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**Request for Proposal (RFP)**

PERFORMANCE OF THE WORK DESCRIBED IN THE STATEMENT OF THE DRAFT CONTRACT.

This bid solicitation cancels and supersedes previous bid solicitation number 21-192473 dated September 13, 2021 with a closing of October 13, 2021 at 14:00 Eastern Daylight Time (EDT). A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

<b>Title</b> Cleaning Services for the Embassy of Canada in Morocco and Mauritania	
<b>Solicitation no.</b> 21-192473 / B	<b>Date</b> April 5, 2022
<b>Proposal Delivery</b>  In order for the proposal to be valid, it must be received no later than 02:00 pm EDT (Ottawa, Ontario time) on May 9, 2022. This date is referred to herein as the "Closing date".  Only electronic copies will be accepted and received at the following email address:  <a href="mailto:internationalproposals@international.gc.ca">internationalproposals@international.gc.ca</a>  Solicitation #: 21-192473 / B	
<b>Offer to: Department of Foreign Affairs, Trade and Development Canada</b>  We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any attached sheets at the price(s) set out therefor.  Name and title of person authorized to sign on behalf of the supplier.	
_____ <b>Signature</b>	_____ <b>Date</b>



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## PART 1 - GENERAL INFORMATION

### 1.1 INTRODUCTION

The RFP is divided into 5 parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the Request for Proposal;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection; and
- Part 5 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

Attachment 1 to Part 3 includes the Certifications, Attachment 1 to Part 4 includes the Evaluation criteria.

The annexes include the Statement of Work (Annex A), Attachment 1 to Annex A - Description of buildings and their components, Attachment 2 to Annex A - Task Authorization Form, the Basis of Payment (Annex B), the COVID-19 Vaccination Requirement Certification (C), the Security Requirements Check List (Annex D) and the Bidder's Response Framework (Annex E)

### 1.2 SUMMARY

- 1.2.1 The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada in Rabat, Morocco, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide cleaning services as described in the Statement of Work (Annex A).
- 1.2.2 The Work is to be performed from the contract award date tentatively set for May 1<sup>st</sup>, 2022, for a period of 2 years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 3 additional one-year irrevocable option periods under the same terms and conditions.
- 1.2.3 There are security requirements associated with this requirement. For additional information, consult Part 5 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.4 The requirement may be subject to the provisions of the:
  - Canadian Free Trade Agreement (CFTA)
  - Canada - Chile Free Trade Agreement
  - Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
  - Canada - Columbia Free Trade Agreement
  - Canada - European Union Comprehensive Economic and Trade Agreement (CETA)
  - Canada - Honduras Free Trade Agreement



- Canada - Korea Free Trade Agreement
- Canada - Panama Free Trade Agreement
- Canada - Peru Free Trade Agreement
- Canada - UK Trade Continuity Agreement (Canada-UK TCA)
- Canada - Ukraine Free Trade Agreement
- World Trade Organization - Agreement on Government Procurement (WTO-AGP)

### 1.3 CONTRACT DOCUMENT

The Draft Contract and the Statement of Work which the selected Bidder will be expected to execute are included with this Request for Proposal (RFP) at Part 5, and Annex A, respectively.

### 1.4 INTERPRETATION

In this document, unless the context otherwise requires:

"Applicable Tax" means any tax applicable in the jurisdiction of the Work;

"Bid" is an offer to provide services or supply goods as a result of a solicitation, it also means "Proposal", and the terms can be used interchangeably in this document;

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a proposal to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors;

"Canada", "Crown", "Her Majesty", the "Minister" or the "Government" means Her Majesty the Queen in right of Canada as represented by the Minister of Foreign Affairs and any other person duly authorized to act on behalf of that minister; and

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 LANGUAGE OF BIDS

Bid documents and supporting information must be submitted in either English or French.

### 2.2 REFERENCE CLAUSES

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

**2.2.2** This procurement document contains references to specific standard instructions, general conditions and clauses found in the SACC Manual which will apply to this particular requirement. Reference clauses are those clauses and conditions that Bidders and suppliers must refer to in the government Standard Acquisition Clauses and Conditions (SACC) Manual: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual> to obtain the full text. Clause references will include the clause ID number, its effective date and its title (e.g. ID B1204C (2011-05-16)).

**In cases where the reference clause(s) has been modified or deleted to suit this procurement, such change(s) have been identified in this document.**

**NOTE: It is strongly recommended that Bidders visit the above site to better understand these clauses and conditions.**

### 2.3 STANDARD INSTRUCTIONS

**2.3.1** The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25) (2020-05-28) Standard Instructions - *Goods or Services - Competitive Requirements* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25>), are incorporated by reference into and form part of the bid solicitation.

**2.3.2** Except in the case of "PWGSC's Integrity Database", where referred to, the words "Public Works and Government Services Canada" or "PWGSC" are to be substituted to read "**Foreign Affairs, Trade and Development Canada**" or "**DFATD**"; **all references to facsimile number of "819-997-9776" are deleted**; all references to "**Canada Post epost Connect service**" are deleted; and the words "Contracting Authority" are to be substituted to read "**Canada's Representative**".

#### **2.3.3 Subsection 02 (2020-05-28) Procurement Business Number**

This subsection is deleted in its entirety

**2.3.4 Subsection 05 (2018-05-22) Submission of Bids**, paragraph 4 is amended as follows:

**Delete:** sixty (60)

**Insert:** one hundred and twenty (120)

#### **2.3.5 Subsection 06 (2018-05-22) Late Bids**

This subsection is deleted in its entirety and is hereby replaced by the following:

Bids received after the stipulated bid closing date and time will be:

- returned to the Bidder in the case where hard copies were requested; or



- deleted / destroyed where soft copies were requested, unless they qualify under the provisions of the Delayed Bids clause stipulated in paragraph 2.3.6

### 2.3.6 Subsection 07 (2018-05-22) Delayed Bids

This subsection is deleted in its entirety and is hereby replaced by the following:

A bid received after the closing date and time, but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by Canada, after the bid has been received at the location stipulated on page one (1).

### 2.3.7 Subsection 08 (2019-03-04) Transmission by Facsimile or by epost connect

This subsection is deleted in its entirety and does not form part of the RFP. Canada does not accept receipt of bid by means of a facsimile or by epost Connect service.

## 2.4 SUBMISSION OF BIDS

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

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

- 2.4.2** Attachments should be in a Portable Document Format (.pdf) software application or Microsoft Office version 2003 or greater.

Bidders should follow the specifications format instructions described below, during the preparation of their bid:

- minimum type face of 10 points;
- all material should be formatted to print on 8.5" x 11" or A4 paper;
- for clarity and comparative evaluation, the Bidder should respond using the same subject headings and numbering structure as in this RFP document.

More than one e-mail can be sent if necessary (if the same file is sent twice, the latest file received will be used for evaluation purposes and the previous one(s) will not be opened).

Canada will take no responsibility if a bid is not received on time because the e-mail was refused by a server for the following reasons:

- the size of attachments exceeds 10 MB;
- the e-mail was rejected or put in quarantine because it contains executable code (including macros);
- the e-mail was rejected or put in quarantine because it contains files that are not accepted by our server, such as, but not limited to, .rar, encrypted .zip, encrypted .pdf, .exe., etc.

Links to an online storage service (such as Google Drive™, Dropbox™, etc.) or to another website, a File Transfer Protocol (FTP) service access, or any other mean of transferring files, **will not** be accepted. All documents submitted must be attached to the e-mail.



**It is strongly recommended** that Bidders confirm with Canada's Representative that their complete bid was received. For this same reason, it is recommended that in cases where more than one (1) e-mail containing documents comprising the quote is submitted, the emails be numbered and the total number of emails sent in response to the RFP also be identified.

- 2.4.3** Canada requires that each bid, at closing date and time or upon request from Canada's Representative, be signed by the Bidder or by an authorized representative of the Bidder. If any required signature(s) are not submitted as requested, Canada's Representative may inform the Bidder of a time frame within which to provide the signature(s). Failure to comply with the request of Canada's Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive. If a bid is submitted by a joint venture, it must be in accordance with section 17 Joint Venture, of [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements.
- 2.4.4** It is the Bidder's responsibility to:
- (a) obtain clarification of the requirements contained in the RFP, if necessary, before submitting a bid;
  - (b) prepare its bid in accordance with the instructions contained in the RFP;
  - (c) submit by closing date and time a complete bid;
  - (d) send its bid only to the address specified on page 1 of the RFP;
  - (e) ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the bid; and,
  - (f) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.5** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.6** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.7** A bid cannot be assigned or transferred in whole or in part.

## **2.5 BIDDER'S CONFERENCE AND SITE VISIT - MANDATORY**

Due to the physical distancing measures to be applied on the premises, **only 1 representative** per bidder may participate at the site visit and conference. **It is strongly recommended that the representative participating to the visit be also the person responsible for the establishment of the proposal.**

### **• Sites Visit**

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. It will be held at 66, avenue Mehdi Ben Barka, Rabat-Souissi, Morocco on Tuesday, April 19, 2022 and will begin at 12:00 pm, Rabat, Morocco local time for approximately 1.5 hours.





• **Conference**

Upon completion of the site visit, bidders will be invited to move to the mission's conference room to take part in the bidders' conference which will begin at 02:00 pm, Rabat, Morocco local time for a period of maximum 1 hour.

Due to the physical distancing measures in place and to allow a second company representative to participate in the conference, the conference will be available virtually\* via the Webex application. Coordinates to the virtual conference will be emailed to the bidder following confirmation of their participation in the site visit and conference.

Bidders are requested to confirm their attendance with Canada's Representative **no later than 2 business days before** the conference/site visit while providing the name of the participant. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the conference/site visit.

Bidders must comply with all prevention and infection control measures put in place by the Canadian mission including, but not limited to, practicing physical distancing, using personal protective equipment (PPE) as necessary, etc.

Bidders who do not attend or send a representative to the conference and/or the site visit will not be given an alternative appointment and their proposal will be rejected as non-compliant. Any clarifications or changes to the RFP resulting from the Bidder's conference and/or site visit will be included as an amendment to this RFP.

**\*Note that participation in the virtual conference by the bidder or their representative will not be considered as a participation in the mandatory site visit or conference.**

Please note, any travel and other costs associated with attending a Bidders' conference/site visit form part of "Bid Costs" as per [2003](#) (2020-05-28) *Standard Instructions - Goods or Services - Competitive Requirements*, and will not be reimbursed by Canada.

## **2.6 COMMUNICATIONS, ENQUIRIES, COMMUNICATIONS, SUGGESTED IMPROVEMENTS**

**2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 5 days before the bid closing date. Enquiries and suggestions received after that time may not be answered.

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



**2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

## **2.7 APPLICABLE LAWS**

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

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

## **2.8 ENTIRE REQUIREMENT**

The RFP documents contain all the requirements relating to the RFP. Any other information or documentation provided to or obtained by a Bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the RFP. Bidders should also not assume that their existing capabilities meet the requirements of the RFP simply because they have met previous requirements.

## **2.9 DEBRIEFINGS**

Bidders may request a debriefing on the results of the RFP process, within 15 working days upon notification of the process results. The debriefing may be in writing, by telephone or in person.

## **2.10 CHALLENGES**

The Canadian International Trade Tribunal (CITT) was established by the Government of Canada to provide a challenge mechanism for suppliers to raise complaints regarding the solicitation or evaluation of bids, or in the awarding of contracts on a designated procurement, in accordance with applicable Trade Agreements. You may raise concerns regarding the solicitation, evaluation or the resulting award, with the DFATD representative in a first attempt to address the concern or if not satisfied, with the CITT by contacting them toll free by telephone at 855-307-2488, or by visiting their website at <http://www.citt.gc.ca/>.

## **2.11 NO PROMOTION OF BIDDERS INTEREST**

Bidders will not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this project.



## 2.12 LEGAL CAPACITY

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by Canada's Representative, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to Bidders submitting a proposal as a joint venture.

## 2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

By submitting a proposal, the Bidder certifies that neither the Bidder nor any of the Bidder's affiliates has ever been convicted of an offence under any of the following provisions. Canada may reject a proposal where the Bidder, including the Bidder's officers, agents and employees, has been convicted of an offence under the following provisions of the Criminal Code:

- (a) paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against Her Majesty*) or section 154.01 (*Fraud against Her Majesty*) of the [Financial Administration Act](#); or
- (b) section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against Her Majesty or section 418 (*Selling defective stores to Her Majesty*) of the [Criminal Code](#); or
- (c) section 462.31 (*Laundering proceeds of crime*) or sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#); or
- (d) section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the [Competition Act](#); or
- (e) section 239 (*False or deceptive statements*) of the [Income Tax Act](#); or
- (f) section 327 (*False or deceptive statements*) of the [Excise Tax Act](#); or
- (g) section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#); or
- (h) section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#); or
- (i) any provision under any law other than Canadian law having a similar effect to the above-listed provisions.



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 BID PREPARATION INSTRUCTIONS

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

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications

**Please note:** bids may be modified or resubmitted only **before** the solicitation closing date, and must be done in writing. This includes electronically transmitted responses. The latest bid received will supersede any previously received bids.

**Section I: to be labeled "Technical Bid":**

### 3.2 TECHNICAL BID INSTRUCTIONS

This section should not exceed 60 pages. Material exceeding the 60 page maximum may not be considered. Copies of required Certificates and Licences, and Title pages are not included in the 60 page limit.

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

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

**Section II: to be labeled "Financial Bid":**

### 3.3 FINANCIAL BID INSTRUCTIONS

Bidders must submit their Financial Bid in accordance with Annex B – Basis of Payment. Prices must appear in Section II **only** and must not be indicated in any other section of the Bid. Failure to comply may result in the Bid being declared non-compliant and rejected from further consideration. All the information required in the Financial Bid should appear in a separate document and should be identified as the Financial Bid. Financial Bids will only be opened after the evaluation of the Technical Bid is completed.

**Estimates provided in Annex B – Basis of Payment are strictly for evaluation purposes and are not a guarantee under the contract.**



### 3.4 FIRM PRICE

- 3.4.1** Bidders must quote an all-inclusive Firm Price in Moroccan Dirham (MAD) on the attached form Financial Bid Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the performance of any additional Work described in the Bidder's Bid (unless clearly described as an option), all travel, living costs and all overhead costs including disbursements.
- 3.4.2** All payments will be made according to the terms of payment set out in the Draft Contract.

### 3.5 FIRM HOURLY RATES

- 3.5.1** Bidders must quote Hourly Rates in Moroccan Dirham (MAD) on the attached form Financial Bid Form. The Hourly Rates must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, and all costs resulting from the performance of any additional Work described in the Bidder's Bid (unless clearly described as an option).
- 3.5.2** The Contractor will not be reimbursed for travel and living expenses incurred in the performance of the Work.
- 3.5.3** All payments will be made according to the terms of payment set out in the Draft Contract.

### 3.6 DISBURSEMENT OR OTHER DIRECT EXPENSES

Canada will reimburse the Contractor for the direct expenses reasonably and properly incurred by the Contractor in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.

### Section III: to be labeled "Certifications":

#### 3.7 CERTIFICATIONS

Bidders must submit the certifications required under ATTACHMENT 1 TO PART 3 – CERTIFICATIONS.

#### 3.8 INSURANCE REQUIREMENTS

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.



## ATTACHMENT 1 TO PART 3 - CERTIFICATIONS

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

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

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

### A1. CERTIFICATIONS REQUIRED WITH THE BID

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

#### A1.1 INTEGRITY PROVISIONS – DECLARATION OF CONVICTED OFFENCES

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

### A2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION

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

#### A2.1 INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### A2.2 STATUS AND AVAILABILITY OF RESOURCES

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with equal or higher qualifications and experience. The Bidder must advise Canada's Representative of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as



beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from Canada's Representative, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

### **A2.3 EDUCATION AND EXPERIENCE**

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

### **A2.4 FORMER PUBLIC SERVANT**

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

### **DEFINITIONS**

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

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

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

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





Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

WORK FORCE ADJUSTMENT DIRECTIVE

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

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

A2.5 COVID-19 VACCINATION REQUIREMENT

This requirement is subject to the COVID-19 Vaccination Policy for Supplier Personnel. The successful Bidder must ensure that the COVID-19 Vaccination Requirement Certification is true and accurate for the entire duration of the contract.

CERTIFICATION STATEMENT

By completing, signing and submitting this attachment, the Bidder certifies that the information submitted by the Bidder in response to Attachment 1 to Part 3 is accurate and complete.

Name & Signature of Authorized Individual

Date





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

### **4.1 EVALUATION AND SELECTION**

- 4.1.1** Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- 4.1.2** An evaluation team composed of representatives of Canada will evaluate the bids.

### **4.2 TECHNICAL EVALUATION**

Mandatory and point-rated technical evaluation criteria are included in ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

### **4.3 BASIS OF SELECTION**

#### **Highest Combined Rating of Technical Merit and Price**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria.
2. Bids not meeting (a) or (b) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 20% for the technical merit (point rated criterion # 1) and 80% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 20%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 80%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.



The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

**Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	<b>Pricing Score</b>	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
<b>Combined Rating</b>		83.84	75.56	80.89
<b>Overall Rating</b>		1st	3rd	2nd



## ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA

### 1.0 Mandatory Technical Criteria

The proposal must meet the following mandatory technical criteria. The Bidder must provide the necessary documentation to demonstrate compliance with this requirement. **Please use the “Bidder’s Response Framework” at Annex E.**

Proposals that do not meet the mandatory technical criteria will be considered non-responsive. Each mandatory technical criterion must be treated separately.

MANDATORY TECHNICAL CRITERIA				
N°	Description	Compliance	Yes /No	Reference / Comments
MT1	<p><b>Bidder’s License</b></p> <p>The bidder must be authorized to operate as a supplier of cleaning services in Morocco.</p>	<p>The Bidder must provide the following documents:</p> <ul style="list-style-type: none"> <li>a) A copy of the certificate (model J, also known as model 7) issued by the competent authority for less than three months preceding the closing date of the bid solicitation, <b>and</b>;</li> <li>b) A copy of the certificate issued by the Caisse Nationale de Sécurité Sociale (CNSS) delivered less than three months preceding the closing date of the bid solicitation, certifying that the bidder is in a regular position towards this organization, <b>and</b>;</li> <li>c) A copy of the tax certificate issued less than three months before the closing date of the request for tenders by the competent authority of the place of taxation certifying that the tenderer is in a regular fiscal situation. This attestation must mention the activity under which the competitor is taxed.</li> </ul>		



MANDATORY TECHNICAL CRITERIA				
N°	Description	Compliance	Yes /No	Reference / Comments
MT2	<p><b>Bidder's Experience</b></p> <p>The Bidder must have a minimum of 3 years of experience in providing cleaning services acquired within the 5 years preceding the Request for Proposal closing date, for projects of similar size and scope to those listed in Annex A - Statement of Work.</p>	<p>To highlight the required experience:</p> <p>The Bidder must provide 3 copies of the reference certificates of the contracting authorities/clients issued less than 5 years prior to the closing date of the bid solicitation.</p> <p>The overall consecutive duration of the experiments must be equal to or greater than 3 years.</p> <p>The minimum duration of each experiment must be 12 consecutive months.</p> <p>The annual amount of each experiment must be equal to or greater than 400,000.00 DH (without taxes).</p>		
MT3	<p><b>Average annual turnover of the enterprise</b></p> <p>The company must have maintained an average annual turnover for the years 2018, 2019 and 2020 of a minimum of 2,000,000 DH (Without Taxes).</p>	<p>The following documents are to be provided:</p> <p>a) A copy of the turnover certificate issued by the Moroccan tax authorities for the years 2018, 2019 and 2020.</p>		



**2.0 Point-Rated Technical Criterion**

**Rating Scale**

The bidder <b>DOES NOT DEMONSTRATE GENDER EQUALITY</b> , the copy of the curriculum vitae of a woman proposed as a Team Leader <b>IS NOT ATTACHED</b> to the proposal.	<b>0 points</b>
The bidder <b>DEMONSTRATES GENDER EQUALITY</b> , the copy of the curriculum vitae of a woman proposed as a Team Leader <b>IS ATTACHED</b> to the proposal <b>AND</b> meets the minimum experience required.	<b>20 points</b>

POINT-RATED TECHNICAL CRITERION			
N°	Description	Compliance	
PR1	<p><b>Gender Equality</b></p> <p>Global Affairs Canada is committed to creating a workplace that is safe, fair, diverse, inclusive and free from discrimination, harassment and systemic racism towards marginalized and racialized groups.</p> <p>To this end, the Ministry promotes initiatives to, among other things, promote the advancement of gender equality, including the full realization of women's fundamental rights.</p>	<p>The bidder demonstrates gender equality <b>AND</b> propose a woman as a Team Leader.</p> <p>The bidder must provide the following document:</p> <p>a) A copy of the curriculum vitae of the proposed resource, demonstrating a minimum of 2 consecutive years of experience as a team leader.</p>	<b>/ 20 pts</b>



## PART 5 - RESULTING CONTRACT CLAUSES

### 5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

"Applicable Tax" means any tax applicable in the jurisdiction of the Work;

"Bid" is an offer to provide services or supply goods as a result of a solicitation, it also means "Proposal", and the terms can be used interchangeably in this document;

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a proposal to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors;

"Canada", "Crown", "Her Majesty", the "Minister" or the "Government" means Her Majesty the Queen in right of Canada as represented by the Minister of Foreign Affairs and any other person duly authorized to act on behalf of that minister;

"Canada's Representative" means the person designated to act as Canada's agent and representative for the purposes of this Contract;

"Contract" means the Articles of Agreement, these general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time;

"Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada;

"Contract Price" means the amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Applicable Taxes;

"Days" means continuous calendar days, including weekends and statutory holidays;

"Government Property" means anything supplied to the Contractor by or on behalf of Canada for the purposes of performing the Contract and anything acquired by the Contractor in any manner in connection with the Work, the cost of which is paid by Canada under the Contract;

"Party" means Canada, the Contractor, or any other signatory to the Contract and "Parties" means all of them;

"Signature" means either signed on paper, whether the original or an electronic copy of the signed paper is sent to the Contractor; and

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.



## 5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2021-12-02);
- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);
- (e) COVID-19 Vaccination Requirement Certification (Annex C);
- (f) Security Requirements Check List (Annex D);
- (g) Contractor's bid dated *yyyy-mm-dd. (Inserted at Contract award)*

In the event of discrepancies, inconsistencies or ambiguities of the wording of these documents, the document that appears first on the above list shall prevail.

## 5.3 AUTHORITIES AND COMMUNICATION

### 5.3.1 Canada's Representative

Canada's Representative for this Contract is: *(Inserted at Contract award)*

Name:  
Title:  
Department of Foreign Affairs, Trade and Development  
Directorate:  
Address:  
Telephone:  
E-mail address:

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

### 5.3.2 Project Authority

The Project Authority for this Contract is: *(Inserted at Contract award)*

Name:  
Title:  
Department of Foreign Affairs, Trade and Development  
Directorate:  
Address:  
Telephone:  
E-mail address:

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



### 5.3.3 Communication and Notices

Any notice under the Contract must be in writing and may be delivered by hand, courier, mail, or e-mail. It must be sent to the Party for whom it is intended at the address stated in the Contract. Any notice will only be effective on the day it is received at that address. Any notice to Canada must be delivered to Canada's Representative.

### 5.3.4 Management of the Contract

Subject to the other provisions of this Article, Canada's Representative is responsible for the management of the Contract. Unless otherwise specified, no notice, instruction, authorization, refusal or other communication provided by Canada is valid under this Contract unless it is provided to the Contractor by Canada's Representative. Likewise, no notice, instruction, authorization, refusal or other communication to Canada made by the Contractor or on its behalf is valid unless it is made to Canada's Representative. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anyone other than Canada's Representative.

### 5.3.5 Contractor's Representative

The Contractor's Representative is: *(Inserted at Contract award)*

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

The Contractor reserves the right to replace the above-designated Contractor's Representative by sending a notice in writing to Canada's Representative to that effect.

### 5.3.6 Amendment

To be effective, any amendment to the Contract must be done in writing and signed by Canada's Representative and the Contractor's Representative. Canada's right to exercise an Option Period is excluded from this signatures requirement.

### 5.3.7 Assignment

The Contractor must not assign the Contract without first obtaining Canada's written consent. Any assignment made without that consent is void and will have no effect. The assignment will be effective upon execution of an assignment agreement signed by the Parties and the assignee. Assignment of the Contract does not relieve the Contractor from any obligation under the Contract and it does not impose any liability upon Canada.

## 5.4 STANDARD CLAUSES AND CONDITIONS

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





## 5.5 GENERAL CONDITIONS

[2035](#) (2021-12-02), *General Conditions - Higher Complexity - Services*, apply to and form part of the Contract.

## 5.6 ENTIRE AGREEMENT

The Contract constitutes the entire and only agreement between the Parties and supersedes all previous negotiations, communications and other agreements, whether written or oral, unless they are incorporated by reference in the Contract. There are no terms, covenants, representations, statements or conditions binding on the Parties other than those contained in the Contract.

## 5.7 APPLICABLE LAWS

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario, Canada.

## 5.8 NUMBER AND GENDER

In these Articles of Agreement, the singular includes the plural and vice versa, and words importing the masculine gender include the feminine gender and the neuter, and vice versa.

## 5.9 POWERS OF CANADA / STATE IMMUNITY

All rights, remedies, powers and discretions granted or acquired by Canada under the Contract or by law are cumulative, not exclusive. Notwithstanding anything in this Contract, Canada does not waive any right or immunity that it has or may have by virtue of international or domestic law.

## 5.10 TIME OF THE ESSENCE

Time is of the essence. The Contractor must provide in a timely manner all components of the Work.

## 5.11 EXCUSABLE DELAY

**5.11.1** A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:

- is beyond the reasonable control of the Contractor;
- could not reasonably have been foreseen;
- could not reasonably have been prevented by means reasonably available to the Contractor;
- occurred without the fault or neglect of the Contractor;

will be considered an "Excusable Delay" if the Contractor advises Canada's Representative of the occurrence of the delay or of the likelihood of the delay as soon as the Contractor becomes aware of it. The Contractor must also advise Canada's Representative, within fifteen (15) working days, of all the circumstances relating to the delay and provide to Canada's Representative for approval a clear work around plan explaining in detail the steps that the Contractor proposes to take in order to minimize the impact of the event causing the delay



**5.11.2** Any delivery date or other date that is directly affected by an Excusable Delay will be postponed for a reasonable time that will not exceed the duration of the Excusable Delay.

**5.11.3** However, if an Excusable Delay has continued for 30 Days or more, Canada's Representative may, by giving notice in writing to the Contractor, terminate the Contract. In such a case, the Parties agree that neither will make any claim against the other for damages, costs, expected profits or any other loss arising out of the termination or the event that contributed to the Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

**5.11.4** Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any costs incurred by the Contractor or any of its subcontractors or agents as a result of an Excusable Delay.

## **5.12 SEVERABILITY**

If any provision of the Contract is declared by a court of competent jurisdiction to be invalid, illegal or unenforceable, that provision will be removed from the Contract without affecting any other provision of the Contract.

## **5.13 SUCCESSORS AND ASSIGNS**

The Contract is to the benefit of and binds the successors and permitted assignees of Canada and of the Contractor.

## **5.14 SURVIVAL**

All the Parties' obligations of confidentiality and representations set out in the Contract as well as the provisions, which by the nature of the rights or obligations might reasonably be expected to survive, will survive the expiry or termination of the Contract.

## **5.15 PERFORMANCE OF THE WORK**

### **5.15.1 Description of Work**

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

### **5.15.2 Period of the Contract**

The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive. (*inserted at contract award*).

### **5.15.3 Option to Extend the Contract**

The Contractor grants to Canada an irrevocable option to extend the term of the Contract by up to 3 additional 1-year option 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 at Annex B.



#### 5.15.4 Exercise of Option to Extend

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

#### 5.15.5 Independent Contractor

The Contractor is an independent Contractor engaged by Canada to perform the Work. Nothing in the Contract is intended to create a partnership, a joint venture or an agency between Canada and the other Party or Parties. The Contractor must not represent itself as an agent or representative of Canada to anyone. Neither the Contractor nor any of its personnel is engaged as an employee or agent of Canada. The Contractor is responsible for all deductions and remittances required by law in relation to its employees.

#### 5.15.6 Conduct

The Contractor must:

- (a) perform the Work diligently and efficiently;
- (b) perform the Work with honesty and integrity;
- (c) except for Government Property, supply everything necessary to perform the Work;
- (d) select and employ a sufficient number of qualified persons;
- (e) perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract; and,
- (f) provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.

#### 5.15.7 Assigned Individuals

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

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

#### 5.15.8 Resources

Canada reserves the right to conduct periodic background checks on personnel employed or subcontracted by the Contractor.

Canada reserves the right, in its sole discretion, to decide that personnel employed or subcontracted by the contractor are unsuitable. In such circumstances, the Contractor shall ensure that personnel are removed from property and replaced with personnel suitable to Canada.



### 5.15.9 Replacements

Canada may order that a replacement individual stops performing the Work. In this case, the Contractor must immediately comply with the order and secure a further replacement in accordance with section *Assigned Individuals*. The fact that Canada does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

### 5.15.10 Compliance with Local Law

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force in Rabat, Morocco.

### 5.15.11 Inspection and Acceptance

All the Work is subject to inspection and acceptance by Canada. Inspection and acceptance of the Work by Canada do not relieve the Contractor of its responsibility for defects or other failures to meet the requirements of the Contract. Canada will have the right to reject any work that is not in accordance with the requirements of the Contract and require its correction or replacement at the Contractor's expense.

### 5.15.12 Security Requirements

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

- 5.15.12.1** At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers. Missions requesting a security clearance for Contractors to perform work in restricted zones of the Mission or to access classified information/assets must consult with Security Operations and Personal Safety Division (ISR) and Corporate Security Division (ISC).
- 5.15.12.2** The Contractor shall be responsible to identify the Security Requirements of the Contract to their Subcontractors and to ensure that these requirements are complied with by subcontractors.
- 5.15.12.3** Subcontractors, **who** require access to **CLASSIFIED and/or PROTECTED** information or sensitive work sites, shall NOT be utilized without the prior, written approval of the Project /Technical Authority and Corporate Security Division **ISC**.
- 5.15.12.4** If the **Contractor** breaches Sub-paragraph (1) above, DFATD shall terminate this Contract immediately without notice or any further obligation to the **Contractor**. The **Contractor** shall immediately refund to the Receiver General of Canada via DFATD all unspent funds provided under this Contract



### 5.15.13 Green Procurement

**5.15.13.1** The Contractor should make every effort to ensure that all documents prepared or delivered under this contract are printed double-sided on Ecologo certified recycled paper or on paper with equivalent post-consumer recycled content, to the extent it is procurable.

**5.15.13.2** The Contractor should make every effort to use environmentally preferred goods, services and processes, as required, to reduce any environmental impacts resulting from the performance of the Work. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

## 5.16 CERTIFICATIONS

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

## 5.17 HEALTH AND SAFETY

Contractor must comply with all requirements of applicable Canadian (federal, provincial, municipal), foreign and local environmental, health and safety laws and regulations. The Contractor must follow the prevention and infection control measures of the workplace or put in place by the Canadian mission (i.e. practise physical distancing, practise proper hand washing, avoid touching face with unwashed hands, etc.) and follow the proper protocols to complete the required work such as utilizing the appropriate equipment and personal protective equipment (PPE) as necessary. The Contractor is responsible for all costs associated with the compliance to protective measures and any other costs related to the general health and safety of its employees and agents.

## 5.18 PAYMENT TERMS

### 5.18.1 Basis of Payment

Canada will pay the Contractor in accordance to the Basis of Payment included as Annex B. Payment under this Contract, except advance payments, will be conditional on the performance, completion and delivery of the Work, or any part of the Work to the satisfaction of Canada.

### 5.18.2 Limitation of price

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



### 5.18.3 Method of Payment – Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

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

### 5.18.4 Audit

Any amount paid or claimed under the Contract is subject to government audit both before and after payment is made. The Contractor must keep proper accounts and records of the cost of performing the Work and keep all documents relating to such cost for 6 years after it receives the final payment under the Contract.

### 5.18.5 Invoicing Instructions

#### 5.18.5.1 The Contractor must ensure that each invoice it provides to Canada

- (a) is submitted in the Contractor's name;
- (b) is submitted each month do so for each delivery or shipment;
- (c) only applies to the Contract;
- (d) shows the date, the name and address of the Project Authority, the description of the Work and the Contract number;
- (e) details the claimed fees and disbursements, if applicable, in accordance with the Basis of Payment, exclusive of Applicable Taxes;
- (f) sets out Applicable Taxes, such as the Contractor's output VAT, as a separate item along with corresponding registration numbers from the tax authorities;
- (g) identifies all items that are zero-rated, exempt from Applicable Taxes or to which it does not apply.

#### 5.18.5.2 By submitting an invoice, the Contractor certifies in each case that the invoice is consistent with the Work delivered and is in accordance with the Contract.

### 5.18.6 Discrepancies

If the contents of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within 15 Days of the invoice receipt. The 30-Day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within 15 Days will only result in the date specified in subsection 16 of [2035](#) (2021-12-02) *General Conditions - Higher Complexity - Services*, to apply for the sole purpose of calculating interest on overdue accounts.

### 5.18.7 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of [2035](#) (2021-12-02) *General Conditions - Higher Complexity - Services*, the Contractor will be entitled, in accordance with the Basis of Payment (Annex B), to be paid only the amounts that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. Under no circumstance will Canada be liable to the Contractor for early termination of this Contract.



### **5.18.8 Remittance to appropriate tax authority**

The Contractor agrees to remit to the appropriate government tax authority any amount of applicable tax legally required to be remitted by the Contractor, pursuant to applicable tax laws.

## **5.19 SUSPENSION AND INFRACTION**

### **5.19.1 Suspension of the Work**

Canada may at any time, by written notice, order the Contractor to suspend or stop the Work or part of the Work under the Contract. The Contractor must immediately comply with any such order in a way that minimizes the cost of doing so.

### **5.19.2 Infraction**

Canada may terminate this Contract or reduce or suspend any payments under it if the Contractor fails to honour the provisions in the section titled *Governance and Ethics*.

## **5.20 INSURANCE TERMS**

### **5.20.1 Insurance at Discretion of Contractor**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

## **5.21 GOVERNANCE AND ETHICS**

### **5.21.1 Conflict of Interest and Values and Ethics Codes for the Public Service**

The Contractor acknowledges that individuals who are subject to the provisions of the Conflict of Interest Act (S.C. 2006, c. 9, s. 2), the Conflict of Interest Code for Members of the House of Commons, the Values and Ethics Code for the Public Service, Code of Conduct for Canadian Representatives Abroad or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract. The Contractor will notify Canada in writing of any situation, of which the Contractor is or becomes aware, in which one of the Contractor's agents, employees or contractors derives, or is in a position to derive, an unauthorized benefit.

### **5.21.2 Incapacity to Contract with the Government**

The Contractor certifies that no one convicted under any of the provisions under subsection (a) or (b) are to receive any benefit under the Contract. In addition, the Contractor certifies that except for those offences where a criminal pardon or a record suspension has been obtained or capacities restored by the Governor in Council, neither the Contractor nor any of the Contractor's affiliates has ever been convicted of an offence under any of the following provisions:

- (a) paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian Financial Administration Act (R.S.C. 1985, c. F-11); or
- (b) section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her





- Majesty or section 418 (Selling defective stores to Her Majesty) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (c) section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
  - (d) section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid-rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Canadian Competition Act (R.S.C. 1985, c. C-34); or
  - (e) section 239 (False or deceptive statements) of the Canadian Income Tax Act (R.S.C., 1985, c. 1 (5th Supp.)); or
  - (f) section 327 (False or deceptive statements) of the Canadian Excise Tax Act, (R.S.C., 1985, c. E-15); or
  - (g) section 3 (Bribing a foreign public official) of the Canadian Corruption of Foreign Public Officials Act (S.C. 1998, c. 34); or
  - (h) section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Canadian Controlled Drugs and Substance Act (S.C. 1996, c. 19); or
  - (i) any provision under the local law having a similar effect to the above-listed provisions.

### 5.21.3 Anti-Terrorism

Consistent with numerous United Nations Security Council resolutions, including S/RES/1267 (1999) concerning Al Qaida and the Taliban, and associated individuals and entities, both Canada and the Contractor are firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. The Contractor acknowledges that neither it, nor any of its employees, Directors, or agents is an entity listed, in relation to terrorists groups and those who support them, under subsection 83.05 of the Criminal Code of Canada, and as identified thereto in a "List of Entities" which may be found at < <http://laws-lois.justice.gc.ca/eng/regulations/SOR-2002-284/index.html> > and that it is not nor will it knowingly work with any party and entity appearing on the New Consolidated List established and maintained by the UN Security Council's 1267 Committee. Furthermore, the Contractor acknowledges that it will not knowingly directly or indirectly collect, provide or make available funds or property intending that they be used, or knowing that they will be used, to carry out or facilitate terrorist activities, or knowing that the funds or property will be used or will benefit a terrorist entity as identified in the List of Entities.

## 5.22 DISPUTE RESOLUTION

### 5.22.1 Discussion and Negotiation

If a dispute arises out of, or in connection with this Contract, the parties shall meet to pursue resolution through negotiation or other appropriate dispute resolution process before resorting to litigation.

### 5.22.2 Procurement Ombudsman

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Canadian Department of Public Works and Government Services Act (S.C. 1996, c. 16) will, on request and consent of the parties to bear the cost of such process, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).





## ANNEX A - STATEMENT OF WORK

### TITLE

Cleaning services for the Embassy of Canada in Morocco and Mauritania.

### 1. INTRODUCTION

The Embassy of Canada in Morocco and Mauritania in Rabat, hereinafter referred to as the "Mission", requires cleaning services for all its buildings, workspaces occupied by staff and in common areas of the Mission.

### 2. BACKGROUND

The Department of Foreign Affairs, Trade and Development (DFATD) has 178 diplomatic and consular missions in 112 countries. The Rabat mission consists of two main buildings:

- Building of the Canadian Embassy with an area of approximately 4,200 m<sup>2</sup>, and,
- Annex Building which is that of the Australian Embassy with an area of approximately 420 m<sup>2</sup>.

A more detailed description is included under **Attachment 1 to Annex A - Description of buildings and their components**.

Occasionally and according to the needs of the Mission, the Contractor will have to perform tasks to respond to requests for additional cleaning depending on the programs and events of the Mission.

### 3. OBJECTIVE

The contractor must provide cleaning and disinfection services at the Mission buildings according to industry standards with the aim to maintain adequate and safe working conditions for its employees and occupants. Services must be conducted in a responsible and environmentally friendly manner.

### 4. SCOPE

The Contractor must provide commercial cleaning services, including all work, supervision, transportation, tools, and material, in all offices, reception areas, utility spaces, recreational facilities and entrances to all buildings as described in this statement. Only the elements expressly mentioned are not included in the scope of work.

The Contractor must provide a full cleaning service in all Mission facilities and in communal areas in a safe and efficient manner. The Contractor shall be responsible for the maintenance of all cleanable surfaces, including fixtures, fittings, furniture, and coverings, in order to minimize deterioration, increase the life of the assets and ensure compliance with high quality standards and a good brand image. The Contractor is responsible for providing high quality service within the scope of this statement. Compliance with these high-quality standards should be visible at the start and end of each working day.



The Contractor must perform the normally associated tasks with a professional office cleaning services contract to ensure that offices, washrooms, shower rooms, kitchens, public areas, traffic areas, meeting and conference rooms and all other work areas, technical rooms, furniture, equipment, and floors are maintained to a high standard of general cleanliness and remain presentable and suitable for their intended use. The Contractor must monitor the delivery of these services on a daily basis to ensure high quality standards are met.

All common areas on all floors must be cleaned in accordance with the procedures outlined in this statement including, but not limited to, washrooms, entrances, hallways and stairwells, as well as interior and exterior windows.

## 5. TASKS/REQUIREMENTS

### 5.1 REGULAR SERVICES

The operations and frequencies defined below are not restrictive and are given for guidance only.

The Contractor must take all necessary measures to ensure proper maintenance of all premises. The same applies to glazed surfaces, the area of which is intended to be exterior and interior.

Works of art and exhibits (paintings, sculptures, mobiles, photographs, and framed prints) MUST NOT be touched, moved or cleaned.

#### 5.1.1 Frequent work

##### a) Sanitary

- Cleaning and disinfection of sanitary fixtures (sinks, bowls, urinals, WCs, toilet seats.). The Contractor must ensure to use different colored cloths or rags, some for cleaning sinks, others for cleaning WCs).
- All washrooms must be maintained at least 4 times per day (2 full cleanings and 2 passes for contact surface disinfection) or more, as needed. (A daily pass must be signed by the cleaning personnel).
- Immediately unclog toilets, urinals and clogged sinks and drains with a suction cup. If this fails, notify the Project Authority to take care of it.
- Fill the floor drains at WC level with water, in order to prevent the rise of odors.
- Permanent maintenance of liquid soap dishes and fittings in sanitary rooms.

##### b) Public space

- Sweeping of the Embassy entrances and the surroundings of the fence wall.
- Cleaning of contact windows.
- Cleaning and wiping of the marble entrance lanes.
- Wet cleaning of the interior floor of marble buildings.
- Clean and disinfect push bars, door handles and all hand contact surfaces at least 4 times a day.
- Vacuum the entrance carpets.
- Clean and disinfect table tops, chairs and counters.
- Remove fingerprints, dirt and stains from painted partitions.
- Remove rubbish (cigarette butts, papers, dry leaves, soil, etc.) from all entrances.



- Remove graffiti, posters and stickers from exterior surfaces, barriers, trees and at street level as needed.

**c) Outdoor gatehouses and guard offices**

- Wet cleaning of the floor inside the outdoor gatehouses and guard offices.
- Clean and disinfect table tops, chairs and counters.
- Remove rubbish (cigarette butts, papers, dry leaves, soil, etc.) from all entrances.

**d) Operational areas**

- Clean and disinfect access keypads, screens and keypads of common computing devices, push bars, door handles and all common contact surfaces at least 4 times a day.
- Wet cleaning of staircases.
- Wet cleaning and disinfection of the floors of all common areas with tiling, marble and painted floors.
- Cleaning and disinfection of table tops, wooden furniture and counters.
- Wet cleaning of elevator and freight elevator interiors and maintaining a clean appearance inside.
- Disinfect and wipe the surfaces of collective offices and meeting tables with a clean cloth.

**e) Outdoor terraces accessible from buildings and parking space**

- Sweep the ground outside the garage and parking lot.
- Empty garbage cans and ashtrays.
- Remove waste and sweep the corners.

**f) Secure area**

- Clean and disinfect access keypads, screens and keypads of common computing devices, push bars, door handles and all surfaces of common contact at least 2 times a day.
- Wet cleaning and disinfection of the floors of all common areas of marble.

**g) Kitchens and kitchenettes**

- Wet cleaning of the floor 2 times a day.
- Remove the used capsules from the coffee machine and recycle the capsules in the appropriate container.
- Disinfect the surfaces of tables and chairs.
- Put the dishes and utensils used in the dishwasher, add detergent and start the appliance.
- Put clean dishes in the cupboards.
- Clean and disinfect the interior of appliances: coffee makers, oven, microwave.
- Clean the refrigerator doors and handles.

**h) For all premises**

- Empty and clean garbage cans and wastepaper baskets with waste sorting for recycling.
- Remove fingerprints from doors, door and window frames.
- Report any malfunction to the Project Authority: (Burnt out bulbs, water leak, elevator out of service, etc.).
- Remove marks and stains.



### 5.1.2 Weekly work (once a week)

#### a) Sanitary

- Replenish hand towel, liquid soap and toilet paper dispensers.
- Cleaning and disinfection of WC walls.
- Cleaning of WC floor drains.
- Wash and disinfect showers.
- Descale all shower heads and controls.

#### b) Public space

- Dust baseboards, edges and moldings.
- Fill the dispensers with hand sanitizer.
- Clean and wipe down surfaces and interiors of displays, showcases and bulletin boards.
- Wet cleaning of the surroundings of marble buildings.
- Clean the exterior stainless steel railings including the glazing.

#### c) Outdoor gatehouses, guards' offices

- Window cleaning (both sides) and dusting of the exterior walls of the gatehouses.
- Cleaning of the interior windows of the guards' offices.
- Dust and clean X-ray machines.

#### d) Operational areas

- Dust baseboards, edges and moldings.
- Remove marks and stains from the carpet with the appropriate cleaning products and equipment. Notify the Project Authority when marks or stains cannot be removed.
- Water and dust plants that are inside buildings.
- Wet cleaning of the floors of the individual offices in terrazzo-polished.
- Sweeping and wet cleaning of accessible terraces.
- Fill the dispensers with hand sanitizer.
- Wipe down filing cabinets, window sills and shelves.

#### e) Accessible outdoor terraces, parking space and outdoor space

- Remove cobwebs; (especially those at the pergolas).
- Emptying and disinfecting outdoor recycling bins.
- Sweeping of the wood "Deck" of the terraces.

#### f) Secure area

- Cleaning of the wooden floor with specific product for wood.
- Wet cleaning of the floors of the individual offices in terrazzo-polished.
- Cleaning of individual office furniture surfaces.

#### g) Kitchen and kitchenettes

- Descale the coffee machine and the kettle.
- Clean the walls above the counters with a rag and cleaning products.
- Clean the inside of the refrigerators.



### 5.1.3 Monthly work (once a month)

#### For all Embassy premises

- Thorough dusting of areas likely to retain dust (window sills, door frames, baseboards).
- Dusting of air conditioners.
- Polishing of handcrafted copper, stainless steel and aluminum lamps with specific products.
- Polishing of leather or semi-leather armchairs with suitable products (wax for leather and semi-leather care).
- Clean the air ventilation grilles and the air return grilles.
- Clean all windows, storm windows and glass partitions, etc.
- Clean all exterior light fixtures.
- Wash and disinfect wastepaper baskets and waste containers, including metal containers.
- Clean the footrests.
- Clean and polish extinguishers.
- Vacuum and dust the door grilles.
- Dusting and cleaning of aluminum frames (2 sides).
- Cleaning of the ceilings with a wolf's head broom.
- Dusting, using a wet cloth, of the upper parts of the furniture (tops of cluttered upper and lower cabinets, shelving, etc.).
- Check the existence of the furniture under-legs (chairs, tables, etc.) and replace them if necessary.
- Kitchens: Thoroughly clean and disinfect household appliances (fridges, coffeemakers, ovens, microwaves, others) using white vinegar.
- Unclogging of gargoyles for internal water evacuation of buildings.
- Cleaning of the gate rails sliding vehicle access.
- Cleaning of exterior woodwork and removal of cobwebs.
- Cleaning of carports.
- Cleaning by deep wet brushing using industrial broom and black soap of the wood "deck" of the terraces.

### 5.1.4 Periodic work (twice a year)

It is important that the planning of periodic work is coordinated in advance with the Project Authority in order to identify the best time to accomplish it, with the aim to limit the impact on the operations and events of the Mission.

#### For all Embassy premises

- Polishing of the marble steps.
- Cleaning and waxing of woodwork and wooden furniture with specific waxing products for wood.
- Dismantling of the light covers, their wet cleaning and their reinstallation.
- Polishing and waterproofing of marble floors (once a year).
- Cleaning and sparkling of carpets and rugs by injection and extraction with special products (quick-drying, anti-mite, odorless cleaning product, etc.) (3 times a year).
- Dusting and steam cleaning of office blinds.
- Cleaning of false ceilings in plaster.
- Dusting and cleaning of wooden walls and ceilings using scaffolding.



### 5.1.5 Other tasks to be performed as required, at the request of the Property and Materiel Manager

This portion of the work consists of one-off tasks that have very little or no impact on the Contractor's ability to perform other regular service tasks. These, when necessary, require limited resources for a period not exceeding 60 minutes.

- Labor to load and unload equipment during normal working hours.
- Clean and wash various material goods as needed at the request and under the supervision of the Project Authority (fans, water coolers, furniture, chairs and others).
- Wash, dry, iron and fold tablecloths, table linens, table napkins, napkins, sheets and others using the equipment provided.
- Notify the Project Authority in writing when purchases of coffee, sugar or other items are necessary for the meetings.
- Participate in the preparation of conference rooms for meetings, conferences, helping to install items relating to the reception.
- Prepare drinks and snacks, respecting the rules of hygiene and sanitation when handling drinks and food, upon request for meetings, visits and other events taking place at the Mission and place them in the conference rooms, offices and other places (purchase of drinks and snacks are handled by the Mission).
- Pick up dishes in conference rooms, kitchens, sinks, etc., wash and store them.
- Clean conference rooms, tables and chairs in conference rooms and kitchens after conferences, breakfasts, lunches, dinners and cocktails prepared by the Mission.
- Sweep, clean and mop the entire garage, technical rooms, workshops and storage rooms under the supervision and at the request of the Project Authority.

## 5.2 QUALITY STANDARDS

### a) Floors

- Chairs, waste paper baskets and other office items must not be placed on desks and tables during cleaning operations.
- Cleaning staff should be careful not to let the cleaner get under the legs of furniture, filing cabinets or modular office partitions.
- When sweeping, no dirt, waste, or other material should be left in corners or under furniture, or behind doors. Floors must not be covered with dust. There should be no dust remaining after picking up the sweepings. Furniture and equipment should be returned to their original location after sweeping.
- When mopping with a mop, all washed surfaces must be clean and free of stains, mop marks and loose strands of wire from the mop. No water stains and water splashes should appear on walls, baseboards and other surfaces.
- When cleaning with a vacuum cleaner, rugs and carpets must be free of dust and other dirt. The surfaces of the floor directly under the carpets must be free of dirt and dust. Uncoated floors must be clean. No dirt should be left in corners, under furniture, behind doors or other items. After vacuuming, all office furniture and equipment should be returned to their original location.



**b) Cleaning of windows and glass items**

Windows and protective glass, tables, doors and glass display units must be cleaned on both sides and must be free of water spots. Strips, window sills and their edges must be clean and dry or without marks. Items moved during cleaning should be returned to their original location.

**c) Light fixtures**

All dust, cobwebs and other insects should be removed from light fixtures. No debris should remain on furniture or floors placed directly under light fixtures. After washing, light fixtures should be clean and streak-free. Likewise, no water stain should be visible on furniture or floors after washing light fixtures.

**d) Office cleaning**

- When dusting, no dirt, fingerprints and stains should be visible on the furniture. Baseboards, radiators, grilles, window sills and other installations must be dusted. Nooks and crannies should be cleaned to leave no traces of dust. Documents and files placed on the furniture must not be moved or handled by the cleaning staff.
- When cleaning mirrors and all other smooth and glass surfaces, no dust, dirt, fingerprints and stains should be visible.
- When removing waste, all wastepaper and waste baskets must be emptied and their surfaces must be cleaned.

**e) The waste area**

Floors must be cleaned and free of dirt and debris. Recyclable and non-recyclable items should be stored separately. Empty waste containers should be cleaned and odorless.

**f) The bearings**

Stair landings and stair corners must be clean, free of dirt, traces of dust and debris, after sweeping and dusting.

**g) The toilets**

- All containers of hygienic products must be odorless, free from stains, dirt and fingerprints.
- All supply dispensers should be fully stocked.
- When cleaning appliances, all surfaces of sinks, counters, and all exposed plumbing must be free of dust, dirt and stains.
- All toilet seat surfaces should be disinfected.
- Water taps must be free of stains, soap scum and dust.
- Mirrors must be clean and free of streaks and water spots.



- Walls and floors must be free of dust, traces of hands, fingers or shoes, traces of water, traces of mop and stains.

#### **h) Waste removal**

- The Contractor must prevent the accumulation of wastes which can lead to hazardous conditions.
- The Contractor must not dispose of volatile liquid waste in storm or sanitary sewers.
- The Contractor must place volatile wastes in closed metal containers and remove them from the premises on a daily basis.
- Adequate ventilation must be ensured when handling volatile or toxic substances.
- The Contractor shall remove, from the interior and exterior surfaces of the garbage cans, all grease, dirt, stains, labels, fingerprints and other foreign matter attached to them.
- The Contractor must remove and dispose of all dirt and waste from the Mission's properties.
- Any waste likely to be recyclable must be put in the recycling bins.

### **5.3 AS-AND-WHEN-REQUESTED SERVICES**

Other services not included in section **5.1 - Regular Services** may be required on an "As and When Requested" basis.

These services could include, but not limited to, cleaning services of an unforeseen nature, special events or any other requirements in excess of the requirements of section **5.1 - Regular Services**.

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

Such resources may be required at any given time, including before or after the regular hours of work specified in section **5.6 – Working Hours**.

#### **5.3.1 Service authorization process- "As and when requested" services**

1. When these services are required, the Project Authority will provide the Contractor with a "Service Authorization" (SA) form, containing the following information:
  - the Service Authorization number;
  - type of resource;
  - date, start time, end time and total hours required for each resource;
  - special instructions (if required);
  - name and signature of the Project Authority;
  - name and signature of the Contractor.
2. Upon receipt of the SA, the Contractor must provide the Project Authority, within 48 hours, with confirmation that the resource(s) has/have been assigned. These services will be paid for in accordance with the conditions set out in **Annex B - Basis of Payment for the "As and When Requested**





**Services".**

3. Work cannot commence until the SA is authorized in accordance with the terms of the contract. The Contractor acknowledges that all work performed prior to receipt of a Service Authorization is at the Contractor's risk and expense.
4. Once the work is completed, the Contractor will immediately notify the Project Authority so that the latter can acknowledge the completion of the work and conduct a quality inspection.

**5.4 EQUIPMENT, SUPPLIES AND MATERIALS**

- a) The mission will provide 4 cleaning carts in good condition as well as the consumable: toilet paper, paper towels, hand sanitizer, dish towels, paper shredders, garbage bags, liquid soap, detergents, glass cleaners and disinfectants.
- b) The Contractor will be responsible for maintaining an adequate supply of products to ensure the proper functioning of the work. To do this, it must communicate to the Project Authority any necessary replenishment needs on a regular basis. More specific communication frequencies may be required for certain products depending on their delivery time.
- c) All other equipment and supplies necessary for cleaning must be provided by the Contractor. These items include brooms, brushes, mops (for treatment with water and fringes or with a sponge), floor scrubbers, floor waxers, polishers, carpet vacuum cleaners, devices for shampooing carpets, carpet cleaning products, buckets, mop wringers, rags, the equipment required for the cleaning of the upper windows and all the personal protective equipment required to ensure the safety of the contractor's personnel and, any other equipment and materials not specified or planned for, but necessary to perform the required services.
- d) All supplies and equipment must be of high quality and of commercial/ industrial type.
- e) All materials, tools, equipment, safety equipment, maintenance products, consumer products and other items related to services, must be approved in advance by the Project Authority.
- f) The Contractor shall submit a written statement listing the origin, composition and/ or manufacturer of all material supplied for the cleaning work and may be asked to provide samples of material from stock for testing purposes.
- g) The Contractor must ensure that all equipment used to perform the work is in a good working condition. The Project Authority reserves the right to remove from service any equipment believed to be dangerous, inadequate or defective. The Contractor is responsible for supplying the replacement equipment. All equipment must be of commercial type.
- h) The Contractor must store and handle, in a safe and responsible manner, all chemicals and cleaning products at the location defined for this purpose by the Project Authority.



## 5.5 CONTRACTOR'S PERSONNEL

The Mission wished to include this consultation within the framework of the provision of services incorporating the concept of "Obligation of Result". It is therefore up to the Contractor to size and manage his staff assigned to the work site to comply with the requirements of the work description and to obtain the expected quality.

The staff required for the performance of the services will therefore be set by the organization program of the working staff established by the Contractor under normal working conditions.

A distinction will be made by the Contractor with regard to:

a) **\*Staff working permanently:**

- One (1) team leader;
- Two (2) maneuvers, and;
- Three (3) janitors.

***\* This represent our estimation of the requirement in terms of personnel. Contractor must determine the level of personnel required so that services is rendered as described below.***

b) **\*Replacement staff:**

- Occasional presence during the day: 1 to 4 hours;
- Occasional presence during the week: 1 to 2 days;
- Occasional presence during the month: 3 to 5 days, and;
- Occasional presence during the year: 1 to 4 weeks.

***\* This represent our estimation of the requirement in terms of personnel. Contractor must determine the level of personnel required so that services is rendered as described below.***

- c) The Contractor shall maintain a sufficient reserve of replacement staff, previously authorized (at least two persons) in accordance with the security requirements of the contract, that are available for replacement in order to avoid any interruption of service.
- d) Ensure that a staff member in shift is replaced as soon as he learns that he will not be able to report for work or that he has to leave unexpectedly. The Contractor must notify the Project Authority as quickly as possible of any service disruption.
- e) The Contractor's staff will be required to undergo a security check before they can perform any work at the Mission.
- f) The Contractor must not change his staff without the prior consent of the Project Authority. Only workers holding a security clearance in accordance with the security requirements of the contract, are authorized to perform the work.
- g) The Contractor must take full responsibility for its employees and must ensure that they have the knowledge, skills and experience necessary to perform their work in their areas of operation.



- h) The Contractor must supervise its personnel and conduct regular inspections of their work and this, in accordance with the statement of work. The Project Authority may also perform routine and random inspections. All observations must be sent immediately by the Contractor to the Project Authority within three (3) days, at the latest. The Contractor must therefore keep a control register listing the tasks identified as deficient and make it available to the project manager for consultation as needed.
- i) The Project Authority must be verbally informed as soon as possible of any defect that cannot be corrected immediately. In addition, any obstruction in the offices, kitchens or toilets must be reported immediately to the Project Authority.
- j) Staff must be able to work independently. The team leader will ensure that staff members respond to all service calls corresponding to the tasks required on an As-and-When basis, for which the duration does not exceed 60 minutes and this, promptly during normal working hours of the Mission.
- k) The Contractor must maintain a list of emails and telephone numbers to dial to communicate with the team leader and share it with the Project Authority.
- l) The Contractor must provide adequate supervision at all times when tasks are performed by virtue of this statement. The team leader will have all the latitude required to act on behalf of the Contractor and being thus designated in writing, he will be aware of all matters related to the terms and conditions concerning the daily execution of the work.
- m) The Contractor, through the team leader, is responsible for managing the performance of the cleaning personnel assigned to the Mission. Performance issues must be brought to the attention of the team leader by the Project Authority, and must be resolved promptly by the Contractor, otherwise, they may be required to replace the employee in question.
- n) The Contractor is solely responsible for maintaining the good conduct, behavior and discipline of any person involved or hired by the Contractor in the workplace and its environment. In the event of any fault whatsoever which may or may not result in loss or financial burden to the Mission, the Contractor must personally take all necessary measures towards such defaulting personnel, in consultation with the Project Authority, but the latter shall not be held responsible or liable for any dispute whatsoever arising out of such disciplinary action, as and when taken by the Contractor against such personnel. The Contractor must remove and replace any worker, if directed by the Project Authority.
- o) The Contractor must provide the services of a team leader, who will attend monthly meetings and handle situations as the work progresses.
- p) The cleaning team leader must be able to communicate in writing and orally in French and/ or English in a functional manner.
- q) The team leader must be available at all times during normal working hours.

#### **5.5.1 Uniforms**

- a) The Contractor must provide, at its own expense, uniforms to his employees, including footwear, which will allow them to be clearly identified as cleaning personnel employed by the Contractor.
- b) The choice of uniforms must represent the brand image of Canada and must be approved by the Project Authority.



- c) They must always be clean and in good condition and replaced as needed or at the request of the Project Authority.
- d) The Contractor must ensure that its personnel are appropriately dressed and that their pass is clearly visible at all times.
- e) The initial choice of uniforms and any changes during the course of the contract must be approved by the Project Authority before they are used.

### 5.5.2 Health and safety

- a) The Contractor must provide training to all its personnel involved in the performance of work by virtue of this contract, including the proper handling, use and disposal of cleaning products, including disinfectants.
- b) Adequate measures should be pursued to ensure that Mission equipment is protected from dust, property damage and contamination, maintaining high standards of sanitation and personal hygiene practices, and ensuring that the appropriate tools and staff skills are employed to deliver the required services.
- c) If it is proved that the malfunctioning / loss of material was caused by the negligence of the Contractor or its staff, in accordance with the terms of this contract, the material shall be repaired or replaced by the Contractor at its own costs.
- d) The Contractor must observe all applicable laws and regulations relating to the environment, health and safety.
- e) The Contractor must follow the infection prevention and control measures for the workplace (respect physical distancing, wash hands properly, avoid touching face with unwashed hands, wearing a mask, etc..) and follow the protocols that relate to the work required - use personal protective equipment or other appropriate equipment if necessary, etc.
- f) The Contractor must bear all costs related to compliance with protective measures and any other costs related to general health and safety measures for its employees and agents.

### 5.6 WORKING HOURS

The work must be carried out during the following normal working hours;

- Monday to Thursday between 8:00 am and 4:30 pm, and;
  - Friday between 8:00 a.m. and 1:30 p.m.
- a) It is agreed that the personnel on shift, will be on the work site throughout the period identified above.
  - b) Each year, the Mission selects 11 statutory holidays, for which it will be closed. This schedule will be communicated to the Contractor no later than December 1st of each year, for the following year.
  - c) The Contractor must prepare easy to follow yet detailed work schedules for use by contractual cleaning personnel. These schedules must cover all cleaning operations in place at the Mission, both routine on a daily and weekly basis as well as periodic ones.



## 5.7 SOCIAL LEGISLATION AND LABOR REGULATIONS

- a) The Contractor is required to register all personnel assigned to the project in question within the C.N.S.S. The Contractor must submit, at the request of the Project Authority, a copy of the declaration slip of its personnel within the aforementioned fund.
- b) The number of days declared for each employee must correspond at least to the days worked.
- c) Full responsibility for the application to the personnel of the company, of all the legislation of labor regulations, in particular with regard to the health and safety of workers such as legislation and social regulations, remains on the Contractor.
- d) It is also incumbent on the Contractor to comply with the provisions of the Dahir of (November 1st, 1934) regulating immigration to Morocco and to apply the provisions of article 19 of the CCAG-EMO relating to the employment of the foreign labor force.

## 5.8 HIRING AND PAYMENT OF EMPLOYEES

- a) In accordance with the Moroccan regulations in force, the Contractor is required to comply with the texts regulating the salaries paid to employees which must not be lower than the minimum wage, in accordance with the provisions of Decree No. 2.19.424 of June 26th, 2019, fixing amounts of the legal minimum wage in industry, commerce, the liberal professions and agriculture, as amended or supplemented.
- b) The Contractor is required, at the request of the Project Authority, to immediately transmit all the documents necessary to verify that the salary paid to the personnel is not less than the minimum wage.
- c) In the event of regular delay in the payment of wages following the employee's complaint, the Project Authority refers it to the labor inspector for attribution, notifying him of the employees' complaints.

## 5.9 ADDITIONAL CONDITIONS

- a) The Contractor must ensure that the cleaning personnel project a good image. The attitude of employees and/ or representatives of the Contractor, through their observance of the rules of simple politeness and the demonstration of their knowledge, constitutes an essential element of this positive image.
- b) The Contractor must comply with any rules and regulations that the Mission may establish or retain from time to time relating to the care, protection and management of the premises and the general welfare and comfort of its employees and visitors.

## 6. CONSTRAINTS

The Contractor and its personnel must make every effort to prevent the occurrence of proven damage.

The Mission will not be responsible for any loss or damage to equipment, supplies, materials or personal belongings brought or left in Mission premises by the Contractor's employees.



## 7. LANGUAGE OF WORK

The cleaning team leader must be able to communicate effectively, verbally and in writing, in French and/or in English.

The workers and cleaning personnel must, preferably, be able to communicate verbally in French and/or in English.

## 8. TRAVEL REQUIREMENTS

The Contractor will be responsible for providing transportation for its employees from their personal residences to the Mission and from the Mission to their personal residences on a daily basis.

This measure is necessary to minimize the risk of the spread of Covid-19 and effective until a written notice by the Project Authority is sent to the Contractor advising it to suspend this portion of the work.

This portion of the requirement will be compensated according to the terms and conditions set out in **Annex B - Basis of Payment** under the section of **Employee Transportation**.

## 9. LOCATION OF WORK

The work will be carried out at the Embassy of Canada and Australia in Morocco, located at 66, avenue Mehdi Ben Barka, Rabat-Souissi, Morocco.



## ATTACHMENT 1 TO ANNEX A - DESCRIPTION OF THE BUILDINGS AND THEIR COMPONENTS

The quantitative data below (estimated usage) are provided in good faith for information only, they do not represent a commitment from Canada. Canada's actual usage may be lower or higher.

### SURFACES

#### **Building of the Canadian Embassy**

- Covered built area in the basement: 800 m<sup>2</sup>
- Covered built area on the ground floor: 2200 m<sup>2</sup>
- Covered built area on the 1st floor: 1210 m<sup>2</sup>

#### **Annex Building: Australian Embassy**

Covered built area on the ground floor: 420 m<sup>2</sup>

### APPOINTMENT OF PREMISES

#### **Building of the Canadian Embassy**

- Basement
  - Technical rooms;
  - Closed storage warehouses;
  - 4 bathrooms, and;
  - 2 changing rooms.
- Ground floor
  - 22 offices;
  - 1 open-air office of 90m<sup>2</sup>;
  - 2 meeting rooms;
  - Covered Canadian pavilion of 160 m<sup>2</sup>;
  - Open-air Moroccan pavilion of 310 m<sup>2</sup>;
  - 8 interview booths;
  - Kitchen;
  - 2 Kitchenettes;
  - 10 bathrooms;
  - Infirmary;
  - Garage, and;
  - 2 guardhouses with bathroom, and;
  - Technical rooms.
- Floor
  - 9 offices;
  - 2 meeting rooms;
  - 2 open-air office spaces of 100 m<sup>2</sup>;
  - Kitchen with accessible terrace



- 2 accessible terraces;
- 5 bathrooms, and;
- Technical rooms.

#### **Annex Building: Australian Embassy**

- Ground floor
  - 3 offices;
  - 1 open-air office of 70 m<sup>2</sup>;
  - 1 meeting room;
  - Infirmary;
  - Kitchen;
  - Dining room;
  - 1 interview booth;
  - 3 bathrooms, and;
  - Technical rooms.

### **NATURE OF THE FLOOR COATINGS**

#### **Building of the Canadian Embassy**

- Indoor solid iroko wood floor: 107 m<sup>2</sup>;
- Indoor marble: 1468 m<sup>2</sup>;
- Outdoor marble: 890 m<sup>2</sup>;
- White polished terrazzo: 545 m<sup>2</sup>;
- Carpet mat: 350 m<sup>2</sup>;
- Vinyl carpets: 120 m<sup>2</sup>, and;
- Epoxy or raw concrete: 730 m<sup>2</sup>.

#### **Annex Building: Australian Embassy**

- Carpet mat: 270 m<sup>2</sup>, and;
- Vinyl carpets: 100 m<sup>2</sup>.

### **GLAZING**

#### **Building of the Canadian Embassy**

- Outer side glazing: 1430 m<sup>2</sup> (380 m<sup>2</sup> of which with difficult access to the 1st floor or in height greater than 3m);
- Inner side glazing: 1430 m<sup>2</sup>;
- Double-sided glazing located outside: 35 m<sup>2</sup> (glass railing), and;
- Interior partitioning glazing: 250 m<sup>2</sup>.

#### **Annex Building: Australian Embassy**

- Outer side glazing: 55 m<sup>2</sup>;
- Inner side glazing: 55 m<sup>2</sup>, and;
- Interior partitioning glazing: 25 m<sup>2</sup>.





## **EXTERIOR AND MISCELLANEOUS LAYOUT**

### **Building of the Canadian Embassy**

- Interlocking paving stone for parking and traffic: 2900 m<sup>2</sup>;
- Stairwells: 4 units;
- Straight staircase: 1 unit;
- 3-level elevator: 1 unit, and;
- 2-level freight elevator: 1 unit.

### **Annex Building: Australian Embassy**

- Interlocking paving stone: 800 m<sup>2</sup>;
- Outdoor wooden terrace: 250 m<sup>2</sup>.



## ATTACHMENT 2 TO ANNEX A – TASK AUTHORIZATION FORM

TASK AUTHORIZATION			
<b>Contractor's Name:</b>		<b>Contract Number:</b>	
Address:		Fund Center:	
<b>Task Authorization Number:</b>		<b>Date:</b>	
<b>Amendment Number:</b>			
New TA (if applicable)			
Total Estimated Cost of Task (GST/HST extra) before any revisions :		\$	
TA Revision (if applicable)			
TA Revision #:		Authorized Increase or Decrease (GST/HST extra): \$	
Total Estimated Cost of Task (GST/HST extra) after this new revision :		\$	
Required Work (For completion by Technical Authority)			
<b>1. Task Description of Work to be Performed</b>			
<b>Statement of Work</b>			
<b>Description of any Deliverable(s) required</b> (including the required format and media)			
Any reporting obligations and deadlines for submitting the reports as they will apply to the resulting Contract will be described here			
<b>2. PERIOD OF SERVICES</b>		<b>From:</b>	<b>To:</b>
<b>3. Work Location :</b>			
<b>4. Building type (if applicable) :</b>		<input type="checkbox"/> Chancery <input type="checkbox"/> Official Residence <input type="checkbox"/> Staff Quarters	
<b>5. Travel Requirement :</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No Specify:	
<b>6. Other Conditions /Restrains :</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No Specify:	
7. Contract Security Requirements (if applicable)			
<input type="checkbox"/> No			
<input type="checkbox"/> Yes Refer to the Security Requirements Checklist (SRCL) annex of the Contract.			
<input type="checkbox"/> Reliability Status <input type="checkbox"/> Secret <input type="checkbox"/> Top Secret <input type="checkbox"/> Other			
8. LANGUAGE REQUIREMENT			
<input type="checkbox"/> English and French <input type="checkbox"/> French <input type="checkbox"/> English			
Remarks (if applicable) :			



TA Proposal [For completion by Contractor]				
9. Estimated Cost Contract				
Category (Level) and Name of Proposed Resource	PWGSC Security File Number	Firm Per Diem Rate	Estimated # of Days	Total cost
<b>Professional services estimated cost</b>	<b>Total :</b>			
<b>Applicable taxes :</b>				
<b>Grand Total :</b>				
<b>Travel &amp; Living</b>	<b>Estimated Cost :</b>			
<b>Material Cost</b>	<b>Estimated Cost :</b>			
<b>Shipping Cost (reimbursable at cost)</b>	<b>Estimated Cost :</b>			
<b>Applicable taxes :</b>				
<b>Grand Total :</b>				

10. Basis of Payment & Invoicing	
<p>In accordance with the article entitled "Basis of Payment" in the Contract.</p> <p>Payment to be made based on receipt of detailed monthly invoices for services rendered and/or goods received, subject to full acceptance by the Project/Technical Authority. Total of payments not to exceed the Contract value.</p> <p>Original invoices shall be sent to the Project/Technical Authority. One copy of each invoice, together with attachments, shall be sent to the Contracting Authority.</p>	
11. Authorization	
<p><b>By signing this TA, the Project Authority or the Contracting Authority or both, if applicable, certify (ies) that the content of this TA is in accordance with the Contract.</b></p> <p>Name of Project Authority</p> <p>Signature _____ Date</p> <p>Name of Contracting Authority</p> <p>Signature _____ Date</p>	
Contractor's Signature	
<p>Name and title of individual authorized to sign for the Contractor</p> <p>Signature _____ Date</p>	



## ANNEX B - BASIS OF PAYMENT

<b>Name of Bidder:</b>	
<b>Address:</b>	
<b>Contact Person:</b>	
<b>Phone Number:</b>	
<b>E-mail:</b>	
<b>Print Name:</b>	
<b>Signature:</b>	
<b>Date (yyyy-mm-dd):</b>	

### 1. Regular Services

#### Firm Monthly Rates

The Contractor will be paid firm monthly rates as follows, for Work performed in accordance with the Contract. Applicable taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

**Note:**

Firm monthly rates include frequent work, weekly work, monthly work and their tasks to be performed when required for a period that not exceeding 60 minutes.

Period	Firm Monthly Rates (MAD)	Number of Months	Subtotal (MAD) Taxes Excluded
Initial (Year 1)		12	
Initial (Year 2)		12	
Option 1 (Year 3)		12	
Option 2 (Year 4)		12	
Option 3 (Year 5)		12	



## 2. Periodic Work

### Firm Unit Rates

The Contractor will be paid firm unit rates as follows, for periodic work performed in accordance with the Contract. Applicable taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm unit rates to perform all the periodic work in relation to the contract extension.

Period	Firm Unit Rates (MAD) Taxes Excluded	Number of Periodic Service required per Year	Subtotal (MAD) Taxes Excluded
Initial (Year 1)		2	
Initial (Year 2)		2	
Option 1 (Year 3)		2	
Option 2 (Year 4)		2	
Option 3 (Year 5)		2	

## 3. As and When Requested Services

### Firm Hourly Rates

The Contractor will be paid firm hourly rates as follows, for Work performed in accordance with the Contract. Applicable taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm hourly rates to perform all the Work in relation to the contract extension.

Period	Firm Hourly Rates (MAD) Taxes Excluded	* Estimated Number of Hours per Year	Subtotal (MAD) Taxes Excluded
Initial (Year 1)		120	
Initial (Year 2)		120	
Option 1 (Year 3)		120	
Option 2 (Year 4)		120	
Option 3 (Year 5)		120	

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



#### 4. Employees Transportation

##### Firm Monthly Rates

The Contractor will be paid firm monthly rates as follows, for Work performed in accordance with the Contract. Applicable taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

Period	Firm Monthly Rates (MAD) Taxes Excluded	Number of Months	Subtotal (MAD) Taxes Excluded
Initial (Year 1)		12	
Initial (Year 2)		12	
Option 1 (Year 3)		12	
Option 2 (Year 4)		12	
Option 3 (Year 5)		12	

#### 5. PRICING SUMMARY

Period	Subtotal Section 1 + 2 + 3 + 4 (MAD) Taxes Excluded	
Initial (Year 1)		
Initial (Year 2)		
Option 1 (Year 3)		
Option 2 (Year 4)		
Option 3 (Year 5)		
Subtotal		
TAXES (If applicable)	%	Amount
TOTAL		



ANNEX C - COVID-19 VACCINATION REQUIREMENT CERTIFICATION

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel, all Bidders must provide with their bid, the COVID-19 Vaccination Requirement Certification attached to this bid solicitation, to be given further consideration in this procurement process. This Certification incorporated into the bid solicitation on its closing date 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;
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; or
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: \_\_\_\_\_



### Optional

For data purposes only, initial below if your business already has its own mandatory vaccination policy or requirements for employees in place. Initialing below **is not** a substitute for completing the mandatory certification above.

Initials: \_\_\_\_\_

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.





## ANNEX D - SECURITY REQUIREMENTS CHECK LIST (SRCL)



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

### SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

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

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui  
Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

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



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

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

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

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

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



## **ANNEX E – BIDDER'S RESPONSE FRAMEWORK**

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



**MANDATORY TECHNICAL CRITERIA – MT1 – Bidder’s License**

- a) A copy of the certificate (model J, also known as model 7) issued by the competent authority for less than three months preceding the closing date of the bid solicitation.



**MANDATORY TECHNICAL CRITERIA – MT1 – Bidder's License**

- b) A copy of the certificate issued by the Caisse Nationale de Sécurité Sociale (CNSS) less than three months preceding the closing date of the bid solicitation, certifying that the bidder is in a regular position towards this organization.



**MANDATORY TECHNICAL CRITERIA – MT1 – Bidder's License**

- c) A copy of the tax certificate issued less than three months before the closing date of the request for tenders by the competent authority of the place of taxation certifying that the tenderer is in a regular fiscal situation. This attestation must mention the activity under which the competitor is taxed.



**MANDATORY TECHNICAL CRITERIA – MT2 – Bidder’s Experience**

- 1) Le The Bidder must provide 3 copies of the reference certificates of the contracting authorities/clients issued less than 5 years prior to the closing date of the bid solicitation.
- 2) The overall consecutive duration of the experiments must be equal to or greater than 3 years.
- 3) The minimum duration of each experiment must be 12 consecutive months.
- 4) The annual amount of each experiment must be equal to or greater than 400,000.00 DH (without taxes).

**RÉFÉRENCE # 1**

Information Required	Description
Title of the contract :	
Place :	
Name of the client :	
Client contact :	
Name of the reference	
Function :	
E-mail :	
Phone number :	
Number of staff assigned :	
Areas in m <sup>2</sup> :	
Working hours :	
Services provided :	
Contract starting date :	
Contract ending date :	





**RÉFÉRENCE # 2**

<b>Information Required</b>	<b>Description</b>
<b>Title of the contract :</b>	
<b>Place :</b>	
<b>Name of the client :</b>	
<b>Client contact :</b>	
<b>Name of the reference</b>	
<b>Function :</b>	
<b>E-mail :</b>	
<b>Phone number :</b>	
<b>Number of staff assigned :</b>	
<b>Areas in m<sup>2</sup> :</b>	
<b>Working hours :</b>	
<b>Services provided :</b>	
<b>Contract starting date :</b>	
<b>Contract ending date :</b>	



**RÉFÉRENCE # 3**

<b>Information Required</b>	<b>Description</b>
<b>Title of the contract :</b>	
<b>Place :</b>	
<b>Name of the client :</b>	
<b>Client contact :</b>	
<b>Name of the reference</b>	
<b>Function :</b>	
<b>E-mail :</b>	
<b>Phone number :</b>	
<b>Number of staff assigned :</b>	
<b>Areas in m<sup>2</sup> :</b>	
<b>Working hours :</b>	
<b>Services provided :</b>	
<b>Contract starting date :</b>	
<b>Contract ending date :</b>	



**MANDATORY TECHNICAL CRITERIA – MT3 – Average annual turnover of the company**

A copy of the turnover certificate issued by the Moroccan tax authorities for the years **2018** of a minimum of 2,000,000 DH (Without Taxes).

[Empty box for submission]



**MANDATORY TECHNICAL CRITERIA – MT3 – Average annual turnover of the company**

A copy of the turnover certificate issued by the Moroccan tax authorities for the years **2019** of a minimum of 2,000,000 DH (Without Taxes).



**MANDATORY TECHNICAL CRITERIA – MT3 – Average annual turnover of the company**

A copy of the turnover certificate issued by the Moroccan tax authorities for the years **2020** of a minimum of 2,000,000 DH (Without Taxes).



**POINT-RATED TECHNICAL CRITERION – PR 1 – Gender Equality**

A copy of the curriculum vitae of the proposed resource, demonstrating that **SHE** has a minimum of 2 consecutive years of experience as a team leader.



## Section II: Financial Bid

### PLEASE USE ANNEX B – BASIS OF PAIEMENT

#### Reminder:

- a. As shown in the tables in Annex B, bidders **MUST** quote firm monthly and hourly rates, in Moroccan Dirham (MAD), which include all costs related to the performance of the work. Value Added TAX (VAT) must be shown separately, \* if applicable, and must appear **ONLY** in the **Pricing Summary**.  
  
\* If taxes are not applicable, the bidder must indicate N/A in the field "Amount" of the PRICING SUMMARY.
- b. It is **MANDATORY** that bidders complete the PRICING TABLES **AND** THE PRICING SUMMARY in Annex B. Failure to provide pricing will render the offer non-responsive.
- c. The firm monthly and hourly rates that will be submitted must be all-inclusive. They must include the cost of labor, materials and supplies, equipment, benefits, general and administrative expense and profits, if applicable.
- d. Travel and living expenses will not be paid for any part of this contract, this also includes any relocation required to perform the work, as listed in Appendix A.



## **Section III: Certifications**

**PLEASE COMPLETE ATTACHMENT 1 TO PART 3 – CERTIFICATIONS**

**ET**

**ANNEX C - COVID-19 VACCINATION REQUIREMENT CERTIFICATION**