



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

PWGSC/TPSGC Acquisitions

Sherwood Business Centre

161 St. Peters Road/

161, rue St. Peters

2nd Floor, Suite 204/

2ième étage, pièce 204

Charlottetown

Prince Edward Island

C1A 5P7

Bid Fax: (902) 566-7514

**INVITATION TO TENDER**

**APPEL D'OFFRES**

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

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

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Public Works and Government Services Canada

Sherwood Business Centre

161 St. Peters Road/

2nd Floor, Suite 204

Charlottetown

Prince Ed

C1A 5P7

<b>Title - Sujet</b> Cleaning Services - JAG Bldg. PEI Maintenance Services, Building Cleaning Joseph A. Ghiz Building, Summerside, PE	
<b>Solicitation No. - N° de l'invitation</b> ED060-222505/A	<b>Date</b> 2022-04-19
<b>Client Reference No. - N° de référence du client</b> ED060-222505	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$PWC-040-4572
<b>File No. - N° de dossier</b> PWC-2-45001 (040)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Atlantic Daylight Saving Time ADT <b>on - le 2022-05-19</b> Heure Avancée de l'Atlantique HAA	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Cyr (PWC), Maryse	<b>Buyer Id - Id de l'acheteur</b> pwc040
<b>Telephone No. - N° de téléphone</b> (506) 377-4894 ( )	<b>FAX No. - N° de FAX</b> (902) 566-7514
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA SUMMERSIDE TAX CTR 275 POPE RD 275 Pope road SUMMERSIDE Prince Edward Island C1N5Z7 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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ED060-222505

Amd. No. - N° de la modif.  
File No. - N° du dossier  
PWC-2-45001

Buyer ID - Id de l'acheteur  
pwc040  
CCC No./N° CCC - FMS No./N° VME

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Security Requirements**

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, 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 Statement of Work**

Public Works & Government Services Canada (PWGSC) has a requirement for the furnishing of all labour, supervision, tools, equipment and cleaning materials required to provide building cleaning services at the Joseph A. Ghiz Building, 275 Pope Road, Summerside, Prince Edward Island. The Service Contract is required for the period from June 1, 2022 to May 31, 2023 with an option to extend for two additional, one year periods. The services must be provided in accordance with the Specification attached at Annex "H".

### **1.3 Debriefings**

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

### **1.4 epost Connect service**

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

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

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

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

#### 2.1.1 SACC Manual Clauses

SACC Reference	Section	Date
C9000T	Pricing	2010/08/16

### 2.2 Submission of Bids

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

PWGSC Acquisitions, Bid Receiving  
Sherwood Business Centre  
161 St. Peters Road  
2nd Floor, Suite 204  
Charlottetown, PE C1A 5P7

Facsimile number: (902) 566-7514

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in New Brunswick/Prince Edward Island (NB/PEI) the email address is:

[TPSGC.RARceptionSoumisNBPE-ARBidReceivingNBPE.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RARceptionSoumisNBPE-ARBidReceivingNBPE.PWGSC@tpsgc-pwgsc.gc.ca)

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

#### 2.2.1 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the

Contracting Authority at least five (5) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

(Derived from - Provenant de: A9076T, 2007/05/25 )

## 2.2.2 Optional Site Visit

It is recommended that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held on April 26, 2022 at the Joseph A. Ghiz Building (Front Desk), 275 Pope Road, Summerside, PEI.

**Bidders must communicate with the Contracting Authority, Maryse Cyr, [Maryse.cyr@pwgsc-tpsgc.gc.ca](mailto:Maryse.cyr@pwgsc-tpsgc.gc.ca) no later than April 25, 2022 12:00pm to confirm attendance and provide the name(s) of the person(s) who will attend. The Contracting Authority will assign a specific time slot upon receiving the following Covid-19 Vaccination Policy for Supplier Personnel certification.**

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

**Bidders must also complete and submit the following 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 will attend this site visit on the business' behalf are:

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

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

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

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

Information you provide on this Certification Form and in accordance with the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel will be protected, used, stored and disclosed in accordance with the Privacy Act. Please note that you have a right to access and correct any information on your file, and you have a right to file a complaint with the Office of the Privacy Commissioner regarding the handling of your personal information. These rights also apply to all individuals who are deemed to be

personnel for the purpose for the Contract and who require access to federal government workplaces where they may come into contact with public servants.

Bidders who do not confirm attendance, provide the name(s) of the person(s) who will attend, or who do not complete and submit the above certification as required will not be allowed access to the site. Bidders will be requested to sign an attendance sheet. No alternative appointment will be given to bidders who do not attend or do not send a representative. Bidders who do not participate in the visit will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

## 2.3 Former Public Servant

### Former Public Servant - Competitive Bid

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

### Definitions

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

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

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

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

### Former Public Servant in Receipt of a Pension

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

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

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

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

### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

*(Derived from - Provenant de: A3025T, 2020/05/04)*

## **2.4 Enquiries - Bid Solicitation**

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

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

## 2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Prince Edward Island**.

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

## 2.6 Bid Challenge and Recourse Mechanisms

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

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

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

Section I: Financial Bid  
Section II: Certifications

- If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Financial I Bid (one hard copy)  
Section II: Certifications (one hard copy)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) Include all environmental certification(s) relevant to your organization (e.g. ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
- 2) Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g. Forest Stewardship Council (FSC), ENERGYSTAR, etc.)
- 3) Unless otherwise noted, bidders are encouraged to submit bids electronically. If hard copies are required, bidders should:
  - a) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
  - b) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

### **Section I: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment.

### **Section II: Certifications**

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

#### **3.1.1 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "D" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

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

### 3.1.2 Exchange Rate Fluctuation

C3011T (2013/11/06), Exchange Rate Fluctuation

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

Bids will be evaluated in accordance with the **Evaluation Criteria and Basis of Selection** specified in **Annex "A"** and **Basis of Payment** specified in **Annex "B"**. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

### 5.1 Certifications Required with the Bid

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

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

### 5.2 Certifications Precedent to Contract Award and Additional Information

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

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### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property 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.

### 5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

### 5.2.3 Additional Certifications Precedent to Contract Award

The Contractor will be an established Janitorial Contracting Company with a minimum of (2) two years proven Janitorial Contracting Experience. Proof will be required within seven (7) days of request from Contracting Authority and prior to award of the Service Contract.

## PART 6 - RESULTING CONTRACT CLAUSES

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

### 6.1 Security Requirements

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

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

### Financial Capability

*Manual SACC clause A9033T (2012-07-16) Financial Capability*

### 6.2 Statement of Work

Public Works & Government Services Canada (PWGSC) has a requirement for the furnishing of all labour, supervision, tools, equipment and cleaning materials required to provide building cleaning services at the Joseph A. Ghiz Building, 275 Pope Road, Summerside, Prince Edward Island. The Service Contract is required for the period from June 1, 2022 to May 31, 2023 with an option to extend for two additional, one year periods.

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

### 6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](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.

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### 6.3.1 General Conditions

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

### 6.3.2 Supplemental General Conditions

4013 (2021/11/29), Compliance with on-site measures, standing orders, policies and rules

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

## 6.4 Term of Contract

### 6.4.1 Period of the Contract

The Work is to be performed during the period of June 01, 2022 to May 31, 2023

*(Derived from - Provenant de: A9022C, 2007/05/25 )*

### 6.4.3 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

*(Derived from - Provenant de: A9009C, 2008/12/12 )*

## 6.5 Authorities

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Maryse Cyr  
Title: Supply Officer  
Public Services and Procurement Canada  
Acquisitions Branch  
Address: 1045 Main Street, 4<sup>th</sup> Floor  
Moncton, New Brunswick  
E1C 1H1

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Telephone: (506)377-4894  
Facsimile: (506) 851-6759  
E-mail address: [Maryse.cyr@pwgsc-tpsgc.gc.ca](mailto:Maryse.cyr@pwgsc-tpsgc.gc.ca)

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

### 6.5.2 Project Authority

The Project Authority for the Contract is: ***Will be made available at time of award***

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

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

### 6.5.3 Contractor's Representative (Offeror please complete)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail: \_\_\_\_\_

### 6.6 Proactive Disclosure of Contracts with Former Public Servants

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

*(Derived from - Provenant de: A3025C, 2020/05/04)*

## **6.7 Payment**

### **6.7.1 Basis of Payment**

Basis of payment is in accordance with Annex "B" and section 12, Payment Period, of the 2010C (2021-12-02), General Conditions - Services (Medium Complexity).

### **6.7.2 Limitation of price**

SACC Manual clause C6000C (2017/08/17) Limitation of price

### **6.7.3 Monthly Payment**

SACC Manual clause H1008C (2008/05/12) Monthly Payment

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

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

*(Derived from - Provenant de: H3027C, 2016/01/28 )*

## **6.8 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the information required in section 10, Invoice Submission, of the 2010C (2021-12-02), General Conditions - Services (Medium Complexity).
2. Invoices must be distributed as follows:
  - (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

(Derived from - Provenant de: H5001C, 2008/12/12 )

## 6.9 Certifications and Additional Information

### 6.9.1 Compliance

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

### 6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Prince Edward Island**.

### 6.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) 2010C (2021/12/02), General Conditions - Services (Medium Complexity);
- (c) Annex "H", Specification;
- (d) Annex "C", Security Requirements Check List
- (e) the Contractor's bid dated \_\_\_\_\_ as amended on \_\_\_\_\_

### 6.12 SACC Manual Clauses

SACC Reference	Section	Date
A0285C	Workers Compensation	2007/05/25
A7017C	Replacement of specific Individuals	2008/05/12
A2000C	Foreign Nationals (Canadian Contractor)	2006/06/16
A2001C	Foreign Nationals (Foreign Contractor)	2006/06/16

### 6.13 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.

- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

#### **6.14 Insurance - Specific Requirements**

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

*(Derived from - Provenant de: G1001C, 2013/11/06 )*

#### **6.15 Contract Financial Security**

1. The supplier must provide to Canada one of the following contract financial securities within 30 calendar days after the date of contract award:
  - (a) a certified cheque to the Receiver General for Canada in the amount of 10 percent of the contract price; or
  - (b) an irrevocable standby letter of credit as defined in clause E0008C in the amount of 10 percent of the contract price.
2. If Canada does not receive the required financial security within the specified period, Canada may terminate the contract for default pursuant to its default provision.
3. Government guaranteed bond as defined in clause E0008C in the amount of 10 percent of the Contract Price.; or
4. Such other security as may be considered appropriate by the Contracting Authority and approved by Treasury Board;

##### **6.15.1 SACC Manual clause E0008C (2014-09-25) Financial Security Definition**

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## Commercial General Liability Insurance

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

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insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

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

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

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

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

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

*(Derived from - Provenant de: G2001C, 2018/06/21 )*

## **ANNEX "A" EVALUATION CRITERIA AND BASIS OF SELECTION**

Bids received will be assessed in accordance with the entire requirement of the bid solicitation.

### **1.Mandatory Criteria**

- 1.Submission of firm prices/rates for one (1) year including two (2) option years in accordance with Invitation to Tender.
2. A duly completed and signed Invitation to Tender including all Addenda.
3. Within seven (7) days of request from contracting authority and prior to award of Service Contract, provide proof that Bidder has an account in good standing with the Provincial Workers Compensation Board/Commission.
4. Within seven (7) days of request from Contracting Authority and prior to award of the Service Contract, the bidder shall be required to provide proof of Liability Insurance in the amount of \$2,000,000.00.
5. The Contractor will be an established Janitorial Contracting Company with a minimum of (2) two years proven Janitorial Contracting Experience. Proof will be required within seven (7) days of request from Contracting Authority and prior to award of the Service Contract.
6. Within seven (7) days and prior to award of Service Contract, the bidder shall be required to provide COVID-19 Vaccination Requirement Certification (Annex G)

### **2. 2007/05/25 A0069T Basis of Selection - Mandatory Requirements Only**

A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will recommended for award of a contract.

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## ANNEX "B" BASIS OF PAYMENT

The following requirement must be strictly adhered to: **Failure to do so shall render the bidder's proposal as non-responsive.**

It is mandatory that the bidders submit firm rates for the Period of the Service Contract for all items listed hereafter. Unit Price Tables, will be considered as the bidder's Financial Proposal.

Each item specified in the Unit Price Tables, includes wages, traveling time and costs, allowances, supervision, liabilities as employer, insurance, and the use of all tools, tackle, etc., overhead, profit, and all other liabilities whatsoever.

The prices inserted in the Unit Price Tables, includes all applicable federal, provincial and municipal taxes. However, they do not include any amount for the Goods and Services Tax (GST)/Harmonized Sales Tax (HST). The appropriate GST/HST amounts will be paid by Her Majesty to the Offeror in addition to the amount paid against the amount of the contract.

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**NOTE : TENDERS WILL BE EVALUATED ON THE TOTAL BID FOR THE FIRST TERM OF THE CONTRACT PLUS THE OPTION YEARS. HOWEVER, ANY CONTRACT AWARD WILL BE FOR THE THERM ON JUNE 01, 2022 TO MAY 31, 2023.**

Item	Class of Service	Total
1.	Total Amount for the Term (One Year) (12 Month Period in 2022-2023, from Date of Award)	\$
2.	Total Amount for the 1st Option Year (Next 12 Month Period in 2023-2024)	\$
3.	Total Amount for the 2nd Option Year (Next 12 Month Period in 2024-2025)	\$
	TOTAL AMOUNT OF TENDER (One Year Contract Plus Two - One Year Options)	\$

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## **ANNEX "C" SECURITY REQUIREMENT CHECK LIST**



SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction RPS	
3. a) Subcontract Number / Numéro du contrat de sous-traitance			3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Cleaning at Joseph A Ghiz Building				
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 <b>no</b> overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale <b>sans</b> entreposage de nuit?			<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès				
Canada <input type="checkbox"/>		NATO / OTAN <input type="checkbox"/>		Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion				
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>				
Restricted to: / Limité à : <input type="checkbox"/>		Restricted to: / Limité à : <input type="checkbox"/>		Restricted to: / Limité à : <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :
7. c) Level of information / Niveau d'information				
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>		PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>		PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>		PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>		SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>				TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>				TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



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

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

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

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

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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



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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

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).**



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

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Raynor, Robert	Facilities Manager	Raynor, Robert
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
902-432-6953	902-432-6950	robert.raynor@pwgsc-tpsgc.gc.ca
		Date
		2022/03/23

Digitally signed by: Raynor, Robert  
DN: CN = Raynor, Robert C = CA O = GC  
OU = PWGSC-TPSGC  
Date: 2022.03.25 11:24:54 -03'00'

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
RA Sécurité / AR Security, (TPSGC/PWGSC)	SO	Doucet, Pierrette
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
--	--	ARsecRA@tpsgc-pwgsc.gc.ca
		Date

Digitally signed by: Doucet, Pierrette  
DN: CN = Doucet, Pierrette C = CA O = GC OU = PWGSC-TPSGC  
Date: 2022.03.29 14:14:33 -03'00'

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?  
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☐ No  
Non ☐ Yes  
Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

<b>Adna Mohamed</b> <b>Contract Security Officer</b> <b>Adna.Mohamed@tpsgc-pwgsc.gc.ca</b>	Title - Titre	Signature
		Mohamed, Adna
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

Digitally signed by Mohamed, Adna  
Date: 2022.03.31 10:46:02 -04'00'



## CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR REGISTRATION (AFR)

### Instructions for completing the Application for Registration (AFR)

#### Privacy notice

The personal information is collected under the authority of subsection 7(1) of the *Financial Administration Act* and is mandatory in accordance with Treasury Board's *Policy on Government Security* and *Standard on Security Screening* for the purposes of security assessment and registration in the Contract Security Program under the Departmental Oversight Branch of Public Services and Procurement Canada (PSPC). The personal information will be used to assess your eligibility to hold a security clearance or security status and to be registered in the Contract Security Program. The information provided may be disclosed to the Royal Canadian Mounted Police and Canadian Security Intelligence Service to conduct the requisite checks and/or investigation in accordance with the *Policy on Government Security* and *Standard on Security Screening*. Additionally, the information may be disclosed to and used by other federal institutions that may require this information as part of their functions or investigation under Canadian Law or to the industrial security programs of foreign governments (with which Canada has bilateral security instruments) for foreign assurances.

Your personal information is protected, used and disclosed in accordance with the *Privacy Act* and is described in the Info Source under the Personal Information Bank PWGSC PPU 015 (<https://www.tpsgc-pwgsc.gc.ca/aiprp-atip/infosource-eng.html>) and the TBS standard personal information bank Personal Security Screening PSU 917 (<https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy/access-information/information-about-programs-information-holdings/standard-personal-information-banks.html#psu917>). Under the *Privacy Act*, you have the right to access and correct your personal information, if erroneous or incomplete. The personal information from paper sources that accompanies an organization registration is retained for five years after the last administrative action, and then destroyed. The personal information from paper sources that accompanies a foreign ownership, control, or influence assessments is kept for five years after the termination of the contract, and then destroyed if there are no changes to the organization that are reported to the foreign ownership, control, or influence evaluation office during this period. The personal information from paper sources that accompanies the personnel security screening process or foreign assurance process will be retained for a minimum period of two years after the last administrative action, and then destroyed. The Contract Security Program's retention period and disposal standards of personal information in electronic format may vary from the above retention period.

If you have concerns or require clarification about this privacy notice, you can contact PSPC's Access to Information and Privacy Directorate by email at [TPSGC.ViePrivee-Privacy.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.ViePrivee-Privacy.PWGSC@tpsgc-pwgsc.gc.ca), or by regular mail at the following address: Access to Information and Privacy Directorate, Place du Portage, Phase III, 3A1, 11 Laurier Street, Gatineau, Quebec, K1A 0S5. If you are not satisfied with the response to your privacy concern or if you want to file a complaint about the handling of your personal information, you may wish to contact the Office of the Privacy Commissioner of Canada.

#### General:

- In any instance where this form does not allow enough space for a complete answer, please include additional pages and/or table rows as required.
- **Refusal to provide your information, the provision of false statement, misleading information, or concealment and/or failure to disclose of any material fact on this application will result in a denial or revocation of your organization security clearance and registration with the Contract Security Program which will immediately prohibit your eligibility to perform on contracts requiring organization security clearances.**

**\*Mandatory Requirement: It is the responsibility of the Company Security Officer and/or Key Senior Officials to notify the Contract Security Program of any changes to the organization (such as change of address, phone numbers, change in security officers /key senior officials and ownership).**

#### Section A - Business information:

- You **must** provide all required documentation in relation to the type of organization.

**Legal name of the organization** refers to the legal name of the organization as it is registered with federal or provincial authorities.

**Business or Trade name** refers to the name which a business trades under for commercial purposes, although its registered, legal name, used for contracts and other formal situations, may be another.



## CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR REGISTRATION (AFR)

**Corporation** refers to an entity having the authority under law to act as a single person distinct from the shareholders who own it and having rights to issue stock and exist indefinitely.

Provide the following information to substantiate this "Type of Organization" selection:

- Stock exchange identifier (if applicable);
- Certificate of incorporation, compliance, continuance, etc.
- Organization's Management chart is mandatory.

**Partnership** refers to a voluntary contract between two or more competent persons to place their money, effects, labor, and skill, or some or all of them, in lawful commerce or business, with the understanding that there shall be a proportional sharing of the profits and losses between them.

Provide the following information to substantiate this "Type of Organization" selection:

- Evidence of legal status: partnership documentation; or
- Organization chart

**Sole proprietor** refers to the owner of a business who acts alone and has no partners.

Provide the following information to substantiate this "Type of Organization" selection:

- Provincial registration documentation; or
- Other (Master Business License)

**Other** (letters of patent, universities, financial institutions, unincorporated organizations, Assembly of First Nations, etc.)

Provide the following information to substantiate this "Type of Organization" selection:

- Evidence of legal status;
- Organization chart;
- Acts;
- Charters;
- Bands;

- The provided "Business Civic Address" must be for an entity that is based in Canada.
- The Contract Security Program does not register foreign based firms.
- Canadian subsidiaries of foreign based firms are eligible for registration with the Contract Security Program.

### Section B - Security officers:

- Identify the individual(s) you intend to nominate as your organization's Company Security Officer (CSO) and Alternate Company Security Officer(s) (ACSO) who will be responsible for organization and personnel security.
- Security officers **must** meet all of the following criteria:
  - o an employee of the organization;
  - o physically located in Canada;
  - o a Canadian citizen or permanent resident of Canada; and
  - o security screened at the same level as the organization.
- The Company security officers and/or /Key senior officials are responsible to notify the Contract Security Program of any changes within the organization.
- Employee has the same meaning as that used by the Canada Revenue Agency.
- The key senior officials and/or company security officers are responsible to notify the Contract Security Program of any changes within the organization of its listing of key senior officials.



## CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR REGISTRATION (AFR)

### Section C - Key Senior Officials:

- A Key Senior Official (KSO) is an individual who must be granted a personnel security clearance before an organization will be granted a facility security clearance. This includes the Company Security Officer (CSO) and all owners. As well as any officers, directors (of the board), executives and/or partners who occupy positions of control or influence over a company.
- The organization must list **all** the names and position titles for its Key senior officials. Applicants are to add additional rows to the section if required.
- For the purposes of the Contract Security Program, the term "Country of Primary Residence/National Domicile" refers to the particular country for a person's true, fixed, principal and permanent home, to which that person intends to return and remain even though currently residing elsewhere
- **Citizenship** refers to the status of being a citizen. A **citizen** is a person who, by either birth or naturalization, is a member of a political community, owing allegiance to the community and being entitled to enjoy all the civil rights and protections.

### Section D - Board of directors:

- List all members of the organizations' board of directors. Applicants are to add additional rows to the section if required.
- For the purposes of the Contract Security Program, the term "Country of Primary Residence/National Domicile" refers to the particular country for a person's true, fixed, principal and permanent home, to which that person intends to return and remain even though currently residing elsewhere.

### Section E - Ownership information:

- For the purposes of the Contract Security Program, the following interpretations are applicable:

**Direct (or registered) owners** are owners who hold legal title to a property or asset in that owner's name.

**Ownership** refers to either (1) voting rights attached to the corporation's outstanding voting shares or (2) outstanding shares measured by fair market value.

**Parent company** refers to a company which owns and/or controls controlling interest (e.g., voting stock) of other firms or companies, usually known as subsidiaries, which may give it control of the operation of the subsidiaries.

Is the entity already registered in a security program and does it hold a Facility Security Clearance (FSC) from the Government of Canada or another country?

Note: For the purposes of the Contract Security Program, individuals with 20% or more of ownership of the applicant organization may be designated by the Contract Security Program as key senior officials.

### Section F - Certification and consent:

Only an individual identified in Section C may complete this section.



## CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR REGISTRATION (AFR)

**NOTE:**

The provision of false, misleading information, or concealment and/or failure to disclose of any material fact on this application information will result in a denial or revocation of your organization security clearance and registration with the Contract Security Program which will immediately prohibit your eligibility to perform on contracts requiring organization security clearances. An incomplete form will not be processed and will be returned to you.

### SECTION A - BUSINESS INFORMATION

1. Legal name of the organization		
2. Business or trade name (if different from legal name)		
3. Type of organization - <b>Indicate type of organization and provide the required validation documentation (select one only)</b>		
<input type="checkbox"/> Sole proprietor		
<input type="checkbox"/> Partnership		
<input type="checkbox"/> Corporation		
<input type="checkbox"/> Private		
<input type="checkbox"/> Public		
<input type="checkbox"/> Other (specify)		
4. Provide a brief description of your organization's general business activities.		
5. Business (Head office) civic address in Canada		
6. Mailing address (if different from business civic address)		
7. Organization website (if applicable)		
8. Procurement Business Number (PBN) if applicable	9. Telephone number (include extension number)	10. Facsimile number
11. Number of employees in your organization		12. Number of employees who required Government of Canada security screenings



## CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR REGISTRATION (AFR)

### SECTION B – SECURITY OFFICERS

Position title	Surname	Given name	E-mail
Company security officer(CSO)			
Alternate company security officer(ACSO)			
ACSO (if applicable)			
ACSO (if applicable)			
ACSO (if applicable)			

### SECTION C – KEY SENIOR OFFICIALS

Position title-within your organization	Surname	Given name	Citizenship(s)	Country of primary residence/National domicile

### SECTION D-LIST OF BOARD OF DIRECTORS ( PLEASE INDICATE N/A IF NOT APPLICABLE)

Position title	Surname	Given name	Citizenship(s)	Country of primary residence/National domicile



## CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR REGISTRATION (AFR)

### SECTION E- OWNERSHIP INFORMATION-PLEASE COMPLETE FOR EACH LEVEL OF OWNERSHIP

#### **\*\*Please complete for each level of ownership\*\***

Identify all entities, individuals, public or private corporations that have an ownership stake in your organization being registered. Indicate if the entity has a valid Facility Security Clearance from the Government of Canada or another country. For publicly traded corporations, identify stock exchange.

### SECTION E-1

Please identify all individual owner(s) or direct organization(s) ownership below.

#### Ownership-Level1 (Direct Parent)

Name of organization or individual	Address	Type of entity (private or public corporation, government)	Stock exchange public or private	Facility security clearances (FSC) Yes/No	Percentage of ownership	Citizenship or country of jurisdiction

### SECTION E-2

If there is any ownership for the names listed in the previous section (E-1) please provide the information below.  
If not, please indicate N/A (not applicable).

#### Ownership of entries listed in E-1 (Level 2)

Name of organization or individual	Address	Type of entity (private or public corporation, government)	Stock exchange public or private	Facility security clearances (FSC) Yes/No	Percentage of ownership	Citizenship or country of jurisdiction

### SECTION E-3

If there is any ownership for the names listed in the previous section (E-2) please provide the information below.  
If not, please indicate N/A (not applicable).

#### Ownership of entries listed in E-2 (Level 3)

Name of organization or individual	Address	Type of entity (private or public corporation, government)	Stock exchange public or private	Facility security clearances (FSC) Yes/No	Percentage of ownership	Citizenship or country of jurisdiction

**Note:** The organizational chart with percentages of ownership must be included



## CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR REGISTRATION (AFR)

### SECTION F- CERTIFICATION AND CONSENT (ONLY AN INDIVIDUAL IDENTIFIED IN SECTION C MAY COMPLETE THIS SECTION)

I, the undersigned, as the individual authorized by the organization, have read the Privacy Notice to this application and do hereby certify that the information contained in this application is true, complete and correct. I acknowledge and agree to comply with the responsibilities outlined in the Public Services and Procurement Canada's Industrial Security Manual and consent to the collection use and disclosure of my personal information for the purposes as described above. I agree to notify the Contract Security Program of any changes to the organization (such as change of address, phone numbers, change in security officers /key senior officials and ownership).

Surname	Given name
Position title	Telephone number
Facsimile number	Email address
Signature	Date

**Note:** The Company Security Officer/Key Senior Official is responsible to notify the Contract Security Program of any changes within the organization.

### FOR USE BY THE PSPC'S CONTRACT SECURITY PROGRAM

Recommendations		
Initial recommendation by analyst (name)	Signature	Date
Final recommendation by analyst (name)	Signature	Date

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File No. - N° du dossier  
PWC-2-45001

Buyer ID - Id de l'acheteur  
pwc040  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX “D” ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts any of the following Electronic Payment Instrument(s):

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);
- ☐ ( ) Electronic Data Interchange (EDI);
- ☐ ( ) Wire Transfer (International Only);
- ☐ ( ) Large Value Transfer System (LVTS) (Over \$25M)

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**ANNEX “E” COMPLETE LIST OF EACH INDIVIDUAL WHO ARE CURRENTLY DIRECTORS AND/OR OWNERS OF THE BIDDER**

Complete Legal Name of Supplier: \_\_\_\_\_

Supplier Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supplier Procurement Business Number (PBN): \_\_\_\_\_

**NOTE TO BIDDERS: WRITE DIRECTORS' AND/OR OWNERS' SURNAMES AND GIVEN NAMES**

NAME	JOB TITLE / POSITION

Include additional names on a separate sheet if required.

---

## **ANNEX “F” COVID-19 VACCINE DEFINITIONS**

### **Fully Vaccinated - COVID-19 (supplier personnel delivering services in Canada as of October 6, 2021)**

Supplier personnel are considered fully vaccinated 14 days after they have either:

- Received both doses of a Health Canada authorized vaccine that requires 2 doses to complete the vaccination series (as of September 16, 2021): Pfizer-BioNTech Comirnaty COVID-19 vaccine, Moderna Spikevax COVID-19 vaccine, or AstraZeneca Vaxzevria COVID-19 vaccine.
- Received mixed dose vaccination series are accepted as long as it aligns with NACI Recommendations on the use of COVID-19 vaccines.
- Received 1 dose of a Health Canada authorized vaccine that only requires 1 dose to complete the vaccination series (as of September 16, 2021): Janssen (Johnson & Johnson) COVID-19 vaccine.
- For current residents of Quebec only, have had a laboratory-confirmed COVID-19 infection followed by at least 1 dose of a Health Canada authorized COVID-19 vaccine.

Definition will be adjusted if and as required when the National Advisory Committee on Immunization (NACI) makes any future recommendations.

### **Fully Vaccinated - COVID-19 (supplier personnel delivering services outside of Canada as of October 6, 2021)**

Supplier personnel are considered fully vaccinated 14 days after they have either:

- Received 1 additional dose of an mRNA vaccine at least 28 days after a complete or incomplete course/series of a non-Health Canada authorized vaccine.
- Met the definition for fully vaccinated in the jurisdiction in which they currently reside.
- Received 3 doses of any COVID-19 vaccine regardless if they are Health Canada authorized vaccines or non-Health Canada authorized vaccines.

Definition will be adjusted if and as required when the National Advisory Committee on Immunization (NACI) makes any future recommendations.

### **Partially vaccinated**

For the purpose of this Policy “partially vaccinated” refers to supplier personnel who have received 1 dose of a Health Canada authorized vaccine, but who have not received a full vaccination series, and do not meet the definition of fully vaccinated.

### **Personnel**

Means all persons employed by the supplier or conducting work for or on behalf of the supplier, including but not limited to, subcontractors, subcontractors’ employees, consultants and agents.

### **Supplier**

For the purpose of this Policy Notification, the term ‘supplier’ includes bidders, contractors, offerors, and suppliers (in the context of Supply Arrangements).

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### **Vaccination**

Vaccination is the term used for receiving a vaccine, usually through an injection.

### **Vaccine**

A vaccine is a substance used to stimulate the immune system and provide immunity against one or several diseases, prepared from the causative agent of a disease, its products, or a synthetic substitute, treated to act as an antigen without inducing the disease.

### **Workplace**

Means a place of work owned or operated by the Government of Canada where employees of the Government of Canada are engaged in work for the Government of Canada.

## ANNEX "G" COVID-19 Vaccination Requirement Certification Form

### Certification

I, \_\_\_\_\_ (*first and last name*), as the representative of  
\_\_\_\_\_ (*name of business*) pursuant to Contract  
\_\_\_\_\_ (*contract number*), warrant and certify that all personnel that  
\_\_\_\_\_ (*name of business*) will provide on this Contract who access  
federal government workplaces where they may come into contact with public servants will be:  
(a) fully vaccinated against COVID-19 ; or  
(b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or  
other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to  
accommodation and mitigation measures that have been presented to and approved by Canada;  
until such time that Canada indicates that the vaccination requirements of the Government of Canada's  
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 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 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.

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## **ANNEX “H” SPECIFICATION**

BUILDING CLEANING MAINTENANCE  
SERVICE CONTRACT

STATEMENT OF WORK

Joseph A. Ghiz Building

- 
- |   |     |  |
|---|-----|--|
| <b>1. Inspection</b>                        | .1  | The Contractor shall notify the Departmental Representative when each major operation listed in the Schedule of Operations is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable. Monthly inspections will be conducted with the on-site Supervisor and PSPC Representative. |
| <b>2. Examination of Premises</b>           |     |  |
|   | .1  | All parties tendering should examine the site of the proposed work prior to submitting their tenders, become thoroughly acquainted with same and obtain any and all information that may be necessary to properly execute contract.  |
|   | .2  | Make arrangements with Departmental Representative prior to site visit.  |
| <b>3. Codes and Legislated Requirements</b> |     |  |
|   |     | The following codes and standards in effect at the time of award are subject to change/revision. The latest editions of each shall be enforced during the term of the contract:  |
|   | .1  | Canada Labour Code, Part II.   |
|   | .2  | National Building Code of Canada.  |
|   | .3  | National Plumbing Code.  |
|   | .4  | Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.  |
|   | .5  | National Fire Code.  |
|   | .6  | Canadian Construction and Canada Labour Safety Codes; Provincial Government, Workers' Compensation Board; and Municipal Statutes and Authorities.  |
|   | .7  | Canadian Electrical Code, Part 1, CSA C22.1.   |
|   | .8  | Canadian Environmental Protection Act.   |
|   | .9  | Safety Code for Window Cleaning Operations, CAN/CSA-Z91.   |
|   | .10 | Fall - Arresting Devices and Vertical Lifelines CAN/CSA Z259.2.1.  |
|   | .11 | Safety Belts and Lanyards CAN/CSA Z259.1.  |
|   | .12 | Prince Edward Island Occupational Health & Safety Act.   |
|   | .13 | The Contractor is responsible to be familiar with the relevant Codes and Standards and to ensure that all work undertaken on behalf of the Department of Public Services and Procurement Canada is completed in a safe manner.   |
|   | .14 | Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), American Society for Testing Materials (ASTM) and referenced organizations.   |

- .15 The Contractor can obtain addresses for codes and standards from Departmental Representative upon request.
- .16 In the event of a conflict between any of the above Codes or standards the most stringent shall apply.
- .17 These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The Contractor shall be fully familiar with their contents and requirements as related to the work and materials specified.

**4. Environmental**

- .1 The Contractor will comply with all federal, provincial and municipal laws/regulations regarding Waste Watch initiatives. This will include supply of any special bags, e.g., non-vented biodegradable bags used to line composting containers, or any other requirements. Green, low or scent-free products are encouraged,

**5. Materials and Equipment**

- .1 All materials used in the work shall conform to Canadian General Standards Board Standards.
- .2 The Contractor shall, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him/her for use in the work and he/she may be required to provide samples of materials from his/her stock for testing purposes.
- .3 Equipment and materials to be CSA certified and manufactured to standard quoted. Vacuum cleaners to be new or in new condition, be equipped with a power nozzle and have a filtration system capable of trapping 99% of the dust (i.e. Hepa or Microtex filter). A wet/dry vacuum cleaner is to be kept on site in each building for cleaning mats and accidental spills. These vacuum cleaners shall have an air flow of not less than 100 cfm and a noise level of less than 70 db.
- .4 Where there is no alternative to supplying equipment which is not CSA certified, obtain special written approval from an independent testing agency recognized by the Provincial Department of Labour. Pay cost for obtaining approval.
- .5 Use products of one manufacturer or same type as existing, including classification, unless otherwise specified.

- .5 Use only materials, equipment and products that have been approved by the Department Representative for work under this Contract.
- .6 Unless otherwise specified, comply with manufacturer's latest printed instructions for materials and installation methods.
- .7 Deliver, store and maintain materials with manufacturer's seals and labels intact.
- .8 Store materials in accordance with manufacturer's and supplier's instructions.
- .9 Do not store materials on-site without Departmental Representative's approval.
- .10 The Department of Public Services and Procurement Canada accepts no responsibility for materials or equipment stored on-site.
- .11 Cleaning equipment must be of appropriate capacity to carry out the work; e.g. Industrial quality vacuum cleaners, polishers, mops, etc.

## **6. Safety**

- .1 The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having Jurisdiction concerning the equipment, work habits and procedures.
- .2 In particular, the Contractor shall comply with the WHMIS legislation which requires the employer to provide detailed worker education about potential health effects of hazardous Materials in their work environment and how they can be handled and disposed of safely.
- .3 The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The Director reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.
- .4 The Contractor shall provide proof that employees are WHMIS trained. Employees shall be retrained in accordance with Provincial and Federal standards as required.

- .5 The Contractor shall provide proof that employees have received training in fall protection if the employees are required to work off of an unprotected work surface higher than 2.1 meters.
7. **Conversion of Floor Covering** .1 There will be no adjustment to the Contract amount where the existing floor covering is converted to another type during the term of the Contract.
8. **Space Assigned** .1 The Director shall provide the Contractor with such space as is considered necessary by the Director for the performance of the Contractor's duties.
- .2 The Contractor must not list, publicize or use the address of the building owned by the Government of Canada in any fashion for business purposes. A telephone may be installed at the expense of the Contractor but must be unlisted and must not under any circumstances appear in telephone directories or advertised as a business telephone.
- .3 The Department will not be responsible for damage to the Contractor's supplies, material or equipment in the building nor for employees' personal belongings brought into the building while employed by the Contractor.
- .4 The Contractor shall supply all devices deemed necessary to store, handle and transport the Contractor's equipment and supplies.
9. **Experience** .1 The Contractor will be an established Janitorial Contracting Company with a minimum of (2) two years proven Janitorial Contracting Experience.
10. **Personnel** .1 The Contractor will provide the Departmental Representative with a list of all people working on PSPC premises, complete with a copy of their licences, where applicable, and will update the list immediately when personnel changes.
- .2 The Contractor and his/her personnel must adhere to the Federal Government "NO SMOKING" policy while in Federal facilities.
11. **Security Clearance** .1 The security clearance level for this Contract is **reliability status**.
- .2 Prior to commencing work, the Contractor shall provide PSPC site representative with proof positive that all submissions

required by Public Services and Procurement Canada to initiate security clearance procedures have been completed.

.3 The Contractor shall submit his/her name and the names of all employees, including new employees engaged during the Contract who will be working under this Contract to the Departmental Representative immediately following notification of Contract award.

.4 The Contractor and his/her employees may be required to provide personal information, such as address and date of birth;

.5 Only those employees who receive the required clearance level will be allowed on-site.

.6 *The Contractor shall provide proof of the information contained within the list to PSPC Representative upon demand. PSPC reserves the right to have removed from the site those personnel who do not meet security requirements.*

## 12. Access to Buildings

- .1 Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of work. No other persons accompanying employees will be allowed on-site.
- .2 All cleaning staff employed by the Contractor, regardless of hours of work **must sign IN and OUT**; and enter the times of arrival and departure in registers or on sheets so provided at the security guard's control desk or other designated area. In the event of a dispute and the absence of other evidence, the register will be regarded as evidence of hours of work. **Failure to sign "OUT" will render the entry invalid.**

## 15. Security - Keys

- .1 All keys entrusted to the Contractor for the fulfillment of his/her Contract must be fully protected at all times
- .2 **Duplication of keys is strictly prohibited.**

## 16. Log

- .1 A log will be maintained in the building by the Contractor in which he/she shall record on a daily basis, all of the work performed other than the normal day-to-day cleaning. The log shall be made available for inspection by the Director as required.

- .2 The Contractor will log any activities they were unable to complete or perform as a result of refused access.

**15. Quality Standards**

- .1 The Quality Standards, where applicable, shall be adhered to strictly. Inspections made by the Director will be based on these standards.

**16. Bidders/Tenderers .1 Qualifications**

- .1 Prior to award bidder/tenderer will provide;
1. Certification letter of good standing from Worker's Compensation.
  2. Signed statement by Owner of the company that the company will maintain Worker's Compensation Board coverage for the life of the contract, including sub-contractor.
- .2 Before work begins bidders/tenderers are to provide documentation;
- 1, A copy of the company's site specific safety plan.
  2. Certification of training for safety for all personnel that will be involved with the contract. Updated list complete with licenses shall be kept on site including personnel changes.
  3. All sub-contractors shall adhere to the above qualifications.

**17. Disciplinary Procedures for Safety Violations**

- .1 Disciplinary Procedures for Safety Violations are:
- .1 First violation: Verbal warning issued to the Contractor for the first violation of a safety regulation. Violation shall be documented on the contract file, copy to Contractor and a copy to PSPC.
  - .2 Second violation: Written warning to Contractor for the second infraction of a safety regulation. Violation will be documented on the contract file, copy to Contractor and a copy to PSPC.
  - .3 Third violation: May result in the termination of the contract with a recommendation that the Contractor be denied being able to tender on future PSPC-produced tenders. Violation shall be documented on the contract file, copy to Contractor and a copy to PSPC.

4 Immediate Loss of Contract: A serious violation of safety regulation as deemed by a Regulator, Project Manager or Safety Officer. Violation shall be documented on the contract file, a copy to the Contractor and a copy to PSPC.

.5 Denied Opportunity to Tender: Infractions of safety regulations that result in charges being laid by the Regulator and the Contractor being found guilty by the Courts may result in the Contractor being denied consideration to tender on future PSPC projects.

## 18. Product Approvals

- .1 The Contractor shall ensure that all controlled products used in the performance of the work are classified and labelled according to the Workplace Hazardous Materials Information System (WHMIS).
- .2 The Contractor shall submit for approval the Material Safety Data Sheets (MSDS) for all controlled products that will be used in the performance of this work.
- .3 No controlled products are to be brought on-site without prior approved Material Safety Data Sheets (MSDS).
- .4 Material Safety Data Sheets (MSDS) to remain on-site at all times.
- .5 The contractor is to:
  - .1 supply a copy of MSDS sheets for Building WHMIS station.
  - .2 mark these MSDS sheets with their company name.
  - .3 maintain and update these MSDS as required.
  - .4 Strive for a scent free workplace.
  - .5 Use green products whenever possible.

## 19. Contractor Responsibilities

- .1 The Contractor shall maintain and provide PSPC with current phone, fax and pager numbers to be able to provide response to requests for service from the local Departmental Representative and/or the National Service Call Centre (NSCC) 1-800-463-1850 on a twenty-four (24) hour, seven (7) day per week basis. This involves ensuring that cellular phones and pagers are of a type that can be contacted from the National Service Call Centre in Toronto. If the request for service is from the NSCC, the Contractor shall, immediately upon completion of the service, report back to the NSCC describing the action taken to correct the problem.
- .2 The Contractor shall provide service during regular working hours, silent hours and weekends.
- .3 The Contractor will advise the Departmental Representative of the telephone number at which he/she or his/her representative may be contacted at any time.
- .4 The Contractor shall not refuse any call for service requested by a Departmental Representative and the time lapse between call out and start of work shall **not exceed four (4) hours**.
- .5 Contractor prior to commencement of work, shall report to the security desk to log in.
- .6 The Contractor will be notified, on award of the Contract, the name and phone number of the Departmental Representative.
- .7 Cost of emergency services shall be included in the Contract amount.
- .8 The Contractor shall supply the onsite "Lead Hand" with a pager and/or cellphone to permit immediate access to services if and when required.

- |    |                           |    |   |  |
|----|---------------------------|----|---|--|
| 1. | <b>Exterior</b>           | .1 | <b>Daily</b>  | .1 Remove graffiti and posters from exterior walls, doors, and windows at street level.<br>.2 Clean and polish, aluminum fittings, signs, ornamental metal work, metal entrance doors and push bars.<br>.3 Clean glass and sashes on both sides in entrance doors and side lights.<br>.4 Sweep and keep clear of debris all entrances and loading platforms.   |
|    |                           | .2 | <b>Weekly</b>   | .1 Sweep and remove excess salt from sidewalks during winter months.<br>.2 Clean glass and sashes on both sides in entrance sidelights.  |
|    |                           | .3 | <b>Monthly</b>  | .1 Remove dust, litter and cobwebs from light wells, vent openings and service passages.   |
| 2. | <b>Interior • General</b> | .1 | The operations specified in this section are more particularly defined in Section 5 titled the Glossary of Terms. |  |
| 3. | <b>Floors • General</b>   | .1 | <b>Preliminary Instructions</b>   | .1 Chairs, wastepaper baskets, etc. must not be placed on desks, tables or work branches during cleaning operations.<br>.2 Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.<br>.3 Supply and visibly locate bilingual <b>danger</b> signs when performing all floor cleaning operations.<br>.4 Electronic data processing equipment is not to be moved or relocated without prior authorization of the PSPC representative. |
| 4. | <b>Floors • Resilient</b> | .1 | <b>General</b>  | .1 Remove gum and other foreign residue daily.   |
|    |                           | .2 | <b>Office Areas</b>   | <hr/> .1 Sweep all floors daily.   |

- .2 Damp mop or wipe all floors to remove spillages, salt (sodium and calcium chloride), etc. Daily during months of November through March.
- .3 Spray buff in front and behind counters in desk wells and traffic lanes.
- .4 Wet or dry scrub and refinish on a full floor basis three times per year.
- .5 Strip and refinish on a full floor basis once per year in the first month of the contract.

#### 5. Corridors and Elevator Lobbies

- .1 Sweep or vacuum all floors daily.
- .2 Damp mop or wipe all floors to remove spillages, salt (sodium and calcium chloride), etc., daily during months of November through March
- .3 Damp mop and buff solid flooring twice per week (Tuesday and Friday).
- .4 Spray buff.
- .5 Wet or dry scrub and refinish solid floor on a full floor basis three times per year.
- .6 Strip and refinish on a full floor basis once a year.

#### .4 Active Storage Space

- .1 Maintain as per Office space.

#### 6. **Walk-Away Mats**

##### .1 **General**

- .1 The Contractor will use an industrial type, wet and dry vacuum cleaner equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc. from the mat.
- .2 Vacuum mats daily. Vacuum mats more often if necessary as a result of inclement weather.
- .3 Mats shall be in place from November 1 to April 30 inclusive. In case of unusual weather conditions, the Director may shorten or extend the period.
- 4 The Contractor will supply **new** Walk-Away mats, install, maintain, remove, clean and store mats in a designated area when not in use. Approximately 50 metres is required.
- .5 Mats shall be fabricated of nylon fibre on a rubber backing, treated with a nontoxic dirt absorbent and have a water retention capacity of approximately 3.41 litres per square metre, subject to PSPC Representative's approval.

- .6 Mats are to be removed or rolled up to complete floor cleaning operations. Clean underside of mats before replacing or storing.

.2 **Daily**

- .1 Vacuum and remove salt stains from all mats.

.3 **Weekly**

- .1 Shampoo all large mats in place. Smaller mats are to be removed to a designated location for this operation.

**6. Miscellaneous**

.1 **Daily**

- .1 Damp wipe window stools and draft deflectors.
- .2 Dust open radiators, remove litter from behind and underneath.
- .3 Dust display cases and spot clean glass.

.2 **Every Two Weeks**

- .1 Clean exterior sash of notice boards and wash glass.
- .2 Wash display case glass.

.3 **Monthly**

- .1 Clean and polish all decorative metal fittings.

.4 **Quarterly**

- .1 Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8 metres or more above floor level.
- .2 Clean all air intake grills, air diffusers and metal surrounds using a detergent solution or solvent.
- .3 Wash all open radiators.
- .4 Clean exposed radiator and convactor covers.

.5 **Semi-Annually**

- .1 Wash exterior surfaces of exposed air ducts.

**7. Entrances and Lobbies**

.1 **General**

- .1 Keep free of litter.
- .2 Clean furniture as per office furniture.
- .3 Mats are to be removed or rolled up to complete floor cleaning operation.

.2 **Daily**

- .1 Clean both sides of door glass, windows and metal surrounds.
  - .2 Clean surface and between bars of foot grills.
  - .3 Remove gum and other foreign residue.
  - .4 Sweep, wash and buff floors. Provide additional damp mopping of floors if necessary as the result of inclement weather.
  - .5 Vacuum on a full floor basis.
  - .6 Clean directory board glass and frame.
  - .7 Sweep exterior area of entrances daily to remove cigarette butts.
- .3 **Weekly**
  - .1 Sweep, spray buff and resweep floors.
  - .2 Clean both sides of all glass windows and metal surrounds.
- .4 **Monthly**
  - .1 Remove foot grills and clean out recessed pan and drain.
  - .2 Scrub and refinish floors.
- .5 **Annually**
  - .1 Strip and refinish floors as needed.
- 8. **Floors- Terrazzo  
Marble and Quarry  
Tile (Excluding  
Entrances,  
Lobbies,  
Washrooms and  
Stairways)** .1 **General**
  - .1 Sweep all floors daily.
  - .2 Remove gum and other foreign residue.
  - .3 Damp mop all floors to remove spillage, etc., daily.
  - .4 Wash and buff all floors weekly.
  - .5 Machine scrub all floors quarterly.
  - .6 Strip and reseal all floors annually.
- 9. **Floors - Concrete** .1 **General**
  - .1 Sweep all floors using a dust control method daily.
  - .2 Remove gum and other foreign residue daily.
  - .3 Damp mop to remove spillage daily.
  - .4 Wash all floors monthly.
  - .5 Machine scrub and reseal unpainted floors annually.
- 10. **Epoxy Covered Floors** .1 **General**
  - .1 Sweep all floors daily.
  - .2 Remove gum and other foreign residue daily.
  - .3 Damp mop to remove spillage daily.
  - .4 Wash and buff all floors monthly.
  - .5 Machine scrub floors annually
- 11. **Carpeting and  
Rugs** .1 **General**
  - .1 Vacuuming must take place as per scheduled hours

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- .2 Remove spots daily and report to the Director spots on carpeting or rugs that cannot be removed by normal means and any damage to or lifting of carpeting.
- .3 Clip loose threads during vacuuming operation.
- .4 Dust bases of free standing screens.
- .5 Pick up debris daily.
- .6 Vacuum daily the areas surrounding photocopiers, shredders, and other paper handling areas.

## .2 **Offices**

- .1 Vacuum daily traffic lanes and desk wells in general working areas and private offices. Remove litter from remainder of area and sweep exposed flooring around rugs.
- .2 Vacuum weekly all carpeting and rugs on a full floor basis.
- .3 Where T mats are in use, remove, vacuum carpet, clean T mat and replace.

## .3 **Corridors**

- .1 Vacuum twice per week (Tuesday and Friday) on a full floor basis.

## 12. **Stairs and Landings**

### .1 **Daily**

- .1 Sweep stairs and landings.
- .2 Remove gum and other foreign residue.
- .3 Damp mop.
- .4 Dust handrails, vertical grills, baseboards, stringers and ledges.

### .2 **Semi-annually**

- .1 Strip and refinish terrazzo, marble or resilient surfaces.

## 13. **Washroom - Public and Private**

### .1 **General**

- .1 All washrooms shall be cleaned by 1000 hours daily. Washrooms shall be patrol cleaned and empty dispensers replenished at midday.
- .2 Blocked toilets, sinks, urinals and drains to be cleared immediately by use of plunger or flex snake (supplied by Contractor). If plumbing work necessary, notify the Departmental Representative

.3 The Contractor is responsible for replenishing the coin operated feminine napkin dispenser. The dispensers are surfaced mounted units and are combination napkin and tampon, key locked. Money received will become the property of the contractor. Supplies must be approved by PSPC.

.4 The Contractor is responsible to supply and install dispenser units the same as or equal to Wood Wyant QFS foam soap dispenser, subject to the approval of the PSPC Representative. Approximately 28 dispensers are required. Dispenser units and sufficient amount of supplies are to be delivered on-site 7 days prior to contract start date. The Contractor shall maintain in inventory four dispensers on site at all times for replacement as necessary.

.5 The Contractor is responsible to supply and install dispenser units, same as or equal to, Scott J.R.T.(R), (double-roll) Junior Bathroom Tissue Dispenser, subject to the approval of the PSPC Representative. Approximately 39 dispensers are required. Dispenser units and sufficient amount of supplies are to be delivered on-site 7 days prior to contract start date. Toilet tissue/paper shall be two-ply. The Contractor shall maintain in inventory two dispensers on site at all times for replacement as necessary.

.6 The Contractor is responsible to supply and install hands free paper towel dispensers, double roll type, same as or equal to Wood Wyant Tandem dispenser, subject to the approval of the PSPC Representative. Approximately 16 dispensers are required. Paper towel will be the same as or equal to WoodWyant Ultra White product code 63-1983. Dispenser units and sufficient amount of supplies are to be delivered on site 7 days prior to contract start date. The Contractor shall maintain in inventory two dispensers on site, at all times, for replacement as necessary.

.2

#### Daily

- .1 Remove gum and other foreign residue.
- .2 Sweep all floors.
- .3 Damp mop with a germicidal detergent.
- .4 Dust off tops of partitions.
- .5 Clean shower stalls daily.
- , Wash both sides of toilet seats, interior and exterior of bowls, urinals, washbasins and underside of washbasins using a germicidal detergent.

- .7 Clean and disinfect all water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles.
- .8 Clean flush tanks, shelves, high ledges, mirrors, window stools and exposed piping.
- .9 Spot clean walls, partitions and doors to remove finger marks, graffiti and other marks.
- .10 Empty santi-cans, wash, disinfect, supply and replace bags.
- .11 Empty all wastepaper receptacles.
- .12 Empty refuse receptacles, supply and insert new plastic bags.
- .13 Supply and replenish soap in containers, toilet paper, linen and paper towel dispensers.

.3 **Weekly**

- .1 Wash on both sides, partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent.
- .2 Descale toilet bowls and urinals.

.4 **Bi-Weekly**

- .1 Spray buff and resweep on a full floor basis.

.5 **Monthly**

- .1 Wash and disinfect wastepaper and refuse receptacles including metal containers.
- .2 Wash all walls.

.5 **Semi-Annually**

- .1 Strip and refinish floors.

.6 **Annually**

- .1 Wash ceilings.

**14. Solar Shades**

.1 **Air-conditioned Buildings**

- .1 Dust window blinds every four months.

**15. Drapes**

.1 **Quarterly**

- .1 Vacuum drapes.

**16. Counters**

.1 **Daily**

- .1 Damp wipe and polish.

.2 **Weekly**

- .1 Clean counter facings, metal wickets, glass and wood partitions.

## 16. Interior Glass

- .1 **Daily**
  - .1 Spot clean all glass doors, glass in fire doors, glass partitions and/or glass panels in partitions.
  - .2 Remove all foreign substances such as tape, etc.
- .2 **Weekly**
  - .1 Wash both sides of glass doors and glass in fire doors.
- .3 **Three Times Per Year**
  - .1 Wash both sides of glass partitions and/or glass panels in partitions.

## 17. Furniture and Fixtures

- .1 **Preliminary Instructions**
  - .1 Papers and files left on furniture shall not be disturbed by the cleaning staff.
- .2 **Daily**
  - .1 Dust horizontal surfaces.
  - .2 Dust telephones and intercom instruments.
  - .3 Dust and remove finger marks and stains from vertical and horizontal surfaces of boardroom and executive office furniture.
  - .4 Spot clean finger marks and stains from glass topped furniture.
  - .5 Spot clean outside of lockers, storage and filing cabinets.
  - .6 Spot clean bookcase glass doors.
  - .7 Dust empty stacks and shelves.
  - .8 Dust pictures and wall hangings. (Excluding paintings and art objects.
- .3 **Weekly**
  - .1 Dust and remove stains from vertical surfaces.
  - .2 Clean and polish boardroom and executive furniture.
  - .3 Dust tops of lockers and storage cabinets.
  - .4 Dust bases of free standing screens.
  - .5 Dust artificial plants, remove debris from containers and damp wipe exterior of containers.
  - .6 Clean any large blue recycling bins that are located in work areas.
  - .7 Clean interior of public clothes closets.

		.8	Wash boot trays and/or boot shelves during inclement weather.
		.4	<b>Monthly</b>
		.1	Vacuum upholstered furniture.
		.2	Remove and clean on both sides, all glass and plastic plates covering furniture and dust tops of furniture before replacing plates.
		.5	<b>Quarterly</b>
		.1	Clean and polish both sides of bookcase glass doors.
		.6	<b>Semi-Annually</b>
		.1	Clean using an approved product all leather, vinyl and leatherette upholstered furniture in executive offices, boardrooms and waiting areas.
		.2	Vacuum upholstered free standing screens.
		.3	Dust ledges inside workstations.
<b>18. Waste Receptacles</b>		.1	<b>General</b>
		.1	Supply and install plastic bags of correct size in wastepaper baskets, garbage cans, compost and recyclable receptacles. Replace plastic bags with correct size when dirty or torn.
		.2	<b>Daily</b>
		.1	Empty and damp wipe exterior of wastepaper baskets.
		.2	Empty garbage cans and waste receptacles.
		.3	<b>Weekly</b>
		.1	Wash and disinfect garbage cans and waste receptacles including metal liner.
		.4	<b>Semi-Annually</b>
		.1	Wash and disinfect wastepaper baskets.
<b>19 Cigarette Urns</b>		.1	<b>Daily</b>
		.1	Remove debris from urn, damp wipe exterior, clean and polish chrome parts..
<b>20. Doors, Door Frames, Etc.</b>		.1	<b>Daily</b>
		.1	Clean finger marks from doors and door frames.
		.2	Dust door grills.

.2 **Monthly**

- .1 Clean non-metallic kick and hand plates using a detergent solution.
- .2 Clean metal push bars, kick and hand plates using the appropriate cleaner.
- .3 Dust doors and door frames.

.3 **Semi-Annually**

- .1 Wash door grills.

**21. Emergency Fire Equipment**

.1

**Every Two Months**

- .1 Clean interior of hose cabinet.
- .2 Clean and/or polish fire extinguishers.
- .3 Clean both sides of cabinet door glass.
- .4 Dust wall hung equipment.

**22. Water Fountains**

.1

**Daily**

- .1 Wash and disinfect. Odour of disinfectant must not be objectionable.

**23. Walls, Partitions and Baseboards**

.1

**Daily**

- .1 Remove finger marks, smudges and stains from painted walls and partitions.
- .2 Spot clean baseboards, ledges and moldings.
- .3 Spot clean vinyl covered walls, doors and partitions.

.2

**Weekly**

- .1 Dust marble walls, columns and frames.
- .2 Dust baseboards, ledges and moldings.
- .3 Spot clean fabric and carpeted walls, columns, screens and partitions.

.3

**Quarterly**

.4

**Semi-Annually**

- .1 Vacuum fabric and carpeted walls, columns and partitions.

**24. Telephone and Electrical Rooms (excluding Trans former Rooms)**

1.

**Every Two Months**

- .1 Sweep all floors.

- 25. Contractor's Space** .1 Maintain as per corresponding areas in building.
- 26. Janitor Room** .1 **General**  
.1 To be kept free of debris.  
.2 Mops to be washed clean before storing. All other equipment to be kept clean and materials neatly stored.  
.2 **Daily**  
.1 Sweep and wash floors.  
.2 Wash and disinfect sinks.  
.3 **Quarterly**  
.1 Wash walls, shelves, etc.
- 27. Refuse** .1 **General**  
.1 Cardboard containers designated for disposal must be flattened before placing into bulk-lift units or tied into bundles 1200 mm (length) by 600 mm (diameter) and not to exceed 20 kg in weight.  
.2 Contents of ashtrays must be stored in a separate metal container overnight before emptying into garbage.  
.3 Garbage is not to be stored in any area(s) of the building, but is to be placed directly in appropriate disposal container at the designated location.  
.4 At the workstations compost is emptied daily, waste Is emptied twice a week.(Tuesday and Friday).  
.2 **Daily**  
.1 Remove from building all compost, garbage, wastepaper and recyclable materials and place in appropriate disposal container.  
.2 After removal of garbage, wastepaper, and recyclable material, pick up any debris dropped between building and disposal containers.
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- |     |                                   |    |  |
|-----|-----------------------------------|----|--|
| 28. | <b>Building Operations</b>        | .1 | Report any and all maintenance repairs required to the building, heating system, plumbing, electrical or water systems to the Departmental Representative.   |
|     |                                   | .2 | Requests for emergency repairs can be made by telephone.   |
|     |                                   |    |  |
| 29. | <b>Cafeteria and Canteens</b>     | .1 | <b>Preliminary Instruction</b><br>.1 This refers only to the dining area, serpentine planter fountain and fountain area.<br>It does not include vending machines, microwaves and walls up to height of 1.3 metres.<br>.2 Patrol clean in mid-morning and mid-afternoon.        |
|     |                                   | .2 | <b>Daily</b><br>.1 Wipe chairs and clean spillages.<br>.2 Sweep and damp mop on a full floor basis.<br>.3 Empty garbage cans and recycling receptacles, replace plastic and/or compost bags.<br>.4 Spot clean all walls, carpets, doors, partitions and exterior of cupboards. |
|     |                                   | .3 | <b>Weekly</b><br>.1 Spray buff and resweep on a full floor basis.  |
|     |                                   | .4 | <b>Monthly</b><br>.1 Wet or dry scrub and refinish on a full floor basis.<br>.2 Wipe table bases.<br>.3 Wipe metal-clad wall above sorting station.  |
|     |                                   | .5 | <b>Annually</b><br>.1 Strip and refinish on a full floor basis as needed.  |
|     |                                   |    |  |
| 30. | <b>Indirect Lighting Fixtures</b> | .1 | <b>Semi-Annually</b><br>.1 Dust light fixtures<br>.2 Clean work surfaces and vacuum floors as required as a result of dusting fixtures.  |
|     |                                   |    |  |
| 31. | <b>Locker Rooms</b>               | .1 | <b>Daily</b><br>.1 Empty waste or recycling receptacles.<br>.2 Dust exposed surfaces of lockers, including tops.<br>.3 Wash window stools and metal base of windows.<br>.4 Sweep floors.   |
-

- .5 Remove gum and other foreign residue.

.2 **Semi-Annually**

- .1 Wash the exterior of lockers.

.3 **Resilient Floors**

- .1 Wash with a germicidal detergent weekly
- .2 Wet or dry scrub and refinish five times annually.
- .3 Strip and refinish annually.

.4 **Terrazzo, Quarry Tile, Vitreous**

- .1 Wash with a germicidal detergent weekly.
- .2 Machine scrub and rinse with a germicidal solution monthly.

**32. Showers**

.1 **Daily**

- .1 Remove all pieces of soap and other foreign matter.
- .2 Wipe down walls using a cleaner disinfectant and rinse with clear water.
- .3 Scrub floor and duck boards using a cleaner disinfectant and rinse with clear water.
- .4 Report any stoppages or leaks.

.2 **Weekly**

- .1 Wash walls and shower curtains using a soap free detergent containing "sequestering agents" to remove soap scum and rinse with clear water.
- .2 Polish handles, shower heads and other fixtures.
- .3 Scrub floors using a soapless detergent containing "sequestering agents" to remove soap scum and rinse with clear water.

**33. Elevators,  
Passenger**

.1

**Daily**

- .1 Clean interior bright metal work daily, more often if required.
  - .2 Dust interior if cab and remove finger marks, smudges and stains on doors, door frames and walls, including control panel.
  - .3 Scrape and vacuum clean door sill/track grooved in both the cab and on each landing.
  - .4 Vacuum carpeted floors.
  - .5 Remove gum and other foreign residue.
-

34	Freight Receiving Area	.1	<b>Daily</b>	
		.1	Remove litter abandoned in area.	
		.2	Sweep floors	
		.2	<b>Weekly</b>	
		.1	Dust walls and doors	
		.3	<b>Monthly</b>	
		.1	Spot clean walls and doors.	
		.4	<b>Semi-Annually</b>	
		.1	Scrub doors, both sides	
35.	Escalators	.1	<b>Preliminary instruction</b>	
		.1	Escalators cleaned while operating.	
		.2	<b>Daily</b>	
		.1	Wipe clean handrail using a mild detergent solution.	
		.2	Clean glass or metal panelling and balustrades using an approved cleaner.	
		.3	Remove gum and other foreign residue.	
		.4	Vacuum treads, risers, landings or treadway.	
		.3	<b>Weekly</b>	
		.1	Damp wipe treads, risers, landings or treadway.	
		.4	<b>Annually</b>	
		.1	Clean and wax handrails.	
36.	Recycling Centres / Bins	.1	<b>Daily</b>	
		.1	Supply and install appropriate bags for receptacles in each recycling centre. Clear and Blue Bags only.	
		.2	Recycling Centres to be supplied by PSPC.	
		.3	All receptacles must be emptied or cleaned with a germicidal solution at the end of each day, or more often as required.	
		.4	Contractor will be required to empty all recycling receptacles in each recycling station/location and transfer contents to the appropriate container or holding area. This will include the contents of all	

- large blue bins in designated areas throughout the building (approximately 24 bins).
- .5 Entire recycling centre must be washed with a germicidal solution once each day, or more often as required.
- .6 On Friday of each week, prior to the end of the shift, Contractor must ensure that all waste is removed from each recycling centre.
- .2 There will be no adjustments to the contract amount for changes in number of/location of recycling centres.
- 37. Window Cleaning** .1 Spot clean as required.
- 38. Outdoor Rest Areas** .1 **General**
- .1 Patrol clean twice daily and more often if necessary.
- .2 **Daily**
- .1 Empty and clean ashtrays and cigarette urns.
- .2 Sweep floors.
- .3 Mop up spills.
- .4 Empty, garbage cans and paper receptacles and replace plastic bags
- .5 Spot clean doors.
- 39. Indoor Rest Areas** .1 **General**
- .1 Patrol clean twice daily and more often if necessary.
- 40. Grounds - General** .1 Keep all areas, including lawns, flower beds, paved areas, parking and courtyards, municipal sidewalks, drains and ditches free of debris.
- 41. Sick Room** .1 **Daily**
- .1 Dust all furniture.
- .2 Empty and disinfect all receptacles.
- .3 Wash all glazed surfaces.
- 
-

- .4 Wash and disinfect all toilet accessories including sinks, hand basins, toilet bowls, mirrors, dispensers, etc.
- .5 Supply and replenish soap in containers, toilet paper, linen and/or paper towels in dispensers.
- .6 Sweep total area.
- .7 Damp mop total area, spray buff and resweep traffic lanes and waiting areas.
- .8 Change bedding in sick room as required.

#### 42. Print to Mail Processing area

##### General

- .1 Areas includes printing room, inserter, supervisors offices and hand insertion cubicals.
- .2 **Flooring- painted metal raised flooring tiles.**  
This flooring can be bare metal and is not to be left wet after cleaning.
- .3 The vacuum cleaner used in this area will be of the industrial canister type equipped with a three prong grounded plug and non-metallic floor tools. The filter is to be cleaned prior to each operation.
- .5 Damp Mopping - Use a mop, well wrung out in clear water so that there will be no seepage under the equipment or between the tiles. The water is to be changed frequently during each operation and mops are to be washed and well rinsed on completion of the work.

- .2 .1 Compost shall be removed on a daily basis.
  - .3 The following operations are to be performed by daytime staff **on a weekly basis:**
    - .1 Vacuum entire floor area paying particular attention to the area around the base of equipment, baseboards and corners.
    - .2 Damp mop the entire floor area.
    - .3 Remove dust from furniture and shelving.
    - .4 Wash and disinfect refuse and wastepaper containers.
    - .5 Wash doors and door frames.
    - .6 Clean room air diffusers every six months.
-

- 1. Supplies**
  - .1 The Contractor will also supply all cleaning materials, tools and equipment necessary to execute the work satisfactorily. All materials must be of high quality, meet CSA or ULC standards where applicable, be environmentally friendly and approved by the Director.
  - .2 The Contractor shall supply an acceptable commercial quality wet-dry vacuum. Equipment to remain on site.
- 2. Building Security Locking & Unlocking**
  - .1 The Contractor is responsible for the security of the building to the extent of ensuring exterior doors are secure on exit and entrance to the building in the course of their daily duties.  
To ensure the cleaners room/janitor rooms are secure.
  - .2 Doors shall be locked and unlocked at the times required to facilitate the work of occupying departments.
  - .3 All doors to rooms, private or general offices, etc., which must be unlocked by the Contractor's employees, must be kept locked during the performance of their duties.
- 3. Building Cleaning Operations**
  - .1 **Routine Cleaning**
    - .1 Routine cleaning will be performed between the hours of 0700 to 1700 hours, Monday to Friday, excluding statutory holidays.
  - .2 **Scheduled Operations**
    - .1 Scheduled operations will be performed on Saturdays and Sundays between 0800 hours to 1600 hours.
  - .3 Prior to award of contract, the Contractor shall submit in writing his plan of operation to conform to the cleaning, scheduled operations and special conditions.
- 4. Staff**
  - .1 For routine cleaning, the Contractor shall maintain a staff of six (6) people for a minimum of 8 paid hours per day each, plus an on-site working supervisor for a minimum of 8 paid hours per day, per 5 day week. Contractor must have available a security-cleared alternate to cover for any other person unable to perform duties.
  - .2 The building occupancy load will fluctuate. Approximately 800 to 1000 persons.  
Operations to be adjusted accordingly.
  - .3 All persons employed as staff shall have authority to carry out directions given to them by the PSPC representative whether or not this involves minor changes to the specifications.

- .4 The Contractor shall equip his superintendent or supervisor with a pager, cell phone or similar communicating device so they may be contacted by PSPC representative during the work day.
- .5 The contractor shall designate his supervisor to contact the PSPC Representative at 0830 hours and 1300 hours daily, to receive complaints and/or request for emergency cleaning.

**5. Excluded Areas** The following do not form part of this cleaning contract except for cleaning of lights and fixtures as specified in Section 2:

Penthouse SnowRemoval  
Landscape Maintenance  
Re-lamping

## **SCHEDULE OF OPERATIONS BUILDING CLEANING**

The Contractor shall comply with the following Schedule of Operations which specifies the major operations to be performed under the Contract.

See Section 3 entitled Special Requirements for the time frame during which the scheduled operations will be performed.

All months that are inside brackets must have this work carried out during an extension year to this Contract and carried forward as applicable.

The operations specified in this section are more particularly defined in Section 2 titled Operations and Frequencies and Section 5 titled Glossary of Terms.

Seasonal requirements may require alterations to these frequencies. The Contractor shall use these identified frequencies as guidelines only and shall adjust his frequencies as necessary to fulfill the specification.

### **Cleaning Operations (Section 2)**

### **Frequency of Operations**

4.2.4	Floors - Office Areas - Wet/Dry Scrub and Refinish	Execute three times in one year in the months of: 4-7-10
4.2.5	Floors - Office Areas - Strip & Refinish	Execute once in the first month of the contract.
4.3.5	Floors - Corridors & Elevator Lobbies -Wet/Dry Scrub and Refinish	Execute three times in one year in the month of: 4-7-10
4.3.6	Floors - Corridors & Elevator Lobbies - Strip and Refinish	Execute once times in the first month of the contract
6.4.1	Ledges, Tops of Partitions, Partitions, Pipes, etc. - Dust or vacuum	Execute four times in one year in the months of: 1-4-7-10
6.4.2/3/4	Grills, Diffusers & Radiators -Clean	Execute four times in one year in the months of: 1-4-7-10
6.5.1	Exposed Air Ducts -Wash	Execute two times in one year in the months of: 1-7

8.1.5	Floors- Terrazzo, Marble, Quarry & Tile - Machine Scrub	Execute three times in one year in the months of: 4-7-10
8.1.6	Floors - Terrazzo, Marble, Quarry & Tile - Machine Scrub	Execute once in the first month of the contract
9.1.4	Floors - Concrete -Wash	Execute once in the first month of the contract
11.2.1	Stairs & Landings - Strip and Refinish	Execute two times in one year in the months of: 1-7
12.5.1	Washroom Floors - Strip and Refinish	Execute two times in one year in the months of: 1- 7
12.6.1	Washroom Ceilings -Wash	Execute once in the first month of the contract
13.1.1	Blinds -Dust	Execute four times in one year in the months of: 1- 4-7-10
14.1	Drapes -Vacuum	Execute four times in one year in the months of: 1- 4-7-10
16.3.1	Glass Partitions/ Panels - Wash	Execute three times in one year in the months of: 1- 5-9
17.5.1	Bookcase Glass - Clean and Polish	Execute four times in one year in the months of: 1-4-7-10
17.6.1	Furniture- Upholstered, Leather, Vinyl, Etc. -Clean	Execute two times in one year in the months of: 1- 7
17.6.2	Screens -Vacuum	Execute two times in one year in the months of: 1- 7
17.6.3	Desk Well Ledges -Dust	Execute two times in one year in the months of: 1- 7
18.4.1	Wastepaper Baskets - Wash and Disinfect	Execute two times in one year in the months of: 1- 7
20.3.1	Door Grills -Wash	Execute two times in one year in the months of: 1- 7

21.1 Emergency Fire Equipment - Clean	Execute six times in one year in the months of: 1-3-5-7-9-11
23.3.1 Marble Walls, Columns, etc. -Wash	Execute four times in one year in the months of: 1-4-7-10
23.4.1 Fabric & Carpeted Walls, Columns, Etc. -Vacuum	Execute two times in one year in the months of: 1-7
24.1.1 Telephone / Electrical Rooms - Sweep floors	Execute six times in one year in the months of: 1-3-5-7-9-11
26.3.1 Janitor Room, Walls, etc. - Wash	Execute four times in one year in the months of: 1-4-7-10
29.5.1 Cafeteria and Canteens - Strip/Refinish Floor	Execute once in the first month of the contract
30.1 Heating Plant Walls, Ceilings, etc -Dust	Execute twice in one year in the months of: April, September
31.2.1 Exterior of Lockers -Wash	Execute two times in one year in the months of: 1-7
31.3.2 Locker/Shower Room Floors - Resilient -Wet / Dry Scrub and Refinish	Execute five times in one year in the months of: 3-5-7-9-11  Execute once in the first month of the contract
31.3.3 Locker/Shower Room Floors - Resilient - Strip & Refinish	Execute two times in one year in the months of: 1-7  Execute once in the first month of the contract
34.4.1 Freight Receiving Area - Scrub Doors	Execute once in the first month of the contract
35.4.1 Escalators - Clean and Wax Handrails	
36 Window Cleaning - All interior window - Exterior ground level windows	Execute two times in one year in the months of: June & October

## GLOSSARY OF TERMS

### BUILDING CLEANING

#### CATEGORY & TYPE OPERATION

#### DETAILED INFORMATION

##### Flooring

ALL	Sweeping	Consists of removing loose, dry surface soil. <b>Where surface is not subject to damage by solvents</b> , use a solvent based, treated sweeping compound, dust cloth or dust mop. <b>Where surface is subject to damage by solvents</b> , use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used to ensure no streaks are left on the floor.
MOST	Spray Buffing (Spray Clean)	Consists of spraying a spray buff on a swept floor, approximately 50 centimetres ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed.
MOST	Wet or Dry Scrub (Semi-Stripping)	Consists of removing the top layer or layers of floor finish using either the wet (use minimum amount of water) or dry scrub method of the application of two (2) coats of a self-polishing, non-slip metal interlocked floor finish to the dry, clean floor. Complete operation by cleaning baseboards.
MOST	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water.

**Note:**

1. Floor sealer to be applied up to the baseboards.
2. Floor finishes to be applied up to 30 centimetres from the baseboards except for the last coat which will be applied right up to the baseboards.
3. Each coat of finish to be laid in the opposite direction from the previous coat.
4. Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.
5. When using either the Wet scrub or Wet strip method, use a minimum amount of solution.
6. When using a Dry scrub or Dry strip method, damp mop the floor before applying sealer or finish.
7. When using the Wet scrub or Wet strip method, rinse the floor twice before applying sealer or finish.

**Resilient**

- Offices - Washrooms - Laboratories	Strip & Refinish	Consists of moving furniture, sweeping floor, stripping by using either the Wet or Dry method to remove all layers of finish. Apply a minimum of one (1) coat of a water base sealer and three coats of a self-polishing, non-slip, metal interlocked floor finish. Complete operation by cleaning baseboards.
-Corridors - Entrances - Lobbies	Strip & Refinish	Same as for Offices EXCEPT that four coats of self-polishing, non-slip metal interlocked floor finish will be applied.
ALL	Polish or Buff	Consists of covering the full floor area with a machine or brush or pad to restore surface shine.
ALL	Damp Mop	Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.

**Terrazzo, Vitreous,  
Quarry Tile, Marble,  
Unpainted Concrete**

ENTRANCES AND  
LOBBIES

Strip & Refinish

Same as for resilient floors.

WASHROOMS

Machine Scrub

As above EXCEPT rinse with a germicidal solution.

WASHROOMS

Wash

Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing with a germicidal solution and picking up the rinse solution.

WASHROOMS

Strip & Refinish

Consists of sweeping floor, stripping using either the Wet or Dry strip method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and two coats of a self-polishing, non-slip, metal interlocked floor finish.

WASHROOMS

Patrol Cleaning

Consists of picking up litter, wiping hand basins including wall surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition to the regular nightly servicing.

**Unpainted Concrete**

MOST

Strip & Reseal

Consists of sweeping, stripping and applying one coat of an approved sealer.

RUGS&  
CARPETING

Vacuum

Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.

	Stain Remover	Consists of identifying the type of stain by look, feel or odour and the removal using the appropriate remover in accordance with instructions in commercially available spot remover kits.
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Epoxy Covered Floors		Consists of cleaning the full floor area with a machine to restore surface shine.
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WALK-AWAY MATS	Vacuum	Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner equipped with the appropriate floor tools.
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	Salt Stain Remover	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until stain is removed.
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	Shampoo	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor method. Hose washing may be used only if specified by the manufacturer and in accordance with his instructions.
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WALLS	Dust	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.
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	Spot Clean	Consists of removing fingerprints, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.
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CEILINGS (Soft acoustical tile)	Vacuum	Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.
------------------------------------	--------	---

DRAPES	Vacuum	Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.
--------	--------	---

VINYL&

Clean & Polish

Consists of removing soil marks and stains using an approved cleaner.



AIR GRILLS  
AIR DIFFUSERS

Vacuum  
Consists of removing dust and dirt using a vacuum cleaner equipped with a wand and brush attachment or wipe with a damp sponge and dry with a clean cloth.

Wash  
Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.

LUNCH & REST  
ROOM

Patrol Clean  
Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc., damp wiping of sinks, counters and fixtures, emptying and cleaning of ash trays, picking up debris from floor, emptying garbage cans and waste receptacles.

WHITEBOARDS

Cleaning  
Consists of removing all notations from whiteboards by spraying surface with hygienic whiteboard cleaner and wiping down the surface with soft cloth or chamois.

Public Services and Procurement Canada Atlantic Region Joseph A. Ghiz Building	Maintenance Services Service Contract Building Cleaning	Section 6 Quality Standards Index
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## INDEX

### Item No.

1. Exterior
2. Floor Maintenance
3. Carpets and Rugs
4. Lobby, Entrance and Corridor Cleaning
5. Room Cleaning
6. Washroom Cleaning and Servicing
7. Stairway Cleaning
8. Drinking Fountains
9. Elevator Cleaning
10. High Cleaning
11. Window, Partition and Show Case Glass Cleaning
12. Garbage Rooms
13. Contractor Space and Janitor Closets

## 1. EXTERIOR

- |  |    |  |
|--|----|--|
| <b>Area Policing<br/>(Litter Pickup)</b> | .1 | Sidewalks, driveways, lawn areas, loading docks, entrance and other areas should be free of paper and other debris after policing. |
|  |    |  |
| <b>Sweeping</b>                          | .1 | Sidewalks, loading docks, entrances and other designated areas should be clean after scheduled sweeping.                           |
|  |    |  |
| <b>Hosing Sidewalks</b>                  | .1 | Sidewalks and other designated areas should be clean after scheduled hosing.   |
|  | .2 | There should be no excess of water on sidewalks and at entrances.  |
|  | .3 | There should be no remaining water on handrails.   |
|  |    |  |
| <b>Lawn Maintenance</b>                  | .1 | All grass and shrubbery should present a well groomed appearance.  |
|  |    |  |
| <b>Entrances</b>                         | .1 | After washing exterior marble and granite, should present a clean surface free from grime and soap or water streaks.               |

## 2. FLOOR MAINTENANCE

- |                 |    |   |
|-----------------|----|---|
| <b>Sweeping</b> | .1 | There should be no dirt, trash nor other matter left in corners, behind nor under free standing radiators, under furniture, behind nor under other movable items, nor behind doors. |
|                 | .2 | Floors should be free of dust film.   |
|                 | .3 | There should be no dirt left where sweepings were picked up.  |
|                 | .4 | Furniture and equipment should be relocated to where it was prior to the sweeping operation.  |
-

- Damp and Wet Mopping**
- .1 All mopped areas should be clean and free of surface stains, mop streaks and loose mop strands.
  - .2 Walls, baseboards and other surfaces should be free of watermarks and splashings.
  - .3 Water or other cleaning solution should not have been allowed to collect under furniture legs and cabinets.

- Spray Buffing**
- .1 There should be neither dust nor dirt left on the floor after spray buffing.
  - .2 There should be no muddying or rippling effect caused by over spraying.
  - .3 The floor should present an overall appearance of cleanliness.
  - .4 Baseboards and equipment should be free of spray residue.

- Scrubbing/ Stripping**
- .1 There should be no surface dirt or stains visible following the scheduled scrubbing operation.
  - .2 There should be no wax or finish buildup on the floor surface following the stripping operation.
  - .3 The furniture (excluding file cabinets) should have been moved for complete floor coverage.
  - .4 Walls, baseboards and other surfaces should be free of watermarks, splashings and scars from equipment.

- Finishing (Application of Wax or Floor Finish)**
- .1 The floor should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application.
  - .2 The floor should be clean and bright looking including in corners and under furniture.
  - .3 There should be no residue on walls, baseboards, furniture and other surfaces.
  - .4 Furniture and equipment should be relocated to where it was prior to the waxing operation.

- Miscellaneous**
- .1 Chairs, wastepaper baskets, etc. should not be placed on desks or tables during cleaning operations.

### 3. CARPETS AND RUGS

- Vacuuming and/or**
- .1 Carpets and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction.

- Carpet Sweeping** .2 T-mats should be clean and carpet or rug area around and under T-mats should be free of dust and dirt.  
.3 Floor area under immediate edge of rugs should be free of dirt and dust.  
.4 Base floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators.  
.5 All furniture and equipment moved during the cleaning operation should be returned to its original location.

**4. LOBBY,  
ENTRANCE AND  
CORRIDOR  
CLEANING**

- Sweeping** .1 See Page 37.

- Damp and Wet  
Mopping** .1 See Page 38.

- Spray Buffing** .1 See Page 38.

- Scrubbing/  
Stripping** .1 See Page 38.

- Finishing** .1 See Page 38.

- Dusting** .1 Lobby furniture should be free of dust, fingerprints and stains.  
.2 Baseboards, radiators, grills, window stools and other fixtures should be free of dust.

- Walls** .1 Walls should be free of fingerprints, smudges and any other defacing marks.

- Drinking  
Fountains** .1 See Page 43.

**Glass Doors and  
Side Lights**

- .1 There should be no streaks or smears on glass and the door frame should be clean.
- .2 There should be no water on the floor, sills or stools.

**Polishing**

- .1 Doorknobs, push bars, kick plates, railings, doors and other surfaces should be clean (where applicable) and polished.

**Miscellaneous**

- .1 Foot grills and recessed pans should be free of dirt and debris after scheduled cleaning.
- .2 Walkoff mats should be clean and dry.
- .3 Lobby and entrances should be free of debris.
- .4 Notice boards and interior of fire-hose cabinets including glass should be clean.

**5. ROOM CLEANING**

**Trash Removal**

- .1 All wastepaper receptacles should be empty, clean and in place.

**Sweeping**

- .1 See Page 37.

**Dusting**

- .1 There should not be any dust or dust streaks on desks or other office furniture.
- .2 Glass tops on desks and tables should be clean and free of fingerprints and stains.
- .3 All pictures, plaques, etc. should be free of dust.
- .4 Corners and crevices should be free of dust.
- .5 Radiators, window stools, door ledges, frames, louvers, baseboards and partition ledges should be free of dust.

**Spot Cleaning**

- .1 Walls, doors, door frames, door and partition glass should be free of fingerprints.

**Damp Wiping**

- .1 Mirrors and all other glass should be clean and free of dust, dirt streaks and spots.
-

**Vacuuming and/or  
Carpet Sweeping**

See Page 38.

**6. WASHROOM  
CLEANING AND  
SERVICING**

**Trash Removal** .1 All paper and garbage receptacles should have been emptied, plastic bags should have been replaced, if required, and the exterior surface wiped clean.

**Supplies** .1 All dispensers of supplies should be filled.

**Sanitary Receptacles** .1 All sanitary receptacles should be empty and a disposal bag replaced, if required.  
.2 All sanitary receptacles should be free of odour, spots, stains and fingerprints removed.

**Fixtures** .1 All surfaces of wash basins and all exposed piping should be free of dust, dirt spots and stains.  
.2 All surfaces of flush tank toilet seats, bowls and urinals should have been disinfected.  
.3 Plumbing fixtures should be free of stains, soap buildup, dust and mould.

**Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges** .1 All dispensers, shelves, shelf brackets and ledges should be free of fingerprints, dust and stains.  
.2 All mirrors should be clean.  
.3 Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould.

**Floors** .1 Floors, including corners should be free of dirt, dust, marks, paper and mop strings, water and mop marks. Baseboards and coves should be clean. Floors should have been disinfected.

**Sweeping** .1 See Page 1.

	<b>Damp and Wet Mopping</b>	.1	See Page 38.
	<b>Scrubbing/ Stripping</b>	.1	See Page 38.
	<b>Finishing</b>	.1	See Page 38.
7.	<b>STAIRWAY CLEANING</b>		
	<b>Vacuuming/ Dusting</b>	.1	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris.
		.2	Stair railings, ledges, door mouldings, radiators, window stools and grills should be free of dust.
	<b>Cleaning, Polishing and Wall Spotting</b>	.1	Glass, wood and metal surfaces should be clean and free of all marks and dirt.
		.2	Handrails, doorknobs and other surfaces should be clean and polished where applicable.
		.3	Walls up to a standing height should be free of all marks.
	<b>Mopping and Stripping</b>	.1	Stair landings, treads, risers, walls and baseboards should be clean and free of watermarks and splashings from cleaning and finishing solutions.
8.	<b>SAND URNS</b>	.1	All debris should have been removed from the urn.
		.2	There should be no debris in the base of the urn.
	<b>Debris</b>	.1	All debris should have been removed from the urn.
		.2	There should be no debris in the base of the urn.
	<b>Cleaning and Polishing</b>	.1	The interior of the urn top should have been wiped clean and the chrome parts including the base, cleaned and polished.

- 9. DRINKING FOUNTAINS**
- .1 The porcelain, metal and/or enamel surfaces should be clean and free of stains.
  - .2 All other surfaces should be free of spots, stains and streaks.
  - .3 All fountains should have been disinfected.

- 10. ELEVATOR CLEANING**
- .1 Floors, including corners, threshold plates and door tracks should be clean.
  - .2 Floors should be polished and free of slippery areas.
  - .3 Walk-off mats (when in place) should be clean and dry. The floor thereunder should be clean and dry.
  - .4 Carpeted floors should be free of dust, dirt and debris.
  - .5 Walls should be free of dust, finger or splash marks, streaking and watermarks.
  - .6 Hand rails and baseboards should be clean and polished.
  - .7 Doors and frames should be free of fingerprints, etc.

**11. HIGH CLEANING** (On completion of Scheduled Operation)

- Clocks**
- .1 Glass should be clean and free of streaks.
  - .2 Edge should be wiped free of dust.

- Light Fixtures**
- .1 Should be free of dust and insects. No dirt should be left on furniture or floor beneath fixture.
  - .2 When washed, should be clean and free of streaks.
  - .3 Diffuser should be securely in place.
  - .4 No watermarks should appear on furniture or on floor.

- Lockers**
- .1 Tops should be free of dust.

- Overhead Pipes**
- .1 Should be free of dust.

- Pictures and Plaques**
- .1 Glass should be clean and free of streaks.
  - .2 Frames should be free of dust.

- Tops of Partitions**
- .1 Should be free of dust.
-

- Blinds**
- .1

Both sides of blinds should be clean and free of dust.
- .2

Window frames and adjoining area should be free of dust.

- Wall or Ceiling Ventilator**
- .1

Should be free of dust.
- .2

Framework around ventilator should have been wiped clean.

- Exhaust Fans**
- .1

Wall area around fan should be free of dust.

12. WINDOW, PARTITION AND SHOWCASE

(On completion of Schedule Operation)

- Glass Cleaning**
- .1

Glass should be clean and free of streaks.
- .2

Sash, sill and stool should be clean and free of watermarks.
- .3

Items moved during the cleaning operation should have been replaced to original location.

13. GARBAGE ROOMS
- .1

Floors should be clean and free of debris.
- .2

Wastepaper and garbage should be properly stored in the designated fireproof space.
- .3

Empty garbage and recycling containers should be clean and free of odours.

**14. CONTRACTOR'S  
SPACE AND  
JANITOR  
CLOSETS**

- .1 All floors should be clean.
- .2 All fixtures and walls should be free of dust and stains.
- .3 Mop pails/trucks should be empty and free of odours.
- .4 There should be no wastepaper, garbage or empty containers in the Janitor Closets.

**1. Compliance Requirements**

**a. Standards, Codes  
and Legislative Requirements**

1. Comply with the Canada Labour Code Part II and the *Canada Occupational Health and Safety Regulations*.
2. All work is to be performed in accordance with the Federal *Environmental Protection Act* and the provincial environmental acts and regulations.
3. Comply with the Provincial Occupational Health and Safety Act and supporting Occupational General Safety Regulations, as amended from time to time.
4. Observe and enforce safety measures required by the following statutes and authorities:
  - a. The National Building Code of Canada
  - b. The National Fire Code of Canada.
  - c. Provincial Workers Compensation Board.
  - d. Municipal Statutes and Ordinances.
  - e. Applicable CSA Standards
  - f. Canadian Electrical Code
  - g. Applicable Provincial Codes
5. In the event of a conflict between any of the above codes or standards, the most stringent shall apply.
6. These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The contractor shall be fully familiar with their contents and requirements as related to the work and materials specified.
7. The Contractor and his/her personnel must adhere to the Federal Government "NO SMOKING" Policy and/or Scent Free Policy, if applicable, while in Federal facilities.
8. The Health and Safety of our Employees and Contractors are our main priority. Please follow the measures in place and abide by the rules laid out by both Public Health and Government of Canada when accessing our facilities. Your Departmental Representative will keep you informed on any updates that should be followed.
9. All sub-contractors shall adhere to the above qualifications.
10. It is the Contractor's responsibility to be familiar with all applicable Safety acts, regulations, codes and contract requirements.

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**2. Licenses, Permits and Fees**

1. It is the contractors responsibility to provide all permits, compliance certificates and other applications be obtained for projects as specified by provincial / territorial / municipal authorities having jurisdiction;
2. Provide the authorities having jurisdiction with all information requested.
3. Pay all fees and obtain certificates and permits required.
4. Provide these certificates and permits when requested.

**3. Pre-job Meeting / Meetings**

1. Attend meetings at site when notified by Public Works and Government Services Canada.
2. Pre-job meeting shall be scheduled within fourteen (14) days of contract award.
3. Minutes of the meeting, attendance and subject matters discussed will be recorded and maintained on file.

**4. PROJECT/SITE CONDITIONS**

SPEC NOTE: Obtain site information and pertinent hazard identification/environmental reports from PWGSC Project Mgr. in order to edit this article. List only those specific items having a likelihood of being encountered by Contractor during the Work.

SPEC NOTE: List in sub-article 1.1 below known hazardous liquids and controlled products used by tenants and stored on site within vicinity of work area(s).

SPEC NOTE: List in sub-article 1.2 below any designated substance, any hazardous substances or contaminated materials found on site. Examples: contaminated soil, hazardous waste, asbestos, PCB's, lead paint etc.

SPEC NOTE: List in sub-article 1.3 below known latent and environmental conditions at the Work Site which could create a safety hazard to Contractor's work operations and workforce. Examples: structurally unsound component or condition, known confined space, adjacent wildlife activity, high tides, etc. Note: Apparent or obvious hazards at the Work Site as well as potential H&S hazards created by Contractor's work operations and activities should not be listed in this article but rather left for Contractor to address in Contractor's hazard assessment of the Work.

SPEC NOTE: List in sub-article 1.4 below on-going tenant operations at the Facility which could be impacted by Contractor's work operations and affect health and safety of Facility personnel and the public. Examples: pedestrian and vehicular traffic adjacent to the Work, continued use of building entrances, corridors adjacent to the Work, etc.

1. Following are potential health, environmental and safety hazards at the site for which Work may involve contact with:
  - .1 Existing hazardous and controlled products stored on site:
    - .1 [ ]
    - .2 [ ]

2. Existing hazardous substances or contaminated [building] materials:

- .1 [ ].  
.2 [ ].

3. Known latent site and environmental conditions:

- .1 [ ].  
.2 [ ].

4. Facility on-going operations:

- .1 [ ].  
.2 [ ].

2. Above items shall not be construed as being complete and inclusive of potential health and safety hazards encountered during Work.  
3. Include above items in the hazard assessment of the Work.  
4. MSDS Data sheets of pertinent hazardous and controlled products stored on site can be obtained from Departmental Representative.

## 5. Submittals

### a. Hazard assessment

1. Prior to begin work the contractor shall provide a comprehensive site specific hazard assessment based on the maintenance worksite conditions and the method of work.
2. The Contractor shall perform site hazard assessments to establish site specific safe work practices/procedures for the safety and wellbeing of their employees. Copies shall be made available to the Departmental Representative upon request.
3. All copies of the formal hazard assessments conducted by the Contractor throughout the duration of the work shall be retained and made available to the Departmental Representative immediately upon request.
4. It is the contractor's obligation to ensure the safety of persons on the maintenance worksite and any persons adjacent to the worksite that may be affected by the work, as well as the protection of property;

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**b. Inspections**

1. It is the contractor's obligation to provide a written report of action taken to correct non-compliance where health and safety issues are identified;
2. Conduct regular inspections as per the requirements of the AHJ and the contractors OHS Program and keep records of inspections on file.
3. Provide all reports to DR and make available to CMHSA upon request.
4. It is the contractors obligation to ensure that all directions, notices or orders issued by the appropriate provincial and territorial authorities or their authorized agents be posted at the site and complied with by all onsite staff, a copy must be submitted to the DR.

**c. Investigations**

1. The contractor must ensure that any notification be provided to the appropriate provincial and territorial authorities in accordance with their requirements; DR and CMHSA are to be included.
2. all contractor-related hazardous occurrences at PWGSC-managed or -administered maintenance worksites, must be investigated by the contractor as per applicable provincial and territorial regulations, the incident report is to be submitted to the DR to be included in the contract file with a copy sent to the CMHSA for their information and review;

**d. Communication plan**

1. The contractor is responsible to ensure that all employees and sub-contractors are orientated in accordance with the provincial and federal regulations. At a minimum, but not limited to, they must be and made aware of Emergency Plans, Site Specific Safety Plans, Site Specific Hazards and Controls.
2. Regular safety meetings will be arranged as required and prescribed.
3. Records of meetings are to be maintained and made available upon request.

**e. Emergency Plan**

1. The contractor must ensure that the emergency response plan aligns with the facilities emergency response plan.
2. The contractor must have, separate from the facility, resources necessary available to respond to emergencies arising under their scope of work.

**f. WCB Letter**

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- |                           |  |
|---------------------------|--|
| g. External Safety Audit  | <ol style="list-style-type: none"> <li>1. Prior to award the contractor must submit a letter of good standing with the provincial WCB.</li> <li>2. Signed statement by the Owner of company that the company, and any sub-contractor, will maintain Worker's Compensation Board coverage for the life of the Standing Offer Agreement (SOA) / Service Contract (SC).</li> </ol>  |
| h. Proof of insurance     | <ol style="list-style-type: none"> <li>1. Documentation indicating that the Contractor has successfully completed a recognized current (within the last 3 years) <b>EXTERNAL SAFETY AUDIT</b>. This audit to be performed by an independent company/person qualified to conduct safety audits.</li> </ol>  |
| i. OHS Policies / Program | <ol style="list-style-type: none"> <li>1. Proof of Insurance must be submitted and maintained up to date for the duration of the SOA / SC.</li> </ol>  |
| j. SWP                    | <ol style="list-style-type: none"> <li>1. The Contractor shall provide a copy of their company's occupational health and safety policy and program. It shall meet the requirements of the provincial occupational health and safety acts. The Departmental Representative shall advise the Contractor where the federal standards apply.</li> <li>2. The Contractor shall provide a copy of their company's occupational health and safety policy and program. It shall meet the requirements of the provincial occupational health and safety acts. The Departmental Representative shall advise the Contractor where the federal standards apply.</li> </ol> |

**k. Hazard Identification, Assessment  
And Control Plan (HIACP)**

1. Following an assessment of the hazards specific to a maintenance worksite, as identified in the maintenance specifications, tender and contract documents and their proposed method of work, the contractor must develop a hazard identification, assessment and control plan (HIACP) that documents the controls the contractor will employ to manage all of the identified hazards. The HIACP must also include specific procedures to be implemented during emergency situations.
2. Submit within 5 work days of notification of Bid Acceptance. Allow for 5-10 days for Department review and recommendations prior to the commencement of work.
3. Departmental Representative will review Hazard Identification, Assessment And Control Plan and provide comments.
4. Revise the Plan as appropriate and resubmit within 5 work days after receipt of comments.
5. Departmental Representative's review and comments made of the Plan shall not be construed as an endorsement, approval or implied warranty of any kind by Canada and does not reduce Contractor's overall responsibility for Occupational Health and Safety of the Work.
6. Submit revisions and updates made to the Plan during the course of Work.
7. Post the HIACP Plan at a common location on the site visible to all workers and persons accessing the site. Ensure that all employees, including sub-contractors' personnel, are advised of such Safety Plan and of the posted location.
8. The Contractor shall ensure all workers and authorized persons entering the work site are notified of and abide by the posted Safety Plan, safety rules, procedures, safe work practices and applicable safety acts, regulations and codes. Any person in noncompliance shall be subject to disciplinary procedures.
9. The Contractor shall ensure that all applicable personal protective equipment (PPE) is used.

**I. Training**

1. Before Work Begins Contractors are to provide documentation:
  - a. Certification of training for safety for all personnel that will be involved with the Standing Offer Agreement/Service Contract. Updated list complete with licenses shall be kept on site including personnel changes.
  - b. Training for workers shall include (but not be limited to)
    - i. Safe operation of tools and equipment.
    - ii. Proper use and maintenance of personal protective equipment (PPE).
    - iii. Safe work practices and procedures for their given work tasks or function. .
    - iv. Site conditions and minimum site safety rules. (HICAP)
2. Documentation and records must be maintained and made available immediately upon request.
3. Training to be kept up to date for the duration of SOA / SC.

**6. Disciplinary Procedures for Safety Violations**

1. Contractors shall have their own written disciplinary procedures for violation of or non-compliance with work site safety rules and regulations.
2. Contractor shall immediately address, correct and report any health and safety violations and non-compliance issues.
3. The Crown retains the right to stop the contractor's work, without penalty to the Crown, if the contractor does not comply with the applicable provincial and territorial OHS legislation, as well as all contractual requirements, or if the contractor creates an unacceptable health and safety hazard.
4. Disciplinary Procedures applied by the PWGSC Departmental Representative for non-compliance and safety violations shall be as follows:
  - a. **First Violation:** Verbal warning issued to the Contractor for the first violation of safety regulations, rules, policies and procedures. (Violation will be documented on contract file, with copy to Contractor and PWGSC.)
  - b. **Second Violation:** Written warning to Contractor for second violation of safety regulations, rules, policies and procedures. (Violation will be documented on contract file, with copy to Contractor and PWGSC.)

- c. **Third Violation:** A third violation of safety regulations, rules, policies and procedures may result in the termination of the contract with a recommendation to the Contracting Authority that the Contractor be denied access to future SOA/SC(s). (Documented to contract file, with copies to Contractor and PWGSC.)
- d. **Serious Violation:** For a serious violation of a safety regulations, rules, policies and procedures as deemed by a Regulator, Project Manager or Safety Officer a recommendation will be made to the Contracting Authority to immediately terminate the SOA/SC(s). (Violation documented on contract file, with copies to Contractor and PWGSC).
- e. **Charges Laid or Guilty Determination by Courts:** Infractions of safety regulations, rules, policies and procedures that result in charges being laid by a Regulator against the Contractor or the Contractor being found guilty by the courts may result in that Contractor being denied access to future contracts.

#### 7. Separation of maintenance activities from staff

1. Where it is not possible to relocate staff to a suitable space away from the planned maintenance activities, then the bidders must be made aware in the maintenance specifications, tender and contract documents of this fact and that their maintenance worksite may also be subject to the provisions of the Canada Labour Code. This means that the affected Workplace Health and Safety Committee (WHSC) / Workplace Health and Safety Representative (WHSR) must be made aware of the activity. In such cases it is mandatory that an invitation be sent to the WHSC/WHSR to attend the maintenance activity start-up meeting.
2. In this meeting the contractor must clearly define its maintenance worksite, identify the methods to be used to protect nearby staff and control access to those areas adjacent to the worksite by the contractor's employees and subcontractors. The contractor should also identify any staff that will have to be moved while work is being performed in their workplace.
- 3.