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Request for Proposal (RFP)

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

Title Cleaning Services at the Embassy of Canada to Italy and the Embassy of Canada to the Holy See (hereinafter together referred to as "Embassy").	
Solicitation no. 22-197470	Date April 21, 2022
Proposal Delivery In order for the proposal to be valid, it must be received no later than 2pm EDT (Ottawa, Ontario time) on May 23, 2022. This date is referred to herein as the "Closing date". Only electronic copies will be accepted and received at the following email address: internationalproposals@international.gc.ca Solicitation #: 22-197470	
Offer to: Department of Foreign Affairs, Trade and Development 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 and services listed herein and on any attached sheets at the price(s) set out therefor. Name and title of person authorized to sign on behalf of the supplier.	
_____ Signature	_____ Date



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PART 1 - GENERAL INFORMATION

1.1 INTRODUCTION

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

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

Attachment 1 to Part 3 includes the Certifications, Attachment 1 to Part 4 includes the Evaluation criteria and Attachment 2 to Annex "B" includes Service authorization form.

The annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), Covid-19 Vaccination Requirement Certification (Annex C), Security Requirements Check List (Annex D) and the Bidder's Response Framework Technical Bid for Mandatory Technical Criteria (M) and Point Rated Criteria (R) (Annex E).

1.2 SUMMARY

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



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

1.3 CONTRACT DOCUMENT

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

1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

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

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



PART 2 - BIDDER INSTRUCTIONS

2.1 LANGUAGE OF BIDS

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

2.2 REFERENCE CLAUSES

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

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

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

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

2.3 STANDARD INSTRUCTIONS

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

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

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

This subsection is deleted in its entirety

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

Delete: sixty (60)

Insert: one hundred and twenty (120)

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

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

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

- returned to the Bidder in the case where hard copies were requested; or
- deleted / destroyed where soft copies were requested, unless they qualify under the provisions of the Delayed Bids clause stipulated in paragraph 2.3.6



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

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

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

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

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

2.4 SUBMISSION OF BIDS

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

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

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

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

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

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

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

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

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

It is strongly recommended that Bidders confirm with Canada's Representative that their complete bid was received. For this same reason, it is recommended that in cases where more



than one (1) e-mail containing documents comprising the quote is submitted, the emails be numbered and the total number of emails sent in response to the RFP also be identified.

- 2.4.3** Canada requires that each bid, at closing date and time or upon request from Canada's Representative, be signed by the Bidder or by an authorized representative of the Bidder. If any required signature(s) are not submitted as requested, Canada's Representative may inform the Bidder of a time frame within which to provide the signature(s). Failure to comply with the request of Canada's Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive. If a bid is submitted by a joint venture, it must be in accordance with section 17 Joint Venture, of [2003](#) (2010-01-11) *Standard Instructions - Goods or Services - Competitive Requirements*.
- 2.4.4** It is the Bidder's responsibility to:
- (a) obtain clarification of the requirements contained in the RFP, if necessary, before submitting a bid;
 - (b) prepare its bid in accordance with the instructions contained in the RFP;
 - (c) submit by closing date and time a complete bid;
 - (d) send its bid only to the address specified on page 1 of the RFP;
 - (e) ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the bid; and,
 - (f) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.5** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.6** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.7** A bid cannot be assigned or transferred in whole or in part.

2.5 BIDDERS' SITE VISIT AND CONFERENCE – MANDATORY

- **Site Visit**

The Bidder or its representative is required to attend the site visit. The visit will begin at the Vatican Chancery located on Via della Conciliazione 4/D on April 28, 2022 and will begin at 9:00 a.m.(Rome time) in Rome, Italy. The visit will then continue to the Chancery Annex which is located at Via Zara 30, Rome and it will end at the Chancery building, Villa Grazioli, which is located at Via Salaria 243, Rome.

All visitor must bear a valid COVID certificate on the date of the visit to access the grounds and property for the site visit.



- **Teleconference**

It is mandatory that the Bidder or a representative of the Bidder attend the conference on April 28, 2022. Bidders mandatory virtual conference will be held via Webex application, and will begin at 2pm Rome time, in Italy.

Bidders are requested to confirm their attendance with Canada's Representative no later than 2 working days before the site visit and conference and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit and the conference.

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

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

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

2.6 COMMUNICATIONS, ENQUIRIES, COMMUNICATIONS, SUGGESTED IMPROVEMENTS

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 5 days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.



2.7 APPLICABLE LAWS

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

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

2.8 ENTIRE REQUIREMENT

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

2.9 DEBRIEFINGS

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

2.10 CHALLENGES

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

2.11 NO PROMOTION OF BIDDERS INTEREST

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

2.12 LEGAL CAPACITY

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



2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 BID PREPARATION INSTRUCTIONS

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

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

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

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

3.2 TECHNICAL BID INSTRUCTIONS

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

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

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

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

3.3 FINANCIAL BID INSTRUCTIONS

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

3.4 FIRM PRICE

3.4.1 Bidders must quote an all-inclusive Firm Price in Euro (EUR) on the attached form Financial Bid Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the performance of any



additional Work described in the Bidder's Bid (unless clearly described as an option), all travel, living costs and all overhead costs including disbursements.

3.4.2 All payments will be made according to the terms of payment set out in the Draft Contract.

3.5 FIRM HOURLY RATES

3.5.1 Bidders must quote Hourly Rates in Euro (EUR) on the attached form Financial Bid Form. The Hourly Rates must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, and all costs resulting from the performance of any additional Work described in the Bidder's Bid (unless clearly described as an option).

3.5.2 The Contractor will not be reimbursed for travel and living expenses incurred in the performance of the Work.

3.5.3 All payments will be made according to the terms of payment set out in the Draft Contract.

Section III: to be labeled "Certifications":

3.6 CERTIFICATIONS

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



ATTACHMENT 1 TO PART 3 - CERTIFICATIONS

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

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

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

A1. CERTIFICATIONS REQUIRED WITH THE BID

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

A1.1 INTEGRITY PROVISIONS – DECLARATION OF CONVICTED OFFENCES

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

A2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION

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

A2.1 INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION

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

A2.2 STATUS AND AVAILABILITY OF RESOURCES

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



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

A2.3 EDUCATION AND EXPERIENCE

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

A2.4 FORMER PUBLIC SERVANT

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

DEFINITIONS

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

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

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

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



FORMER PUBLIC SERVANT IN RECEIPT OF A PENSION

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()
If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

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

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

WORK FORCE ADJUSTMENT DIRECTIVE

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

If so, the Bidder must provide the following information:

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

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

A2.5 COVID-19 VACCINATION REQUIREMENT

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

CERTIFICATION STATEMENT

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

Name & Signature of Authorized Individual

Date



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 EVALUATION AND SELECTION

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

4.2 TECHNICAL EVALUATION

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

4.3 BASIS OF SELECTION

SACC Manual Clause [A0035T](#) Basis of selection – Minimum Point Rating

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 14 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 20 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.



ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA

1.0 Mandatory Technical Criteria

The proposal must meet the following mandatory technical criteria. The Bidder must provide the necessary documentation to demonstrate compliance with this requirement.

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

MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M1	<p><u>Certificate</u></p> <p>The Bidder must be the provider of the service and hold a partita IVA.</p>	The Bidder must provide photocopies of the official certificates or documents of certification.		
M2	<p><u>Superior Management</u></p> <p>The Bidder must demonstrate their superior management practices by providing original or copy of their valid certificate that confirm that they are ISO 9001 certified;</p>	The Bidder must provide valid (not expired) proof of certification as of the closing date of the solicitation.		
M3	<p><u>Bidder's Office Location</u></p> <p>The bidder must clearly demonstrate that the company has a permanent office within 100 kilometers radius of the Chancery (Via Salaria 243, Rome).</p>	The Bidder must provide the Company's civic address.		



MANDATORY TECHNICAL CRITERIA				
N°	DESCRIPTION	COMPLIANCE	Yes /No	Reference / Comments
M4	<p><u>Corporate Experience</u></p> <p>The Bidder must demonstrate that it has managed at least three (3) cleaning commercial contracts within the last five (5) years from the bid closing date, for projects of similar size and scope* to the requirements identified in Annex A, Statement of Work.</p> <p>*A project of similar size and scope is defined as follows:</p> <ul style="list-style-type: none"> (a) Minimum duration of twelve consecutive months; (b) Floor space of minimum 2,000 square meters (m²); (c) A space of similar use or type (i.e. office space); 	<p>In order to demonstrate the required experience:</p> <p>The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained:</p> <ul style="list-style-type: none"> (a) Project or contact name; (b) Location of the work (city, country); (c) Period of the service (MM/YY to MM/YY) or to current if project is still ongoing; (d) Size of the cleaning area in square meters (m²); (e) Brief description of the work/tasks in the project. (f) Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder. <p>References may be contacted to verify the validity of the information provided by the Bidder. If the information verification does not match the requirements, then the Bid may be declared non-responsive.</p>		



2.0 Point Rated Criteria

Proposals that meet all of the mandatory technical criteria will be evaluated and point-rated against the criteria listed below, using the evaluation factors and weighting indicators indicated.

POINT RATED CRITERIA				
N°	DESCRIPTION	RATING	Score	Reference / Comments
R1	<p><u>Experience of Personnel</u></p> <p>The Bidder should demonstrate the experience of its proposed supervisor or manager who would be involved in the contract by providing details related to his/her experience related to the management of commercial cleaning services within the past 60 months.</p> <p>The Bidder must provide supporting reference such as;</p> <p>a) Name of the resource and resume C/V;</p> <p>b) Individual's number of months of experience 1 to 12 months = 1 point 13 to 24 months = 2 points 25 to 48 months = 3 points 49+ months = 4 points</p> <p>c) Individual's number of months with the Bidder's firm; 1 to 12 months = 1 point 13 to 24 months = 2 points 25 to 48 months = 3 points 49+ months = 4 points</p>	<p>a) 2 points</p> <p>b) Max 4 points</p> <p>c) Max 4 points</p>	/10	
	Score			
Maximum Points Available R1			10	



POINT RATED CRITERIA				
N°	DESCRIPTION	RATING	Score	Reference / Comments
R2	<u>Understanding of the Statement of Work</u>			
	The Bidder should demonstrate its understanding of the statement of work (SOW) by providing an effective work plan for delivering each of the requirements of the SOW.			
	The Bidder must demonstrate its understanding by providing the following information;			
	a) Proposed resources including team organization, management, and oversight;	a) 2 points	/8	
	b) Description of assigned resource roles and responsibilities for each site;	b) 2 points		
	c) Strategy for managing personnel performance (absenteeism, performance issues, arrival/departure time)	c) 2 points		
	d) Strategy for scheduling the work of resources	d) 2 points		
Score				
Maximum Points Available R2			8	
R3	<u>Superior Management</u>			
	The bidder should demonstrate that they have been certified and demonstrates superior environmental management practices. In order to be awarded points, the Bidder must possess valid (not expired) proof of certification as of the closing date of the solicitation.	a) 2 points	/2	
	The Bidder must demonstrate their superior management practices by providing original or copy of their valid certificate that confirm that;			
	a) they are ISO 14001 certified;			
Score				
Maximum Points Available R3			2	
Passing mark is 14/20				
Total Score R1 + R2 + R3			/20	



PART 5 - RESULTING CONTRACT CLAUSES

5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2021-12-02);



- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);
- (e) Security Requirements Check List (Annex C);
- (f) Contractor's bid dated *yyyy-mm-dd*. (*Inserted at Contract award*)

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

5.3 AUTHORITIES AND COMMUNICATION

5.3.1 Canada's Representative

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

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

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

5.3.2 Project Authority

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

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

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

5.3.3 Communication and Notices

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



5.3.4 Management of the Contract

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

5.3.5 Contractor's Representative

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

Name:
Title:
Company:
Address:
Telephone:
E-mail address:

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

5.3.6 Amendment

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

5.3.7 Assignment

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

5.4 STANDARD CLAUSES AND CONDITIONS

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

5.5 GENERAL CONDITIONS

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



5.6 ENTIRE AGREEMENT

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

5.7 APPLICABLE LAWS

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

5.8 NUMBER AND GENDER

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

5.9 POWERS OF CANADA / STATE IMMUNITY

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

5.10 TIME OF THE ESSENCE

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

5.11 EXCUSABLE DELAY

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

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

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

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

5.11.3 However, if an Excusable Delay has continued for 30 Days or more, Canada's Representative may, by giving notice in writing to the Contractor, terminate the Contract. In such a case, the Parties agree that neither will make any claim against the other for damages, costs, expected profits or any



other loss arising out of the termination or the event that contributed to the Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

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

5.12 SEVERABILITY

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

5.13 SUCCESSORS AND ASSIGNS

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

5.14 SURVIVAL

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

5.15 PERFORMANCE OF THE WORK

5.15.1 Description of Work

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

5.15.2 Period of the Contract

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

5.15.3 Option to Extend the Contract

The Contractor grants to Canada an irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year option periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment at Annex B.

5.15.4 Exercise of Option to Extend

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



5.15.5 Independent Contractor

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

5.15.6 Conduct

The Contractor must:

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

5.15.7 Assigned Individuals

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

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

5.15.8 Resources

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

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

5.15.9 Replacements

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

5.15.10 Compliance with Local Law

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force in Rome, Italy



5.15.11 Inspection and Acceptance

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

5.15.12 Security Requirements

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

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

5.15.13 Green Procurement

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



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

5.16 CERTIFICATIONS

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

5.17 HEALTH AND SAFETY

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

5.18 PAYMENT TERMS

5.18.1 Basis of Payment

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

5.18.2 Limitation of Price

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

5.18.3 Method of Payment – Monthly Payments

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

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



5.18.4 Audit

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

5.18.5 Invoicing Instructions

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

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

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

5.18.6 Discrepancies

If the contents of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within 15 Days of the invoice receipt. The 30-Day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within 15 Days will only result in the date specified in subsection 16 of [2035](#) (2014-09-25) *General Conditions - Higher Complexity - Services*, to apply for the sole purpose of calculating interest on overdue accounts.

5.18.7 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of [2035](#) (2020-05-28) *General Conditions - Higher Complexity - Services*, -the Contractor will be entitled, in accordance with the Basis of Payment (Annex B), to be paid only the amounts that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. Under no circumstance will Canada be liable to the Contractor for early termination of this Contract.

5.18.8 Remittance to appropriate tax authority

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

5.19 SUSPENSION AND INFRACTION

5.19.1 Suspension of the Work



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

5.19.2 Infraction

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

5.20 INSURANCE TERMS

5.20.1 Insurance at Discretion of Contractor

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

5.21 GOVERNANCE AND ETHICS

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

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

5.21.2 Incapacity to Contract with the Government

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

- (a) paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian Financial Administration Act (R.S.C. 1985, c. F-11); or
- (b) section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (c) section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (d) section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid-rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Canadian Competition Act (R.S.C. 1985, c. C-34); or
- (e) section 239 (False or deceptive statements) of the Canadian Income Tax Act (R.S.C., 1985, c. 1 (5th Supp.)); or



- (f) section 327 (False or deceptive statements) of the Canadian Excise Tax Act, (R.S.C., 1985, c. E-15); or
- (g) section 3 (Bribing a foreign public official) of the Canadian Corruption of Foreign Public Officials Act (S.C. 1998, c. 34); or
- (h) section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Canadian Controlled Drugs and Substance Act (S.C. 1996, c. 19); or
- (i) any provision under the local law having a similar effect to the above-listed provisions.

5.21.3 Anti-Terrorism

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

5.22 DISPUTE RESOLUTION

5.22.1 Discussion and Negotiation

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

5.22.2 Procurement Ombudsman

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



ANNEX A - STATEMENT OF WORK

TITLE

Cleaning Services at the Embassy of Canada to Italy and the Embassy of Canada to the Holy See (hereinafter together referred to as "Embassy").

1. INTRODUCTION

The Embassy of Canada to Italy and the Embassy of Canada to the Holy See requires routine cleaning services for its representational space, common areas and work spaces occupied by staff.

2. BACKGROUND

Global Affairs Canada (GAC) consist in a network of 178 Diplomatic and Consular Missions located in 112 Countries. The Mission in Italy requires the services of cleaning resources for their following sites:

Rome Chancery (Villa Grazioli)

The Chancery building, Villa Grazioli, is an 8 floors building which includes 1 annex "stables" building, a 3 floor gate house, and a guard hut. The total area is approximately 2,615 m².

The building houses a number of amenities which are an exterior garden patio, a large multi-purpose room, a ground-floor conference room, a staff lunch room/café, a large atrium, an exterior courtyard on the 4th floor, a meeting room on the 3rd floor, a meeting room on the 4th floor, 16 washrooms, 3 shower/washrooms, 5 kitchenettes, and 1 full-service commercial kitchen.

Rome Chancery Annex

The Chancery Annex consists of 6 floors. The total area is approximately 2,041 m².

The building houses a number of amenities, which are an exterior front terrace, 5 exterior balconies, 1 public entrance, 1 public waiting area, 4 kitchenettes, 9 washrooms and 2 shower/washrooms.

Vatican Chancery

The Vatican Chancery building, consists of 12 rooms, 4 washrooms, 1 kitchen and 1 corridor for a total area of approximately 451 m², all located on the same floor.

Staff Quarters (throughout Rome)

Staff quarters are the apartments the Embassy rents for its Canada-based staff on diplomatic assignment to Rome. Apartments range from approximately 150 to 300 m² and are generally located in semi-central neighbourhoods. They generally consist of a kitchen, a laundry room, a living room, a dining room, a study, 2 to 4 bathrooms, 2 to 4 bedrooms and exterior balcony/terrace/garden areas. These will be cleaned only on an "As and When Required" basis.

3. OBJECTIVE

The objective of this requirement is to provide cleaning services for the Embassy locations as per industry standards, thus, maintaining cleanliness and providing decent working conditions for the occupants of those buildings.

4. SCOPE OF WORK

The Contractor must provide cleaning services including all labour, cleaning materials and products, uniforms, tools and equipment required to carry out the work as described within the present document,



unless stated otherwise.

The work is divided into two categories:

Routine Cleaning Services

Consists of pre-determined tasks, as outlined in Section 5.1.1 Routing Cleaning Services

“As and when requested” Cleaning Services

Additional, emergency and project cleaning, may be requested in addition to the routine and scheduled cleaning, as outlined in Section 5.1.2 As-And-When-Requested Services

5. TASKS / REQUIREMENTS

5.1 Cleaning Services

The mission requires the contractor to provide Services for the following 2 categories;

5.1.1 Routine cleaning services

General Cleaning Services Item	Tasks	Frequency				
		Daily	Weekly	Monthly	Semi-annually	Annual
Uncarpeted Floors	Sweep all uncarpeted floors	X				
	Wash all uncarpeted floors located in entrances, lobbies and Receptions/security	X				
	Spot clean all remaining uncarpeted floors					
	Wash all uncarpeted floors		X			
	Buff all uncarpeted floors		X			
	Lift rubber or carpeted mats and clean floor underneath		X			
	Scrub all uncarpeted floors in months of July and December				X	
	Strip all uncarpeted floors in month of March, except for unpainted concrete floors					X
	Strip unpainted concrete floors in month of May					X
<p>The contractor must clean each type of floor according to the manufacturers' specifications. The cost to correct any damage resulting from improper cleaning will be deducted from the monthly payments to the Contractor.</p> <p>Floor scrubs, buffs, strips and waxes must be scheduled in advance and approved by the Technical Authority or his/her delegate.</p> <p>The Contractor must supply and use "Danger Wet Floor" signs (trilingual) when performing wet operations on all uncarpeted floors. Furniture and wastepaper baskets must not be put on desks, tables or workbenches during cleaning operations.</p>						
Carpeted Floors	Spot clean all carpeted floors, including entrance mats	X				
	Clip lose threads	X				
	Remove spills and stains	X				
	Vacuum all carpeted floors		X			



	Steam or shampoo clean all carpeted floors					X
	The Contractor must use only vacuum equipped with HEPA filtration. Steam cleaning exact dates must be approved by the Technical Authority or his/her delegate.					
Entrance Mats (approx. 182.5 m²)	Spot clean all entrance mats, remove spills and stains (permanent stains logged)	X				
	Spot vacuum all entrance mats (complete vacuuming if required - weather or season)	X				
	Clip lose threads	X				
	Vacuum all entrance mats		X			
	Clean carpets and mats			X		
	Steam or Shampoo clean all entrance mats in May					X
All common areas to include main reception, consular reception, entrances, exits, lobbies, security screening area	Remove all debris/litter	X				
	Empty and clean garbage cans, replace liners when required.	X				
	Polish all metals, aluminum fittings, entrance doors and handles	X				
	Clean both sides of door glass and frames	X				
	Clean sashes and doors	X				
	Clean mirrors, directories, telephones (with germicide) and lockers	X				
	Clean handrails, baseboards, risers, stringers, balusters, balustrades and ledges	X				
	Damp wipe tables and benches	X				
	Spot-clean display cases, directory board glass, sidelights, transoms and walls	X				
	Empty contents of ashtrays, wash and polish chrome parts	X				
	Spot clean signs or signage	X				
	High and low dusting		X			
	Clean display cases, directory board glass, sidelights, transoms and walls		X			
	Clean air grills and diffusers including surrounding areas		X			
	Clean interior side of windows		X			
Interior Hallways and Corridors	Remove all debris/litter	X				
	Empty garbage cans. Replace liners when required	X				
	Monitor recycling bins or recycling stations, empty and replace liners when required	X				
	Spot-clean sashes, doors, walls, display cases, directory board glass, sidelights and frames	X				
	Wash and disinfect water fountains	X				
	Disinfect and sanitize facsimile, photocopier, shredder high touch areas	X				
	Low dusting		X			
	Clean partition glass on both sides		X			
	Dust wall-hung fire extinguishers and first aid boxes		X			
	Polish all metal		X			
	Clean interior of fire cabinets and dust			X		



	extinguishers					
	Replenish photocopy/printer paper next to photocopiers/printers			X		
	Clean both sides of glass doors of the fire cabinets			X		
	High dusting			X		
Elevators	Remove all debris/litter	X				
	Clean interior of cabs, doors, doorframes and walls including control panel	X				
	Spot clean metalwork	X				
	Scrape and vacuum clean doorsill/track grooves in both the cab and on each landing		X			
	Clean mirrors		X			
	Clean sensors for the automatic door function using an approved glass cleaner		X			
Stairwells	Remove all debris/litter	X				
	Clean sashes and glass door	X				
	Spot-clean walls, sidelights and doors	X				
	Low dusting		X			
	Dust ceiling corners to remove cobwebs		X			
	Wash stringers		X			
	Polish all metal surfaces		X			
	Wash sidelights on both sides			X		
	Wash all wall heaters			X		
	High dusting			X		
Offices, Workstations, Boardrooms and Conference Rooms	Remove all debris/litter	X				
	Empty garbage cans. Replace liners when required	X				
	Wipe chairs armrests and place chairs properly	X				
	Spot-clean tables, desks, workstations, sashes, doors, bookcase glass, glass desk	X				
	Disinfect keyboards, mice, telephones and table tops.	X				
	Remove finger marks/stains from exterior of filing cabinets		X			
	Empty recycling bins and replace liners when required		X			
	Wash exterior of workstation cabinet doors		X			
	Low dusting		X			
	Dust empty shelves		X			
	High dusting			X		
	Damp-wipe table legs and recycling cans			X		
	Wash chair legs, sashes, doors and garbage cans			X		
Kitchens and Lunchrooms	Remove all debris/litter	X				
	Empty garbage cans. Replace liners when required	X				
	Monitor recycling bins, empty and replace liners when required	X				
	Wash tables, chairs, counters, sinks and dispensers	X				



	Spot-clean exterior of garbage, recycling cans, doors, exterior of cabinets, backsplashes, refrigerators, microwaves, coffee machines, kettles, stove tops/facings, chairs and walls up to 1.5 meters	X				
	Replace chairs properly	X				
	Replenish hand soap and paper towels	X				
	Empty recycling cans and replace liners when required		X			
	Low dusting		X			
	Wash inside/outside of garbage cans and partition glass		X			
	High dusting			X		
	Wash wall heaters and radiators			X		
	Cleaning appliances interior and exterior			X		
Washrooms, Lockers and Shower Stalls	Remove all debris/litter	X				
	Clear blocked toilet sinks, urinals and drains using a plunger (immediately), notify the Technical Authority or his/her delegate if unsuccessful with the plunger.	X				
	Replenish hand soap, paper towels and toilet paper. Leave 1 spare roll of toilet and hand paper on each dispenser	X				
	Empty garbage cans. Replace liners when required	X				
	Wash and disinfect toilets bowls (includes toilet base and exterior of toilet seat), urinals, exterior and interior of washbasins, water taps, shower faucets and counters	X				
	Remove trash from strainers in urinals and replace strainers/pads when required	X				
	Clean all mirrors	X				
	Polish all metal (fixtures, dispensers, receptacles)	X				
	Wash and polish hand and foot plates on doors	X				
	Damp-wipe benches and exterior of lockers	X				
	Remove all debris/litter from empty open lockers	X				
	Remove all debris/litter from shower floor and clean drains	X				
	Wash and disinfect shower walls with soap-less detergent	X				
	Spot-clean doors, walls and partitions		X			
	Low dusting		X			
	Descale toilet bowls and urinals		X			
	Wash partition walls and stall doors		X			
	Pour a pail of clean water into floor drains			X		
	Wash and disinfect interior or receptacles			X		
	High dusting			X		
	Dust exposed pipes					
Miscellaneous	Dust all artificial plants, remove litter and wash exterior of containers			X		



	Dust all venetian or vertical blinds					X	
	Clean window curtains					X	
	Clean all interior windows and window sills.					X	
	Clean air vents, diffusers, intake and exhaust grills					X	
	Damp wipe ceiling fans					X	
	Vacuum workstation partition walls					X	
	Vacuum upholstered sofas, chairs and lounge chairs					X	
	Wash leather, vinyl and wooden chairs using an approved product					X	
Exterior of Buildings	Remove all debris/litter	X					
	Sweep	X					
	Remove foreign matters from grills	X					
	Empty "Butt Stop" containers and wipe exterior	X					
	Clean glass doors and metal frames on both sides	X					
	Clean sashes of door windows	X					
	Spot clean sidelights	X					
	Clean knobs and push-bars including hand and/or kick plates	X					
	Spot clean solid doors	X					
	Remove spider webs from underside of canopies and/or marquees and light fixtures and handicapped ramp		X				
	Clean solid doors		X				
	Wash railings		X				
	Remove dust from vent openings, air intake and exhaust grills		X				
	Clean walls or partitions part of entrances and exits		X				
	Clean patio furniture		X				
	Wash underside of canopies and/or marquees			X			
	Sweep handicap ramp and clean the glass railings			X			
	Wash both sides of sidelights and metal frames up to 4 meters high			X			
	The above specifications pertain to outside entrances, exits, passageways, porches, steps, concrete platforms, loading docks, up to 2 meters from walls except for the "Butt Stops" which are included as long as they are located within 12 meters.						
	The gymnasium in the Rome Chancery "stables" and on the fifth floor at the Rome Chancery Annex	Cleaning and disinfecting all gym equipment	X				
Secured Area(s)	Remove all debris/litter	X					
	Empty garbage cans. Replace liners when required	X					
	Spot-clean tables, desks, workstations and doors	X					
	Empty recycling bins and replace liners when required		X				



	Low dusting		X			
	Dust empty shelves		X			
	High dusting		X			
	The Secured Area(s) can only be cleaned with the presence of an Embassy designated employee escorting the cleaning personnel to be determined weekly.					
Bottled water cleaning and handling	Wash and disinfect water dispenser taps	X				
	Moving and replenishing the empty water bottles on water dispensers	X				
	Reporting of any malfunction of water dispensers to the Project Authority	X				
	Cleaning bottle rack and surrounding area		X			
	Clean and stack all water bottles		X			
	Keeping record of stock of water bottles in order to place orders with the water delivery company in a timely manner	X				
Recycling	<p>The Contractor is responsible for removing normal office recycling and waste to the local recycling depot or dump as per all applicable regulations and must have or obtain the required permissions and permits.</p> <p>The Contractor must comply with all applicable regulations, policies and practices and supply the proper bags and/or containers.</p>					
Paper and Cardboard	<p>All wastepaper and cardboard cartons, unless marked otherwise, must be recycled and must not be disposed of as garbage by the Contractor. Cardboard containers and paper must be flattened and placed in the designated recycling bins.</p> <p>The Contractor is responsible for keeping the paper/cardboard recycling pick up locations in clean and tidy condition.</p>					
Plastic, Glass and Metal	<p>All plastic, glass and metal, unless marked otherwise, must be recycled and must not be disposed of as garbage by the Contractor. All collected plastic, glass and metal to be recycled must be brought to the main waste management point, when required.</p> <p>Clear plastic bags (liners) must be used in all recycling bins, containers or recycling centers used for the disposal of plastic, glass and metal. The recycling containers must be spot cleaned on a daily basis.</p>					
Relamping	<p>The contractor must provide the required equipment to change burnt light bulbs, fluorescents lights and compact fluorescent lights. All light bulbs, fluorescent lights (neon), halogen lights and compact</p>					



	<p>fluorescent lights will be provided by the Embassy.</p> <p>The Contractor must verify and replace burnt lights. Burnt lights must be replaced within the following day in cases where the burnt lights have been reported to the Contractor by the Embassy, the next Monday when reported on a Friday or the following working day in cases where the following day is a holiday. When deemed urgent to be replaced by the Embassy, the Contractor must replace the concerned burnt light(s) immediately. When changing a burnt light, the Contractor must clean the light covers and/or the lenses of the fixtures. The Contractor is not responsible for repairs to light fixtures, other than the covers and lenses.</p> <p>The Contractor is exempt from relamping:</p> <ul style="list-style-type: none"> • Emergency lights and exit lights. • Exterior lights. • Personal lamps. • Built-in light fixtures which are part of office furniture. • Lights in display cases or in units. • Lights in areas excluded from the Contract. 				
Fluorescent Light Tubes	Fluorescent light tubes and compact fluorescent lights are considered hazardous waste material and must be recycled separately. All burnt fluorescent lights and compact fluorescent lights must be placed in the designated containers.				
Excluded Items	Except when indicated otherwise, the following items are excluded: computers and electronic equipment, personal items, books and papers, artwork, inside display cases and cabinets, tools, dishes, appliances and kitchen cupboards.				
Excluded area	<ul style="list-style-type: none"> • All areas on provided floor plans that are not hatched or shaded are considered outside the Scope of Work, and as such, are not part of this requirement. In order to facilitate the identification of those areas, see the below: • Unoccupied basements. • Storage areas. 				



	<ul style="list-style-type: none"> Mechanical, electrical, transformer and boilers rooms. Garages. Attics. 					
High-touch points and shared equipment	<ul style="list-style-type: none"> Disinfect high-touch points areas <u>twice per day</u> such as: common area door handles, elevator buttons, entry keypads, printer/photocopier touch pads. 					

The Contractor must submit, for approval by the Technical Authority or his representative, a schedule for all annual tasks.

5.1.2 “AS AND WHEN REQUESTED” CLEANING

Other services not included in section 5.1.1 – Routine cleaning services may be required on an “As and When Requested Basis”

These services could include, but not limited to cleaning services of unforeseen nature, special events or any other requirements in excess of the routine cleaning service requirements.

Additional resource(s) may be required on an "As and When Requested" basis using a Service Authorization form (SA) - see sample under Attachment 1 to Annex A – Service Authorization Form.

Such resource(s) may be required at any time given time, including before and/or after regular hours identified in section 5.3 – Schedule of Operation

5.1.2.1 Service Authorization Process – As and When requested Services

- When these services are required, the Project Authority will provide the Contractor with a "Service Authorization" form, containing the following information:
 - the SA number;
 - type of resource;
 - date, start time, end time, and total hours required for each resource;
 - Special instructions (if required); and,
 - Name and signature of the project authority.
- Upon receipt of the SA, the Contractor must provide the Project Authority, within 48 hours, the signed SA confirming that the resource(s) have been assigned. These services will be paid in accordance with the terms and conditions identified in **Annex B – Basis of Payment for the “As and When Requested Services”**.
- Work cannot commence until a SA has been authorized in accordance with the conditions of the contract. The Contractor acknowledges that any work performed before an SA has been received will be done at the Contractor's own risk and expenses.
- Once the work is completed, the Contractor will immediately notify the Project Authority in order for him/her to acknowledge the completion of the work and to perform an inspection of the work.



5.2 Equipment, Materials and Supplies

5.2.1 Contractor to supply

5.2.1.1 Equipment and tools

The Contractor must supply commercial quality cleaning equipment to ensure the cleanliness and sanitation of all areas in the chancery. The equipment provided must be good quality, appropriate to the task and environment and energy efficient.

The Contractor must ensure that all equipment used to perform the work is in a good and functional state. The Project Authority reserves the right to have the equipment judged to be unsafe, not suitable or defective taken out of service.

Equipment includes but is not limited to;

- brooms
- brushes
- mops (wet and of treated yarn or cloth)
- pressure washers
- buckets
- mop tank wringers
- janitorial carts
- rags

Other miscellaneous equipment and supplies not otherwise provided or specified but necessary to perform the required services.

The Contractor is entirely responsible for the periodical testing of on-site equipment in accordance with any Health and Safety requirement under Italian Law.

The Contractor must provide replacement equipment, if and when necessary.

The Contractor must provide the list of equipment used for the cleaning to the Project Authority for approval

5.2.1.2 Materials and supplies

The Contractor must supply, all materials and products required to carry out the work as described within the present Statement of Work. All products used in the accomplishment of this requirement must be in accordance with Health and Safety codes. GAC will promote the use of green products and practices, whenever possible.

Cleaning products should have an approved eco-label that confirms both the environmental features and the performance of the product. All cleaning supplies and products must be properly labeled. Any chemicals used must have Material Safety Data Sheet (MSDS) available for inspection. Any chemicals not approved by Project Authority will be removed immediately and the Contractor will replace them with the proper type.

General features of environmentally preferable cleaning products used in Janitorial Services delivery include:

- Use of concentrated forms, to reduce volume and weight transported and to reduce packaging;
- Biodegradability;
- Packaging in non-aerosol containers;



- Packaging of cleaning products are recyclable and reusable; Exclusion of toxic ingredients and petrochemical compounds;
- Produce minimal or no irritation to skin, eyes, respiratory system; and
- Exclusion of unnecessary dyes, fragrances and corrosive/highly flammable compounds.

The Contractor must provide a list of products, materials and equipment used to the Project Authority for approval. Only products, materials and equipment approved by the Project Authority will be allowed for use.

The list must include, but is not limited to:

- Regular assorted sized clear plastic bags for recycled materials
- Regular assorted sized black garbage plastic bags.

5.2.2 Embassy to Supply

5.2.2.1 Stock room and Storage

The Embassy will provide the Contractor with stock rooms, janitor's closets and designated areas for the duration of this requirement.

The Embassy will not be responsible for any loss or damage of the Contractor's equipment, supplies, materials or personal belongings.

5.2.2.2 Materials and Supplies

- Toilet paper
- Paper hand towels
- Hand sanitizer
- Hand soap
- Dish soap
- Urinal deodoriser pads
- Shower curtains
- Entrance mats.

5.3 SCHEDULE OF OPERATIONS

Unless specified otherwise, the cleaning operations must be performed as follow:

A) Regular hours

Rome Chancery: Monday to Friday from 8h30 to 16h00.

Rome Chancery Annex: Monday to Friday from 8h00 to 16h00.

Vatican Chancery: Monday to Friday from 9h00 to 13h00.

Staff Quarters (when and if required): Monday to Friday from 8h00 to 16h00.

The Embassy has 11 statutory holidays per year. These days may change from year to year and do not necessarily correspond to the holidays observed by Italy. Cleaning service provided to the Embassy must follow the holiday schedule and opening hours as determined by the Embassy. The holiday schedule will be provided by the Project Authority at the beginning of each contract year.

When a statutory holiday falls on a weekday (Monday to Friday) the operations will resume on the following weekday.



B) SPECIFIC HOURS

1. Conference rooms must be cleaned between 8h30 and 9h00 every day. Conference rooms must be inspected by the Contractor before 9h00 every day to assure minimum cleaning standards.

All the above Specific Hours schedules are subject to change with short notice.

5.4 CONTRACTOR'S PERSONNEL

The Contractor must keep a minimum of one (1) cleaning persons on-site at all times during cleaning operations regular hours for the Rome Chancery (Villa Grazioli), one (1) cleaning person for the Rome Chancery Annex and for one (1) cleaning person from 9h00 to 13h00 for the Vatican Chancery.

The Technical Authority may ask the Contractor to replace any of its employees not meeting the requirements of this contract, for reasons of competence, behaviour or safety.

The Contractor must maintain a pool of sufficient security-cleared replacement staff, which are readily available for replacement in order to avoid service disruption.

The Contractor must ensure that arrangements are made for the replacement of staff as soon as it is known that a staff is unable to report to work or has to leave unexpectedly. The Contractor shall notify the Project Authority as soon as possible if there will be any disruptions to service.

The Contractor must ensure that its assigned resources do not inconvenience the business activities of the Embassy's personnel, clients and visitors meaning the work must be performed in the most discrete manner.

All personnel working under this requirement must wear industrial type uniforms consisting of matching shirt and trousers, coveralls or duster coat. All uniforms must clearly display the company's name, logo or crest. The Contractor must ensure cleaning staff are appropriately dressed and that each resource's security pass is visible at all times.

The Contractor must ensure compliance with all health and safety regulations and measures concerning personnel and fire protection recommended by national codes or prescribed by the appropriate authorities for equipment, habits and work procedures.

5.5 BEHAVIOR

Upon discovery of any abnormalities or issues while conducting the work, the Contractor must report it immediately to the Project Authority to ensure appropriate actions are being taken; and with due recognition of the special nature of the Mission, take care that his assigned cleaning staff do not inconvenience the business activities of the Mission's personnel, clients and visitors.

The Contractor must ensure that cleaning staff project a positive image with a good attitude. The Contractor will be solely responsible for the conduct, behavior and discipline of their employees.

5.6 OTHER

1. The Contractor must not proceed to any work outside the scope of work without the prior written approval of the departmental representative or his delegate.
2. All keys entrusted to the Contractor must be fully protected at all time, not leave the work premises



and returned every day, before site departure. In the event keys are lost while in his custody (signed), the Contractor must pay for expenses incurred for the replacement of all locks and keys affected by the lost.

3. The Contractor must provide the Technical Authority with a weekly work schedule for all buildings within 30 days from contract award. Once approved by the Technical Authority, the provided weekly work schedule will be posted in each building. Any change to the weekly work schedule must be approved by the Department Representative or his delegate.
4. The Minimum Cleaning Standards will be verified for compliance by the Technical and/or the Contracting Authority throughout the duration of the Contract. Therefore, random inspections will be conducted. The Contractor representative may be requested to be present during the inspections.
5. The Contractor must maintain an on-site logbook. This logbook will be used to record all requests, complaints, deficiencies or any other situations observed and relevant to the cleaning activities. Corrective actions must also be recorded and the logbook must be available for consultation by the Technical Authority or his representative.
6. The designated person or the supervisor must meet once a month with the Technical Authority so that all are informed and up to date with the cleaning activities.

5.7 HEALTH AND SAFETY REQUIREMENTS

The Contractor must ensure compliance with all health and safety regulations and measures concerning personnel and fire protection recommended by national codes or prescribed by the appropriate authorities for equipment, habits and work procedures.

The Contractor must provide training to all personnel assigned to the performance of the Work under this contract including proper handling, use and disposal of all cleaning materials including sanitizers, disinfectants, and appropriate safety measures with the equipment, etc.

Medical Fitness for Duty: The Contractor must ensure that all resources designated to provide services under this contract are medically capable of safely performing the tasks that are likely to be assigned as part of their duties.

Physical Fitness for Duty: The Contractor must ensure that all resources designated to provide services under this Contract are capable of facing physical challenges that are required as part of their duties.

The Contractor must ensure that health and safety guidelines are adhered to with respect to all health and safety regulations and measures including personnel and fire hazards recommended by National codes and/or prescribed by the authorities having jurisdiction concerning equipment, work habits and procedures.

6. DELIVERABLES

Within 30 days of signing the contract, the Contractor must submit and maintain throughout the life of the service:

- a. an organizational plan and schedule of activities to be performed by the Contractor's personnel. These schedules must list the Embassy's daily, weekly, monthly, every quarter and bi-annually cleaning tasks. These schedules are to be examined, and approved, by the Project Authority or delegate prior to commencement of the Work.



- b. a roster of the cleaning team, including names, phone numbers, and addresses.
- c. an itemized list of all cleaning materials to be used, meeting all requirements in section **5.2 Cleaning Materials**. At a minimum, the list must include the material's and/or cleaning product's brand name, quantity, application, a description of what it is used for, if it is biodegradable, and any special instructions. All materials must be approved by the Project Authority prior to usage, including all substitutions.
- d. An itemized list of all cleaning equipment to be used, meeting all requirements in **section 5.3 Cleaning Equipment**. At a minimum, the list must include the equipment manufacturer, name of the equipment, and application. All equipment must be approved by the Project Authority prior to usage, including all substitutions.
- e. Anything else that would be important for the contractor to maintain throughout the life of the contract?
- f. The Contractor must supply basic hygiene products to all cleaners on a monthly basis (including but not limited to shampoo, soap, toothpaste, sanitary product and deodorant).
- g. If it is proven that the breakdown/loss of material at the Embassy was because of negligence on the part of the Contractor or its staff, it must be repaired and/or replaced by the Contractor at its own cost.
- h. Any defects which cannot be corrected immediately must be reported verbally as soon as possible to the Project Authority. Any blockages in pantries, kitchens, or washrooms are to be reported immediately to the Project Authority.
- i. The Cleaning Standards will be verified for compliance by the Project Authority or his representative throughout the duration of the Contract. Therefore, random inspections will be conducted. The Contractor's representative may be requested to be present during the inspections.
- j. All ID cards entrusted to the Contractor must be fully protected at all times, and reported immediately if lost or stolen.

7. LANGUAGE OF WORK

Cleaning Staff must communicate verbally and understand written instructions in Italian.

8. LOCATION OF WORK

The work will be conducted at the following locations:

- The Chancery building, Villa Grazioli is located at Via Salaria 243, Rome
- The Chancery Annex building is located at Via Zara 30, Rome
- The Vatican Chancery building is located at Via della Conciliazione 4/D
- The Staff quarters apartments are located within a radius of **2-8**km from the Chancery building.



9. TERMINOLOGY / QUALITY STANDARDS

The quality standards described in this document for janitorial services core tasks and optional tasks must be strictly adhered to. All inspections made by the client will be rated according to these quality standards.

The Supplier must meet the following standards:

Cleaning: General

- All surfaces and objects specified in the contract must be free of dust, stains, spills, debris and soil immediately after cleaning operation.
- Machinery and equipment must not block a passageway, or present a trip hazard.
- Caution signs must be placed adjacent to the affected area on all approaches.
- Furnishings moved by cleaners must be relocated to their original location.

Spot Cleaning

- All affected areas must be clear of stains, streaks and soil.
- All over-spray from spray applicators must be wiped clean from all surfaces.

Sweeping

- All floor areas including open areas and flooring around furniture legs and into corners be free of dirt and litter.

Cleaning with a Hose

- All areas must be clean of dirt, mud and debris with no water ponding as a result of the cleaning with a hose.
- Equipment is removed and stored immediately after use.

Dust Mopping

- All floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.

Damp Mopping

- Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting.
- The supplier must sweep or dry mop the area immediately before damp mopping.
- The supplier must start damp mopping with clean water and mop.
- Walls, baseboards and other surfaces must be free of splash marks.

Wash Floors

- All standards outlined in "Damp Mopping" apply.
- In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.

Machine Scrubbing

- All areas must be free of dirt, stains, scuff marks, splashing, cleaning chemical and water accumulations.
- Corners and other areas not accessible to a mechanical floor scrubber must be scrubbed manually.

Spray Buffing

- Following spray buffing, all areas must present an overall appearance of cleanliness, have a bright shine through out and be free of debris and dust.



- Spills, scuffs and stains must be removed prior to spray buffing.

Scrub and Refinish

- Supplier must apply all performance standards as with "Machine Scrubbing".
- In addition, supplier must apply one coat of finish compatible with existing finish.
- As a result of the "Scrub and Refinish", all areas must present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and be free of debris and dust once the "Scrub and Refinish" is complete.

Strip and Refinish

- Supplier must apply all performance standards as with "Scrub and Refinish".
- All old finish must be removed and all residual stripper chemical cleaned away.
- New finish must be applied to all portions of the floors.
- Refinish must include 2 coats of finishing material (wax, etc.).
- All areas must be clean and clear of all stains, blemishes and dirt, and have a consistent shine free of scrapes and marks once the "Strip and Refinish" is complete.

Vacuuming

- a. All carpet surfaces must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit.
- b. A power head must be used. Vacuums must be 2 motor design (1 for suction, 1 for power head).

Stain Removal

- All carpets and walk-away mats must have no visible stains or discoloration after stain removal operation.
- Where stain removal involves wetting of a hard surface floor, caution signs must be in place around affected work area.

Hot Water Extraction

- All carpets and walk-away mats must be clean and free of accumulated dust and dirt and stain as a result of Hot Water Extraction.
- Areas must be cleaned to walls and corners.

Damp Wiping

- Surfaces must be free of dust, stains, streaks and water spotting following damp wiping.
- Wiping cloths must be rinsed frequently and free of stains and odors.
- Feather dusters are not acceptable.

Glass and Mirror Cleaning

- All glass must be clean on both sides and free of streaks and finger marks.
- Adjacent areas including frames, casing and ledges must be free of water spotting, splash marks and streaks.

High dusting

- All surfaces must be free of dust.
- High dusting must be done using either damp rag wiping or vacuuming. The method will be specified by the Departmental Representative.
- Dust must be contained and prevented from floating freely in the air during operation.

Clean and Disinfect

- Client-approved, commercial disinfectant cleaner must be used.
- Manufacturer's instructions must be followed for best results.
- All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.



ANNEX B - BASIS OF PAYMENT

Name of Bidder:	
Address:	
Contact person:	
Phone number:	
E-mail:	
Print name:	
Signature:	
Date: (yyyy-mm-dd)	



1. Regular Services

Firm Monthly Rate

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

During the extended period of the Contract, the Contractor will be paid firm monthly rates, as per lines Option 1, 2 and 3 below to perform all the Work in relation to the contract extension.

Period	Firm Monthly Rate (EUR) Taxes Excluded	Number of Months	Subtotal (EUR) Taxes Excluded
Initial period (Year 1)		12	
Initial period (Year 2)		12	
Option 1 (Year 3)		12	
Option 2 (Year 4)		12	
Option 3 (Year 5)		12	
Evaluated price			



2. As and When Requested Services

Firm Hourly Rate

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

During the extended period of the Contract, the Contractor will be paid firm hourly rates, as per lines Option 1, 2, 3 below to perform all the Work in relation to the contract extension.

Period	Firm Hourly Rate (EUR) Taxes Excluded (per resource)	*Estimated Number of Hours per Year	Subtotal (EUR) Taxes Excluded
Initial period (Year 1)		60	
Initial period (Year 2)		60	
Option 1 (Year 3)		60	
Option 2 (Year 4)		60	
Option 3 (Year 5)		60	

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



3. Pricing Summary

Period	Subtotal (EUR) Taxes Excluded
Initial Period (Year 1)	
Initial Period (Year 2)	
Option 1 (Year 3)	
Option 2 (Year 4)	
Option 3 (Year 5)	
(Sum table 1 + table 2) Subtotal	

Taxes (if applicable)	%	Amount

TOTAL	
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ATTACHMENT 2 TO ANNEX B - SERVICE AUTHORIZATION FORM

Service Authorization Form				
Contractor's Name and Address: (To be inserted at contract award)		Contract Number:		(To be inserted at contract award)
		Service Authorization (SA) No.		
1. Resource Requirement: (To be completed by the Project Authority)				
Resource	Date (MM/DD/YY)	Start time (24:00)	End time (24:00)	Total Hours Required
#1				
#2				
#3				
#4				
Special Instructions (i.e. Location of the work, transportation required, etc.)				
<p>Work cannot commence until a SA has been authorized in accordance with the conditions of the contract. The Contractor acknowledges that any work performed before an SA has been received will be done at the Contractor's own risk and expenses.</p>				
2. Project Authority's Approval Signature				
Name of the Project Authority				
Signature				
Date (MM/DD/YY)				



ANNEX C – COVID - 19 VACCINATION REQUIREMENT CERTIFICATION

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

COVID-19 Vaccination Requirement Certification

I, _____ (first and last name), as the representative of _____ (name of business) pursuant to _____ (insert solicitation number), warrant and certify that all personnel that _____ (name of business) will provide on the resulting Contract who access federal government workplaces where they may come into contact with public servants will be:

- a. fully vaccinated against COVID-19;
b. for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the Canadian Human Rights Act, subject to accommodation and mitigation measures that have been presented to and approved by Canada; or
c. partially vaccinated against COVID-19 for a period of up to 10 weeks from the date of their first dose and subject to temporary measures that have been presented to and approved by Canada, immediately after which period the personnel will meet the conditions of (a) or (b) or will no longer access federal government workplaces where they may come into contact with public servants under this Contract;

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

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

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

Signature: _____
Date: _____



Optional

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

Initials: _____

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



ANNEX D - SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction
GAC		ROME & VATCN
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 ROME Generic #4 Services requiring RS clearance and independent access to Operational Zones of the Embassy, but Signet access is not necessary (e.g. Cleaners, Gardeners, Maintenance Workers)		
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
5. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	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"/> Specify country(ies) / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





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

PART A (continued) / PARTIE A (suite)

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

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?
Short Title(s) of material / Titre(s) abrégé(s) du matériel:
Document Number / Numéro du document: No / Non Yes / Oui

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 ACCES AUX EMPLACEMENTS			

Special comments / Commentaires spéciaux: Any possible access to the Secure Zone will be escorted.

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

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

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



**ANNEX – E – BIDDER'S RESPONSE FRAMEWORK TECHNICAL BID
FOR MANDATORY TECHNICAL CRITERIA (M) AND POINT RATED
CRITERIA (R)**



MANDATORY TECHNICAL CRITERIA – M1 – Certificate

The Bidder must be the provider of the service and hold a partita IVA.

REFERENCE #M1

Information Required	Description
The Bidder must provide photocopies of the official certificates or documents of certification.	

MANDATORY TECHNICAL CRITERIA – M2 – Superior Management

The Bidder must demonstrate their superior management practices by providing original or copy of their valid certificate that confirm that they are ISO 9001 certified;

REFERENCE #M2

Information Required	Description
The Bidder must provide valid (not expired) proof of certification as of the closing date of the solicitation.	

MANDATORY TECHNICAL CRITERIA – M3 – Bidder’s Office Location

The bidder must clearly demonstrate that the company has a permanent office within 100 kilometers radius of the Chancery (Via Salaria 243, Rome).

REFERENCE #M3

Information Required	Description
The Bidder must provide the Company’s civic address.	



MANDATORY TECHNICAL CRITERIA – M4 – Corporate Experience

The Bidder must demonstrate that it has managed at least three (3) cleaning commercial contracts within the last five (5) years from the bid closing date, for projects of similar size and scope* to the requirements identified in Annex A, Statement of Work.

*A project of similar size and scope is defined as follows:

- a) Minimum duration of twelve consecutive months;
- b) Floor space of minimum 2,000 square meters (m2);
- c) A space of similar use or type (i.e. office space);

REFERENCE #M4

Project 1

The following information must be provided for each work experience:	
Information Required	Description
In order to demonstrate the required experience: The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained:	The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained
Project or contact name;	
Location of the work (city, country);	
Period of the service (MM/YY to MM/YY) or to current if project is still ongoing;	
Size of the cleaning area in square meters (m ²);	
Brief description of the work/tasks in the project.	
Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder.	
References may be contacted to verify the validity of the information provided by the Bidder. If the information verification does not match the requirements, then the Bid may be declared non-responsive	



REFERENCE #M4

Project 2

The following information must be provided for each work experience:	
Information Required	Description
<p>In order to demonstrate the required experience:</p> <p>The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained:</p>	<p>The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained</p>
Project or contact name;	
Location of the work (city, country);	
Period of the service (MM/YY to MM/YY) or to current if project is still ongoing;	
Size of the cleaning area in square meters (m ²);	
Brief description of the work/tasks in the project.	
Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder.	
References may be contacted to verify the validity of the information provided by the Bidder. If the information verification does not match the requirements, then the Bid may be declared non-responsive	



REFERENCE #M4

Project 3

The following information must be provided for each work experience:	
Information Required	Description
<p>In order to demonstrate the required experience:</p> <p>The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained:</p>	<p>The Bidder must provide a complete list of past/present projects where the experience was gained. The following information must be provided for each project where the experience was gained</p>
Project or contact name;	
Location of the work (city, country);	
Period of the service (MM/YY to MM/YY) or to current if project is still ongoing;	
Size of the cleaning area in square meters (m ²);	
Brief description of the work/tasks in the project.	
Name and contact information (phone number, email) of an Authorized Representative who will confirm the information supplied by the Bidder.	
References may be contacted to verify the validity of the information provided by the Bidder. If the information verification does not match the requirements, then the Bid may be declared non-responsive	



POINT RATED CRITERIA – R1 - Experience of Personnel

The Bidder should demonstrate the experience of its proposed supervisor or manager who would be involved in the contract by providing details related to his/her experience related to the management of commercial cleaning services within the past 60 months.

REFERENCE R1

The Bidder must provide supporting reference such as;	
Information Required	Description
a) Name of the resource and resume C/V;	
b) Individual's number of months of experience 1 to 12 months = 1 point 13 to 24 months = 2 points 25 to 48 months = 3 points 49+ months = 4 points	
c) Individual's number of months with the Bidder's firm; 1 to 12 months = 1 point 13 to 24 months = 2 points 25 to 48 months = 3 points 49+ months = 4 points	



POINT RATED CRITERIA – R2 - Understanding of the Statement of Work

The Bidder should demonstrate its understanding of the statement of work (SOW) by providing an effective work plan for delivering each of the requirements of the SOW.

REFERENCE R2

The Bidder must demonstrate its understanding by providing the following information;	
Information Required	Description
a) Proposed resources including team organization, management, and oversight;	
b) Description of assigned resource roles and responsibilities for each site;	
c) Strategy for managing personnel performance (absenteeism, performance issues, arrival/departure time)	
d) Strategy for scheduling the work of resources	



POINT RATED CRITERIA – R3 – Superior Management

The bidder should demonstrate that they have been certified and demonstrates superior environmental management practices. In order to be awarded points, the Bidder must possess valid (not expired) proof of certification as of the closing date of the solicitation.

REFERENCE R3

The Bidder must demonstrate their superior management practices by providing original or copy of their valid certificate that confirm that;	
Information Required	Description
a) they are ISO 14001 certified;	



Section II: Financial Bid

PLEASE USE ANNEX B – BASIS OF PAIEMENT

Reminder:

- a. As shown in the tables in Annex B, bidders **MUST** quote firm monthly and hourly rates, in Euro (EUR), which include all costs related to the performance of the work. Value Added TAX (VAT) must be shown separately, * if applicable, and must appear **ONLY** in the **Pricing Summary**.

* If taxes are not applicable, the bidder must indicate N/A in the field "Amount" of the PRICING SUMMARY.

- b. It is **MANDATORY** that bidders complete the PRICING TABLES **AND** THE PRICING SUMMARY in Annex B. Failure to provide pricing will render the offer non-responsive.
- c. The firm monthly and hourly rates that will be submitted must be all-inclusive. They must include the cost of labor, materials and supplies, equipment, benefits, general and administrative expense and profits, if applicable.
- d. Travel and living expenses will not be paid for any part of this contract, this also includes any relocation required to perform the work, as listed in Appendix A.



Section III: Certifications

PLEASE COMPLETE ATTACHMENT 1 TO PART 3 – CERTIFICATIONS

and

ANNEX C - COVID-19 VACCINATION REQUIREMENT CERTIFICATION