large bags into the building. All bags are subject to search. Articles will be kept in secure storage where necessary.

## **7. Quality Assurance Program**

1. The Contractor must put in place a Quality Assurance Program which shall outline the following: (these shall be included in the submission)
  - Building inspections – identify the problem
  - Corrective action – identify a solution
  - Follow-up reports – ensure no re-occurrence
2. The Contractor assisted by the NRC Project Authority (or designate) must carry out a monthly inspection to ensure the work performance stays at the same level and standard expected by the NRC Project Authority. Any Quality Assurance Inspection Report which indicates a performance inferior to 80% for any part of a building may result in the application of corrective measures to be taken and such performance may be the object of action taken against the Contractor pursuant to the Contract.
3. The Contractor's monthly reports will be reviewed, evaluated and be signed-off by the NRC Project Authority or delegate. These reports will provide an overview of the cleaning service and identify tasks to be undertaken in the months ahead.
4. Any items or deficiencies noted in the inspection reports must be corrected within a minimum of 24 hours and to a maximum of 4 working days. Any work deemed to be urgent by the NRC Project Authority shall be performed immediately.

## **8. Uniforms**

1. All clothing worn on site must be neat and professional looking for the work that they are performing.
2. All cleaning personnel must wear their Photo Identification Card in a visible manner.

## **9. Training**

1. All of the Contractor's employees shall be trained in the safe and proper use of all equipment, chemicals, cleaning agents and supplies required for their work and in organizing their duties in an efficient manner.

## **10. Communications**

1. The successful Contractor shall establish an open line of communication that is effective in

- keeping a good rapport with all involved in this service contract.
2. The Contractor and the lead custodian must either be equipped with a radio or a cell phone (c/w voicemail) so they may be contacted immediately at any time by the NRC Project Authority or designate.
  3. The Lead custodian shall register complaints and/or requests for cleaning in a log book and keep entries up-to-date as a means to communicate with the NRC Project Authority.

Log book:

- Contractor is responsible to keep and maintain a log book.
  - It shall serve to register all requests, complaints, tasks and comments.
  - The Contractor shall record all activities other than routine cleaning.
  - The NRC Project Authority will record any observations done that day to be rectified and compliments on work well done.
  - This must be checked for entries several times per day. It will be located at the front desk.
4. The Contractor must identify a contact person (s) who must be available after normal hours of work and ensure a quick response to emergency and/or service calls.
  5. The Contractor and the NRC Project Authority shall schedule meetings as required regarding the cleaning operations at the site. Minutes of these meetings will be kept and distributed to each person in attendance. The log books and inspection sheets shall be presented, reviewed and signed off. The focus of these meetings will be on prevention and problem solving.

**11. Transportation**

1. Provide all transportation necessary for your employees, their tools, equipment and materials to do the work.
2. Deliveries shall be through the Shipping and Receiving area.

**12. Estimates**

1. The contractor may be requested to provide a cost estimate prior to starting certain special projects. Payment for that work cannot exceed the estimate by more than 10% without prior written notice and approval by the NRC Project Authority.

**13. Parking**

1. Parking passes will be provided by NRC for the cleaning contractor's on site staff. This allows parking in the lot at any time. Passes must never be loaned.
2. The multi-site supervisor will be required to use visitor parking between 08:00 and 16:00 hrs during normal workdays. Parking will be enforced, and tickets received by the contractor for not displaying a valid pass will be the responsibility of the vehicle owner for payment.

**14. Assigned Office Space**

1. The Contractor must not list, publicize or use in any fashion, for business purposes the address of a building owned by NRC. A telephone, fax line, data line and internet may be installed at the expense of the Contractor but must be unlisted and must not, under any circumstances, appear in telephone directories or advertised as a business telephone.
2. NRC shall not be responsible for damage to the Contractor's supplies, material or equipment in the building nor to the Contractor's employees' personal belongings brought into the building.

3. The Contractor must have a local office. Corporate support, within 1 hour drive from the NRC office.

**15. Storage Space**

1. NRC will identify and provide space in each building where the Contractor may store supplies, equipment and materials. Space will be adequate for all materials and supplies for 20 days operation to be stored and kept in a neat, clean and safe condition.
2. The Contractor shall not bring or store hazardous chemicals or substances on NRC premises. The Contractor will be held liable for all costs associated with any misuse, spill, disposal, etc. of any chemical or substance which was brought or stored in a NRC building.
3. There are several janitors' closets in the building of various sizes and uses and a general cleaner's area. The custodial staff shall be responsible for keeping the rooms clean and neat at all times with materials and supplies stored in a safe and secure manner. Ensure materials and equipment do not cause disagreeable odors. Keys will be issued for doors with locks.

**16. Light, Heat, Power and Water**

NRC will supply all heat, light, power, hot and cold water reasonably required for the work.

**17. Elevator Services**

1. Where applicable, the Contractor shall be permitted the use of elevators and shall be responsible for their safe operation. Do not leave carts, garbage, or other materials or equipment in any elevator.

**18. Cooperation with other contractors**

The Contractor shall cooperate fully with other contractors or workers sent onto the site of the work by the NRC Project Authority.

**19. Use of Site**

1. Restrict operations on site to the area approved by the NRC Project Authority at the time of tendering
2. Locate all equipment, storage, etc., to the designated areas.
3. Do not restrict access to the building, routes, and services.
4. Do not encumber the site with materials or equipment.

**20. Glossary of Terms**

**Category and Type**

**Detailed Information**

1. Cleaner – Light Duty

Cleaner – picks up litter, empties waste containers and recycling containers, removes foreign material from drinking fountains, light emergency cleaning, spot cleans, cleans furniture, cleans fixtures and dusts

		all surfaces (not requiring climbing of any kind or the use of a ladder), damp mops, dust mops, vacuums; replenishes supplies in washrooms, cleans and/or washes toilet facilities, wash basins, chrome fittings, mirrors and dispensers.
2.	Cleaner – Heavy Duty	Cleaner – empties, cleans and/or washes heavy waste/recycling receptacles; sweeps, damp mops, washes and scrubs floors, removes and applies floor finishes; seals floors; washes or vacuums walls and ceilings, cleans light fixtures, replaces lamps and tubes, operates powered cleaning and sanitation equipment, and other related heavy duties.
3.	Routine Cleaning	Cleaning operations which are specified to be performed monthly, weekly or daily.
4.	Scheduled Operations	Cleaning operations which are specified to be performed monthly, every two months, three times a year, quarterly, semi-annually or annually.
5.	Project and/or On-Demand Cleaning	Cleaning operations which are specified to be performed in writing only when ordered by the NRC Project Authority.
6.	Flight of Stairs	A flight of stairs is the stairs between two floor levels including landing(s).
7.	Materials	Materials consist of items such as, toilet tissues, paper hand towels, hand soap, deodorant cakes, plastic bags, sharps containers, string and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building (s).
8.	Debris /Litter	Consists of the contents of waste and recycling receptacles, sani-cans and refuse in fire

- hose cabinets.  
Consists of paper clips, paper, mop strings, pins, staples and other items discarded on floor or carpeting.
9. Common Areas  
Consists of cleaning operations, emptying and removal of waste and recyclables from all entrances, corridors, hallways, photocopy rooms, lunchrooms, kitchenettes, washrooms, meeting rooms and conference rooms in all buildings.
10. Sweeping  
Consists of removing loose, dry surface soil with a., dust cloth or dust mop.
11. Spray Buffing (Spray Clean)  
Consists of spraying buff on a swept floor, approximately 45.72 centimeters ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working ace of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed.
12. Wet or Dry Scrub  
Consists of removing the top layer or layers of floor finish, using either the wet (use minimum amount of water) or dry scrub method and the application of two (2) coats of a self-polishing, non-slip floor finish to the dry, clean floor. Complete operation by cleaning splash marks from baseboards, doors, door frames, furniture, etc.
13. Wash  
Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water.

RESILIENT

14. - Offices  
- Washrooms
- Strip and Refinish
- Consists of moving furniture, sweeping floor, stripping using either the wet or dry method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and three coats of a self-polishing, non-slip floor finish.

Complete operation by cleaning baseboards.

NOTE :

1. Floor sealer to be applied up to the baseboards.
2. Floor finishes to be applied up to 30.48 centimeters from the baseboards except for the last coat which will be applied right up to the baseboards.
3. Each coat of finish to be laid in the opposite direction from the previous coat.
4. Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.
5. When using either the wet scrub or wet strip method, use a minimum amount of solution.
6. When using the dry scrub or dry strip method, damp mop the floor twice before applying sealer or finish.
7. When using the wet scrub or wet strip method, rinse the floor twice before applying sealer or finish.

15.	<ul style="list-style-type: none"> <li>- <b>Corridors</b></li> <li>- <b>Entrances</b></li> <li>- <b>Lobbies</b></li> </ul>	<p><u>Strip and Refinish</u></p> <p><u>Polish or Buff</u></p>	<p>Same as for Offices EXCEPT that four coats of a self-polishing non-slip floor finish will be applied.</p> <p>Consists of covering the full floor area with a machine and brush or pad to restore surface shine.</p>
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TILE, TERRAZO, MARBLE, UNPAINTED CONCRETE

16.	<b>Entrances and Lobbies</b>	<u>Strip and Refinish</u>	Same as for Resilient floors.
17.	<b>Machine Scrub</b>		Consists of applying a neutral detergent solution, agitating with A machine and brush or pad, picking up solution, rinsing with clear water and picking up rinse water.
18.	<b>Washrooms</b>	Machine Scrub	As above except rinse with a disinfectant solution.
19.	<b>Washrooms</b>	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing with a disinfectant solution and picking up the rinse solution.
20.	<b>Washrooms</b>	<u>Strip and Refinish</u>	Consists of sweeping floor, stripping using either the wet or dry

			strip method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and two coats of a self-polishing, non-slip floor finish.
21.	<b>Washrooms</b>	<u>Patrol Cleaning</u>	Consist of pickup up litter, wiping hand basins including al surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition the regular servicing.
22.	<b>Rugs, Carpets</b>		<p>Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.</p> <p>Consists of identifying the type of stain by look, feel or odor and removal using the appropriate remover in accordance with instructions, in commercially available spot remover kits.</p>
23.	<b>Walk-Away Mats</b>		Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.
		<u>Salt Stain Removal</u>	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until the stain is removed.
24.	<b>Dusting</b>		Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.
25.	<b>Spot Cleaning</b>		Consists of removing finger-marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.
26.	<b>Vacuum</b>		Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.

- Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.
27. **Clean Vinyl and Leatherette Upholstery**
- Consists of removing soil marks and stains using an approved cleaner and applying an approved finish.
28. **Wash Air Grilles/Air Diffusers**
- Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.
29. **Clean Lunch and Restroom**
- Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc. damp wiping of sinks, counters and fixtures, pickup up debris from floor emptying garbage cans and waste receptacles.
30. **Shampooing & Hot Water Extraction Method**
- Remove and reinstall to their original location, desks filing cabinets and all other furniture and equipment within the space.
- Dry vacuum the carpet with an industrial type vacuum cleaner with beater brush. Pick up all paper clips, pins and staples prior to wetting the carpet.
- Remove spots and stains using special cleaners. Regulate the flow of cleaning solution to moisten the fibers but not to penetrate the backing while using the scrubber. Repeat the above with extraction equipment and complete by using clear water only to extract the maximum amount of cleaning residue.
- Dry wipe all furniture, walls and other surfaces moistened during the work to remove staining, streaking and spotting. Place protective material beneath the contact points of all furniture and equipment to prevent stains.
31. **Waste Management and Recycling Program**
- Day-to-day management of a multi material recycling program. Collection and transportation of the various commodities and depositing them in appropriate containers at a central area.

## SECTION 2

### OPERATIONS AND FREQUENCIES

#### 1 Waste Removal

- 1.1 Contract cleaning staff will empty common waste receptacles, replace liners and remove all waste immediately to the appropriate roll-off waste container, organics or blue recyclables bin located outside the Shipping and Receiving doors daily. NRC staff will place garbage, recyclables and organics into these common containers on each floor. Cleaning staff will not enter any office, workshop, or lab area to empty waste receptacles.
- 1.2 General waste from laboratories and offices will be placed in the corridors for pickup by cleaning staff (or placed in common hallway bins for collection).
- 1.3 The contractor shall supply new plastic liners for all common waste containers, clear bags for recycling. Clear bags can be used for organic bins but they cannot be placed into the organic bin outside the Shipping and Receiving doors.
- 1.4 Empty all waste, organics, and recyclable containers from common areas such as washrooms, entrances, hallways, lunchrooms, meeting rooms, theatre, etc. into central common containers for eventual disposal.
- 1.5 Paper recyclable materials are collected in the large bins in common areas by a separate contractor and are not the responsibility of this contractor.

#### 2 Floors in General

- 2.1 Chairs, wastepaper baskets, etc. must not be placed on desks, tables or work benches during cleaning operations.
- 2.2 Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.
- 2.3 Supply and visibly locate international signs (glyph) or bilingual Danger signs when performing all floor cleaning operations.

#### 3 Washrooms Public/Private in General

- 3.1 Washrooms shall be patrolled, cleaned and empty dispensers shall be replenished by mid-day.
- 3.2 Blocked toilets, sinks, urinals and drains to be cleared immediately by use of a plunger. If plumbing work is necessary, notify the NRC Project Authority.
- 3.3 Replace plastic bags with correct size in wastepaper receptacles and refuse receptacles when dirty or torn.
- 3.4 Supply and install sanitary napkin bags and dispensers in all bathroom stalls.
- 3.5 Supply and install urinal screens and deodorant blocks as required in each urinal.
- 3.6 Supply/install and dispose of sharps containers in all bathrooms, these containers must comply with the National Standard of Canada (CAN)/CSA Standard CAN/CSA Z316.6, *Sharps Injury Protection- Requirements and Test Methods- Sharps Containers*.

#### 4 Hand Sanitizers in General

- 4.1 Maintain and service all existing hands-free and manual sanitation units distributed throughout the hallways. Maintenance and servicing shall include, refilling dispensers with NRC supplied germicide liquid and replacement of NRC supplied batteries when required.

**5 Room Type Cleaning Requirements**

- 5.1 The tables on the following pages list various room types with cleaning requirements and frequencies.
- 5.2 Vacant spaces are identified on the floor plans and do not require any regular cleaning. When those spaces are occupied the contractor shall be notified and the spaces will be cleaned in accordance with the prescribed room type. The fee shall be adjusted to reflect the change in work required under this contract.
- 5.3 When the days of the week specified in Appendix "B" fall on a holiday, the Contractor shall perform those operations the first working day thereafter.
- 5.4 The NRC Project Authority shall have the authority to adjust operations as specified to suit the client's operational requirements.

Exterior	FREQUENCY
Sweep and keep clear of litter all entrances, areas around control mechanisms and ramps for handicapped access. All outside entrance areas under a roof/canopy are to be swept and kept clean.	Daily Weekly
Keep all entrances/exits clean of debris such as, cigarette butts, paper, cartons, refuse, cans, etc.	Daily
Clean and polish aluminum fittings, brass signs, ornamental metal work, entrance doors, push bars, and exterior stair railings.	Monthly

ENTRANCES, VESTIBULES	FREQUENCY
Tiled and sheet vinyl floors will be dry mopped and washed with auto scrubber.	Daily
Doormats will be lifted and vacuumed both sides.	Weekly
Walk off mats will be vacuumed.	Daily as required
Waste receptacles will be emptied and cleaned.	Daily
Clean glass and sashes on both sides and all interior partitions in entrance, exit doors and sidelights and all vestibule glazing.	Daily as required
Entrance doorframes, side glass panels and top glass panels (to a height of 2.4 m) will be cleaned.	Daily
Finger and other marks will be removed from wall to 2 m. high.	Daily
Horizontal surfaces will be dusted to 2 m. high.	Daily
Door kick plates will be cleaned.	Twice weekly
Door handles	Twice Daily

STAIRS AND LANDINGS	FREQUENCY
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Primary stairs and landings will be swept and damp mopped/washed <b>Identified on floor plans in section 6</b>	Daily
<b>All other stairs and landings will be swept and damp mopped/washed</b>	Weekly
Doors will be kept free of finger marks	Weekly
Door hardware will be sanitized.	Daily
Handrails will be dusted and sanitized	Daily
Walls will be spot cleaned to 2m high	Daily
Door kick plates will be cleaned	Twice weekly

CORRIDORS, HALLWAYS	FREQUENCY
Tiled and linoleum floors will be dry mopped and washed with auto scrubber.	Daily
Ceramic tile floors will be dry mopped and damp mopped.	Daily
Horizontal surfaces will be dusted.	Daily
Waste, organics & recycle receptacles will be emptied and cleaned.	Daily
Walls will be spot cleaned to 2 m. high.	Daily
Tiled and linoleum floors will be sprayed and buffed.	Daily
Door hardware will be sanitized.	Twice Daily
Door glass and interior partition glass will be cleaned both sides.	Daily as required
Door glass will be kept free (clean) of stains, marks, etc.	Daily as required
Door glass and partition glass will be completely cleaned both sides.	Twice monthly
Water Fountains	Twice Daily

ELEVATORS	FREQUENCY
Floors will be dry mopped and damp mopped/washed.	Weekly
Doors and wall will be kept free of marks.	Daily
Clean and sanitize all control buttons.	Daily
Scrape and vacuum all door tracks in both the cab and floor doors.	Weekly
Ceiling panels will be cleaned.	Semi-Annually
Clean, wax and buff floors	Semi-Annually
Stainless steel panels will be polished.	Monthly
Elevator Buttons	Twice Daily

WASHROOMS, SHOWERS, CHANGE ROOMS	FREQUENCY
Sweep and mop all floors with a disinfectant solution	Twice Daily
Wash both sides of toilet seats, interior and exterior of bowls, urinals and washbasins using a disinfectant detergent.	Twice Daily
Clean and disinfect all water taps, dispensers, mirrors, door plates, flush valves and the exterior of wastepaper and refuse receptacles.	Twice Daily
Clean flush tanks, shelves, high ledges, mirrors, window stools and exposed piping.	Twice Daily
Spot clean walls (to a height of 2 m), partitions and doors to remove finger marks, graffiti and other marks.	Twice Daily
Remove gum and other foreign residue.	Twice Daily

Dust off tops of partitions	Twice Daily
Remove all trash from strainers in base of urinals.	Twice Daily
Empty sani-cans, wash, disinfect, supply and insert new bags of correct size.	Twice Daily
Supply and replenish soap in containers, toilet paper, paper towels and sanitary napkin bags in dispensers.	Daily
Wash on both sides of partitions and partition doors and the ceramic walls using a disinfectant detergent.	Bi-Weekly
Descalc toilet bowls and urinals.	Bi-Weekly
Pour a pail of clean water into each floor drain.	Bi-Weekly
Spray buff resilient, terrazzo floors. NOTE: Spray buff terrazzo floors with a buffing agent.	Monthly
Wash and disinfect the interior and exterior of wastepaper and refuse receptacles including metal containers.	Monthly

KITCHEN and 4 EATING AREAS	FREQUENCY
Paper supplies will be replenished.	Daily
Waste & recycle receptacles will be emptied and cleaned.	Daily
Waste & recycle receptacles will be sanitized	Weekly
Organics receptacles will be emptied and sanitized	Daily
Interior of microwave will be cleaned	Weekly
Walls will be spot cleaned to 2 m. high.	Daily
Floor will be dry mopped and wet mopped/washed	Daily
Stainless steel sinks and laminate counters will be cleaned.	Daily
Cleaning interior of refrigerators across the building	Annual

MEETING ROOMS. CONFERENCE ROOMS	FREQUENCY
Waste receptacles will be emptied and cleaned (monitored Daily)	As required (5 d/wk)
Carpets vacuumed. (monitored Daily)	As required (Every week min.)
Upholstered furniture vacuumed.	Monthly
Tables damp wiped (monitored Daily).	As required (5 d/wk)
Walls spot cleaned to a height of 2 m.	Monthly
White boards will be cleaned.	Monthly
Chairs damp wiped.	Monthly
Carpets spot cleaned. (monitored Daily)	As required (5 d/wk)

OFFICES	FREQUENCY
Tiled and linoleum floors will be dry mopped and damp mopped.	Every two weeks
Carpets will be vacuumed and spot cleaned.	Every two weeks
Furniture and horizontal ledges will be dusted.	Monthly
Finger marks will be removed from walls and partitions will be spot cleaned to a height of 2 m.	Weekly

Telephones & computer keyboards will be cleaned and disinfected.	Never
Horizontal and vertical blinds dusted.	Never

INFORMATION SERVICES Rooms 148, 148A, 154	FREQUENCY
Tiled and linoleum floors will be dry mopped and damp mopped/washed.	Weekly
Waste & recycle receptacles will be emptied and cleaned.	Never
Data Center Room	Floors, Upon request by Project Authority
Desks, counters, sills and ledges will be dusted.	Upon request by Project Authority
Door glass and partition glass will be cleaned both sides.	Monthly
Horizontal blinds will be dusted.	Never
Data closets will be swept <b>and mopped</b>	Up to twice yearly by arrangement with Project Authority

SCIENCE LABORATORIES (Access Code: Green or Yellow)	FREQUENCY
Tiled and linoleum floors will be dry mopped and damp mopped/washed.	To be scheduled, maximum every two weeks.
Waste receptacles & recycle will be emptied and cleaned.	Never
Desks, counters, sills and ledges will be dusted.	Never
Door glass and partition glass will be cleaned both sides.	By prior arrangement, maximum monthly.

SCIENCE LABORATORIES (Access Code: Red)	FREQUENCY
Tiled and linoleum floors will be dry mopped and damp mopped/washed.	As requested, by prior arrangement
Waste receptacles & recycle will be emptied and cleaned.	Never
Desks, counters, sills and ledges will be dusted.	Never
Door glass and partition glass will be cleaned both sides.	By prior arrangement, maximum monthly.

OTHER AREAS - GENERAL CLEANING SERVICES – AREAS NOT SPECIFIED	FREQUENCY
All interior graffiti shall be removed as it appears	Daily
All sheet vinyl floors will be dry mopped and damp mopped/power scrubbed.	Daily

All carpets will be vacuumed and all stains removed	Every two weeks
Finger marks will be removed from glass desks, table tops, door glass, and display cases	Daily
Finger marks and smudges will be removed from walls and other surfaces, where accessible	Daily
Clean all floor drains and flush with water	Weekly
Furniture will be spot cleaned	Weekly
Window ledges and tracks will be dusted and wiped	Monthly
All metal surfaces, including push plates and kick plates will be cleaned and polished	Monthly
Spot cleaning of ceramic tile grout	Monthly

JANITOR'S CLOSETS –	FREQUENCY
Floors will be dry mopped and damp mopped/washed.	weekly
Doors and wall will be kept free of marks.	Daily
Stainless steel panels will be polished.	weekly

PROJECT WORK	FREQUENCY
Wash all walls in entrances, hallways	1 time per year
Hard surface floors scrubbed and recoated (two coats)	2 times per year
Hard surface floors burnished	2 times per year
Hard surface floors stripped and refinished	1 time in 3 years
Hard surface floors spray buffed	1 time per month
Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 meters to 4 meters.	Annually
Wash all wash all air intake/exhaust grilles, air diffusers, air ducts, metal surrounds and open convectors/radiators.	Annually
All interior glass unless otherwise specified	2 times per year
Service rooms: Electrical, Mechanical, communications rooms to be dusted, swept, and/or vacuumed.	1 time per year with supervision

CHEMICAL STORAGE ROOMS and STORES/RECEIVING Area	
Stores/receiving area floors will be swept and damp mopped/washed.	Weekly
Chemical Storage rooms floors will be dry mopped and damp mopped/washed.	1 day per month with supervision only.

Basement Areas	FREQUENCY
Floors and stairwells will be swept.	Twice per month.
Doors and wall will be kept free of marks.	Monthly
Storage room floors shall be swept and mopped.	Once yearly by arrangement.
Floors and stairwells shall be mopped.	Yearly

**END OF SECTION 2**

### **SECTION 3 EQUIPMENT/MATERIALS/PRODUCTS**

- 1. Equipment/Supplies**
  - .1 The Contractor shall supply all equipment, materials or products required to carry out the work as described in the RFP.
  - .2 All equipment, materials or products are to be approved by the NRC Project Authority.
  - .3 The Contractor shall have on site and available at all times the following equipment:
  
- 2. Materials and Products**
  - .1 Contractor shall submit with his tender and annually thereafter a complete listing of all materials, products, tools/equipment that is to be used for the purposes of execution of this service contract for review by the NRC Project Authority. Inventory of contractor assets will be reviewed quarterly. As well, from time to time he may be required to provide samples of materials or products from his stock for testing purposes.
  - .2 Products
    - a) Background
      - NRC strives to utilize environmentally preferred products where economically feasible. Work under this service contract comprises the supply and delivery of non WHMIS regulated, bio-degradable and fragrance free janitorial products.

- NRC's expectation for the proper cleaning of its facilities in the NCR will be through the implementation of a proper "Green Cleaning Program" supported by standard operating procedures, storage procedures and staffing plans that address sustainable and effective cleaning and hard surfaces maintenance.
- The Contractor must identify in his plan the selection of products, equipment and procedures to be used to clean and maintain the building environment in a clean, safe and environmentally responsible manner so as to maintain a good image of NRC.
- Cleaning products acceptable to NRC must be recognized and certified by either Environmental Choice, Green Seal or Ecologo, demonstrating that the product has undergone and successfully passed the stringent requirements of the environmental certification program.

b) Products: The general categories NRC wishes to consider are as follows:

Category A: Environmentally responsible products including hand-cleaner/soap, heavy-duty hand-cleaner for shop applications, disinfectants, all-purpose cleaner, window cleaner, bowl cleaner, liquid air freshener, floor finish, floor stripper, furniture polish, sweep compounds, waste and recycling can liners.

Category B: Environmentally responsible custodial paper products.

Category C: Sundry cleaning items such as brushes, brooms, mops, mop buckets and pails, dispensers, trash containers, dustpans, scouring pads, scrapers, cutting knives, etc.

Category D: All miscellaneous and non-controllable items such as cutting knives/blades, recycling plastic bags, garbage bags and deodorant blocks/pucks, etc.

- c) The Contractor shall provide the following information for evaluation purposes within a table referencing the following:
- Product name
  - Manufacturer
  - MSDS available – yes/no
  - Certification - Environmental Choice
    - Green Seal
    - Ecologo

- Other
  - None
  - Product description/use
  - Unit Price
- d) The Contractor must provide a complete descriptive and illustrative information related to the products to be used at the NRC facilities as part of any awarded contract. Include the following with your technical submission; Material Safety Data Sheets as well as product labels on information and specification sheets. Product information should include percentages of active ingredients and recommended dilution rates.
- e) The Contractor must provide at time of tender submission a sample of the supplies, products, c/w associated dispensers he proposes to use throughout the contract.
- f) Towel and tissue products may be derived from renewable resources or made from non-tree fiber and comply with the following:
- Guidelines for post-consumer recycle content
  - Green Seal
  - Ecologo
- g) Waste and Recycling can liners, oxo-biodegradable liners that must contain a minimum of 60% post consumer recycled content.
- h) Color coded micro fiber clothes and mops for various cleaning tasks.
- i) Vacuum cleaners and/or Carpet Extractors must be recognized and identified by the Carpet and Rug Institute "Green Label" testing and seal of approval, operating at less than 70 decibels.
- j) Electric and battery-powered floor buffers and burnishers must be equipped with HEPA filters for fine particulates and operate at less than 70 decibels

END OF SECTION 3

## SECTION 4

### EVALUATION PROCESS

#### 1. Proposal Evaluation Process and Criteria

##### 1. General information

- a) This section describes the process NRC will use to evaluate the proposals and determine the successful Contractor.
- b) The evaluation process will have three (3) phases, as described below. Contractors are required to submit the following **PDF packages**:
  - Mandatory Requirements
  - Management/Technical Proposal
  - Financial Proposal

**NO FINANCIAL INFORMATION WHATSOEVER SHALL BE INCLUDED WITH THE MANAGEMENT/TECHNICAL PROPOSAL. THE FINANCIAL PROPOSAL SHALL BE A SEPARATE PDF ATTACHEMENT.**

- c) The Management/Technical Proposal shall be submitted on 8½ x 11 inch single sided paper, minimum font size of 12 points. Unnecessarily elaborate brochures or other presentations, beyond which is sufficient to present a complete and effective proposal are not desired. All information and materials submitted should be relevant to each section and the requirements.

Proposals shall be structured such that each section and area of the proposal is complete and stands alone. The use of cross-referencing within each section to satisfy formal requirements is not acceptable and may render the Proposal non-compliant. Evaluators will only look at information offered under the applicable section to make their assessment.

## **2. Evaluation Method**

NRC will evaluate the proposals based on a weighted percentage system in accordance with the following guidelines:

<b>Management Proposal</b>	<b>25 percent</b>
<b>Technical Proposal</b>	<b>45 percent</b>
<b>Pricing Schedules</b>	<b><u>30 percent</u></b>
<b>Total Score</b>	<b>100 percent</b>

The Proponent receiving the highest total score determining that their proposals offer the best overall value to NRC will be recommended to be approached in order to finalize the details of a contractual agreement for the provision of the required services requested in the RFP. In the event of a tie, the Proponent submitting the lower price for the services will be selected.

## **3. Types of Evaluation Selection Criteria**

For the purposes of this RFP, there are two types of evaluation criteria: “Mandatory and Rated”. Failure to meet ALL Mandatory Criteria (MC) will result in the Proposal being non-compliant and will not be considered further in the Management and Technical Evaluation phase (MR and TR, rated criteria). Once the Mandatory Criteria has been met, the Proposal will be evaluated against the Rated Criteria. Proponent’s proposal must score a minimum of 75% of the total points allowed for the “Rated Requirements” for their proposal to be considered further.

Only those proposals that meet all Mandatory Requirements and meet or exceed the minimum total scoring of 75% of the points for the “Rated Requirements” (MR and TR) will then have their financial proposal evaluated.

## **2. Management/Technical Proposal**

### **1. General**

The Management/Technical Proposal shall contain the following elements:

- Title Page
- Table of Contents
- Introduction
- Corporate Background

- Understanding of the Requirements
- Previous Experience on similar work
- Contractor's Senior Team
- Draft Contract Management Plan encompassing the following:
  - Contract Management Plan
  - Site Organization Plan
  - Human Resources Plan
  - Material and Equipment Plan
  - Quality Management Plan
  - Health and Safety Plan
  - Communications Plan
  - Transition Plan
- Appendices
  - Appendix 1 - A completed and signed Request for Proposal form
  - Appendix 2 - Corporate literature
  - Appendix 3 - Resumes and certification requirements

## 2. Description of Proposal Elements

### 1. Corporate Background

- Provide a corporate and strategic organization chart.
- Provide the corporate background and general company description for the prime contractor and all proposed subcontractors. This should illustrate the capability and capacity of the company to successfully undertake the Contract requirements. If the Contractor wishes to include corporate brochures and other supporting documentation with their proposal, then they shall be attached as Appendix .
- Indicate what priority this Contract holds in the corporate business plan and why it is

### 2. Understanding of the Requirements

- Identify and describe the goals and objectives of the RFP as you understand them. Given the requirements as defined in the RFP, identify and describe some of the issues, challenges and opportunities related to this Service Contract.
- Discuss the key success factors that should be considered in order to address these issues, challenges and opportunities.
- Provide a list of parameters and assumptions that should be considered in the implementation of the Contract.

### 3. Previous Experience on Similar Work

- Demonstrate experience on contracts of a similar scope by listing at least three previous similar contracts/assignments undertaken within the last five years that are relevant to this requirement. Must demonstrate in having a minimum of five (5) years recent experience in providing janitorial services to large institutional and/or commercial sites with numerous, multi purpose facilities and laboratories of various size which handle hazardous materials and have class 100 and class 1000 clean room facilities.
- Complete the following Table – Relevant Contract Information to provide basic information for each relevant contract/assignment proposed. For each contract listed in

the Table, provide in a narrative format, a brief description of the contract objectives and its approach and methodology and the relevance of this experience to the requirements outlined in this RFP.

- Demonstrate that the contracts offered as examples are linked to as many of the key personnel proposed as part of the Contractor’s Senior Team. Contractors must describe the nature of the contributions of the proposed personnel.
- Describe the stability of the workforce on these projects. What was the turnover rate of personnel on these projects?

Contract Name	Client	Client’s Point of Contact	Client’s Tel. No. and E-mail address	Proposed Resources Who Worked on the Contract	Contract Value	Start/End Dates

Table – Relevant Contract Information

- A minimum of three contracts of similar scope and nature shall be described. However, Contractors may describe as many previous contracts as they feel is necessary in order to adequately describe the experience and qualifications of the Contractor and of the proposed team. References may be contacted.

4. Contractor’s Senior Team

- Demonstrate competence, experience, education, qualifications and the ability of the proposed team members to fulfill the requirements of the RFP.
- Provide an organization chart of the team illustrating the individual team members and the relationship among the prime contractor and any strategic partners or subcontractors.
- Identify on the chart the senior member of the Contractor’s team who will act as an on-site point of contact.
- Identify a Program Manager who has the relevant experience in projects of similar size, scope and complexity to meet the requirements as described in the RFP.
- Identify all key on-site supervisory personnel reporting directly to the Program Manager including a back-up for the position of Program Manager. Identification of 3 On-Site supervisors and their certification.

**NOTE:** Listing experience without providing any supporting data describing where and how such experience was obtained, or without a contact point for verification, may result in disqualification of the experience for evaluation purposes.

5. Draft Contract Management Plan

- Elaborate in detail the specific methodologies, processes, procedures, materials and equipment to explain how the services in the RFP will be provided.
- The Contract Management Plan shall address but not be limited to the following:
  - Managing the overall contract
  - Creation of a master schedule
  - Inspection, internal controls and audits
  - Administrative processes including record keeping and invoices

6. Draft Site Organization Plan

- Identify the site organization structure including lines of authority and managerial responsibility and accountability for the delivery of all contracted services. Identify the linkage to the corporate and strategic organization and the interrelationship with the Client management structure.
- Identify the Program Manager on the chart and identify the back-up Program Manager as well as the names and functions of each subordinate On-Site Supervisor.

7. Draft Human Resources Plan

- Provide a description of the Contractor's Human Resources Plan and labor practices and policies to include, but not limited to the following:
  - Scope and depth of human resources and labor relations departments
  - Training and resources (manuals, videos, etc.)
  - Pay equity
  - Employment equity
  - Harassment in the workplace
  - Racism and human rights
  - Labor management issues including any Collective Agreement expiry dates
- Provide a complete Staffing Plan with their proposal showing the number of hours allocated for each day, for each building, to provide all specified services. This Staffing Plan shall commensurate with the level of service outlined in the RFP. Also to be included in the plan is the allocation of supervisory coverage. The plan shall also address the following elements:
  - Identify how the Contractor proposes to structure the work team for each specific service site and building
  - Address the necessary training that will be required
  - Describe the plan for replacement of personnel.

8. Draft Material and Equipment Plan

- Provide details of the suppliers/vendors they intend to use.
- Elaborate in detail the type of materials or products and the equipment to be utilized to carry out the requirements identified in the RFP including but not limited to the following:
  - Type of materials and products that will be available for this Contract. Preference will be given to quality materials or products that meet the environmentally friendly criteria, "Green Cleaning".
  - Type and quantity of equipment to be available for this Contract.
  - A complete listing of mechanical equipment, including specifications that will be available to carry out the services.

9. Draft Quality Management Plan

- Elaborate in detail the systems and procedures that will be employed to consistently deliver high quality and services. Provide details of the corporate standards for financial and quality control.
- Identify the methods to be used by the Contractor to train his staff to ensure quality delivery service; and to survey and monitor customer satisfaction and ensure accountability. Survey formats, response standards and an action plan to resolve contentious issues regarding the quality of services should be included.

10. Draft Health and Safety Plan

- Elaborate in detail the Contractor's Health and Safety Plan for its functions as it conforms to applicable legislative standards and policies including, but not limited to the following:
  - Spill management
  - Safe workplace training
  - Specialized training of specific employee
    - ie. Clean rooms, hazardous equipment
  - WHMIS training
  - Recognized Building Cleaning Programs
  - Use personal protective equipment
- Describe in detail the Health and Safety Program or practices currently in place, including training and monitoring of staff performance.

11. Draft Communication Plan

- Detail how the Communication Plan will address how the Contractor will report progress, coordinate deliverables, resolve problems and issues and interface/liaise with the NRC Project Authority. The RFP describes regular reporting requirements in forms of reports and meetings. The Contractor is to describe how these significant reporting requirements will be managed.
- Describe in detail the Contractor's plan to respond to emergency clean-ups during normal working conditions and after hours.

12. Draft Transition Plan

- Describe the methodology to transfer the contract duties to a subsequent contractor. The plan should include, but not limited to the following:
  - Contractor's major mobilization activities
  - Personnel, equipment and materials
  - Site familiarization and training for new staff
  - Co-ordination activities with the NRC Project Authority

**3. Financial Proposal**

1. General

The Financial Proposal must be submitted as a separate email and shall contain the following:

- Title Page
- Table of Contents
- Financial Capacity
- Disclosure Statement
- Proposal Bonds
- Insurance Certificates

- Pricing Schedules

## 2. Description of Elements

### 1. Financial Capacity

NRC requires assurance that Proponents have the corporate financial resources and financial stability necessary to meet the cash flow requirements of the resulting contract. In order to demonstrate its financial capacity, the Proponent must include the following with its proposal:

- a) Audited Financial Statements, if available, or Unaudited Financial Statements for the company's last three (3) years, Statement of Earnings and Income Statement as of December 31, 2018.
- b) Confirmation letter from the Proponent's banking institution indicating the value of the total lines of credit granted and the amounts available and not drawn upon as of December 31, 2018.
- c) All financial information provided with the Proposal must be certified by either the Chief Financial Officer or the signing officer of the Proponent's company.
- d) NRC, at its discretion, reserves the right to request additional financial information or conduct an on-site review of the Proponent's financial information as part of the evaluation process. Proponents must make their facilities and all appropriate supporting documentation and records available for such an on-site visit.

### 2. Disclosure Statement

The Proponent must provide a clear statement setting out the nature and extent of any material litigation pending against the Proponent.

### 3. Bonds and Insurance Certificates

Proponents must insert their Bond and Insurance Certificates as part of their Financial Proposal.

### 4. Pricing Schedules

Proponents must submit as part of their Financial Proposal the pricing schedules.

### 5. A letter of Good Standing must be submitted for the following:

- Workers Compensation Board
- Canada Revenue Agency
- Insurance

- NB Labour Board

#### 4. Proposal Evaluation

##### 1. Mandatory Criteria (MC)

To be compliant and to be considered further in the evaluation, Contractors **must** meet the following Mandatory Criteria:

Reference	Description	Achieved?	Cross Reference To Proposal
MC1	<b>Security Requirement</b> The Bidder must hold a valid Designated Organization Screening (DOS) certification at bid closing.	Yes/No	
MC2	<b>Certifications:</b> Certifications must be properly completed and submitted with the proposal. Certifications required are:  a. Submission of Bid Financial Security b. Proof of maximum insurance coverage currently carried as: 1. Comprehensive General Liability Insurance	Yes/No	
MC3	<b>Site Visit/Inspection Tour:</b> It is mandatory that the Contractor or a representative of the Contractor visit the site and examine the scope of work required and the existing conditions. Proof of attendance form to be signed at the Site Visit and briefing session.	Yes/No	

##### 2. Evaluation of Management Proposal (MR)

The following criteria apply to the Management Proposal. The description of the criteria below is provided to illustrate some of the factors that will be used to evaluate the criteria.

REF. #	Evaluation Criteria	Maximum Points Awarded
MR1	<b>Corporate Background:</b> Has an adequate description of the corporate background been provided that is focused on the requirement of this contract? Has the firm had experience in a laboratory environment? Is ownership or corporate control clear? Does the firm have an Ottawa presence?	15
MR2	<b>Understanding the Requirements:</b> Does the contractor have the relevant experience on similar work? How well has the Contractor demonstrated a comprehensive knowledge of all aspects of the work specified and the experience outlined in the RFP? Does the proposal leave issues not or incompletely addressed, such that it is unclear as to how and with what resources the Contractor intends to deliver the service/work in question?  Is the Contractor cognizant of the full extent of the tasks called up in the RFP? If a	25

	consortium or sub-contracting approach is proposed, what specific services, functions or activities are affected?	
MR3	<p><b>Contractor previous Experience on Similar Work:</b> The Contractor should demonstrate that the contracts they have performed in the past are of similar scope and nature. The greater the relevant experience, the more points the contractors will receive. Relevant experience will be assessed against factors such as size, complexity and nature of work.</p> <p>The Contractor should demonstrate that he has had a minimum of five (5) years <u>recent</u> experience in providing janitorial services to large institutional and/or commercial sites with numerous multi- purpose facilities of various sizes as well as having experience in maintaining large laboratory facilities which handle hazardous materials and have class 100 and class 1000 clean room facilities.</p> <p>Submission of 3 references clearly demonstrating the management of cleaning operations described within the RFP.</p>	25
MR4	<p><b>Contractor's Management Team:</b> What are the qualifications of the proposed Proponent's Management Team for managing a contract of this size and magnitude? How much experience does the proposed Project Director and Project Manager have in managing contracts of a similar scope and what was their direct involvement?</p> <p>Did the Proponent clearly describe in detail the structure of the Project Team, the relationship to the Proponent's company, sub-contractors and the relationship to NRC.</p>	10
MR5	<p><b>Contract Management Plan:</b> How well does the Contract Management Plan address the overall requirements identified in the RFP? A key objective of the proposal evaluation process will be to assess whether the proposals are transferable into a comprehensive manageable contract capable of delivering all required services in a professional, effective and economical manner.</p> <p>The Contract Management Plan must address the corporate structure, the manner in which the on-site Management Team will be supported such as technical resources, senior management and administration. As well, the Proposal should address the manner of mobilizing corporate resources to deal with troubleshooting or emergencies and what support or involvement will be provided in the ramp-up of this Contract.</p> <p>The Proposal should address in detail the methodologies for planning, controlling and reporting on services delivered. As well, describe the administration process controls for inspections, financial controls and audits which will be critical success factors for NRC.</p>	25
	<p><b>Total points for Management Proposal:</b></p> <p>Minimum passing points: (75%)</p>	<p>100</p> <p>(75)</p>

### 3. Evaluation of the Technical Proposal (TR)

The following description of criteria below illustrates some of the factors that will be applied to evaluate the criteria applied to the Technical Proposal.

Ref#	Evaluation Criteria	Max. Points
TR1	<p><b>Site Organization Plan:</b> The Site Organization Plan should address proposed positions, number of staffing, identify if the proposed staff will be on-site or off-site in the form of an organization chart to show the relationships between the Corporate Management, the Project Director, Project Manager(s), Site-Supervisor(s) and sub-contractors. The Proposal should provide a description of the roles,</p>	15

	<p>responsibilities and authority of key personnel regarding decision making, reporting and control framework. As well, describe the roles and terms of reference of key personnel.</p> <p>Address types, methods and frequency of training programs such as technical, health and safety, customer service and possible other related issues to the management and operations for the delivery of services identified in the RFP.</p>	
TR2	<p><b>Human Resources Plan:</b> Does the Human Resources Plan provide a comprehensive overview of the Contractor's policies regarding all aspects of labor law and social issues in the workplace? Is the training program thorough and are adequate resources provided? What is the turnover rate of employees and how is it managed? How well do they replace personnel?</p> <p>Does the Staffing Plan fully identify key managerial and supervisory staff and describe all necessary training of contractor employees? Does the Contractor present a succession plan for key managerial and supervisory personnel as well as for the replacement of other personnel? How does the Contractor plan on structuring the work at each site?</p> <p>Does the staffing plan indicate the number of man hours allocated for each day, for each building to provide all specified services?</p> <p>Are Sub-Contractors identified in the proposal? If so, who are they, what will be their duties and responsibilities and how will they be managed? How close is their business relationship?</p>	25
TR3	<p><b>Material and Equipment Plan:</b> Has a comprehensive listing of the materials, products and equipment, including name and/or manufacturer been submitted? Preference will be given to materials and products that meet the "environmentally friendly" criteria. Has a listing of all mechanical equipment including specifications and quantities listed by site been submitted?</p>	25
TR4	<p><b>Quality Management Plan:</b> How does the Contractor intend to ensure the highest quality possible for work activities and deliverables described in the RFP? What financial and quality control audit programs will be in place? What customer/user satisfaction assurance and complaint rectification process will be in effect?</p>	10
TR5	<p><b>Health and Safety Plan:</b> Does the Proponent have a comprehensive Health and Safety policy and if so, what related information does it contain? Is adequate staff training planned and is it a corporate priority?</p> <p>Describe how workers are notified of job-specific hazards?</p> <p>Describe how sub-contractors' workers are incorporated into your health and safety training and other programs.</p> <p>Describe other programs, activities or information that you believe demonstrates that your company carries out its projects safely and in accordance with all health and safety requirements. What processes or procedures are proposed to identify risk areas and to mitigate their implications to NRC.</p>	15
TR6	<p><b>Communications Plan:</b> How will the Contractor report progress, coordinate deliverables, resolve problems and issues and communicate in general with NRC? Will Key Personnel be available 24/7?</p>	5
TR7	<p><b>Transition Plan:</b> Has the Contractor submitted a comprehensive Transition Plan that details the major milestones, mobilization activities, site familiarization and handover schedules/activities between the present Contractor, as well as coordination requirements with NRC.</p>	5
	<p><b>Total Points for Technical Proposal:</b></p> <p>Minimum Passing Points: (75%)</p>	<p>100</p> <p>(75)</p>

END OF SECTION 4



**SECTION 5**  
**FINANCIAL REQUIREMENTS**  
**(PRICING MATRIX)**

## 5.0 FINANCIAL REQUIREMENTS

### 1. **General**

It is mandatory that the Financial Proposal is submitted in a separate **PDF attachment**.

### 2. **Period of Contract and Option to Extend Contract**

The period of this Contract will commence Jan 1, 2022 to Dec 31, 2025 with an option to renew at NRC's sole discretion for an additional three - one year terms, subject to satisfactory performance.

NRC is not obliged to exercise any of the options years. The exercise of any option year will be at NRC's sole discretion by providing notification in writing to the Proponent at least 120 days prior to the Contract expiry date or the expiry date of an exercised option year.

The Three one-year option year extensions would be offered at the same terms and conditions stipulated. NRC shall use the Consumer Price Index (CPI) for the NB Region, as published before the option year by Statistics Canada for the previous 12 month period to adjust the value of the second year contract value (Jan 1, 2023 to Dec. 31, 2023) by the percentage increase in the Consumer Price Index.

For subsequent years of the Contract, the fixed fee shall be established as follows;

- Option Year 1 (Jan 1, 2026 to Dec 31, 2026)

The fixed fee for option year 1 (excluding taxes) shall be based upon the fixed fee during the second year contract term (Jan 1, 2023 to Dec 31, 2023). Plus or minus a price adjustment based on the Consumer Price Index for NB (CPI), all items.

**Example only**

CPI for December 2018 is 134.9

CPI for December 2019 was 138.4

% difference –  $(138.4/134.9) \times 100 - 100\% = 2.6\%$  increase (decrease if % difference is negative)

- Option Year 2 (Jan 1, 2027 to Dec 31, 2027)

The fixed fee for Option Year 2 (excluding taxes) shall be based upon the fixed fee established for Option Year 1 (Jan 1, 2026 to Dec 31, 2026) plus or minus a price adjustment based on the Consumer Price Index for NB (CPI), all items.

- Option Year 3 (Jan 1, 2028 to Dec 31, 2028)

The fixed fee for Option Year 3 (excluding taxes) shall be based upon the fixed fee established for Option Year 2 (Jan 1, 2027 to Dec. 31, 2027) plus or minus a price adjustment based on the Consumer Price Index for NB (CPI), all items.

**Note:** The Provincial “Family Day” holiday in February is not a federal government holiday. The Proponent must provide regular cleaning services on this day for each year of the Contract.

**3. Contract Price**

1. It is mandatory that bidders submit pricing and/or rates on a year to year basis for the period of the Contract for all items listed in this section. The Pricing Schedules within this section, when completed, will be considered as part of the Bidder’s Financial Proposal.
2. Pricing must be all inclusive of all labour, materials and products, equipment and tools, transportation and fuel costs, associated traveling costs, insurances, associated administrative costs, associated services, overhead, profit, mark-ups, incorporate all costs and mark-ups from sub-contractors or vendors, etc.

**3. Contract Price Submission**

The Proponent shall submit the Contract Price portion of the Proposal as a **Separate PDF attachment**.

**ALL PRICES SUBMITTED FOR ALL YEARS ARE TO BE IN CURRENT YEAR CONSTANT DOLLARS.**

**4. Mandatory Form of Quotation**

The Proponent shall use the pricing schedules supplied. The spreadsheet pricing schedules must be completed **in full** and submitted as part of the Proposal. Any missing costs will make the submission non-responsive. The spreadsheet format must not be revised, and the quotation data must be provided in print format as well as computer file format.

**5. Proposal Pricing**

As described, the Proponent must submit the pricing on the forms provided.

**(a) Building Cleaning Operations**

The Proponent is to give a breakdown for all routine building cleaning, re-lamping and recycling of all used lamps, waste management and recycling operations on a year-by-year basis for the services as described in the RFP. The prices must be **all** inclusive of all administration costs, labour, materials, transportation and associated traveling costs, associated services, overhead, profit, mark-ups, etc. for each services as described in the RFP.

**(b) Unit Prices for Labour**

Provide hourly rates for all labour requested in the Pricing Schedules. These rates are to be **all** inclusive and are to include salary burden, transportation and associated traveling costs, insurance, mark-up, profit, overhead, tools, WSIB,

supervision, administration, etc. No additional charges over and above these rates will be entertained.

**(c) Unit Rates for Project, On-Demand, Post-Construction or Call-Up Cleaning Requests**

Provide unit prices or hourly rates for services requested on a need basis. These rates are to be all inclusive and are to include salary burden, transportation and associated traveling costs, insurance, mark-up, profit, overhead, tools, WSIB, supervision, administration, etc. No additional charges, over and above, these rates will be entertained.

The Contractor must not re-assign staff from routine or miscellaneous cleaning duties in order to perform Project, On-Demand, Post-Construction or Call-up cleaning. The Contractor must bring additional staff to the site to handle these cleaning requests/requirements.

**(d) Material Mark-Up**

Material costs for work requested by the NRC Project Authority shall be the laid down cost for the acquisition of the materials, supplies, etc. and shall be invoiced to NRC as a flow through cost supported by a copy of all vendor invoices. Additional costs such as material delivery or material handling can be applied to the NRC invoice, by adding the mark-up quoted.

Provide the percentage mark-up that the Proponent will use to calculate the charges to NRC for additional materials, equipment or supplies to be provided at cost plus percentage margin.

The figures provided in this section will be applied to services on a straight percentage basis; i.e. 10 percent mark-up on a \$100 cost to the Proponent will result in a charge of \$110 to NRC, all inclusive of overhead, profit, etc.

**6. Labour Rates - General**

The value of the hourly labour rates shall be determined by adding to the labour cost a percentage margin for the Proponent's overhead and profit.

- Proponents are expected to include possible future increases in the Saskatchewan Minimum Wage in their bids. Reduction in staff as a means of dealing with these increases could void this contract.
- Labour costs shall include all direct wage costs and direct labour supervision, plus all supplementary wage burdens as maybe required by collective agreements and all associated statutory charges.
- Supplementary wage burdens referred to above are those in individual collective agreements, when applicable, and include but are not limited to

vacation pay, pension plan, apprenticeship, training and employers contribution.

- Statutory charges referred to above shall include but is not limited to Worker's Compensation payments, Canada Pension Plan and Unemployment Insurance contribution.
- Overtime compensation for services and hourly rates will be charged at 1 ½ time when an employee is requested to work over and above his normal work day or on his first day of rest. When an employee is required to work on his second day of rest or on a statutory holiday he would be entitled compensation at double time.

The Proponent's mark-up, overhead and profit fee shall include the following:

The Proponent's administration costs, the Proponent's head office expenses and without limiting the generality of those expenses, they shall include associated traveling costs, financing costs, bonding and insurance costs.

- The cost of all site supervision.
- The cost of all expendable tools and equipment.

**Note: The Family Day Holiday in February is not a federal government holiday. The Contractor must provide regular full level services on this day.**

## 7. Basis of Payment

1. For the performance of this work in accordance with the terms and conditions of this Contract, the Contractor shall be paid Firm Fixed Monthly Fee and Firm Hourly Rates as tendered for services provided during the invoice period.
2. Payment will only be made after receipt of satisfactory invoices supported by a monthly report which marks the monthly cost of scheduled cleaning per building as well as additional services provided during the invoice period.
3. The Contractor is responsible for performing or having performed all necessary inspections to substantiate that the services provided conform to the Contract requirements. A copy of the monthly inspections must be provided to the NRC Project Authority.

Any Quality Assurance Inspection Report which indicates a performance level inferior to 80% for any part of a building may result in corrective measures taken by NRC.

4. The Harmonized Sales Tax (HST) shall not be included in the pricing quoted by the Contractor. The HST must be shown as a separate line item on all invoices and will be paid by NRC.

#### **8. Determination of Cost and Payment**

1. Payments for the Building Cleaning Operations shall be made at monthly intervals.

The amount of the monthly payment may be increased or decreased from time to time by the NRC Project Authority to provide additions to or reductions of the services in the Contract amount to be authorized under the terms and conditions of the Contract.

2. Payment for Project Cleaning, On-Demand Cleaning and Post Construction Cleaning shall be made upon satisfactory completion of the services requested using the pricing tendered.

#### **9. Basis for Addition, Subtraction or Withdrawal of Payment.**

1. The NRC Project Authority may decrease the amount of monthly payment when, in his/her opinion the Contractor has failed to execute any part of the work in accordance with the terms of the Contract. Such a decrease in a monthly payment will constitute a decrease in the Contract amount.
2. **Where cleaning is not completed by the requested date, the NRC Project Authority reserves the right to have the cleaning done by others and all costs involved will be deducted from the Contractor's monthly payment.**
3. **The NRC Project Authority reserves the right to adjust monthly payment when the cleanable area is modified by +/- 200 square metres. Cost reference in Detailed Price Tendered.**
4. The Contract amount will not be increased or decreased by reason of any increase or decrease in the cost of the work brought about by any increase or decrease in the cost of labour, materials, tools or equipment. The Contractor's tendered prices as detailed in "Detailed Prices Tendered" will be considered as final to perform the work as tendered for the given area.
5. In the case of minor additions to the work, such as an increase in frequency of individual cleaning operations or the total cleaning of vacant space, an amount mutually agreed upon by the NRC Project Authority and the Contractor in accordance to the Detailed Price tendered.
6. In the case of minor reductions in the work, such as a reduction in frequency of individual cleaning operations, or the total elimination of cleaning in vacant space, an amount mutually agreed upon by the NRC Project Authority and the Contractor which is a fair and reasonable estimate of the savings in costs to the Contractor resulting from such reduction in the work.

7. In the case of the total addition or total elimination of cleaning in **vacant space**, an amount calculated on the price per diem computed by the formula:

The tendered unit price per square metre for Routine scheduled cleaning operations as tendered, divided by two hundred and fifty, equals the cost per square metre per day; multiplied by the number days (20.83 per month) the additional space will be cleaned or eliminated, equals the amount of increase or decrease in the Contract amount;

In the case of additions or reductions in the work, the Contractor shall increase or may reduce the number of employees, or their number of hours of work, in proportion to the amount of additional or reduced work specified by the NRC Project Authority; but only in those areas where the work has been increased or reduced.

8. Where resilient floor surface is converted to carpet, or carpet finish is changed to resilient floor, there shall be no change in price with respect to Routine Building Cleaning Operations.

#### 10. Evaluation

Evaluation of the pricing submission will be done using the data submitted in a predetermined pricing model. This model will take into account all components of all the data submitted. All the responsive proposals will be reviewed, evaluated and rated.

Once the total price proposal for the 5 years is determined, pricing then is given a rating value which is included in the total calculation of the point rated score. The evaluation methodology will calculate a "Best Value" 5-year proposal by balancing the score obtained in the Management and Technical Proposals and the Financial Proposal.

For example:

- 25% of the points awarded to Management Proposal
- 45% of the points awarded to Technical Proposal
- 30% of the points awarded to the Cost Proposal.

The following illustrates the highest total score taking into consideration the management and technical merit and price will be considered the "Best Value" for NRC.

<b>Highest Management Merit (25%), Technical Merit (45%) and Price (30%)</b>				
<b>Bidder</b>	<b>Proposal 1</b>	<b>Proposal 2</b>	<b>Proposal 3</b>	<b>Winner</b>
<b>Management Score</b> <b>Technical Score</b> <b>Price Quoted</b>	90 92 \$70,000	82 85 \$65,000	78 80 \$55,000	
<b>Calculation</b>	Management    Technical	Price Points	Total Score	
<b>Proposal 1</b>	$\frac{90}{100} \times 25 = 22.5$  $\frac{92}{100} \times 45 = 41.4$	$\frac{55}{70} \times 30 = 23.6$	87.5	XXX
<b>Proposal 2</b>	$\frac{82}{100} \times 25 = 20.5$  $\frac{85}{100} \times 45 = 38.25$	$\frac{55}{65} \times 30 = 25.38$	84.13	
<b>Proposal 3</b>	$\frac{78}{100} \times 25 = 19.5$  $\frac{80}{100} \times 45 = 36.1$	$\frac{55}{55} \times 30 = 30$	85.6	

Assuming three compliant bids have been received and the maximum management and technical score that can be obtained is 100 points. Estimated budget is \$70,000. Highest technical score is prorated against the stipulated 100 points while the lowest price proposal received full rated percentage and other proposals are prorated accordingly.

\* Represents the lowest price proposal.

Winner is the bidder scoring the highest total points established by adding the rated management and technical scores and the rated price proposal score. Based on the above calculations, a contract would be awarded to Bidder 1, which offers the highest total score taking into consideration the management technical merit and price of the bidder's proposal.

The Proponent receiving the highest "Total Score" is the entity that the Evaluation Board will recommend be approached in order to finalize the details of a contractual agreement for the provision of the required services. In the case of a tie, the Proponent submitting the lower price for the services will be selected.

## 11. Pricing Schedules

The Proponent must fill out the "Pricing Schedules" attentively and must include all of the following completed schedules in his financial package;

1. Costs for "Routine Building Cleaning Operations" for each building
2. Costs for Labour Rates on a "As and When Requested" basis.
3. Material percentage mark-up.
4. Costs for Project, On-Demand and Post-Construction cleaning operations.

### PROJECT CLEANING, ON-DEMAND CLEANING AND POST-CONSTRUCTION CLEANING OPERATIONS

- Unit or hourly rates are to be used for Project Cleaning, extra cleaning, On-Demand cleaning requests or changes to Scope of Contract. The costs for services shall be inclusive of all associated labour, material and equipment costs for the requested services.

- Rates indicated herein remain fixed for a period of one year and will be adjusted annually using the Consumer Price Index (CPI) for the Region as published by Statistics Canada.
- The prices below are not to be part of the Contractor's total cost of the detailed prices tendered. Please provide your prices for extra cleaning, when extra cleaning is ordered, it will be paid according to the prices quoted.

#### Project Cleaning

- Cost for scrubbing floors \$ \_\_\_\_\_ per/m2
- Cost for stripping and refinishing floors \$ \_\_\_\_\_ per/m2
- Cost for steam cleaning carpets \$ \_\_\_\_\_ per/m2
- Cost for a cleaner to carry-out cleaning as directed \$ \_\_\_\_\_ per/hour
- Cost for a cleaner to provide re-lamping as directed \$ \_\_\_\_\_ per/hour
- Costs for a cleaner to pick-p and empty the black Mini-bin and blue recycling container from individual Office areas and empty them at the central recycling station \$ \_\_\_\_\_ per/hour

#### One-time Cleaning Operations

- Cost for steam cleaning a sofa \$ \_\_\_\_\_ per/unit
- Cost for steam cleaning a chair \$ \_\_\_\_\_ per/unit
- Cost for washing inside a refrigerator \$ \_\_\_\_\_ per/unit
- Cost for washing inside a microwave \$ \_\_\_\_\_ per/unit

#### Construction Cleaning Operations

This work may include the following:

- Picking up garbage/removing of material
- Dusting high/low areas
- Interior washing of windows
- Washing or stripping and refinishing a floor
- Washing doors, walls, partitions
- Washing or dusting of individual work stations
- Cleaning before a client moves into a building or the space

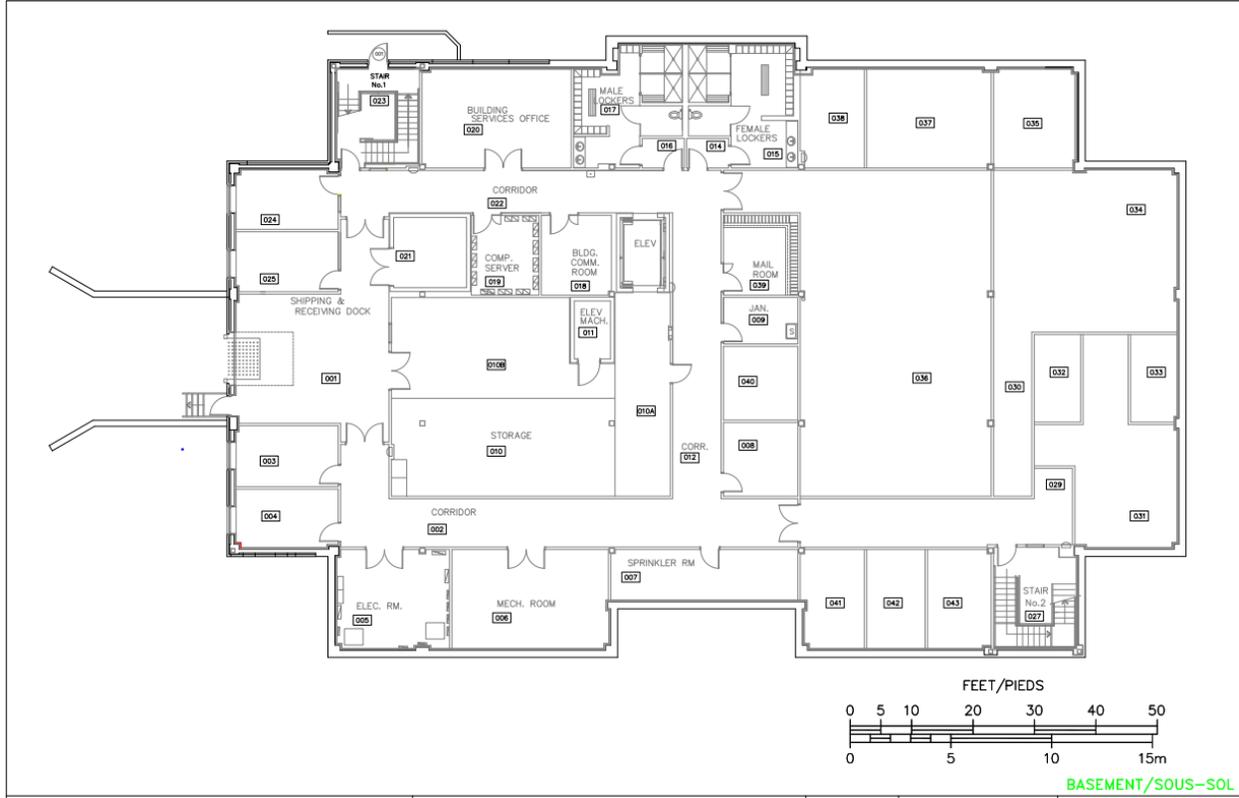
Minimum cost \$ \_\_\_\_\_ per/ m2  
Hourly rate \$ \_\_\_\_\_ per/hour

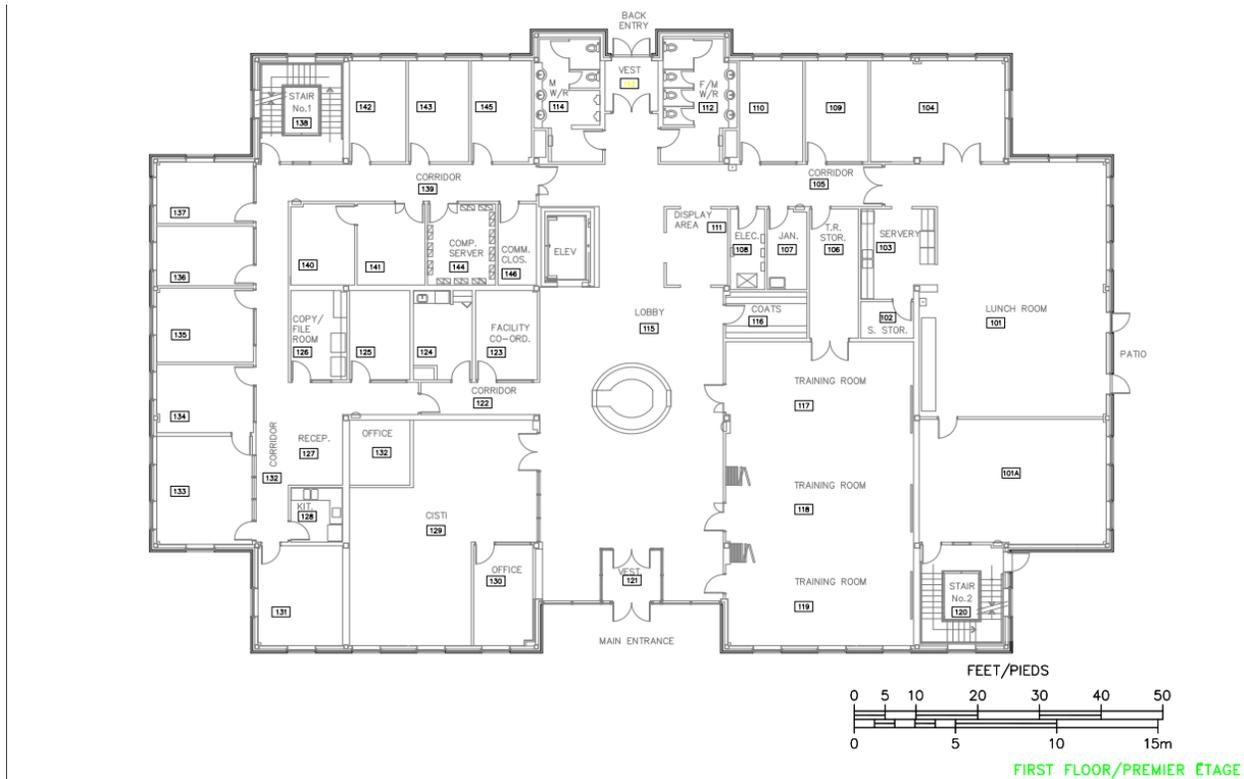
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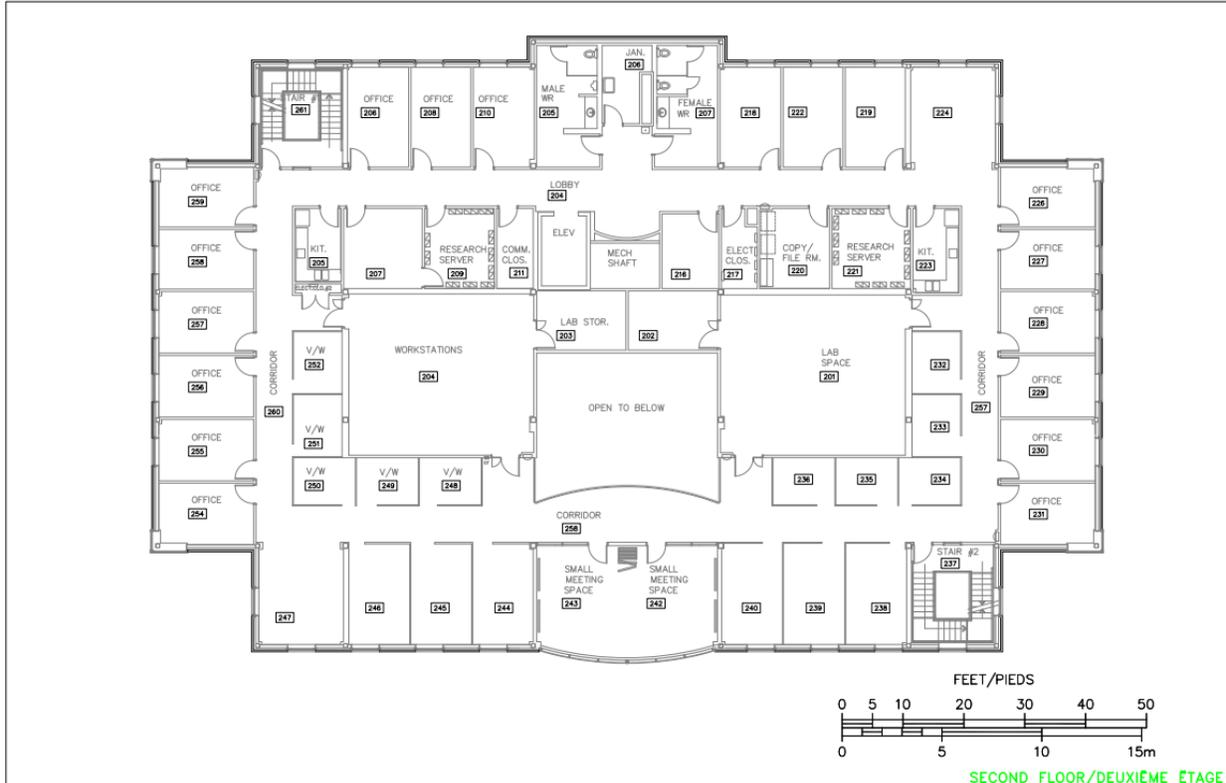
# SECTION 6

## KEY PLANS

The NRC Fredericton building is comprised of approximately 13,000sq/ft per floor area.







SECOND FLOOR/DEUXIÈME ÉTAGE

National Research Council Canada / Conseil national de recherches Canada

Administrative Services & Property Management Branch (ASPM) / Direction des services administratifs et gestion de l'immobilier (SAGI)

DATE 06/2014

FRE01

DRAWING NO. kFRE01-2



THIRD FLOOR/TROISIÈME ÉTAGE

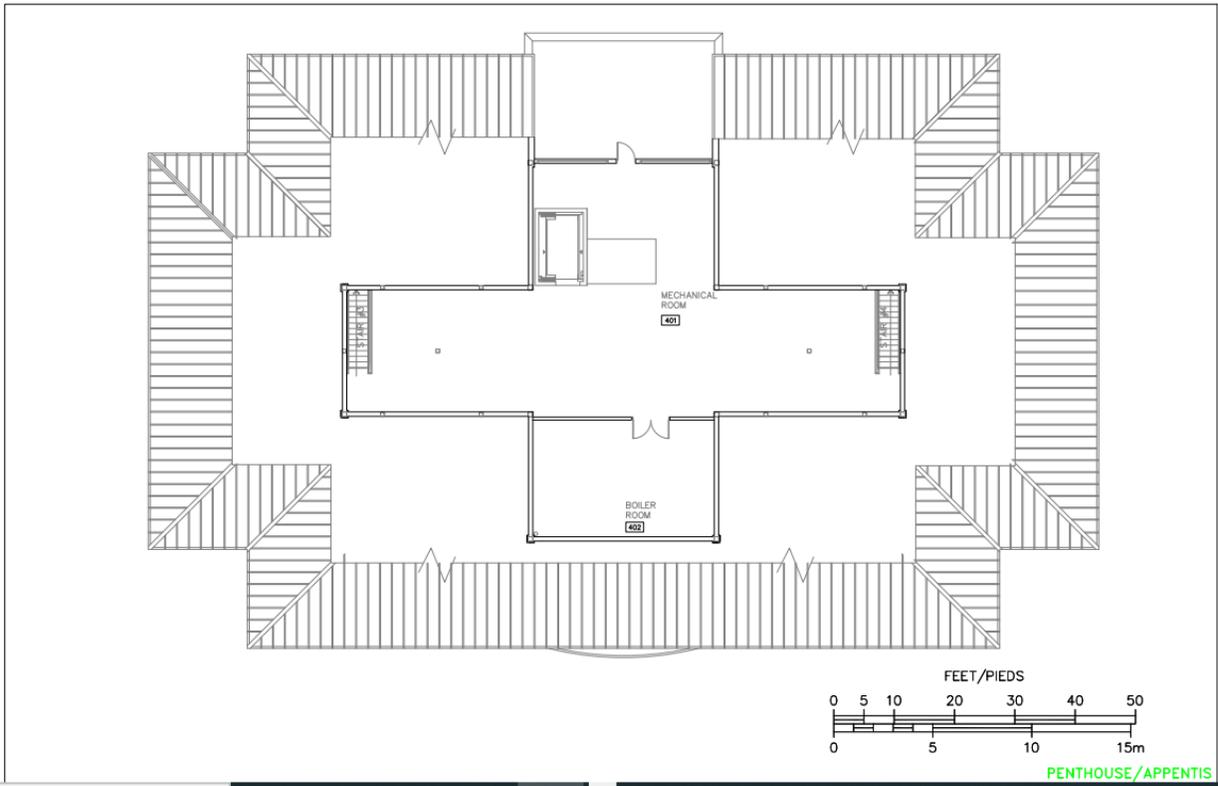
National Research Council Canada / Conseil national de recherches Canada

Administrative Services & Property Management Branch (ASPM) / Direction des services administratifs et gestion de l'immobilier (SAGI)

DATE 06/2014

FRE01

DRAWING NO. kFRE01-3



END OF SECTION 4

