



**RETURN BIDS TO :**  
**RETOURNER LES SOUMISSIONS À :**  
Bid Receiving - Réception des soumissions:

Correctional Service of Canada  
Regional Services Centre  
Contracting and Materiel Services  
250 Montée St-François  
Laval (Quebec) H7C 1S5

Telephone: 450-661-9550, ext. 3223

**E-MAIL :**

[GEN-QUE307Soumissions@CSC-SCC.GC.CA](mailto:GEN-QUE307Soumissions@CSC-SCC.GC.CA)

(10MB maximum per email)

*An acknowledgement of receipt will be sent to you by return e-mail.*

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

**Proposal to: Correctional Service Canada – Proposition à: Service Correctionnel du Canada**

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

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

**Comments — Commentaires :**

"THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT"  
« LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE RELATIVE  
À LA SÉCURITÉ »

**Vendor/Firm Name and Address —**

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone # — N° de Téléphone : \_\_\_\_\_

Fax # — No de télécopieur : \_\_\_\_\_

Email / Courriel : \_\_\_\_\_

GST # or SIN or Business # — N° de TPS

ou NAS ou N° d'entreprise : \_\_\_\_\_

<b>Title — Sujet:</b> Cleaning Services – Maintenance Services	
<b>Solicitation No. — N° de l'invitation</b> 21301-22-3941202	<b>Date:</b> March 18 <sup>th</sup> , 2022
<b>Client Reference No. — N° de Référence du Client</b>	
<b>GETS Reference No. — N° de Référence de SEAG PW-22-00990309</b>	
<b>Solicitation Closes — L'invitation prend fin</b> <b>at / à : EDT</b> <b>on / le : April 4<sup>th</sup>, 2022</b>	
<b>F.O.B. — F.A.B.</b> Plant – Usine:                      Destination:                      X                      Other-Autre:	
<b>Address Enquiries to — Soumettre toutes questions à:</b>  Manon Paulin, Regional Officer Contracting and Materiel Services <a href="mailto:Manon.Paulin@csc-scc.gc.ca">Manon.Paulin@csc-scc.gc.ca</a>	
<b>Telephone No. – N° de téléphone:</b>  514-235-9156	<b>Fax No. – N° de télécopieur:</b>  450-664-6626
<b>Destination of Goods, Services and Construction: Destination des biens, services et construction:</b>  Cowansville Institution – Maintenance Services 400, Fordyce Avenue Cowansville (Quebec) J2K 3N7	
<b>Instructions: See Herein Instructions : Voir aux présentes</b>	
<b>Delivery Required — Livraison exigée :</b> See herein	<b>Delivery Offered – Livraison proposée :</b> Voir aux présentes
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>Nom et titre du signataire autorisé du fournisseur/de l'entrepreneur</b>	
<b>Name / Nom</b>	<b>Title / Titre</b>
<b>Signature</b>	<b>Date</b>
(Sign and return cover page with bid proposal / Signer et retourner la page de couverture avec la proposition)	



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## **PART 1 - GENERAL INFORMATION**

### **1. Security Requirement**

1.1 At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

1.2 For additional information on security requirements, Bidders should refer to the [Contract Security Program \(CSP\)](#) of Public Works and Government Services Canada website.

### **2. SACC manual clause A3080T (2021-11-29) – COVID-19 vaccination requirement**

This requirement is subject to the COVID-19 Vaccination Policy for Supplier Personnel. Failure to complete and provide the COVID-19 Vaccination Requirement Certification prior to contract award will render the bid non-responsive.

### **3. Statement of Work**

The Work to be performed is detailed under Annex A.

### **4. Revision of Departmental Name**

As this bid solicitation is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

### **5. Debriefings**

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

### **6. Procurement Ombudsman**

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$26,400 for goods and \$105,700 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).



## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

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

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

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

Delete: sixty (60) days  
Insert: ninety (90) days

### 2. Submission of Bids

Bidders must submit their bid only to Correctional Service of Canada (CSC) by the date, time and at the email address indicated on page 1 of the bid solicitation.

**Due to the nature of the bid solicitation, CSC will not accept bids submitted in hard copy or by facsimile.**

CSC recommends that bidders submit their response to the requirements of this solicitation in typewritten format.

Bidders must ensure that any handwritten information included in their bid is clearly legible in order to allow CSC to complete the bid evaluation. CSC reserves the right, at its sole and entire discretion, to disregard any handwritten information, which it determines to be illegible when assessing whether bids comply with all of the requirements of the bid solicitation including, if applicable, any and all evaluation criteria.

### 3. Former Public Servants

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

#### **Definitions**

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or



- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

#### **Former Public Servant in Receipt of a Pension**

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

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

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

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

#### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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



#### 4. Enquiries – Bid Solicitation

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

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

#### 5. Applicable Laws

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

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

#### 6. Mandatory site visit.

It is mandatory that the Bidder or its representative visit the work site.

Arrangements have been made for the site visit, via a Bidders' conference, which will take place on **March 28, 2022 at 1:00 p.m.** at the following address: Correctional Service of Canada, Cowansville Institution, 400, Fordyce Avenue, Cowansville (Québec) J2K 3N7.

Bidders that will attend the site visit are subject to a prior security check. The Bidder must complete the attached forms "**Request to Access a Federal Institution**" (*Annex F*) and "**Mandatory Bidders' Conference Form**" (*Annex G*) and transmit it **by fax at 450-263-8286 or by e-mail at [Dany.Pouliot@csc-scc.gc.ca](mailto:Dany.Pouliot@csc-scc.gc.ca), no later than March 24, 2022**. When he presents himself to the site visit, the Contractor must ensure that he has a proof of identity in his possession.

This Bidders' conference is subject to the COVID-19 Vaccination Policy for vendor personnel. Attendees must be fully vaccinated against COVID-19, unless they cannot be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the Canadian Human Rights Act, provided that accommodation and mitigation measures have been submitted to and approved by the Government of Canada.

Bidders are requested to contact the Contracting Authority prior to the conference to confirm their attendance. Bidders should provide the Contracting Authority with a written list of those who will be attending and the issues they wish to have addressed by March 24, 2022. **Bidders must also complete and provide the certification attached to this notice.**

Bidders that do not confirm their attendance and do not provide the name of the person attending the site visit will be denied access to the site. Bidders will be requested to sign an attendance form. **No further appointments will be given to bidders who will not attend the site visit or send a representative.****PART 3 - BID PREPARATION INSTRUCTIONS**



## **1. Bid Preparation Instructions**

CSC requests that bidders provide their bid in separate sections as follows:

Section I: Technical Bid: **one (1) electronic copy in PDF format**

Section II: Financial Bid: **one (1) electronic copy in PDF format**

Section III: Certifications: **one (1) electronic copy in PDF format**

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

**Bidders should submit their technical bid and financial bid in two (2) separate documents.**

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

CSC requests that bidders follow the format instructions described below in the preparation of their bid:

- i. use a numbering system that corresponds to the bid solicitation.

### **2. Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the work.

### **3. Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment detailed in Annex B - Proposed Basis of Payment. The total amount of Applicable Taxes must be shown separately.

See Annex B – Proposed Basis of Payment for the Pricing Schedule format.

### **4. Section III: Certifications**

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





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

### **1. Evaluation Procedures**

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

#### **1.1 Technical Evaluation**

##### **1.1.1 Mandatory Technical Criteria**

Proposals will be evaluated to determine if they meet all mandatory requirements outlined in **Annex E – Evaluation Criteria**. Proposals not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

#### **1.2 Financial Evaluation**

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

Proposals containing a financial bid other than the one requested at **Article 3. Section II: Financial Bid** of **PART 3 – BID PREPARATION INSTRUCTIONS** will be declared non-compliant.

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

### **2. Basis of Selection**

The contract will be awarded to the responsive bid with the total bid price will be the lowest. Please note that for the purposes of evaluation, the total bid price will be calculated by adding the fixed hourly rates for the duration of the contract and option years. In case of a tie at the lowest total price between bidders, the contract will be awarded to the tenderer with the most experience according to **Mandatory Technical Criteria « M2 »** in Canada (according to the information provided by the bidder).

The awarding of the contract is conditional on meeting the budget ceiling established for this contract.

### **3. Insurance Requirements**

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in article 11 of PART 6 – RESULTING CONTRACT CLAUSES.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.



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

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

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

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

### **1. Certifications Precedent to Contract Award and Additional Information**

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

#### **1.1 Integrity Provisions – Declaration of Convicted Offenses**

- A) Subject to subsection B, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
  - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
  - iii. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
  - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
  - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
  - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where a Bidder is unable to provide any of the certifications required by subsection A, it must submit with its bid the completed [Integrity Declaration Form](#). Bidders must submit this form to Correctional Service of Canada with their bid.

#### **1.2 Integrity Provisions – Required documentation**

**(a) List of names:** all Bidders, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:



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

List of Names:


**OR**

The Bidder is a partnership

During the evaluation of bids, the Bidder must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the bid.

**1.3 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) – Labour's website](#).

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

**1.4 Status and Availability of Resources**

SACC Manual clause [A3005T](#) (2010-08-16) Status and Availability of Resources

**1.5 Language Requirements - French Essential**

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in French. The individual(s) proposed must be able to communicate orally and in writing in French without any assistance and with minimal errors.

**1.6 SACC Manual clause A3081T (2021-11-29) – COVID 19 Vaccination Requirement Certification**

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel, all Bidders must provide the COVID-19 Vaccination Requirement Certification attached to this bid solicitation, to be given further consideration in this procurement process. This Certification is incorporated into, and forms a binding part of any resulting Contract.

**COVID-19 Vaccination Requirement Certification**

I, \_\_\_\_\_ (first and last name), as the representative of  
\_\_\_\_\_  
\_\_\_\_\_ (name of business) pursuant to  
\_\_\_\_\_ (insert solicitation number), warrant and certify that



all personnel that \_\_\_\_\_ (*name of business*) will provide on the resulting Contract who access federal government workplaces where they may come into contact with public servants will be:

(a) fully vaccinated against COVID-19; or

(b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada;

(c) partially vaccinated against COVID-19 for a period of up to 10 weeks from the date of their first dose and subject to temporary measures that have been presented to and approved by Canada, immediately after which period the personnel will meet the conditions of (a) or (b) or will no longer access federal government workplaces where they may come into contact with public servants under this Contract;

until such time that Canada indicates that the vaccination requirements of the COVID-19 Vaccination Policy for Supplier Personnel are no longer in effect.

I certify that all personnel provided by \_\_\_\_\_ (*name of business*) have been notified of the vaccination requirements of the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel, and that the \_\_\_\_\_ (*name of business*) has certified to their compliance with this requirement.

I certify that the information provided is true as of the date indicated below and will continue to be true for the duration of the Contract. I understand that the certifications provided to Canada are subject to verification at all times. I also understand that Canada will declare a contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly, during the bid or contract period. Canada reserves the right to ask for additional information to verify the certifications. Failure to comply with any request or requirement imposed by Canada will constitute a default under the Contract.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**1.7 Certification:**

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



## PART 6 - RESULTING CONTRACT CLAUSES

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

### 1. Security Requirement

1.1 The following security requirements (SRCL and related clauses provided by PWGSC CSP) apply to and form part of the Contract.

#### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. 21301-23-4032641**

The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).

The Contractor/Offeror personnel requiring access to sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.

The Contractor/Offeror must comply with the provisions of the:

- a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
- b) *Contract Security Manual* (Latest Edition).

### 2. Statement of Work

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

### 3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

As this Contract is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

#### 3.1 General Conditions

**[2010C](#) (2021-12-02), General Conditions - Services (Medium Complexity)**, apply to and form part of the Contract.

#### 3.2 Supplemental General Conditions

**4013 (2021-11-29) – Compliance with On-Site Measures, Standing Orders, Policies, and Rules** – apply to and form part of the contract.

The Contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.



### 3.3 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
  - a. The name, qualifications and experience of the proposed replacement; and
  - b. Proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the work does not release the Contractor from its responsibility to meet the requirements of the Contract.

## 4. Term of Contract

### 4.1 Period of the Contract

The period of the Contract is from date of Contract to March 31<sup>st</sup>, 2023 inclusive.

### 4.2 Option to Extend the Contract

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

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

## 5. Authorities

### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Manon Paulin  
Title: Regional Officer  
Correctional Service of Canada  
**Regional Services Center**  
Branch/Directorate: **Contracting and Materiel Services**  
  
Cell Phone : 514-235-9156  
E-mail : [Manon.Paulin@csc-scc.gc.ca](mailto:Manon.Paulin@csc-scc.gc.ca)

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



## 5.2 Project Authority *(to be completed by Canada at contract award)*

The Project Authority for the Contract is:

Name: (XXX)

Title: (XXX)

Correctional Service Canada

Branch/Directorate: (XXX)

Telephone: (XXX)

Facsimile: (XXX)

E-mail address: (XXX)

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

## 5.3 Contractor's Representative *(to be filled by the bidder)*

The Authorized Contractor's Representative is:

Name:

Title:

Company:

Address:

Telephone:

Facsimile:

E-mail address:

## 6. Payment

### 6.1 Basis of Payment

Payment will be made in accordance with Annex B, Basis of Payment.

### 6.2 Limitation of Expenditure *(to be completed by Canada at contract award)*

Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 % committed, or
- b. four (4) months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.



If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **6.3 Multiple Payments**

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

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

### **6.4 SACC Manual Clauses**

SACC Manual clause [A9117C](#) (2007-11-30), T1204 - Direct Request by Customer Department  
SACC Manual clause [C0710C](#) (2007-11-30), Time and Contract Price Verification  
SACC Manual clause [C0705C](#) (2010-01-11), Discretionary Audit

### **6.5 Travel and Living Expenses**

There are no travel and living expenses associated with the Contract.

### **6.6 Direct deposit request**

All new suppliers have to sign up for Direct Deposit to receive their payment. All **"IFMMS Supplier Record Requests/ Revisions"** CSC/SCC 1400-03 (R-2014-06) form, must be sent to [GEN-QUE307Fournisseurs@CSC-SCC.GC.CA](mailto:GEN-QUE307Fournisseurs@CSC-SCC.GC.CA).

### **6.7 Electronic Payment of Invoices – Contract**

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

- (a) MasterCard Acquisition Card;
- (b) Direct Deposit (Domestic and International).

## **7. Invoicing Instructions**

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract.

Invoices must be distributed as follows :

- a. The original and one (1) copy must be forwarded to the Institution's Project Authority, identified at article 5.2 Project Authority.

## **8. Certifications and Additional Information**

### **8.1 Compliance**





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

## 9. Applicable Laws

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

## 10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the General Conditions - Services (Medium Complexity), [2010C](#) (2021-12-02);
- (c) the Supplemental General Conditions – [4013](#) (2021-11-29) Compliance with on-site measures, standing orders, policies, and rules
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Insurance – Specific Requirements;
- (h) the Contractor's bid dated \_\_\_\_\_ *(to be inserted at contract award)*

## 11. Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection. The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 12. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- 12.1 The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).
- 12.2 The Contractor must advise the Minister of any change in ownership control for the duration of the contract.
- 12.3 The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the



Contractor's ownership control becomes under a non-resident entity, the Minister will have the right to treat this Contract as being in default and terminate the contract accordingly.

12.4 For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

### **13. Closure of Government Facilities**

13.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

13.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

### **14. Tuberculosis Testing**

14.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.

14.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.

14.3 All costs related to such testing will be at the sole expense of the Contractor.

### **15. Compliance with CSC Policies**

15.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.

15.2 Unless otherwise provided in the contract, the Contractor must obtain all permits and hold all certificates and licenses required for the performance of the Work.

15.3 Details on existing CSC policies can be found on the [CSC website](#) or any other CSC web page designated for such purpose.

### **16. Health and Labour Conditions**

16.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.

16.2 The Contractor must comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and must also require compliance of same by all its subcontractors when applicable.

16.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity must forthwith notify the Project Authority or Her Majesty.



16.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor must be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

## 17. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

17.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;

17.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;

17.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify himself as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and

17.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

## 18. Dispute Resolution Services

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

## 19. Contract Administration

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

## 20. Proactive Disclosure of Contracts with Former Public Servants

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



## **21. Information Guide for Contractors**

Prior to the commencement of any work, the Contractor certifies that its employees, or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC “Information Guide for Contractors” website: [www.bit.do/CSC-EN](http://www.bit.do/CSC-EN).



## ANNEX A – Statement of Work

The Correctional Service Canada has a requirement to provide Cleaning Services. The work will involve the following:

### 1. SCOPE OF WORK:

The Contractor is responsible for performing the housekeeping at Cowansville Institution for the indicated areas and according to the maintenance frequency detailed below.

Moreover, upon request (as required), additional cleaning in the areas will be added depending on their use. This maintenance must be performed within twenty-four (24) hours immediately following receipt of the request by the authorized representative.

#### MAINTENANCE FREQUENCY

The Contractor is responsible for performing the maintenance of security posts for the following areas **seven (7) days a week** (including weekends and statutory holidays).

- **Building 1:** - Control of main entrance and control of the MCCP
  - SAS outside the main entrance.
- **Building 2:** Central Control
- **Tower #5**

The Contractor is responsible for performing the maintenance of security posts for the following areas **five (5) days a week** (including holidays provided for in a Monday-to-Friday schedule).

- **Tower #2**
- **Guardhouse service entrance #20**
- **Building A1-Training centre**

The Contractor is responsible for performing maintenance in the following areas **one (1) time per week**.

- **Building A-4 (store)**
- **Building A-5 (thermal power plant)**

#### ON-CALL MAINTENANCE

The Contractor is responsible for performing the maintenance of **Tower # 4 and other areas** at the request of the **Chief of Institutional Services (CIS)**. The work must be performed within twenty-four (24) hours immediately following receipt of the call by the CIS or his designate.

### 2. WORK DESCRIPTION

The areas indicated above shall be cleaned between 8:00 and 18:00. In special cases, Correctional Service Canada may, with the Contractor's agreement, perform work outside these hours.

The Contractor shall provide the maintenance supplies and labour required for cleaning and housekeeping.

Cleaning equipment, such as toilet paper, brown paper, garbage bags, hand soap dispensers and carpets, will be available to the Contractor in each area and will be provided by Correctional Service Canada.

Correctional Service Canada will place visit forms that will be clearly visible in each space included in these specifications. This logbook must be signed and dated by the Contractor or its employee at each visit.

The Contractor agrees to provide a list of three (3) employees who can perform the work and who have been approved in advance for a CISD Reliability Status.

Employees who have received their security check will enter at the main entrance (reception) and will be issued an ID card at each visit. They will also have to leave this card at the reception desk when they leave.



Designated persons shall undergo regular search procedures at the main entrance in the manner prescribed by the policies of Correctional Service Canada.

Designated persons shall not, under any circumstances, bring contraband or unauthorized objects into the institution. Contraband is prescribed by Correctional Service Canada policies and includes, but is not limited to, cellphones, pagers, USB keys, laptops, tools, tobacco products.

### **3. SPACES TO MAINTAIN**

The Contractor agrees to maintain all the physical premises that are part of these specifications. Furthermore, the Contractor shall provide the labour required to perform the work defined in these specifications and the contract documents.

#### **3.1 ADDITION OR REDUCTION**

During the term of the contract, the Manager may make changes to the original maintenance specifications. These amendments may take different forms but have one thing in common, in that they influence the total bid price for the technical specifications (routine and monthly work) of the contract (more or less).

The Manager is responsible, with the approval of the contracting officer, for determining the monetary impact of the required amendments and for advising the Contractor when submitting the new maintenance specifications.

#### **3.2 MANAGEMENT OF THE CONTRACTOR'S STAFF**

3.2.1 The Contractor is solely responsible for managing its staff.

3.2.2 It is responsible for training its staff in the work methods.

3.2.3 The Contractor accepts all responsibility for the actions of its staff during contract performance.

3.2.4 The Contractor shall respect its obligations towards its employees with regard to occupational health and safety.

#### **3.3 STATE OF THE PREMISES**

At the time the contract is awarded to the Contractor, it has already noted and accepted the condition of the building to be maintained. It is understood that the Manager will not agree to pay the Contractor any additional money in the event that the previous Contractor made errors and/or omissions in maintaining the premises.

In the event the Contractor notices any anomalies or deficiencies, it shall notify the Manager, in writing, within thirty (30) days of the contract award, so that it will not be held liable at a later date.

#### **3.4 INTEGRITY OF STAFF**

3.4.1 Upon signing the contract, the Contractor shall provide a complete list of its employees who have undergone the required security screening and who will be assigned to the contract. The list must be accompanied by a copy of the valid security clearance for each employee.

The Contractor is responsible for keeping its list of employees with a security clearance up-to-date for security verification purposes. The Contractor's staff that requires access to protected information, assets or sensitive worksites must all hold a valid Reliability Status issued or approved by the Security Department of Correctional Service Canada (CSC). Any employee who does not comply with the security standards will be denied access to the institution at the Contractor's expense.

3.4.2 The Contractor shall ensure that none of its employees leave the building with anything that does not belong to them, including found items.



- 3.4.3 Moreover, the Manager reserves the right to search any package or container belonging to employees, their equipment or their storage facilities (lockers or locker rooms) on the building premises. These searches will be conducted by the manager of security or by his authorized staff.
- 3.4.4 Neither the Contractor nor any of its employees may perform any work in the workplace other than as defined herein.
- 3.4.5 The Contractor shall ensure that its employees comply with the regulations relating to the confidentiality of building information or any other written or verbal information.

### **3.5 WORKFORCE**

#### **3.5.1 Competency**

The Contractor shall provide all the qualified labour for the proper execution of the work and shall comply with the regulations throughout the duration of the contract. A list of regulations will be provided to the Contractor if required.

Upon signing the contract, the Contractor shall deliver to the Manager a complete list of employees involved in the contract.

This list is subject to the Manager's approval, who reserves the right and privilege to request a review. Moreover, the Contractor shall notify the Manager of any amendments made to this list.

#### **3.5.2 Instructions**

All questions related to the technical aspects of the work shall be discussed and addressed with the Manager.

#### **3.5.3 Contact with users**

The Contractor's staff shall under no circumstances communicate with the inmates, inconvenience the occupants of the building or CSC employees. If there are problems in this respect, the Manager shall be notified; the same applies if the Contractor's employees are inconvenienced.

### **3.6 WORK METHODS**

#### **3.6.1 General**

The Contractor shall use the cleaning methods that it deems most appropriate for performing the work, except for maintaining the floors (resilient surfaces), where it shall generally employ the buffing method.

All work that requires the use of alkaline products must be done with care, ensuring that at the end of the work, cleaned surfaces are neutralized. For general and complete cleaning of the carpets, the Contractor's employees shall allow for a period long enough for the carpets to completely dry.

#### **3.6.2 Restrictions**

The Contractor's employees shall not move any paper, document or object left on desks or other furniture. Under no circumstances are the Contractor's employees permitted to open the drawers of desks, filing cabinets or other furniture.

It is strictly forbidden to place chairs, wastebaskets and other things on desks or tables unless they are covered with a suitable protective cloth. Under no circumstances is the Contractor's staff to use office equipment such as tables, filing cabinets, chairs, etc. as scaffolding to perform work or for any other purpose. In addition, employees are never allowed to use phones or other items left on desks for personal purposes. Electrical, computer and telephone devices must not be unplugged at any time.

#### **3.6.3 Prohibition from unlocking doors**

At no time shall the Contractor's employees unlock the door for anyone. If necessary, they must direct these persons to the building manager.



### **3.7 FOUND OBJECTS**

The Contractor's employees shall hand over any objects found to the supervisor. He will give it to the building's security officer.

### **3.8 BREAKS AND DEFECTS**

#### **3.8.1 Breaks**

The Contractor shall notify the Manager or his designated representative, as soon as possible, of the damages caused (accidentally or not) by its employees.

#### **3.8.2 Defects**

While cleaning, employees shall note defects in the equipment or building and notify the supervisor, who will then notify the building manager as soon as possible depending on how serious the defects are.

During the winter, the Contractor shall immediately notify the building manager of any premises in which a window has been left open in a way that makes the area abnormally cold.

#### **3.8.3 Operating procedures**

The Contractor shall be careful not to disrupt the building activities. It shall perform its cleaning services according to a schedule that allows for building activities to run smoothly. The Contractor shall respect the Manager's techniques and requirements to perform its cleaning services in the specialized services.

#### **3.8.4 Safety inspection**

At all times, the Manager representing Correctional Service Canada shall be entitled to inspect the Contractor's premises and equipment. The Manager has the right to make the recommendations deemed appropriate; the Contract must respect and follow these immediately, despite the maintenance activities described in the technical specifications.

## **4.0 STANDARD REQUIREMENTS FOR HOUSEKEEPING QUALITY**

### **4.1 QUALITY MANAGEMENT**

#### **4.1.1 Preamble**

Following the contract award, the Contractor shall deliver quality services in accordance with the standard requirements described below. The process of quality management proposed below is to monitor the performance of the work to meet the objectives set. The application of this process will be gradual because it will be subject to a trial period of one (1) month at the beginning of the contract. This mechanism also specifically establishes the protocol to follow when the Contractor does not respect its commitments regarding the quality of services.

#### **4.1.2 Quality control of routine and monthly work**

The Manager will, unilaterally or jointly with the Contractor (as decided by the Manager), inspect the site in accordance with the quality control form. The inspection frequency is solely under the responsibility of the Manager. He undertakes to submit the inspection results to the Contractor.

#### **4.1.3 Non-compliant results**

In the event that the quality control report produced by the Manager shows results that do not meet the tolerance thresholds, the Contractor is then considered to be in default. If this is the first instance of default, the Contractor will receive a written notice from the Manager requesting the required adjustments to meet the tolerance thresholds. However, the remedial work must be completed within forty-eight (48) hours. In the event that not all of the requested adjustments have been completed correctly within the required time, a non-fulfillment report will be completed and shared with the Contractor and the Contracting Authority by email or fax. In addition, the Contractor must correct the deficiencies within forty-eight (48) hours upon receiving the notice of non-compliance.





## 4.2 DEFINITION OF STANDARDS

The Manager and the Contractor undertake to rely on the standard requirements for quality assessment.

### 4.2.1 Washrooms, showers and baths

#### Garbage pick-up

- Paper and waste bins should be emptied, garbage bags replaced as necessary, and outer and inner surfaces properly wiped.

### 4.2.2 Spot cleaning

- Walls, doors, frames and glass partitions must be immaculate.

### 4.2.3 Wet wiping

- Mirrors and glassware must be wiped with a damp cloth.

### 4.2.4 Supplies

- All dispensers must be refilled.

### 4.2.5 Sanitary napkin containers

- All sanitary napkin bags must be replaced.
- All containers must be odourless and stain-free.

### 4.2.6 Plumbing fixtures

- Exposed sinks and piping must be dust, dirt and stain-free.
- Flush valves, toilet seats, bowls and urinals should be thoroughly cleaned.
- Plumbing fixtures and outlets must be stain-free, without accumulation of soap, dust or mould.

### 4.2.7 Dispensers, walls, stall partitions, doors, shelves, mirrors and ledges

- All dispensers, shelves, ledges and shelf brackets must be free of marks, dust and stains.
- All mirrors must be clean.
- Walls, stall partitions and doors should be free of dust, marks, graffiti, as well as mop streaks, and fittings should be mildew-free.

### 4.2.8 Floors

The floors shall be maintained according to the description in sections “3.6.1 General” and “4.2.13 Disinfection of areas that could spread disease.”

### 4.2.9 Cleaning and polishing

- Glass, wood and metal surfaces must be clean and free of any marks and dirt.
- Walls must have no marks up to head height.
- The frames, windows and adjacent surfaces must be free of dust.

### 4.2.10 Fans and diffusers

- The fans and diffusers must be dusted.
- The fan frame must be wiped properly.

### 4.2.11 Exhaust fan

- The wall surface of the fan must be dust-free.

### 4.2.12 Wall and ceiling junction

- Wall and ceiling junctions must be free of spider webs.

### 4.2.13 Disinfection of areas that could spread disease

Spaces including, but not limited to, bathrooms, showers and cloakrooms must be cleaned and disinfected with a germicidal detergent using proper hygiene technique. Floors, walls, shower curtains, soap dishes, floor grills and anti-slip mats must be free of residue, soap, debris and other dirt. A disinfectant solution must be poured into all floor drains to control odours and bacteria that grow there.



## **5. SPECIAL CONDITIONS**

### **5.1 CLARIFICATION**

5.1.1 The technical specifications are only a minimal database used to ensure the cleanliness of the premises. The tasks and their frequency indicate the required quality.

5.1.2 Regardless of the specifications and frequencies, the Contractor is responsible for maintaining all the premises in a state of cleanliness that respects trade practices. The Contractor shall adjust its work routes according to the seasons and in the event of area reorganization. During area reorganization, a reduction of work could be expected. However, an overload must be absorbed after the reorganization to do a thorough cleaning before the staff moves.

5.1.3 No compensation will be granted during this contract to fill a temporary extra workload (reorganization, construction, repair) unless an exceptional situation arises.

### **5.2 WORK SCHEDULE, HOLIDAYS, LOGBOOK AND TIME SHEET**

5.2.1 If the Manager requires it, the Contractor shall change the schedule and its employees' shift with five (5) days' notice.

5.2.2 Holidays: New Year's Day, Good Friday, Easter Monday, Victoria Day, St. John's Day, Canada Day, Labour Day, National Day for Truth and Reconciliation, Thanksgiving, Labour Day, Thanksgiving, Remembrance Day, Christmas and Boxing Day.

5.2.3 Each of the Contractor's employees shall sign the daily attendance logbook upon their arrival and departure from the building.

Any employee who leaves work for any reason must sign the logbook and indicate the time of departure. If he returns to work, he must sign the log book again.

### **5.3 WORK MONITORING**

5.3.1 In conjunction with the Manager, the Contractor shall perform any inspection requested by the Manager.

### **5.4 CHECKING THE DOORS, WINDOWS AND FAUCETS**

At all times, the Contractor shall take the necessary measures to ensure that no door or window is unlocked or open in the employee's absence (with certain exceptions requested by the Manager). The Contractor shall comply with all the Manager's instructions.

### **5.5 WASTE**

#### **5.5.1 Non-recyclable waste**

The Contractor shall collect all the waste and transport it to the waste disposal centre determined by the Manager. With respect to disposing of waste or transporting it outside, it is the Contractor's responsibility to check with the services concerned and to comply with their schedule.

#### **5.5.2 Recyclable waste**

For recyclable waste, the Contractor shall empty the recovery containers daily and transport the recycling to the locations specified by the Manager.

### **5.6 CLEANING PRODUCTS, HYGIENE SUPPLIES AND WASTE BAGS**

#### **5.6.1 Cleaning products**

The Contractor shall use all the equipment and all the products necessary to properly clean.



The Contractor shall provide the cleaning products and labour required for the cleaning and maintenance. Cleaning equipment will be available to the Contractor in each area, as will toilet paper, brown paper, waste bags, hand soap for dispensers and carpets, which will be provided by Correctional Service Canada.

Any cleaning product container must be identified with a label.

#### 5.6.1.1 Prohibited uses

- No acid product shall be used unless authorized by the Manager;
- No abrasive powder shall be used.

#### 5.6.1.2 Regulations and laws for cleaning products

- The Contractor is required to comply with the internal and governmental regulations and laws that apply to occupational health and safety; all products used or stored on site must have their material safety data sheets. Products must be clearly identified; the Contractor shall ensure that all employees are trained in occupational health and safety to meet WHMIS requirements;



## 6. Technical specifications by prototype

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### LOCATION: **BUILDING 1**

#### ROUTINE

In order to cooperate with on-site staff in maintaining cleanliness, perform regular maintenance at the indicated frequency, unless otherwise noted if necessary:

- Clean work surfaces, wash and/or dust the filing cabinet;
- Clean phones, computers and keyboards, photocopier and printer, microwave;
- Disinfect door handles;
- Clean seats or chairs;
- Empty garbage bins;
- Sweep and wash floors;
- Wash windows (except the exterior of the visit room overlooking the yard);
- Wash and disinfect washrooms and sinks.

#### FREQUENCY

**7 days a week**

(including weekends and holidays)

### LOCATION: **BUILDING 2 (central control)**

#### ROUTINE

In order to provide users with a service suited to the recognized requirements, perform regular maintenance at the indicated frequency, unless otherwise noted if necessary:

- Empty garbage bins;
- Clean counters and offices;
- Clean the telephone;
- Clean seats or chairs;
- Disinfect door handles;
- Clean the sink, tap, check paper towels and hand soap (refill as needed);
- Clean the counter window;
- Sweep and wash the floor;
- Wash and disinfect toilet and sink.

#### FREQUENCY

**7 days a week**

(including weekends and holidays)

### LOCATION: **TOWER 5**

#### ROUTINE

In order to aid in user comfort, perform regular maintenance at the indicated frequency unless otherwise noted if necessary:

- Clean the counter and the glass window;
- Disinfect door handles;
- Clean seats or chairs;
- Wash windows (except the exterior of those overlooking the yard);
- Sweep and wash the floor (in the winter, vacuum the carpets);
- Wash and disinfect toilet and sink;
- Empty garbage bins;
- Clean the telephone.

#### FREQUENCY

**7 days a week**

(including weekends and holidays)

### LOCATION: **TOWER 2**

#### ROUTINE

In order to aid in user comfort, perform regular maintenance at the indicated frequency unless otherwise noted if necessary:

- Clean the counter and the glass window;
- Disinfect door handles;
- Clean seats or chairs;

#### FREQUENCY

**5 days a week**

(Monday to Friday)



- Wash windows (except the exterior of those overlooking the yard);
- Sweep and wash the floor (in the winter, vacuum the carpets);
- Wash and disinfect toilet and sink;
- Empty garbage bins;
- Clean the telephone.

LOCATION: **GUARDHOUSE 20**

**ROUTINE**

In order to cooperate with on-site staff in maintaining cleanliness, perform regular maintenance at the indicated frequency, unless otherwise noted if necessary:

**FREQUENCY**  
**5 days a week**  
(Monday to Friday)

- Clean the accessories and other surfaces, including the doors and door handles;
- Sweep and wash the floor;
- Wash and disinfect toilet and sink;
- Fill dispensers' supplies;
- Empty garbage bins;
- Deep clean and disinfect floors, walls and separating partitions.
- Clean seats or chairs;
- Wash windows.

LOCATION: **BUILDING A1 (TRAINING CENTRE)**

**ROUTINE**

In order to provide users with a service suited to the recognized requirements, perform regular maintenance at the indicated frequency, unless otherwise noted if necessary:

**FREQUENCY**  
**5 days a week**  
(Monday to Friday)

- Clean the bathrooms;
- Clean the entrance to the building;
- Disinfect door handles;
- Clean cabinet doors;
- Check paper towels and soap (refill as needed);
- Empty garbage bins;
- Sweep and wash the floor;
- Clean classrooms according to use and availability.

**Note:** The presence of a civilian staff member or CX is required for this room.

LOCATION: **BUILDING A4 (STORE)**

**ROUTINE**

In order to provide users with a service suited to the recognized requirements, perform regular maintenance at the indicated frequency, unless otherwise noted if necessary:

**FREQUENCY**  
**1 day a week**

- Empty office and staff kitchen garbage bins;
- Clean counters;
- Clean washrooms, sinks, valves;
- Fill dispensers with supplies;
- Disinfect door handles;
- Sweep and wash the floor at the reception, kitchenette and offices.

LOCATION: **BUILDING A5 (THERMAL PLANT)**

**ROUTINE**

In order to provide users with a service suited to the recognized requirements, perform regular maintenance at the indicated frequency, unless otherwise noted if necessary:

**FREQUENCY**  
**1 day a week**

- Empty garbage bathrooms;
- Clean counters;



- Clean toilets, faucets, sinks, showers;
- Fill dispensers with supplies;
- Disinfect door handles;
- Sweep and wash bathroom floors.



## ANNEX B – Proposed Basis of Payment

### 1.0 Contract Period (from date of award to March 31<sup>st</sup>, 2023)

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to this Contract.

For the provision of services as described in Annex A - Statement of Work, the Contractor will be paid the all inclusive firm monthly and hourly rates below in the performance of this Contract, Applicable Taxes extra.

#### Firm part :

Cleaning services				
The Contractor will maintain buildings 1-2 and tower 5 at a frequency of <b>SEVEN (7) DAYS / WEEK</b> (including weekends and statutory holidays).				
The Contractor will maintain tower 2, guardhouse service entrance #20 and building A1 at a frequency of <b>FIVE (5) DAYS / WEEK</b> (including statutory holidays).				
The Contractor will maintain buildings A4 and A5 at a frequency of <b>ONE (1) DAY / WEEK</b> (including statutory holidays).				
Description	Unit of measure	Unit Price	Quantity	Total
Cleaning services as detail under Annex A – Statement of Work.	Month	\$ _____	12	\$ _____

#### Variable part (upon service call) :

Description	Unit of measure	Unit Price	Quantity	Total
Cleaning services on call (tower #4 and other sectors).	Hours	\$ _____	540	\$ _____
<b>Total (firm + variable parts) :</b>				<b>\$ _____</b>

#### **Expenses:**

ONLY those expenses invoiced at the above bid rate shall be paid. Bid rates include EVERYTHING that is necessary to perform the work, in accordance with expected services. This include, but is not limited to, administration fees and expenses; profit; transportation of labor, equipment and materials; and any other necessary service delivery expenses.

#### **Hourly rates:**

ONLY those services actually rendered shall be paid for. Hourly rates apply to on-site productive work time, which includes but is not limited to mobilization, demobilization and clean-up. Hourly rates do not apply to meal times and unauthorized breaks. No payment shall be made for travel time to the site. In other words, time paid must be calculated based on arrival and departure times at the institution.

Rates must include all costs related to the provision of services.



**2.0 Options to Extend the Contract Period:**

Subject to the exercise of the option to extend the Contract period in accordance with Article 4. Term of contract of the original contract, Options to Extend Contract, the Contractor will be paid the firm all inclusive Per Diem rate(s), in accordance with the following table, Applicable Taxes extra, to complete all Work and services required to be performed in relation to the Contract extension.

The Contractor must advise the Project Authority when 75% of the Contract's financial limitation is reached. This financial information can also be requested by the project Authority on an as-requested basis.

**Option n° 1 : from April 1<sup>st</sup>, 2023 to March 31<sup>st</sup>, 2024**

**Firm part :**

<b>Cleaning services</b>				
The Contractor will maintain buildings 1-2 and tower 5 at a frequency of <b>SEVEN (7) DAYS / WEEK</b> (including weekends and statutory holidays).				
The Contractor will maintain tower 2, guardhouse service entrance #20 and building A1 at a frequency of <b>FIVE (5) DAYS / WEEK</b> (including statutory holidays).				
The Contractor will maintain buildings A4 and A5 at a frequency of <b>ONE (1) DAY / WEEK</b> (including statutory holidays).				
Description	Unit of measure	Unit Price	Quantity	Total
<b>Cleaning services</b> as detail under Annex A – Statement of Work.	Month	\$ _____	12	\$ _____

**Variable part (upon service call) :**

Description	Unit of measure	Unit Price	Quantity	Total
<b>Cleaning services on call</b> (tower #4 and other sectors).	Hours	\$ _____	540	\$ _____
<b>Total (firm + variable parts) :</b>				<b>\$ _____</b>

**Expenses:**

ONLY those expenses invoiced at the above bid rate shall be paid. Bid rates include EVERYTHING that is necessary to perform the work, in accordance with expected services. This include, but is not limited to, administration fees and expenses; profit; transportation of labor, equipment and materials; and any other necessary service delivery expenses.

**Hourly rates:**

ONLY those services actually rendered shall be paid for. Hourly rates apply to on-site productive work time, which includes but is not limited to mobilization, demobilization and clean-up. Hourly rates do not apply to meal times and unauthorized breaks. No payment shall be made for travel time to the site. In other words, time paid must be calculated based on arrival and departure times at the institution.

Rates must include all costs related to the provision of services.





**Option n° 2 : from April 1<sup>st</sup>, 2024 to March 31<sup>st</sup>, 2025**

**Firm part :**

<b>Cleaning services</b>				
The Contractor will maintain buildings 1-2 and tower 5 at a frequency of <b>SEVEN (7) DAYS / WEEK</b> (including weekends and statutory holidays).				
The Contractor will maintain tower 2, guardhouse service entrance #20 and building A1 at a frequency of <b>FIVE (5) DAYS / WEEK</b> (including statutory holidays).				
The Contractor will maintain buildings A4 and A5 at a frequency of <b>ONE (1) DAY / WEEK</b> (including statutory holidays).				
Description	Unit of measure	Unit Price	Quantity	Total
<b>Cleaning services</b> as detail under Annex A – Statement of Work.	Month	\$ _____	12	\$ _____

**Variable part (upon service call) :**

Description	Unit of measure	Unit Price	Quantity	Total
<b>Cleaning services on call</b> (tower #4 and other sectors).	Hours	\$ _____	540	\$ _____
<b>Total (firm + variable parts) :</b>				<b>\$ _____</b>

**Expenses:**

ONLY those expenses invoiced at the above bid rate shall be paid. Bid rates include EVERYTHING that is necessary to perform the work, in accordance with expected services. This include, but is not limited to, administration fees and expenses; profit; transportation of labor, equipment and materials; and any other necessary service delivery expenses.

**Hourly rates:**

ONLY those services actually rendered shall be paid for. Hourly rates apply to on-site productive work time, which includes but is not limited to mobilization, demobilization and clean-up. Hourly rates do not apply to meal times and unauthorized breaks. No payment shall be made for travel time to the site. In other words, time paid must be calculated based on arrival and departure times at the institution.

Rates must include all costs related to the provision of services.

**3.0 Applicable Taxes**

- (a) All prices and amounts of money in the contract are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.
- (b) The estimated Applicable Taxes of \$ *To Be Inserted at Contract Award* are included in the total estimated cost shown on page 1 of this Contract. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes paid or due.



#### **4.0 Electronic Payment of Invoices - Bid**

Canada requests that Bidders complete option 1 or 2 below:

1.  Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument(s) are accepted:

MasterCard Acquisition Card;

Direct Deposit (Domestic and International).

2.  Electronic Payment Instruments will not be accepted for payment of invoices.

The Bidder is not obligated to accept payment by Electronic Payment Instruments.

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



### ANNEX C – Security Requirement Check List

DSD-QUE4834



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat 21301-23-4032641
Security Classification / Classification de sécurité

#### SECURITY REQUIREMENTS CHECK LIST (SRCL)

#### LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





DSD-QUE4834



Government of Canada  
Gouvernement du Canada

<p>Contract Number / Numéro du contrat 21301-23-4032641</p>
<p>Security Classification / Classification de sécurité</p>

**PART A (continued) / PARTIE A (suite)**

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

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

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

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

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**PART C – (continued) / PARTIE C – (suite)**

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO	NATO	NATO	COMSEC TOP SECRET	PROTECTED PROTÉGÉ			TOP SECRET
							RESTRICTED	CONFIDENTIAL	SECRET		A	B	C	
N/A				CONFIDENTIAL										
Information / Assets Renseignements / Biens														
Production														
IT Media / Support IT														
IT Link / Lien électronique														

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

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

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

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



Contract Number / Numéro du contrat 21301-23-4032641
Security Classification / Classification de sécurité

**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

<b>13. Organization Project Authority / Chargé de projet de l'organisme</b>			
Name (print) - Nom (en lettres moulées) Dany Pouliot		Title - Titre Chef des services en établissement	Signature <i>Dany Pouliot</i>
Telephone No. - N° de téléphone 450-263-3073 (2223)	Facsimile No. - N° de télécopieur 450-263-8286	E-mail address - Adresse courriel dany.pouliot@csc-scc.gc.ca	Date 2022-02-10
<b>14. Organization Security Authority / Responsable de la sécurité de l'organisme</b>			
Name (print) - Nom (en lettres moulées) Dominic St-Denis		Title - Titre Contracting Security Analyst	Signature <b>StDenis, Dominic</b>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
<b>16. Procurement Officer / Agent d'approvisionnement</b>			
Name (print) - Nom (en lettres moulées) Manon Paulin		Title - Titre Agente régionale, Services de contrats et gestion de matériel	Signature <b>Paulin, Manon</b>
Telephone No. - N° de téléphone 514-235-9156	Facsimile No. - N° de télécopieur 450-664-6626	E-mail address - Adresse courriel Manon.Paulin@csc-scc.gc.ca	Date: 2022.02.14 12:25:06 -05'00'
<b>17. Contracting Security Authority / Autorité contractante en matière de sécurité</b>			
Name (print) - Nom (en lettres moulées) Patrick Gaudreau-Ritlop Contract Security Officer		Title - Titre	Signature <b>GaudreauRitlop, Patrick</b>
E-mail address - Adresse courriel Patrick.Gaudreau-Ritlop@tpsgc-pwgsc.gc.ca		E-mail address - Adresse courriel	Date: 2022.02.28 14:20:35 -05'00'



## ANNEX D – Insurance Requirements

### Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
  - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
  - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
  - m. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

#### **For the province of Quebec, send to:**

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

#### **For other provinces and territories, send to:**

*Senior General Counsel,  
Civil Litigation Section,*



*Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8*

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





## Annex E - Evaluation Criteria

### 1.0 Technical Evaluation:

#### 1.1 The following elements of the offer will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria

It is **imperative** that the offer **address each of these criteria** to demonstrate that the requirements are met.

#### 1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 References must be provided for each project/employment experience.

- I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
- II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
- III. References must be presented in this format:
  - a. Name;
  - b. Organization;
  - c. Current Phone Number; and
  - d. Email address if available

### 1.6 Response Format

- I. In order to facilitate evaluation of offers, it is recommended that Offerors' offers address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.
- II. Offerors are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.
- III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical offer does not include the required month and year for the start date and end date of the experience claimed.



- IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from the start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

**MANDATORY TECHNICAL CRITERIA - Cleaning Services**

#	Mandatory Technical Criteria	Offeror Response (include location in offer)	Met/Not Met
M1	<p><b>Resources</b></p> <p>The Offeror must propose at least one (1) resource (cleaner)</p> <p><b>AND</b></p> <p>Their back-up (cleaner) for Cowansville Institution.</p> <p><b>The Offeror must provide the following information:</b></p> <p>a) The name of the proposed resource (cleaner)</p>		
M2	<p><b>Experience</b></p> <p><b>The Offeror must demonstrate that each of the proposed resources has <u>at least two (2) years (24 months) of combined experience in commercial maintenance.</u></b></p> <p><b>The proposed resource's experience must have been acquired <u>within the past five (5) years of bid closing.</u></b></p> <p>For each of the proposed resources, the Offeror must provide:</p> <p>a) the name of the organization or company where the experience was acquired;</p> <p><b>AND</b></p> <p>b) the period of service provision (start and end dates in the form of <b>month/year</b>);</p> <p><b>Canada reserves the right to request references to confirm the validity of the information provided.</b></p>		



## ANNEX F – Request to Access a Federal Institution

**(See PDF document attached)**  
*“REQUEST TO ACCESS A FEDERAL INSTITUTION”*



Request to access a federal institution

**PERSONAL INFORMATION**

Surname: \_\_\_\_\_ Full name: \_\_\_\_\_

Date of birth (YY-MM-DD): \_\_\_\_\_ Sex: M  F

Height: \_\_\_\_\_ Weight: \_\_\_\_\_ Eye color: \_\_\_\_\_ Hair color: \_\_\_\_\_

Street: \_\_\_\_\_ City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal code: \_\_\_\_\_

Tel. Number: Home: ( \_\_\_\_ ) \_\_\_\_\_ Cellular: ( \_\_\_\_ ) \_\_\_\_\_

**GENERAL INFORMATION**

Have you ever been found guilty of a criminal offence or do you have any pending charges?

No  Yes  If so, which? \_\_\_\_\_

Do you know personally anyone incarcerated in a federal or provincial institution?

No  Yes  If so, what is the name? \_\_\_\_\_

Are you registered as an inmate's visitor or have you ever visited an inmate?

No  Yes  If so, what is the name? \_\_\_\_\_

Have you made a similar request for access in the last two years?

No  Yes  If so, for which institution? \_\_\_\_\_

What is the reason for your request to access a federal institution? \_\_\_\_\_

Name of your employer / educational institution? \_\_\_\_\_

Name of the employee responsible for the visit: \_\_\_\_\_

**Privacy act statement**

Personal information about you is collected under the authority of the *Corrections and Conditional Release Act* in order to authorize your access to a federal institution. This information is collected, with no obligation on your part, and held in the Security Clearance System (SCS); however, if you refuse to comply with any security verifications, your access privileges will be refused. The information that you provide cannot be disclosed to other persons without your consent, EXCEPT where disclosure would be justified pursuant to one of the paragraphs of subsection 8(2) of the Privacy Act. **Access may be denied for submitting false information. The institution reserves the right to refuse access to the applicant before, upon arrival or during the visit.**

I hereby authorize the Correctional Service of Canada to conduct any investigation it deems necessary to allow my access to their institution. I agree that the Correctional Service of Canada cannot be held accountable for any harm suffered in the course of my activities unless this harm is directly attributable to the negligence of one or more employees of the Service.

Applicant signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of employee responsible for the visit: \_\_\_\_\_ Date: \_\_\_\_\_



**RESERVED FOR THE PREVENTIVE SECURITY DEPARTMENT**

Institution: \_\_\_\_\_

Access to the institution granted: No  Yes

Name of Security intelligence officer: \_\_\_\_\_ Date: \_\_\_\_\_



## ANNEX G – Mandatory Bidders’ Conference Form

**(See PDF document attached)**  
*“Mandatory Bidders’ Conference Form”*



**MANDATORY BIDDERS' CONFERENCES**

A bidders' conference will be held at **Cowansville Institution, located at 400, Fordyce Avenue, Cowansville (Quebec) J2K 3N7 on March 28<sup>th</sup>, 2022**. The conference will begin at **1:00 p.m., EDT**. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is mandatory that bidders who intend to submit a bid attend or send a representative.

This bidders' conference is subject to the COVID-19 Vaccination Policy for Supplier Personnel. The person(s) who attend must be fully vaccinated against COVID-19, or, for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada.

I, \_\_\_\_\_ (*first and last name*), as the representative of \_\_\_\_\_ (*name of business*) pursuant to **21301-23-4032641**, warrant and certify that all personnel that will attend this bidders' conference on this business' behalf are:

- a. fully vaccinated against COVID-19; or
- b. for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada.

I certify that all personnel that will attend on behalf of \_\_\_\_\_ (*name of business*) have been notified of the vaccination requirements of the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel, and that the \_\_\_\_\_ (*name of business*) has certified to their compliance with this requirement.

I certify that the information provided is true as of the date indicated below and will continue to be true for the duration of the bidders' conference. I understand that the certifications provided to Canada are subject to verification at all times. Canada reserves the right to request additional information to verify the certifications at all times. I also understand that Canada will declare a bid non-responsive or a contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Information you provide on this Certification Form and in accordance with the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel will be protected, used, stored and disclosed in accordance with the *Privacy Act*. Please note that you have a right to access and correct any information on your file, and you have a right to file a complaint with the Office of the Privacy Commissioner regarding the handling of your personal information. These rights also apply to all individuals who are deemed to be personnel for the purpose for the Contract and who require access to federal government workplaces where they may come into contact with public servants.



Correctional Service    Service correctionnel  
Canada                      Canada

Failure to provide and comply with the above certification or to comply with the security requirements will result in the representatives being denied access to the bidders' conference.

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.