



**REQUEST FOR PROPOSALS  
DEMANDE DE PROPOSITIONS**

**RETURN BIDS TO :  
RETOURNER LES  
SOUMISSIONS A:**

National Research Council Canada (NRC)  
Finance and Procurement Services  
1200 Montreal Road, Building M-58  
Ottawa, Ontario  
K1A 0R6

<b>Title/Sujet</b>  <b>Janitorial Services</b>	
<b>Solicitation No./N. de l'invitation</b> <b>21-58119</b>	<b>Date</b> <b>2022-05-16</b>
<b>Solicitation Closes/L'invitation prend fin</b> <b>at/à 14 :00</b> <b>on/le June 28, 2022</b>	<b>Time Zone/Fuseau Horaire</b> <b>EDT</b>
<b>Address Enquiries To/Adresser demandes de renseignements à :</b>  Tania Backes Telephone No./N. de téléphone : (613)410-3834 Email / Courriel : <a href="mailto:Tania.Backes@nrc-cnrc.gc.ca">Tania.Backes@nrc-cnrc.gc.ca</a>	

**Instructions: See Herein**

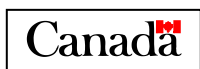
**Instructions: Voir aux présentes**

Proposal To:

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

Proposition aux:

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



<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No./N. de telephone</b> <b>Facsimile No./N. de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisé à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## **JANITORIAL SERVICES**

### **1.0 PRESENTATION OF PROPOSALS**

- 1.1 You are invited to submit **one** electronic Technical Proposal and **one** electronic Financial Proposal in two separate attachments to fulfil the following requirement forming part of this Request for Proposal. One attachment **must** be clearly marked 'Technical Proposal' and the other attachment **must** be marked 'Financial Proposal'. All financial information **must** be fully contained in the Financial Proposal, and only in the Financial Proposal. Vendors who provide financial information in the technical proposal will be disqualified. **All proposals should include the front page of this RFP duly completed.**
- 1.2 Proposals must be sent electronically to the contracting authority by email only.
- 1.3 Please submit your proposal to [Tania.Backes@nrc-cnrc.gc.ca](mailto:Tania.Backes@nrc-cnrc.gc.ca) no later than 2pm on June 28, 2022. Proposals received after this time will not be considered valid.

### **2.0 SCOPE OF WORK**

- 2.1 To provide Professional Services for janitorial services in accordance with the detailed Statement of Work attached as Appendix "A".

### **3.0 PERIOD OF CONTRACT**

- 3.1 NRC anticipates that the work will begin on August 1, 2022 and be completed by July 31, 2027.
- 3.2 There is an option to renew at NRC's discretion for five subsequent one-year periods, subject to satisfactory performance and agreement upon a satisfactory fee structure for that period(s).

### **4.0 ENQUIRIES**

- 4.1 If you require clarification regarding any aspect of this RFP, address all queries to the Contracting Authority, identified below, at least 5 working days before the closing date. All queries must be in writing and queries received less than 5 working days prior to the closing date cannot be guaranteed a response. Information received verbally will not be binding upon the NRC.

**Tania Backes**

Contracting Authority, Procurement Services

National Research Council Canada

1200 Montreal Road, Bldg. M-58

Ottawa, Ontario K1A 0R6 Telephone: 613-410-3834

Email: [Tania.Backes@nrc-cnrc.gc.ca](mailto:Tania.Backes@nrc-cnrc.gc.ca)

- 4.2 To ensure the equality of information among Bidders, responses to general enquiries will be made available to all bidders unless such publications would reveal proprietary information. The bidder who initiates the question will not be identified. Technical questions that are considered proprietary by the bidder must be clearly identified. NRC will respond individually to the bidder if it considers the questions proprietary. If NRC does not consider the question proprietary, the bidder submitting it will be allowed to withdraw the question, or have the question and answer made available through the Open Bidding System (OBS) to all bidders.

- 4.3 Vendors who attempt to obtain information regarding any aspect of this RFP during the solicitation period through any NRC contacts other than the Contracting Authority identified herein, may be disqualified (for that reason alone).
- 4.4 It is the responsibility of the Bidder to obtain clarification of the requirement contained herein, if necessary, prior to submitting its proposal. The Bidder must have written confirmation from the Contracting Authority for any changes, alterations, etc., concerning this RFP.

## 5.0 **PROPOSAL CLOSING DATE AND BID SUBMISSION INSTRUCTIONS**

- 5.1 Proposals must be sent via email no later than 2:00 PM **EDT**, Tuesday, June 28, 2022, to the following **Contracting Authority**:

**Tania Backes**  
Tania.Backes@nrc-cnrc.gc.ca

### **Proposals must not be sent directly to the Project Authority**

- 5.2 It is the vendor's responsibility to obtain date and time stamped receipt signed by the receptionist as proof that NRC has received their proposal within the prescribed time limit. All risks and consequences of incorrect delivery of bids are the responsibility of the Bidder.
- 5.3 Bidders must adhere to the COVID-19 Vaccination Policy for Supplier Personnel. 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 (refer to **Appendix "B"**), 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.
- 5.4 Due to the nature of this solicitation, NRC will not accept any proposal documents by facsimile.
- 5.5 Proposals received after the closing date will not be considered and will be returned to the sender. The sender has the sole responsibility for the timely dispatch and delivery of a proposal and cannot transfer such responsibility to the NRC. No supplementary information will be accepted after the closing deadline unless NRC requests a clarification.
- 5.6 All submitted proposals become the property NRC and will not be returned to the originator.

## 6.0 **MANDATORY CRITERIA**

### **COMPLIANCE MATRIX**

Contractor **MUST** indicate if they **MEET or AGREE (YES)** or **DO NOT MEET or AGREE (NO)** with each item in the Compliance Matrix and provide details and documentation if required. If a contractor indicates "NO", their submission will be considered non-compliant.

Number	Mandatory Criteria	YES/ NO
1.1	Attend the bidders meeting, Project Authority will have an attendance form which <b>MUST</b> be signed by the bidder's representative. The current contract holder does not have to attend the bidders meeting.	
1.2	Contractor must have technical and financial proposal separated when they are submitted.	
1.3	Must provide a current Clearance Letter or Letter of Good Standing from the workers compensation board of BC	
1.4	Subcontracting in not permitted. Proof of employees on company payroll must be provided.	
1.5	Must provide and maintain, during the term of the contract, Comprehensive General Liability insurance in an amount of \$2,000,000.00 CAD. Copy of the policy provided.	
1.6	Provide at least 2 references for projects of a similar scope to the DRAO site within the last 5 years, or the 2 largest projects undertaken in the last 5 years. The current contractor may use DRAO as 1 of the projects.	
1.7	The contractor must provide previous inspection reports for 2 contracts similar to the DRAO site, or the 2 largest projects undertaken in the last 5 years	
1.8	Submit a list of supplies using table in Appendix "A" with at least 80% eco-friendly as described on page 4 of Appendix "A"	
1.9	All cleaning and disinfecting products shall be used based on the manufacturer's recommendations.	
1.10	The contractor shall supply all detergents, cleaning materials, sealers, waxes etc.	
1.11	NRC will supply all tissue and paper towels, hand soap, urinal deodorant cakes, waste receptacles and waste receptacle bags, as well as disinfecting products	
1.12	Provide a list of disinfection or sanitization training documents for all employees working at site.	
1.13	Provide disinfecting protocols for a pandemic or viral outbreak.	
1.14	If a pandemic, viral outbreak or other event occurs where there is an overall reduction in staff on site for an extended period of time, (one week or longer) the contractor will defer their typical daily duties related to office cleaning etc, and will shift to other cleaning and disinfecting as needed. The contractor's deferred hours will be used towards disinfecting or other cleaning. If the disinfection or other cleaning hours exceed the deferred hours, the contractor will be paid hourly if any extra time is spent.	

1.15	Provide training program documents for new employees.	
1.16	Provide a list of current WHMIS training documents for all employees and contractor shall ensure WHMIS training is up to date for all workers on site for the duration of the contract. (Every 3 years)	
1.17	The contractor will respond to emails and voicemails within 24 hours and will respond to urgent emails and voicemails within 12 hours.	
1.18	If people will be working alone on site, the contractor must provide a working alone program with their tender submission. IE: Lone workers call into office upon arrival to site, they call in every hour while on site and when leaving site, or?	
1.19	The contractor will perform regular inspections, frequency to be determined (based on performance) by NRC's representative, but at a minimum once per month and record the results on the form provided. Completed forms shall be submitted to the NRC's representative at the end of each month with the contractor's invoice.	
1.20	The contractor must notify NRC's representative when each major operation listed in the approved Schedule of Operations has been completed. NRC will perform periodic checks and inspections with the contractor once per month, not to exceed 1 hour.	
1.21	If a checklist is required for cleaning or disinfecting operations in washrooms, kitchens, etc. The contractor shall initial on each completed task after the operation has been performed.	
1.22	For areas that are listed in Appendix "A" on an "as needed, and as requested" basis. These areas will be paid by the hour and are not part of the base price in the contract.	
1.23	Complete and submit Pricing Matrix, detailing costs per building – Appendix "J"	
1.24	Residual materials used to Strip floors, and stripped floor finish material is to be taken off site and disposed of as per manufacturers recommendations and is never to be disposed of in site drains or site garbage)	
1.25	The contractor and all their workers adhere to all Worksafe BC, and Occupational Health and Safety Regulations.	
1.26	All accidents or injuries occurring on site must be reported to the Site operations supervisor.	
1.27	All employees on site & company contacts for the site must understand and speak fluent English	
1.28	The contractor must supply a health and safety plan.	

1.29	The contractor must supply an “Employer Report” letter from Work Safe BC. The report must not have an average incident or injury rate that exceeds an average of 0.5 per 100 person years for the last 5 years, and must not have a higher rate than 0.5 for any single year. If the company has not been in business for 5 years, the same rates as stated above will apply for the number of years the company has been in business.	
1.30	The contractor must supply an “Employer Report” letter from Work Safe BC. The report must not have an average serious injury rate that exceeds an average of 0.0 per 100 person years for the last 5 years, and must not have a higher rate than 0.0 for any single year. If the company has not been in business for 5 years, the same rates as stated above will apply for the number of years the company has been in business.	

\*\*\* All mandatory documentation should be submitted in Accordance with article 1.0 – Presentation of Proposals.

## 7.0 MANDATORY SITE VISIT:

It is mandatory that the bidder attends the site visit at the designated date and time. At least one representative from proponents that intend to bid must attend.

The site visit will be held on June 7, 2022 at **11:00am (PDT)**. Meet Kory Phillips at 717 White Lake Road, Kaleden, BC. Bidders who, for any reason, cannot attend at the specified date and time will not be given an alternative appointment to view the site and their tenders, therefore, will be considered as non-responsive. **NO EXCEPTIONS WILL BE MADE.**

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

Bidders must communicate with the Contracting Authority [Tania.Backes@nrc-cnrc.gc.ca](mailto:Tania.Backes@nrc-cnrc.gc.ca) before the conference to confirm attendance. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table no later than June 3, 2022. The form will then be sent via email to be completed and return prior to mandatory site visit.

- At the site visit, to limit contact and risks:
  - o The proponents will sanitize their hands at the hand sanitizing station.
  - o The proponents will be asked to sign the Attendance Form. It is the responsibility of all proponents to verify information on the Attendance Form.
  - o The site visit will proceed with a maximum of four (4) proponents at a time. Each group will have approximately 20 minutes to review the site. The site visit will continue with the next group of four (4) proponents until each one has had a chance to review the site.

- The site visits could take longer than usual, therefore anticipate a longer meeting duration.
  - Physical distancing: keeping a distance of at least 2 arms-length (approximately 2 metres) from others may not be possible at all times, therefore the use of NRC issued disposable face coverings to reduce the risk of transmission of COVID-19 is mandatory.
  - The proponents shall not impede safe access to and from the facility.
- Depending on the anticipated amount of pre-registration, the NRC may decide to schedule time slots for every group of four (4) proponents. The time slot for your site visit will be confirmed by the NRC Departmental Representative by email upon pre-registration. That time will supersede the site visit meeting time specified above.
  - Proposals submitted by bidders who have not attended the site visit or failed to submit their identification and contact information at the site visit will be deemed non-responsive.

## 8.0 **COST PROPOSAL**

- 8.1 The cost proposal must be a **fixed price quotation, FOB Destination, excluding GST/HST**. The fixed price must include all the materials and services required to fulfil all aspects of the Statement of Work.
- 8.2 The cost proposal must have sufficient structure to show how the total proposed cost was calculated. It should contain the following elements:
  - a) The number, classification and per diem and/or hourly rate for all assigned personnel. For each classification, the number of workdays should be defined.
  - b) The amount and explanation for other miscellaneous expenses that could be incurred.
- 8.3 **GOODS AND SERVICES TAX (GST) and HARMONIZED SALES TAX (HST):** The GST and HST, whichever is applicable, shall be considered an applicable tax for the purposes of this RFP and extra to the price herein. The amount of GST or HST shall be disclosed and shown as a separate item.
- 8.4 Bids will be evaluated in Canadian currency, therefore, for evaluation purposes, the exchange rate quoted by the Bank of Canada as being in effect on date of bid closing, shall be applied as the conversion factor for foreign currency. Prices quoted shall not be subject to, or conditional upon, fluctuations in commercial or other interest rates during either the evaluation or contract period.

## 9.0 **CONDITIONS OF SUBMISSION**

- 9.1 There shall be no payment by the National Research Council for costs incurred in the preparation and submission of proposals in response to this request. No payment shall be made for costs incurred for clarification(s) and/or demonstration(s) that may be required by NRC. The National Research Council reserves the right to reject any or all proposals submitted, or to accept any proposal in whole or in part without negotiation. A contract will not necessarily be issued as a result of this competition. NRC reserves the right to amend, cancel or reissue this requirement at any time.
- 9.2 The method of selection will be the valid proposal with the lowest financial proposal.

9.3 Proposals submitted must be valid for not less than sixty (60) calendar days from the closing date of the RFP.

9.4 Your proposal should contain the following statement:

"We hereby certify that the price quote is not in excess of the lowest price charged anyone else, including our most favoured customer, for like services".

9.5 Any contract resulting from this invitation will be subject to the General Conditions - Services 2010C (copy attached as Appendix "C") and any other special conditions that may apply.

#### 10.0 **CONFIDENTIALITY**

10.1 This document is UNCLASSIFIED, however; the contractor shall treat as confidential, during as well as after the services contracted for, any information of the affairs of NRC of a confidential nature to which its servants or agents become privy.

#### 11.0 **CRIMINAL CODE OF CANADA**

11.1 Canada may reject an offer where the Bidder, or any employee or subcontractor included as part of the offer, has been convicted under section 121 ("Frauds on the government" & Contractor subscribing to election fund"), 124 ("Selling or purchasing office"), or 418 ("Selling defective stores to Her Majesty") of the Criminal Code.

#### 12.0 **COMMERCIAL GENERAL LIABILITY**

12.1 Commercial General Liability insurance shall be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability NOT LESS THAN \$2,000,000 per accident or occurrence.

#### 13.0 **DEBRIEFINGS**

13.1 After contract award, bidders may request a debriefing on the results of the bid solicitation. Bidders should make the request to the Contracting Authority within 15 working days of receipt of notification that their bid was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

#### 14.0 **SECURITY LEVEL**

14.1 Prior to the performance of the obligations under this contract, all personnel that will be involved with the project must be cleared to the security level of **RELIABILITY** as defined in the security policy of Canada.

14.2 Any Contract resulting from this invitation will be subject to the Security Requirements Check List (SRCL), form TBS/SCT 350-103, attached at Appendix "D".

14.3 Such clearances will be pre-condition to the authorization of any work under any Contract established as a result of this invitation. If the lack of appropriate clearance jeopardizes the contractor's ability to undertake the work required in a timely manner, an alternate contractor will be selected.

#### 15.0 **SITE REGULATIONS**



15.1 The Contractor undertakes and agrees to comply with all standing orders or other regulations, in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fire.

15.2 NOTE: \*\* RFI (Radio Frequency Interference – SPECIAL REQUIREMENT)

All electrically operated equipment used for janitorial duties must be inspected for RFI by DRAO staff prior to use on the site. If any equipment fails to meet RFI thresholds either during this inspection or subsequently during use, DRAO staff may identify modifications necessary for RFI compliance, DRAO staff will implement the modification of equipment upon authorization of the contractor. The contractor must also ensure that the equipment is not used at DRAO until the modifications have been demonstrated to be effective in suppressing RFI.

16.0 **SAFETY REGULATIONS AND LABOUR CODES**

16.1 The Contractor must adhere to all safety rules, regulations and labour codes in force in all jurisdictions where the work is to be performed.

17.0 **WORKERS' COMPENSATION**

17.1 It is mandatory that all persons performing the work be covered under the applicable workers' compensation legislation provided for the benefit of injured employees, or fall under a WCB exemption as an owner operator.

18.0 **T4-A SUPPLEMENTARY SLIPS**

18.1 Pursuant to paragraph 221(1)(d) of the Income Tax Act, payments made by departments and agencies to contractors under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4A Supplementary slip. To enable client departments and agencies to comply with this requirement, contractors are required to provide information as to their legal name and status, business number, and/or Social Insurance Number or other identifying supplier information as applicable, along with a certification as to the completeness and accuracy of the information.

19.0 **GOVERNMENT SMOKING POLICY**

19.1 Where the performance of the work requires the presence of the Contractor's personnel on government premises, the Contractor shall ensure that its personnel shall comply with the policy of the Government of Canada, which prohibits smoking on any government premises.

20.0 **ACCESS TO GOVERNMENT FACILITIES / EQUIPMENT**

20.1 Access to the facilities and equipment necessary to the performance of the work shall be provided through arrangements to be made by the Project Authority named herein. There will be however; no day-to-day supervision of the Contractor's activities nor control of the Contractor's hours of work by the Project Authority.

20.2 The Contractor undertakes and agrees to comply with all Standing Orders and Regulations in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fires.

21.0 **METHOD OF PAYMENT**

21.1 Payment will be made in accordance with the “Basis of Payment” after submission of the following:

Invoice(s);

21.2 The Contractor must submit invoices in accordance with the information required in the General Conditions attached.

21.3 Invoices must be sent to:

[nrc.invoice-facture.cnrc@nrc-cnrc.gc.ca](mailto:nrc.invoice-facture.cnrc@nrc-cnrc.gc.ca)

## 22.0 **ADDITIONAL WORK**

22.1 The successful bidder can at NRC’s option, be asked to provide additional work related to this requirement. Payment will be limited to the firm per diems quoted in the Contractor’s proposal.

## 23.0 **NON-PERMANENT RESIDENT (FOREIGN COMPANY)**

23.1 The Contractor shall ensure that non-permanent residents intending to work in Canada on a temporary basis in fulfilment of the Contract, who are neither Canadian citizens nor United States nationals, receive all appropriate documents and instructions relating to Canadian immigration requirements and secure all required employment authorizations prior to their arrival at the Canadian port of entry. The Contractor shall ensure that United States nationals having such intentions receive all appropriate documents and instructions in that regard prior to their arrival at the Canadian port of entry. Such documents may be obtained at the appropriate Canadian Embassy/Consulate in the Contractor’s country. The Contractor shall be responsible for all costs incurred as a result of non-compliance with immigration requirements.

## 24.0 **NON-PERMANENT RESIDENT (CANADIAN COMPANY)**

24.1 The Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfillment of the Contract. In some instances, the employment authorization necessary to enter Canada cannot be issued without prior approval of Human Resources Centre Canada (HRCC). HRCC should always be contacted as soon as the decision to bring in a non-permanent resident is made. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

## 25.0 **LUMP SUM PAYMENT - WORK FORCE REDUCTION PROGRAMS**

25.1 It is a term of the contract that:

- a. the Contractor has declared to the Departmental Representative whether the Contractor has received a lump sum payment made pursuant to any work force reduction program, including but not limited to the Work Force Adjustment Directive, the Early Departure Incentive Program, the Early Retirement Incentive Program or the Executive Employment Transition Program, which has been implemented to reduce the public service;

- b. the Contractor has informed the Departmental Representative of the terms and conditions of that work force reduction program, pursuant to which the Contractor was made a lump sum payment, including the termination date, the amount of the lump sum payment and the rate of pay on which the lump sum payment was based; and
- c. the Contractor had informed the Departmental Representative of any exemption in respect of the abatement of a contract fee received by the Contractor under the Early Departure Incentive Program Order or paragraph 4 of Policy Notice 1995-8, of July 28, 1995.

## 26.0 **INTEGRITY PROVISIONS**

26.1 By responding to this RFP, the Proponent is subject to the integrity provisions contained in the following documents:

- The Government of Canada's *Integrity Provision*
- *Ineligibility and Suspension Policy* (the "Policy") in effect on the date the bid solicitation is issued
- *all related Directives related to the above policy in effect on that date*

26.2 These documents are incorporated by reference and form a binding part of the bid solicitation. The Bidder must comply with the Policy and Directives at the following link:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/21>

26.3 An Integrity Declaration Form, attached as Appendix "E" must be submitted only when:

1. The supplier, one of its affiliates or a proposed first-tier subcontractor has, in the past three years, been charged with or convicted of a criminal offence in a country other than Canada that, to the best of the supplier's knowledge and belief, may be similar to one of the listed offences in the Ineligibility and Suspension Policy (the "Policy"); and/or
2. The supplier is unable to provide any of the certifications required by the Integrity uses.

## 27.0 **ATTACHMENTS**

Appendix "A" - Detailed Statement of Work  
Appendix "B" – COVID-19 Vaccination Policy for Supplier Personnel  
Appendix "C" – General Conditions 2010C  
Appendix "D" – Security Requirement Checklist  
Appendix "E" – Integrity Declaration Form  
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**Section 1. General**

**NRC Representatives**

The National Research Council's (hereinafter referred to as NRC) representative in conjunction with this work is the Site Operations Supervisor or designate for the Dominion Radio Astrophysical Observatory (DRAO)

**Schedule of operation**

Within two (2) weeks of award of contract, the contractor shall submit to NRC's representative for approval a schedule of all special and periodic cleaning operations, forms attached. These operations and the approximate timing are outlined herein. The schedule shall cover a full year of the contract.

The contractor must ensure there is a consistent staff compliment working on site that are familiar to the site staff.

Upon approval of the schedule of operations, subject to changes requested by NRC's representative to meet the institute's operational requirements, the contractor shall abide by this schedule, using it as a checklist and entering the date when each periodic operation has been completed.

A schedule of regular operations will be supplied upon contract award, the contractor shall abide by this schedule, using it as a checklist and entering the initials of the person performing the action when each operation has been completed.

A copy of the updated special and periodic schedule and the monthly schedule of regular operations of regular cleaning operations shall be submitted to the NRC representative at the end of each month with the contractors invoice, invoices will not be processed without completed schedules.

**Cleaning operations and inspections**

The present total level of the buildings occupancy is approximately 40 persons.

Self-performance inspections: - The contractor will supervise the performance of their staff in accordance with these specifications and standards. The contractor will perform regular inspections, frequency to be determined (based on performance) by NRC's representative, but a minimum of once per month and record the results on the form provided. Completed forms shall be submitted to the NRC's representative at the end of each month with the contractors invoice.

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The contractor must notify NRC's representative when each major operation listed in the approved Schedule of Operations has been completed. NRC will perform periodic checks and inspections with the contractor.

If the work does not meet the requirements of this specification, the contractor will be informed by NRC's representative and the contractor shall respond to any deficiencies immediately and rectify within a maximum of 7 days.

**Materials & WHMIS**

**Fragrance free**

The DRAO site is fragrance free. In addition to using environmentally friendly materials the contractor shall endeavour to use only fragrance free supplies. If problems arise NRC may request the contractor use alternative materials.

**Environmentally responsible**

It is the intent of this contract to use environmentally friendly products and materials. All cleaning products must be compatible for use with a **septic** system. The contractor must demonstrate this in the material list submission. For purposes of this RFQ, the minimum standards established for the performance of these products must be in accordance with The Environmental Choice Program (ECP), Environment Canada's Eco labelling program, Green Seal, or other internationally recognized certification.

A list of certified cleaners meeting these standards is available at <http://www.greenseal.org/>

**Contractor Supplied Cleaning Product Matrix Instructions**

A minimum of 80% of the total products supplied by the Contractor must be in accordance with the specifications of the Product Standards Certification, described in the above section. Bidders must complete the matrix and list all the chemicals and cleaning products that will be used in the performance of the contract. Any products that do not meet Green seal or other Canadian recognised certification must be submitted by the contractor to the NRC and accepted prior to use.

The contractor shall furnish a complete written material list that includes a statement of the origin, composition and/or manufacturer of any or all material used at DRAO

Proposed list of cleaning products to be used.

ITEM Description Include manufacture's Name, Part number and category (purpose)	MSDS Incl.		Enviro Choice		Green Seal	
	Yes	No	Yes	No	Yes	No

Appendix “A”

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Bidders must identify all janitorial products intended to be used in providing janitorial services to the National Research Council of Canada, by product name, manufacturer name, part # and purpose.

The contractor shall provide NRC's representative with Material Safety Data Sheets (MSDS) for any material brought on site, in compliance with WHMIS regulations. MSDS sheets shall also be prominently displayed in janitor rooms where the contractor stores such material. All cleaning and disinfecting products shall be used based on the manufacturer's recommendations

**Safety**

The Contractor shall comply with all safety measures and regulations respecting personnel and hazards as stipulated by NRC, National and Provincial laws and codes, and prescribed by the Authorities having jurisdiction concerning the equipment, work habits and procedures, including safety training of Contractor's staff. Contractor must provide proof of staff WHMIS training in their tender submission.

No employees shall be at heights of over 8 feet off the ground, without fall protection training.

Accident Reporting: All accidents or injuries occurring on site must be reported to the Site operations supervisor.

The contractor must provide a working alone program with their tender submission. IE: Lone workers call in to office upon arrival to the site, they call in every hour while at site and when leaving the site etc.

The Contractor shall ensure that all equipment used to perform the work is in good repair. NRC reserves the right to have equipment inspected, unsafe, not suitable or defective equipment will be taken out of service. The Contractor is responsible to provide suitable replacement equipment.

The Contractor is hereby made aware that due to the nature of the research work performed at DRAO, chemical or physical hazards exist in the building. It is therefore of prime importance that the contractor's staff is able to communicate fluently in English with NRC staff, so that related signage, instructions concerning daily operations and announcements in day-to-day and emergency situations will be immediately understood and appropriately responded to.

NRC will endeavour not to expose Contractor staff to direct personal harm; however, the Contractor must exercise extra caution in areas with potential hazards and has to be cognizant of changing conditions. Certain high risk areas will be excluded from the scope of work (see attached floor plans), in other areas cleaning operations will be restricted and are subject to prior scheduling with the cleaning supervisor on site.

The Contractor is hereby instructed that the buildings smoke detectors are extremely sensitive. Therefore, extra care shall be exercised by the Contractor's staff not to cause dust when working in such areas. Sweeping must be done carefully, preferably with an antistatic mop, or must be substituted by vacuuming, so that no false alarms are caused.

The contractor's staff will attend a safety briefing at the commencement of the contract and will adhere to the safety policies in the briefing.

No burnishing or dry buffing on floors is allowed due to some floors on site containing asbestos. No wet scrubbing or stripping over 300 RPM.

NO SMOKING, VAPING etc, is allowed on NRC property. Any Contractor found in contravention of this policy will be permanently banned from the site.

**Security**

The Contractor must fully comply with security requirements which are in effect at the site. This includes the wearing of ID cards at all times, the protection of keys and access cards/codes issued to the cleaning staff.



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The Contractor shall, at the request of NRC, remove from the work site any employee who, in the opinion of NRC, is incompetent, is considered a safety risk or has displayed improper conduct on site.

Office doors shall be left in the same condition they were found. (I.e. closed and locked, closed and unlocked, open)

Contractor will provide a list of names of individuals working on this contract. This list shall be updated any time changes are made to staff and all employees must be security cleared prior to being on site.

The Contractor is responsible for the maintenance of security in the building to the extent of closing and locking interior doors, which the Contractor is unlocking or opening with keys and access cards provided to him by NRC for the purpose of performing the work.

Each area shall be locked again immediately after cleaning operation has been completed. Normally secured doors shall be closed and locked immediately after entering or exiting. Doors found in an unlocked position shall be left in that position upon completion of cleaning unless it is an outside door leading into a building in which case it will be secured and the NRC representative will be notified as soon as possible.

The Contractor and his staff must not provide access through normally secured doors to any other persons.

Fire doors and normally locked doors shall be kept closed at all times. (Do not prop doors open)

All keys & access cards entrusted to the contractor for the fulfillment of this contract must be fully protected at all times. All keys shall be returned to NRC upon completion or termination of contract. Copying of keys is not permitted. The contractor must carry insurance to cover re-keying costs in the event that locks must be rekeyed due to contractor or staff losing NRC keys.

### Assigned Space

NRC will provide the Contractor with such space as is considered necessary by NRC for the performance of the Contractor's duties without undue inconvenience, typically at least one Janitor Room or Closet per floor.

The Contractor must not list, publicize or use in any fashion, for business purposes, the address of a building owned by the NRC.

NRC will not be responsible for damage or theft to the contractor's or employees' personal belongings, supplies, or materials brought on, or kept at the site.

### Use of Elevators

The Contractor will be permitted to use the elevator as needed for their duties.

### Light, Heat, Power and Water

NRC will supply all heat, light, power and water required for the work. The contractor shall turn off all lights upon completion of work in any area.

If, in the operation of cleaning the building a circuit breaker is tripped it is imperative that NRC Site Infrastructure manager is notified so that the breaker may be reset and no damage occurs to other equipment.

### Access to Building

Only those employees, whose names appear on the Contractor's payroll and site list provided to the site authority will be allowed access to the site of the work **(no sub-contracting is permitted)**.

In some areas access is restricted to personnel with DRAO provided training. Only those staff who have received the training may access those rooms. Any Contractor or staff found in contravention of this policy will be permanently banned from the site.

**Appendix “A”**

Work Log

A log must be maintained in the building by the Contractor in which he/she shall record all work performed that is identified on the log. The log must also indicate all people on site on a given day and the hours they worked that day. The log shall be sent to the Site Supervisor on a monthly basis. The contractor may choose to use their own work log, but it shall cover all areas in the contract. Also refer to Section 1, Clause 3.1, for special and periodic cleaning.

Within 30 days of contract award the contractor shall provide a schedule of non-regular (Monthly, Quarterly etc) cleaning operations for the year that states when each item or area will be cleaned. If during the year the contractor needs to revise the operation they shall send the site supervisor a revised schedule.

Quality Standards

The Quality Standards (see Section 4) where applicable, shall be strictly adhered to. Inspections made by the contractor and NRC shall be based on these standards.

Discrepancies

In the event there is any discrepancies of any parts of the specifications with respect to the amount of work and the standards to which it is to be performed, the more stringent interpretation shall be used.

Change in Occupancy

From time to time vacant areas of the building may be occupied or occupied areas may become vacant. NRC will notify the contractor in advance of any significant changes. Changes of less or more than 3% to the total area requiring regular cleaning, relative to the area to be cleaned at the start of the contract will not be eligible for payment adjustments.

Pandemic, viral outbreak or other significant reduction in site staff.

If a pandemic, viral outbreak or other event occurs where there is an overall reduction of staff on site for an extended period of time, (One week or longer) the contractor will defer their typical daily duties related to office cleaning etc and will shift to other cleaning and disinfecting as needed. The contractors deferred hours will be used towards disinfection cleaning, if the disinfection cleaning hours exceed the deferred hours, the contractor will be paid hourly for the extra time spent.

A sample document is below to show areas currently being disinfected as of 22-03-01

**Disinfecting list for touch points**

Building ID:	Week OF:	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Touch points on all entrance, exit and corridor doors.								
Door handles in offices or rooms that have been entered.								
Manual light switches in offices or rooms that have been entered.								
Manual light switches in common areas.								

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Key box handles in main entrance and all sets of keys.									
All touch points inside and outside of elevators on all floors.									
Boardroom furniture, including Tables, Video and Teleconferencing equipment, Remote controls and all touch points, if the room has been entered.									
Handrails.									
Access telephones X 2 and main entrance door buttons.									
Washrooms	All touch points not already listed in contract, if the room has been entered.								
Kitchen, lunch room	All touch points not already listed in contract, if the room has been entered.								

**Work Commencement**

Prior to commencement of the work, the contractor shall attend a meeting on site with NRC's representative to review site conditions and discuss the execution of the work.

**Building Operations**

Report any and all maintenance repairs required to the building, heating system, plumbing, electrical or water systems as well as if supplies are needed to the NRC representative.

**Acceptance of Site**

Contractor must inspect the site, review and discuss any unexpected or unclear conditions with the site authority before submitting their bid.

Submission of tender implies acceptance of existing conditions.

**Supplies**

The Contractor shall supply all tools, and equipment necessary to satisfactorily execute the work, including all necessary machines, vacuums, brushes, mops, pails etc.

The contractor shall supply all detergents, cleaning materials, sealers, waxes, etc. Only those cleaning supplies intended for use on the surface to be cleaned are to be used. **With exception to disinfecting products in the event of a viral outbreak or other.**

NRC will supply all tissue and paper towels, hand soap, urinal deodorant cakes, waste receptacles and waste receptacles bags, **as well as disinfecting products to be used in the event of a viral outbreak, or other.**

**Equipment**

Cleaning equipment must be CSA certified and in good operating condition at all times. All equipment shall be subject to approval by NRC's representative or his designate for appearance, cleanliness and suitability for the job. Any equipment deemed unsuitable shall be removed from the premises.

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The Contractor shall supply only new or recently restored to good condition, vacuum cleaners equipped with power brush and standard accessories (various types of nozzles and brushes). Special attention will be given to filter bags and filtering of exhaust to keep dust to an absolute minimum.

The Contractor shall supply all other required equipment in new or like new condition which is necessary to perform the work, such as wet extraction vacuuming equipment, buffers, etc. All contractors' equipment shall be labelled with company Name. The contractor shall include a detailed list of equipment to be used on this contract with his tender.

Where buildings are equipped with a central vacuum the contractor can use the central vacuum equipment, or their own if desired. NRC will provide hoses and attachments, the contractor shall ensure the vacuum, hoses and attachments are functioning correctly. The contractor shall inform NRC representative when supplied equipment needs repair/replacement. The contractor shall empty the central vacuum canister as required.

Telescopes located at the DRAO are very sensitive to radio-frequency interference (RFI) generated by some electrically operated equipment.

All electrically operated equipment used for janitorial duties must be inspected for RFI by DRAO staff prior to use on the site. If any equipment fails to meet RFI thresholds either during this inspection or subsequently during use, DRAO staff may identify modifications necessary for RFI compliance, DRAO staff will implement the modification of equipment upon authorization of the contractor. The contractor must also ensure that the equipment is not used at DRAO until the modifications have been demonstrated to be effective in suppressing RFI.

### Building Security

Contractor will provide a list of names of individuals working on this contract. This list shall be updated any time changes are made to staff and all employees must be security cleared prior to being on site.

The Contractor is responsible for security in the building to the extent of closing and locking interior doors, which the Contractor is unlocking or opening with keys and access cards provided to them by NRC for the purpose of performing the work.

Each area shall be locked again immediately after cleaning operation has been completed. Normally secured doors shall be closed and locked immediately after entering or exiting. Doors found in an unlocked position shall be left in that position upon completion of cleaning unless it is an outside door leading into a building in which case it will be secured and the NRC representative will be notified as soon as possible.

The Contractor and his staff must not provide access through normally secured doors to any other persons.

The Contractor and his staff must not make copies of keys.

Fire doors and normally locked doors shall be kept closed at all times. (Do not prop doors open).

### Training, certification and requirements.

The contractor and all workers must have a valid WHMIS certification and provide it as part of their tender package.

The contractor and all workers must be trained in infection control in the event of a viral outbreak, by a recognised entity and provide it as part of their tender package.

The contractor must have a Code of conduct, Harassment policy and Detailed Training program and provide it as part of their tender package.

If for any reason an employee is not able to report for duty, the contractor must have the ability to replace the employee with an alternate employee who is trained and familiar with the site and able to carry out the requirements of the contract. Reasons may be, termination, infected with a contagious virus, injury etc.

The contractor will respond to emails and voicemails within 24 hours and will respond to urgent emails and voice mails within 12 hours.

## Appendix “A”

## Section 2. Specific Building/Area

These instructions are provided in addition to the operations and Instructions frequencies provided in section 2 (Generic instructions of Section 2 still apply but where there is a conflict these instructions will apply). Building Numbers are from the enclosed map.

### Block House PB-18

Some of these areas may contain special equipment which may be affected by cleaning operations with subsequent disturbances to ongoing research experiments. Staff must be instructed to take great care not to inadvertently bump or move equipment or devices. Much of the equipment and circuits are sensitive to static discharge, staff must exercise care not to touch exposed equipment or devices (all areas not otherwise described).

Operation	Operation description	Frequency
Waste removal	Waste receptacles	As needed and as requested
Floors cleaning	Resilient	As needed and as requested
Clean doors etc.	Banisters, ledges, doors	As needed and as requested
Washroom	Toilets, counters and showers	5 days per week (See specifications)

**Note 1** See screened room cautions and specifications

### Visitors centre PB-12 (April 1<sup>st</sup> -- September 30<sup>th</sup>)

(All areas not otherwise described)

Operation	Operation description	Frequency
Waste removal	Waste receptacles	Weekly
Floors cleaning	Resilient	Weekly
Clean doors	Banisters, ledges, doors	Monthly
Walls	Walls, partitions and Baseboards	Annually
Washrooms	Toilets, urinals and counters	5 days per week (See specifications)
Cleaning exhibits and displays	Removing fingerprints and washing glass	Weekly
Light fixtures	Washing both sides of diffusers	Annually
Furniture and fixtures	Wiping down or dusting furniture	Monthly

### Visitors centre PB-12 (October 1<sup>st</sup> – March 31<sup>st</sup>.)

(All areas not otherwise described)

## Appendix “A”

Operation	Operation description	Frequency
Waste removal	Waste receptacles	Monthly
Floors cleaning	Resilient	Monthly
Clean doors	Banisters, ledges, doors	Monthly
Washrooms	Toilets, urinals and counters	Weekly
Furniture and fixtures	Wiping down or dusting furniture	Monthly
Cleaning exhibits and displays	Removing fingerprints and washing glass	Monthly

## PB-01

There are two drinking water fountains (one on each floor) in the Covington Building. For the purposes of this contract they shall be considered washroom fixtures and shall be cleaned on the same schedule and standards as if they were a washroom.

Some of these areas may contain special equipment which may be affected by cleaning operations with subsequent disturbances to ongoing research experiments. Staff must be instructed to take great care not to inadvertently bump or move equipment or devices. Much of the equipment is sensitive to static discharge, staff must exercise care not to touch exposed equipment or devices (all areas not otherwise described).

Operation	Operation description	Frequency
Floor cleaning. Entrance, Main hall past lunch room, Stairs in entrance.	Resilient & Concrete	Daily.
Waste and recycling removal from offices and common areas	Waste and recycling will be emptied and placed in appropriate bin.	Weekly
Floor scrubbing	Resilient, concrete, epoxy, terrazzo	As needed, when soiled
Floor stripping and refinishing.	Resilient, Square floor tile	2 times per year.
Floor cleaning	Carpet	Weekly, Monthly, Semi-annually
Glass doors	Interior/exterior glass doors	Weekly
Washroom cleaning	Toilets, counters and showers and all touch points.	5 days per week (See specifications)
All touch points in PB-01	Disinfect all touch points in PB-01 as listed in appendix F, not already identified in document.	Weekly.
Light fixtures to 10 feet in height	Washing diffusers	Annually

## Appendix “A”

Empty central vacuum	Central vacuum	Weekly or as needed
Window coverings	Dust window coverings	Semi-Annually
Bannisters, ledges, doors and exposed structures	Various cleaning	Weekly, Monthly, Semi-annually, Annually

## Meeting &amp; Conference Rooms 103, 150, 203 &amp; 240.

Operation	Operation description	Frequency
Cleaning furniture & fixtures	Furniture and fixtures	Every 2 months
Floors	Vacuuming	Weekly

## Mechanical rooms 159, 160 &amp; 161

Operation	Operation description	Frequency
Floors cleaning	Miscellaneous Storage Area (Vacuum or sweep only)	Semi-annually

## First aid Room (Room 157)

Operation	Operation description	Frequency
Cleaning room	Cleaning counters, mirror and sink & removing garbage	Twice per week

## Elevator and Sprinkler mechanical rooms (Rooms 133, 134)

Operation	Operation description	Frequency
Floors cleaning	Vacuum or Sweep floors only	Semi-annually

## Janitor Rooms (Room 126, 224)

Operation	Operation description	Frequency
Cleaning Janitorial Rooms	Sweeping, dusting and removing garbage	Weekly or as needed

## Elevator

Operation	Operation description	Frequency
Elevator Cleaning	Sweeping floor and washing walls	Monthly

## Library (Room 234)

## Appendix “A”

Operation	Operation description	Frequency
Dusting book shelves and books	Book Shelves	Annually

## Kitchen

Operation	Operation description	Frequency
Clean Kitchen	Lunchroom and kitchens	5 days per week (See specifications)

## Machine Shop PB-08

Note: This area is an industrial tool machining shop area. Workers can encounter metal filings, acids, oils etc. Contractor staff must utilize proper Personal Protection Equipment when working in this area. Under no circumstances is contractor to handle air hoses or utilize shop air or equipment for cleaning.

Operation	Operation description	Frequency
Washroom Cleaning	Toilet and sink	5 days per week (See specifications)

## White Lake Inn PB-16

The WLI is used by visiting scientists and students. Cleaning must be scheduled through NRC's representative. Where bedrooms doors are locked the contractor is not to enter (all areas not otherwise described).

Operation	Operation description	Frequency
Clean doors	Banisters, ledges, doors	Annually
Walls	Walls, partitions and Baseboards	Semi-Annually
Light fixtures	Wash both sides of diffusers	Annually
Furniture	Furniture and fixtures	Monthly
Sweeping or vacuum	Sweeping basement floors	Annually
Window coverings	Vacuum or wash as required	Semi-annually



## Appendix “A”

**Other areas on an as needed and as requested basis, which will be paid hourly for services. There are several smaller outbuildings on site that need to be cleaned occasionally. Not all areas are listed.**

For areas that are on an “as needed and as requested” work an email will be sent to the contractor when work is needed so the contractor can schedule. These areas are paid by the hour and are not part of the base price in the contract.

#### White Lake Inn PB-16

The WLI is rented out to visiting scientists and students. Cleaning must be scheduled through NRC's representative. Where bedrooms doors are locked the contractor is not to enter (all areas not otherwise described).

Operation	Operation description	Frequency
Waste removal	Waste receptacles	Daily when visitors are in residence
Floors cleaning	Resilient & Carpet	Weekly when visitors are in residence
Washroom cleaning	Toilet, sink and tub/Shower and touch points	5 days per week when visitors are in residence. (See specifications)
Clean Kitchen	Sink, counter and touch points	5 days per week when visitors are in residence. (See specifications)
Clean bedrooms and do laundry	Sweeping and washing/drying laundry	1 day per week when visitors are in residence. Unless do not disturb tag is on door (See specifications)

#### Viral outbreak, or disinfection cleaning

Operation	Operation description	Frequency
Cleaning	Disinfecting	As needed and as requested

## ***SECTION 3. Operations and Frequencies***

The Operations and Frequencies provided here are generic and intended for most applications at DRAO.

Section 3 provides the level of service (frequency of operation) in each location. The level of service required might be less than the lowest frequency listed in section 2, in these cases it is intended that the service performed will include all of the operations listed more frequently. I.E. If a building only requires monthly floor cleaning, the operation performed each month shall include operations listed under weekly and monthly.

**Appendix “A”**

For areas where 5 days per week is listed, the contractor must clean at least 4 out of 5 week days and can substitute a Monday or Friday with a weekend day such as Saturday or Sunday.

Tuesdays, Wednesdays and Thursdays must not be missed as that would create a 2 day gap in service.

For all tasks that are every 2 months, semi-annually and annually, the contractor will confirm and schedule the dates within 1 month after contract award with the NRC representative.

For larger tasks, and tasks that involve working in employees offices the contractor will complete when staff are not on site or on holidays to minimize disruption to staff.

Interior/exterior glass doors and sidelights

Weekly	<ul style="list-style-type: none"> <li>Spot clean and maintain Weekly interior door glass and sidelights and windows.</li> </ul>
Monthly	<p><b>Weekly activities and:</b></p> <ul style="list-style-type: none"> <li>Clean both sides of interior and inside of exterior door glass, including stainless steel trim or other trim.</li> <li>Clean surface and between bars of foot grills.</li> </ul>
Semi-Annually	<p><b>Monthly activities and:</b></p> <ul style="list-style-type: none"> <li>Clean all exterior entrance doors glass including sidelight glass.</li> </ul>

Floors - General

Preliminary Instructions

- Remove tables, chairs and tray carts as necessary. Chairs, wastepaper baskets, etc., must not be placed on desks, tables or workbenches during cleaning operations.
- Care must be taken not to allow cleaning solutions to seep under furniture legs, filing cabinets, partitions or equipment.
- Mats are to be removed or rolled up to complete floor cleaning operations and replaced after cleaning is complete.
- All landing grates are to be removed, cleaned and where applicable, indentations vacuumed.

Floors – Resilient & Square floor tile floors

See notes about shielded room floors<sup>1</sup>

Daily	<ul style="list-style-type: none"> <li>Same as weekly, or as needed.</li> </ul>
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<sup>1</sup> Caution excessive water will damage shielded rooms, See specifications. Shielded rooms in Covington Building are equipped with static dissipate flooring, wax will permanently damage floor. See specifications.

## Appendix “A”

	<ul style="list-style-type: none"> <li>Grout lines in ceramic floors are to be kept clean. When grout lines start to show signs of discoloration, they are to be cleaned to bring back the original color of the grout.</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>Remove gum and other foreign residues.</li> <li>Sweep or vacuum all floors.</li> <li>Damp mop or wipe all floors to remove spills and dirt.</li> </ul>
Monthly	<b>Weekly activities and:</b> <ul style="list-style-type: none"> <li>Wash all floors.</li> </ul>
Twice per year	<ul style="list-style-type: none"> <li>Strip and refinish all resilient &amp; square floor tile floors.</li> </ul>

## Miscellaneous Storage Areas

Designated basement and second floor storage areas and miscellaneous small non-electrical/mechanical rooms. Co-ordinate through Site Authority.

Semi-Annually	<ul style="list-style-type: none"> <li>Remove gum and other foreign residues.</li> <li>Vacuum all floors, using building vacuum when building equipped.</li> <li>Damp mop or wipe all floors to remove spills and dirt.</li> </ul>
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## Carpeting and Rugs

Daily	<ul style="list-style-type: none"> <li>Vacuum entrance runners</li> </ul>
Weekly	<ul style="list-style-type: none"> <li>Spot clean carpets where required.</li> <li>Report to NRC's representative spots on carpeting and rugs that cannot be removed by normal means and any damage to or lifting of carpeting.</li> <li>Clip loose threads during vacuuming operation.</li> <li>Vacuum all runners X 7</li> <li>Vacuum all carpeting and rugs on a full floor basis, using building vacuum when building equipped.</li> </ul>
Annually	<b>Semi Annual activities and</b> <ul style="list-style-type: none"> <li>Where T mats (carpet protectors) are used, remove, vacuum carpet, clean T mat and replace.</li> </ul>

## Book shelves

Annually	<ul style="list-style-type: none"> <li>All books and stacking shall be vacuumed.</li> </ul>
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## Appendix “A”

## Banisters, ledges, doors and exposed structure

Weekly	<ul style="list-style-type: none"> <li>• Wash hand rails on stairways in PB-01.</li> <li>• All touch points.</li> </ul>
Monthly	<p><b>Weekly activities and:</b></p> <ul style="list-style-type: none"> <li>• Clean exterior sash of notice boards and wash glass.</li> <li>• Wash display case glass.</li> <li>• Clean non-metallic kick and hand plates using a detergent solution.</li> <li>• Clean metal push bars, kick and hand plates.</li> <li>• Dust door grills.</li> <li>• Damp wipe windowsills and draft deflectors.</li> <li>• Damp clean counters, pedestals and ledges.</li> <li>• Wash vertical grills, baseboards, stringers and ledges.</li> <li>• Clean finger marks from doors and door frames.</li> <li>• Clean glass inserts</li> <li>• Spot clean stainless steel trim, columns, planters and fixtures.</li> <li>• Dust or vacuum ledges, tops of partitions, pipes and other high areas including tops of hanging and wall mounted light fixtures and conduit above floor level (up to 10 ft. level).</li> </ul>
Semi-Annually	<p><b>Monthly activities and:</b></p> <ul style="list-style-type: none"> <li>• Wash exterior surfaces of exposed air ducts to 10 feet.</li> <li>• Clean all air intake grills, air diffusers and metal surrounds using a detergent solution.</li> <li>• Clean exposed radiator and convector covers.</li> </ul>
Annually	<p><b>Semi-Annual activities and:</b></p> <ul style="list-style-type: none"> <li>• High dust all surfaces up to and including 10 feet.</li> <li>• Damp wipe doors and frames.</li> </ul>

## Appendix “A”

## Elevators

Monthly	<ul style="list-style-type: none"> <li>• Clean all interior surfaces</li> <li>• Scrape and vacuum clean door sill/track grooves in both the cab and on each landing.</li> </ul>
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## Washrooms

5 days per week	<ul style="list-style-type: none"> <li>• Damp wipe counters.</li> <li>• Remove all trash from strainers in base of urinals.</li> <li>• Wash toilet seats (both sides), bowls, urinals, shower stalls and washbasins.</li> <li>• Clean and disinfect all water taps, dispensers, door handles and flush handles and touch points.</li> <li>• Spot clean walls, and doors to remove finger and other marks.</li> <li>• Empty Sani-cans, wash, disinfect and replace bags.</li> <li>• Empty refuse receptacles and insert new plastic bags if needed.</li> <li>• Replenish soap containers, toilet paper and paper towel dispensers.</li> <li>• Ensure sufficient stock of toilet paper and towels are kept in storage cabinet.</li> <li>• Remove all pieces of soap, toilet paper, paper towel, etc.</li> <li>• Report any stoppages or leaks.</li> <li>• Damp mop floors with a germicidal solution.</li> </ul>
Weekly	<p><b>5 day per week activities and:</b></p> <ul style="list-style-type: none"> <li>• Wash and wipe down walls and floors in shower areas using a cleaner disinfectant and rinse with clear water and wash down walls and floors in shower areas using soap-less detergent containing "sequestering agents" to remove soap and scum and rinse with clear water. Pour a clean pail of water in all shower and floor drains.</li> <li>• Clean and disinfect the exterior of wastepaper and refuse receptacles.</li> <li>• De-scale toilet bowls and urinals.</li> <li>• Urinals - for special instructions see Section 3 Special Requirements, Clause 1.3.</li> </ul>
Monthly	<p><b>Weekly activities and:</b></p> <ul style="list-style-type: none"> <li>• Wash and disinfect wastepaper and refuse receptacles including metal containers.</li> </ul>
Semi-Annually	<p><b>Monthly activities and:</b></p> <ul style="list-style-type: none"> <li>• Wash all walls.</li> <li>• Dust or vacuum ceilings and fixture grilles.</li> <li>• Clean vents and gratings.</li> <li>• Clean shelves, high ledges, mirrors and window sills.</li> </ul>

Appendix “A”

	<ul style="list-style-type: none"> <li>Machine wet scrub floors with a bristle brush and rinse with a germicidal solution.</li> </ul>
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Venetian Blinds

Semi-annually	<ul style="list-style-type: none"> <li>Dust Venetian blinds.</li> </ul>
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Drapes

Semi-annually	<ul style="list-style-type: none"> <li>Vacuum drapes.</li> </ul>
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Furniture and Fixtures

Preliminary Instructions

Papers, files, equipment, personal effects and any other items left on furniture shall not be disturbed by the cleaning staff.

Monthly and Every 2 months	<ul style="list-style-type: none"> <li>Dust horizontal surfaces.</li> <li>Dust and remove finger marks and stains from vertical and horizontal surfaces of conference/meeting rooms and meeting room furniture.</li> <li>Spot clean finger marks and stains from glass topped furniture.</li> <li>Spot clean outside surfaces of lockers, storage and filing cabinets.</li> <li>Spot clean bookcase glass doors.</li> <li>Dust empty stacks and shelves.</li> <li>Dust pictures and wall hangings (excluding paintings and art objects).</li> <li>Spot clean and tidy lobby and waiting area seating and tables.</li> <li>Clean and polish boardroom, conference room, meeting room and furniture.</li> </ul>
Semi-Annually	<p><b>Monthly/ Every 2 month duties and:</b></p> <ul style="list-style-type: none"> <li>Clean and polish both sides of bookcase glass doors.</li> <li>Damp wipe and disinfect telephone receivers.</li> <li>Vacuum upholstered furniture.</li> <li>Clean using an approved product all leather, vinyl and leatherette upholstered furniture in library areas.</li> <li>Vacuum upholstered free standing screens.</li> </ul>

Waste Receptacles

General

Waste receptacles refer to all waste and recycling receptacles located in all buildings serviced by this contract. The contractor is to inform the NRC representative if waste and recycling containers are not in each office space, open space, special function space and other area so disposal is convenient for staff. Containers will be supplied by NRC.

Contractor shall ensure recyclable materials are separated from the waste stream and set out for pickup by the recycling contractor.

Appendix “A”

Replace liners in garbage cans and waste receptacles only when soiled, dirty or torn.

5 Days per week (See specifications)	<ul style="list-style-type: none"> <li>Empty washroom waste receptacles.</li> </ul>
Weekly	<p><b>5 days per week activities and:</b></p> <p>Where containers contain mixed recycling sort into correct holding container.</p> <ul style="list-style-type: none"> <li>Damp wipe outside of waste receptacles and can and glass container bins including liners, metal and glass recycling bins if they are soiled.</li> <li>Empty waste and recycling receptacles from offices and common areas.</li> </ul>
Monthly	<p><b>Weekly activities and:</b></p> <ul style="list-style-type: none"> <li>Wash and disinfect waste receptacles.</li> </ul>
Annually	<p><b>Monthly activities and:</b></p> <ul style="list-style-type: none"> <li>Inside surfaces of waste paper receptacles to be washed.</li> </ul>

Walls, Partitions and Baseboards

Semi-Annually	<ul style="list-style-type: none"> <li>Vacuum fabric covered partitions, walls.</li> <li>Spot clean fabric and carpeted walls, columns, screens and partitions.</li> <li>Dust baseboards, ledges and mouldings.</li> <li>Remove finger marks, smudges and stains from painted walls and partitions.</li> <li>Spot clean vinyl and plastic laminate covered walls, doors and partitions.</li> </ul>
Annually	<p><b>Semi-Annual activities and:</b></p> <ul style="list-style-type: none"> <li>Wash all vinyl and plastic laminate covered and painted walls, partitions and columns.</li> </ul>

Janitor Rooms & Closets

General

To be kept free of debris and in clean and sanitary condition.

Mops to be washed clean before storing. Mops to be laundered weekly. All other equipment to be kept clean and materials neatly stored.

Floors

See Floors - Concrete (Sealed, painted or epoxy coated)

## Appendix “A”

Weekly	<ul style="list-style-type: none"> <li>Wash and disinfect sink</li> </ul>
Semi-Annually	<p><b>Weekly activities and:</b></p> <ul style="list-style-type: none"> <li>Wash walls, shelves, etc.</li> </ul>

Lunch Room/Kitchens  
See Floors for floor care

5 days per week (See specifications)	<ul style="list-style-type: none"> <li>Damp wipe tables and counter tops, spot clean chairs and clean sinks and all touch points.</li> <li>Clean oven/cook top exterior</li> <li>Replenish paper towel and soap dispensers if needed.</li> <li>Empty refuse receptacles and insert new plastic bags if needed.</li> <li>Empty recycling receptacles, if full.</li> <li>Sweep floors in high traffic areas of kitchen, and other areas that show signs of dirt.</li> </ul>
Weekly	<p><b>5 day per week activities and:</b></p> <ul style="list-style-type: none"> <li>Sweep and mop floors.</li> </ul>
Monthly	<p><b>Weekly activities and:</b></p> <ul style="list-style-type: none"> <li>Clean refrigerator exterior</li> <li>Damp wipe all cupboard faces.</li> <li>Clean inside and outside of toasting ovens.</li> </ul>
Semi-Annually.	<p><b>Monthly activities and:</b></p> <ul style="list-style-type: none"> <li>Strip and refinish floor.</li> <li>Remove all material from the fridge and wipe down interior surfaces using a cleaner disinfectant and rinse with water. If required remove and wash shelving. Replace food after interior is dry.</li> </ul>
Annually	<ul style="list-style-type: none"> <li>Move fridge out and clean behind fridge</li> <li>Remove/Replace cupboard contents and wash complete cupboard interiors.</li> </ul>



Appendix “A”

Light Fixtures (Washing)

General:

- Applies only to fixtures not more than 10 feet above the floor.

Clean all luminaries in building as follows:

- Turn off power to prevent shock.
- Carefully remove lenses and louvers.
- Review process and cleaning with site authority prior to implementation.

Annually	<ul style="list-style-type: none"> <li>• Wash interior of building light fixtures lens</li> <li>• Damp wipe fixture and lenses. Luminaries and all components shall be free of dust, finger marks, streaks, etc.</li> </ul>
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Central Vacuums

General

Weekly or as needed	<ul style="list-style-type: none"> <li>• Empty Central Vacuum canister.</li> </ul>
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## Appendix "A"

### *Section 4. Special & Periodic Tasks*

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#### Scheduled Cleaning Operations

Routine cleaning operations any time during the work day or weekend, as long as it does not cause disruptions to site staff. IE: Creating noise, such as vacuuming in quiet areas where employees are working, or cleaning the lunchroom or offices while employees are present. Potentially disruptive tasks will be performed between 1700 and 0600 hours week days and between 1700 Friday and 0600 Monday for weekend work. Deviations from this are subject to approval of NRC's representative.

#### Cleaning on Request

Areas indicated may be done on a time and material basis, as and when requested by the NRC site authority utilizing the hourly rates provided as part of this tender for pricing.

#### Excluded Effects

- NRC staff personal effects
- Mechanical, electrical and electronic equipment.
- Art objects.
- Live Plants.
- Souvenirs and paraphernalia.
- Garbage Removal Exclusions
- Construction material and debris (unless minor in quantity).
- Furniture and equipment crating's (unless very small or cardboard).

## Section 5. Specifications, Tasks, and Quality Standards

### General

Tasks	Area (Details)	Quality Standards
<p><u>Dust/Damp Wipe:</u> For dry dusting use treated dust cloth. For damp wiping use a clean well wrung out cloth. Use mild detergent solution.</p> <p>Rinse cloth often.</p>	<p>Desks, cabinets, tables, shelves, counter-tops and facings, window sills, partitions, ledges, doors and frames, pedestals, tops of lockers, storage cabinets, coat racks, picture frames, baseboards, radiators, emergency fire equipment, railings, vertical and Venetian blinds.</p>	<p>Surfaces shall be clean, free of dust, streaks, smudges and finger marks.</p>
<p><u>High Dusting:</u> Treated dusting cloths are to be used in conjunction with an industrial type vacuum cleaner and appropriate accessory tools.</p>	<p>Ductwork, pipework, pipe hangers, conduits, grating and grillwork, ledges, beam deflectors, wall louvres, clocks, walls up to 10 ft.</p>	<p>Surfaces shall be clean and free from dirt, dust, insects, and cobwebs. Furniture and equipment below cleaning in progress are to be protected by drop-sheets. All workplace health and safety regulations must be strictly adhered to.</p>
<p><u>Wash/Clean:</u> Use detergent or mild degreaser solution, no</p>	<p>Telephones, mirrors, furniture - glass tops, vinyl and leather upholstered</p>	<p>All surfaces will be dry and polished, there shall</p>

It is the intent of these specifications to ensure the areas maintained by the contractor are done to the applicable quality standards. Where a frequency is indicated, as needed, the contractor is required to ensure that there is No Visible Soil. That shall be interpreted as the item is free of all visible dust, dirt, grime, debris, streaks or smudges. It is also the intent of NRC to make this a “Green” Environmentally sensitive and responsible contract.

## Furniture and Fixtures

### 1. Furniture, Fixtures etc.

Cleaning of furniture, fixtures, equipment, structural components, etc. shall be performed as described under the heading “tasks” below.

### 2. Preliminary Instructions

Papers, files, equipment and personal effects left on furniture and desks shall not be disturbed. Furniture and desk tops will be cleaned and polished on arrangement. Lab tables will only be cleaned as per section 3.14 paragraph 5.

Tasks	Area (Details)	Quality Standards
<u>Wash/Clean:</u> Use detergent or degreaser solution. Non-abrasive cleaning agents shall be used.	Furniture, glass doors, glass partitions, vestibule and entrance glass, filing cabinet and locker facings, chair framing and trim, wastepaper baskets, recycling containers.	There shall be no visible streaks, smudges, spots and cloudiness.
<u>Wash/Disinfect:</u> A quaternary germicidal solution shall be used. Approved spray disinfectants may also be utilized (not in vicinity of smoke detectors or return air grilles). Abrasive cleaners shall only be used with the approval of NRC.	Water fountains, sinks, taps, flush tanks and handles, toilet bowls, toilet seats (upper and underside), shower stalls, hinges, urinals (debris to be removed), sanitary napkin receptacles (re-line with supplied disposal bags), refuse and garbage receptacles (replace with correct size plastic liner), ceramic walls and cubicle partitions in wash-rooms, handrails, soap dispensers, toilet paper and towel dispensers.	Surfaces shall be dry, polished and free of streaks, water stains, spots, smudges, finger marks, residue and cloudiness. Fixtures shall have no visible evidence of soap or scale buildup. Odor of disinfectant must not be objectionable.
<u>Clean/Polish Metalwork:</u>	Chrome, brass, stainless steel, aluminum and simulated metals (interior and exterior): panels, framing, piping, door knobs, kick plates, push bars, hand plates fittings, handrails, dispensers, railings,	Surfaces shall be free of dust, dirt, stains and residue. Surfaces shall be brightly polished.

	facings, ornamental fixtures, mail receivers.	
<u>Vacuum:</u>	Fabric upholstered furniture, fabric covered walls and partitions, drapes.	Surfaces shall be free of dust and dirt. Report to NRC's Representative any fabric stained or damaged.
<u>Spot Cleaning:</u> Use appropriate tools, cloth, cleaning agents, etc. to clean small areas.	Walls, partitions, glass, doors, door frames, and woodwork.	Surfaces shall be free of fingermarks, smudges, splash marks, spots and graffiti.
<u>Waste and recycling Removal:</u> A mobile waste removal or maid cart with appropriate liners shall be used.	Wastepaper baskets, washroom receptacles, recycling bins, garbage cans.	Waste and recycling material shall be taken to designated area and placed into bins.

#### Hard Surface Flooring

1. Floor Maintenance, Hard Surfaces

Cleaning of hard surfaced floors shall be performed as described under the heading "tasks" below

2. Preliminary Instructions

Chairs, wastepaper baskets, coat racks etc. must not be placed on desks, tables, or work benches during cleaning operations. Care must be taken not to allow cleaning solution to seep under furniture legs, file cabinets or partitions. Any furniture and equipment moved during cleaning operations shall be returned to the correct locations. Special care shall be taken to avoid false fire alarms due to inadequate dust controls.

Tasks	Area (Details)	Quality Standards
<u>Sweep/Dust mop:</u> A dust controlled method shall be used. Mop must be treated to be antistatic.	<u>Floors</u> - Resilient, terrazzo, ceramic, concrete.	Floors shall be free of dust, dirt, gum and debris.
<u>Wash/Damp Mop:</u> A germicidal floor detergent solution shall be used.	<u>Floors</u> - Resilient, terrazzo, concrete, plastic laminate raised floor tiles, stairs and risers.	All surfaces shall be free of spots, stains, streaks, residues and mop strings. Care shall be taken not to leave splash marks on baseboards, walls, doors and furniture.
<u>Machine wet scrub</u>	<u>Floors</u> - Resilient, terrazzo, concrete.	Floor shall be clean with no dirt, stains or marks visible following the scrubbing operation.
<u>Strip/ Refinish:</u> For removing floor finish, use appropriate stripper and refinish with an acrylic, non-slip, self-polishing floor finish with a minimum of 18% solids (in	<u>Floors</u> – Terrazzo, Resilient, Ceramic, Concrete.	Floor surfaces shall have been stripped of all previous floor finish, rinsed and neutralized before fresh floor finish is applied (3 coats minimum). There shall be no

<p>compliance with C.G.S.B. approved qualified products list).</p>		<p>skipped areas and no evidence of uneven application and of splash marks on baseboards, walls, doors and furniture. If there is floor finish on the above items it will be cleaned. Follow Manufacturer's instructions for use of materials.  <b>(Stripped material is to be taken off site and disposed of as per manufacturers recommendations and is never to be disposed of in site drains or site garbage)</b></p>
<p><u>Sweep:</u> Use appropriate hand tools for areas; use antistatic mop on resilient and finished concrete floors; use dustbane or similar product on dusty floors or areas where dust control methods are required, or vacuum.</p>	<p><u>Floors</u> - Concrete (unpainted – unsealed - sealed) storage areas, loading docks, steps, stairs, vestibules, sidewalks, corridors.</p>	<p>All areas shall be free from dust, dirt, sand, debris and litter.</p>

### Carpet cleaning

1. Carpet Vacuuming and Maintenance  
Vacuuming of carpeted floors shall be performed as described below.
2. Preliminary Instructions  
Any spots that cannot be removed by normal means, as well as damaged or loose carpet, opening seams etc. shall be reported to NRC's representative.

### Special Cleaning

1. Special Cleaning  
Special cleaning of light fixtures, walls partitions, structural components, refrigerator etc. shall be performed as described under the heading "tasks" below.
2. Preliminary Instructions

Any structural, fixture, window etc. damage observed during cleaning operations shall be reported to the NRC's representative.

<b>Tasks</b>	<b>Area (Details)</b>	<b>Quality Standards</b>
<u>Wash/Clean:</u> Use detergent or degreaser solution. Non-abrasive cleaning agents shall be used.	Light Fixtures: Interior and Exterior.	There shall be no visible streaks, smudges, spots and cloudiness.
<u>Wash/Clean:</u> Use detergent solution. Use only natural fibre or nylon brushes.	<u>Walls Partitions, Columns:</u> Painted. <u>Walls Partitions, Columns:</u> Vinyl covered.	Surfaces shall be free of dust, dirt, smudges, finger-marks, streaks, run marks and signs of skipped areas. Surfaces shall present an overall appearance of cleanliness. No water or cleaning solution shall be dropped on floors or furniture. All furniture and equipment moved during cleaning operation shall be replaced in its original location
<u>Wash/Clean:</u> Use detergent solution. Use only natural fibre or nylon brushes.	<u>Walls Columns:</u> Concrete block.	
<u>Damp Wipe:</u> Use detergent solution to remove dust, dirt and stains. Use only clean well wrung out cloth.	<u>Walls - Wood, plastic laminate covered panelling.</u>	Surfaces shall be free of dust, smudges and stains.
<u>Wash/Clean:</u> Use appropriate cleaning agents (e.g. ammonia, vinegar, etc.) and tools. Windows faced with solar film or antiglare glazing shall be cleaned in accordance with the appropriate instructions.	<u>Window / Mirror cleaning - Interior</u> including vestibules, glass doors, partitions, transoms, frames, sashes and sills (where applicable). Any structural or fixture damage observed during cleaning operation shall be reported to the NRC representative.	Surfaces must be clean, free from dirt, haze, streaks, watermarks, and lint. Frames, sashes and sill must be clean, free from streaks and watermarks. Comply with all safety requirements of relevant codes, laws and regulations.
<u>Wash/Clean:</u> Use appropriate cleaning solution. No abrasive cleaners allowed.	<u>Refrigerator – Lunch Room – Interior and exterior</u>	Surfaces shall be free of dust, dirt, grime and greasy film. Surfaces shall be clear and free of cloudiness and streaks.

### Laboratory Cleaning

Some of these areas may contain special equipment, which may be affected by cleaning operations with subsequent disturbances to ongoing research experiments. Staff must not inadvertently bump or move equipment or devices. Much of the equipment and circuits are sensitive to static discharge, staff must exercise care not to touch exposed equipment or devices.

Access to Room 143 (Digital lab) is restricted to personnel with DRAO provided training. Any Contractor staff found to contravene this policy will be permanently banned from the site.

Shielded rooms floors are extremely vulnerable to moisture damage. - use a mop, well wrung out.

Wax on Static dissipate flooring will permanently destroy functionality. - use a mop, well wrung out in warm clear water only.

[Viral outbreak, or disinfection cleaning.](#)

Tasks	Area (Details)	Quality Standards
<u>Wash/Disinfect:</u> A 1 part bleach (5% sodium hypochlorite) to 9 parts water solution with a rag used specifically for this purpose, or a 5% hydrogen peroxide solution with rag used specifically for this purpose, or wiper. Solution or wiper must ensure surface is completely covered and has been thoroughly wetted in order for product to neutralize bacteria or virus.	Areas listed may be changed as needed by the NRC.	There shall be no visible streaks, smudges, spots and cloudiness.



### COVID-19 vaccination requirement certification

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel [COVID-19 vaccination requirement for supplier personnel - Buyandsell.gc.ca](https://buyandsell.gc.ca), 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 with Health Canada-approved COVID-19 vaccine(s); or
- (b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the Canadian Human Rights Act, subject to accommodation and mitigation measures that have been presented to and approved by Canada; until such time that Canada indicates that the vaccination requirements of the 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.



<b>ID</b>	<b>2010C</b>
<b>Title</b>	<b>General Conditions Services (Medium Complexity</b>
<b>Date</b>	<b>2010-08-16</b>
<b>Status</b>	<b>Active</b>

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- 02 Powers of Canada
- 03 Status of the Contractor
- 04 Conduct of the Work
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### **2010C 01 (2008-05-12) Interpretation**

In the Contract, unless the context otherwise requires:

"Articles of Agreement" means the clauses and conditions set out in full text or incorporated by reference to form the body of the Contract; it does not include these general conditions, any supplemental general conditions, annexes, the Contractor's bid or any other document

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the National Research Council Canada and any other person duly authorized to act on behalf of the National Research Council Canada.

"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;

"Contracting Authority" means the person designated by that title in the Contract, or by notice to the Contractor, to act as Canada's representative to manage the Contract;

"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 Goods and Services Tax and Harmonized Sales Tax;

"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;

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

### **2010C 02 (2008-05-12) Powers of Canada**

All rights, remedies, powers and discretions granted or acquired by Canada under the Contract or by law are cumulative, not exclusive.

### **2010C 03 (2008-05-12) Status of the 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.



**2010C 04 (2008-05-12) Conduct of the Work**

1. The Contractor represents and warrants that:
  - (a) it is competent to perform the Work;
  - (b) it has everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and
  - (c) it has the necessary qualifications, including knowledge, skill, know-how and experience, and the ability to use them effectively to perform the Work.
2. The Contractor must:
  - (a) perform the Work diligently and efficiently;
  - (b) except for Government Property, supply everything necessary to perform the Work;
  - (c) use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the Contract;
  - (d) select and employ a sufficient number of qualified people;
  - (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;
  - (f) provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.
3. The Contractor consents in the case of a contract that has a value in excess of \$10,000.00 to the public disclosure of information – other than information described in any of paragraphs 20(1)a) to (d) of the Access to Information Act – relating to the contract.

**2010C 05 (2008-05-12) Subcontracts**

The Contractor may subcontract the supply of goods or services that are customarily subcontracted by the Contractor. Subcontracting does not relieve the Contractor from any of its obligations under the Contract or impose any liability upon Canada to a subcontractor. In any subcontract, the Contractor agrees to bind the subcontractor by the same conditions by which the Contractor is bound under the Contract, unless the Contracting Authority agrees otherwise.

**2010C 06 (2008-05-12) Time of the Essence**

It is essential that the Work be performed within or at the time stated in the Contract.

**2010C 07 (2008-05-12) Excusable Delay**

1. A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:
  - (a) is beyond the reasonable control of the Contractor;



- (b) could not reasonably have been foreseen;
- (c) could not reasonably have been prevented by means reasonably available to the Contractor; and
- (d) occurred without the fault or neglect of the Contractor,

will be considered an "Excusable Delay" if the Contractor advises the Contracting Authority 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 the Contracting Authority, within fifteen (15) working days, of all the circumstances relating to the delay and provide to the Contracting Authority 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.

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.
3. However, if an Excusable Delay has continued for thirty (30) days or more, the Contracting Authority 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.
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.

#### **2010C 08 (2008-05-12) Inspection and Acceptance of the Work**

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.

#### **2010C 09 (2008-05-12) Invoice Submission**

1. Invoices must be submitted in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
  - (a) the date, the name and address of the client, item or reference numbers, deliverable and/or description of the Work, contract number, Procurement Business Number (PBN) or GST/HST #;
  - (b) details of expenditures in accordance with the Basis of Payment, exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable);
  - (c) deduction for holdback, if applicable;



- (d) the extension of the totals, if applicable; and
  - (e) if applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. If applicable, the GST or HST must be specified on all invoices as a separate item. All items that are zero-rated, exempt or to which the GST or HST does not apply, must be identified as such on all invoices.
  4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

### **2010C 10 (2010-08-16) Taxes**

1. Municipal Taxes  
Municipal Taxes do not apply.
2. Provincial Taxes
  - (a) Excluding legislated exceptions, federal government departments and agencies are not required to pay any sales tax payable to the province in which the taxable goods or services are delivered. This exemption has been provided to federal government departments and agencies under the authority of one of the following:
    - (i) Provincial Sales Tax (PST) Exemption Licence Numbers, for the provinces of:
      - Prince Edward Island OP-10000-250
      - Manitoba 390-516-0
    - (ii) for Quebec, Saskatchewan, the Yukon Territory, the Northwest Territories and Nunavut, an Exemption Certification, which certifies that the goods or services purchased are not subject to the provincial/territorial sales and consumption taxes because they are purchased by the federal government with Canada funds for the use of the federal government.
  - (b) Currently, in Alberta, the Yukon Territory, the Northwest Territories and Nunavut, there is no general PST. However, if a PST is introduced in Alberta, the Yukon Territory, the Northwest Territories or Nunavut, the sales tax exemption certificate would be required on the purchasing document.
  - (c) Federal departments must pay the HST in the participating provinces of Newfoundland and Labrador, Nova Scotia, New Brunswick, Ontario and British Columbia.
  - (d) The Contractor is not exempt from paying PST under the above Exemption Licence Numbers or Exemption Certification. The Contractor must pay the PST on taxable goods or services used or consumed in the performance of the Contract (in accordance with applicable provincial legislation), including material incorporated into real property.
3. Changes to Taxes and Duties

If there is any change to any tax or duty payable to any level of government in Canada after the bid submission date that affects the costs of the Work to the Contractor, the Contract Price will be adjusted to reflect the increase or decrease in the cost to the Contractor. However, there will be



no adjustment for any change that increases the cost of the Work to the Contractor if public notice of the change was given before bid submission date in sufficient detail to have permitted the Contractor to calculate the effect of the change on its cost. There will be no adjustment if the change takes effect after the date required by the Contract for delivery of the Work.

4. GST or HST

The estimated GST or HST, if applicable, is included in the total estimated cost on page 1 of the Contract. The GST or HST is not included in the Contract Price but will be paid by Canada as provided in the Invoice Submission section above. The Contractor agrees to remit to Canada Revenue Agency any amounts of GST and HST paid or due.

5. Tax Withholding of 15 Percent

Pursuant to the *Income Tax Act*, 1985, c. 1 (5th Supp.) and the *Income Tax Regulations*, Canada must withhold 15 percent of the amount to be paid to the Contractor in respect of services provided in Canada if the Contractor is a non-resident unless the Contractor obtains a valid waiver. The amount withheld will be held on account for the Contractor in respect to any tax liability which may be owed to Canada.

**2010C 11 (2008-05-12) Payment Period**

1. Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with the section 12.
2. If the content 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 fifteen (15) days of 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 fifteen (15) days will only result in the date specified in subsection 1 to apply for the sole purpose of calculating interest on overdue accounts.

**2010C 12 (2008-12-12) Interest on Overdue Accounts**

1. For the purpose of this section:

"Average Rate" means the simple arithmetic mean of the Bank Rates in effect at 4:00 p.m. Eastern Time each day during the calendar month immediately before the calendar month in which payment is made;

"Bank Rate" means the rate of interest established from time to time by the Bank of Canada as the minimum rate at which the Bank of Canada makes short term advances to members of the Canadian Payments Association;

"date of payment" means the date of the negotiable instrument drawn by the Receiver General for Canada to pay any amount under the Contract;

an amount becomes "overdue" when it is unpaid on the first day following the day on which it is due and payable according to the Contract.





2. Canada will pay to the Contractor simple interest at the Average Rate plus 3 percent per year on any amount that is overdue, from the date that amount becomes overdue until the day before the date of payment, inclusive. The Contractor is not required to provide notice to Canada for interest to be payable.
3. Canada will pay interest in accordance with this section only if Canada is responsible for the delay in paying the Contractor. Canada will not pay interest on overdue advance payments.

**2010C 13 (2008-05-12) Audit**

The amount 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 six (6) years after it receives the final payment under the Contract.

**2010C 14 (2008-05-12) Compliance with Applicable Laws**

1. The Contractor must comply with all laws applicable to the performance of the Contract. The Contractor must provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request.
2. The Contractor must obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work. If requested by the Contracting Authority, the Contractor must provide a copy of any required permit, license, regulatory approvals or certificate to Canada.

**2010C 15 (2008-05-12) Liability**

The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract.

**2010C 16 (2008-05-12) Government Property**

The Contractor must take reasonable and proper care of all Government Property while it is in its possession or subject to its control. The Contractor is responsible for any loss or damage resulting from its failure to do so other than loss or damage caused by ordinary wear and tear.

**2010C 17 (2008-05-12) Amendment**

To be effective, any amendment to the Contract must be done in writing by the Contracting Authority and the authorized representative of the Contractor.

**2010C 18 (2008-05-12) Assignment**

1. The Contractor must not assign the Contract without first obtaining the written consent of the Contracting Authority. 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.



2. Assignment of the Contract does not relieve the Contractor from any obligation under the Contract and it does not impose any liability upon Canada.

#### **2010C 19 (2008-05-12) Suspension of the Work**

The Contracting Authority 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.

#### **2010C 20 (2008-05-12) Default by the Contractor**

1. If the Contractor is in default in carrying out any of its obligations under the Contract, the Contracting Authority may, by giving written notice to the Contractor, terminate for default the Contract or part of the Contract. The termination will take effect immediately or at the expiration of a cure period specified in the notice, if the Contractor has not cured the default to the satisfaction of the Contracting Authority within that cure period.
2. If the Contractor becomes bankrupt or insolvent, makes an assignment for the benefit of creditors, or takes the benefit of any statute relating to bankrupt or insolvent debtors, or if a receiver is appointed under a debt instrument or a receiving order is made against the Contractor, or an order is made or a resolution passed for the dissolution, liquidation or winding up of the Contractor, the Contracting Authority may, to the extent permitted by the laws of Canada, by giving written notice to the Contractor, immediately terminate for default the Contract or part of the Contract.
3. If Canada gives notice under subsection 1 or 2, the Contractor will have no claim for further payment except as provided in this section. The Contractor will be liable to Canada for all losses and damages suffered by Canada because of the default or occurrence upon which the notice was based, including any increase in the cost incurred by Canada in procuring the Work from another source. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

#### **2010C 21 (2008-05-12) Termination for Convenience**

1. At any time before the completion of the Work, the Contracting Authority may, by giving notice in writing to the Contractor, terminate for convenience the Contract or part of the Contract. Once such a notice of termination for convenience is given, the Contractor must comply with the requirements of the termination notice. If the Contract is terminated in part only, the Contractor must proceed to complete any part of the Work that is not affected by the termination notice. The termination will take effect immediately or, as the case may be, at the time specified in the termination notice.
2. If a termination notice is given pursuant to subsection 1, the Contractor will be entitled to be paid, for costs 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. The Contractor will be paid:
  - (a) on the basis of the Contract Price, for all completed work that is inspected and accepted in accordance with the Contract, whether completed before, or after the termination in accordance with the instructions contained in the termination notice;



- (b) the Cost to the Contractor plus a fair and reasonable profit for all work terminated by the termination notice before completion; and
  - (c) all costs incidental to the termination of the Work incurred by the Contractor but not including the cost of severance payments or damages to employees whose services are no longer required, except wages that the Contractor is obligated by statute to pay.
3. Canada may reduce the payment in respect of any part of the Work, if upon inspection, it does not meet the requirements of the Contract.
4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

#### **2010C 22 (2008-05-12) Right of Set-off**

Without restricting any right of set-off given by law, Canada may set-off against any amount payable to the Contractor under the Contract, any amount payable to Canada by the Contractor under the Contract or under any other current contract. Canada may, when making a payment pursuant to the Contract, deduct from the amount payable to the Contractor any such amount payable to Canada by the Contractor which, by virtue of the right of set-off, may be retained by Canada.

#### **2010C 23 (2008-05-12) 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*, 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 or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract.

#### **2010C 24 (2008-12-12) Contingency Fees**

The Contractor certifies that it has not, directly or indirectly, paid or agreed to pay and agrees that it will not, directly or indirectly, pay a contingency fee for the solicitation, negotiation or obtaining of the Contract to any person, other than an employee of the Contractor acting in the normal course of the employee's duties. In this section, "contingency fee" means any payment or other compensation that depends or is calculated based on a degree of success in soliciting, negotiating or obtaining the Contract and "person" includes any individual who is required to file a return with the registrar pursuant to section 5 of the *Lobbying Act*, 1985, c. 44 (4th Supplement).

#### **2010C 25 (2010-08-16) International Sanctions**

1. Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to [economic sanctions](#).



2. The Contractor must not supply to the Government of Canada any goods or services which are subject to economic sanctions.
3. The Contractor must comply with changes to the regulations imposed during the period of the Contract. The Contractor must immediately advise Canada if it is unable to perform the Work as a result of the imposition of economic sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services. If the Parties cannot agree on a work around plan, the Contract will be terminated for the convenience of Canada in accordance with section 21.

**2010C 26 (2010-08-16) Harassment in the Workplace**

1. The Contractor acknowledges the responsibility of Canada to ensure, for its employees, a healthy work environment, free of harassment. A copy of the [Policy on the Prevention and Resolution of Harassment in the Workplace](#), which is also applicable to the Contractor, is available on the Treasury Board Web site.
2. The Contractor must not, either as an individual, or as a corporate or unincorporated entity, through its employees or subcontractors, harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with Canada. The Contractor will be advised in writing of any complaint and will have the right to respond in writing. Upon receipt of the Contractor's response, the Contracting Authority will, at its entire discretion, determine if the complaint is founded and decide on any action to be taken.

**2010C 27 (2008-05-12) 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.



Contract Number / Numéro du contrat

897574

 Security Classification / Classification de sécurité  
 UNCLASSIFIED

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

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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No  Yes  
Non  Oui

If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments:

Commentaires spéciaux : \_\_\_\_\_

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

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No  Yes  
Non  Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?  No  Yes  
Non  Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)****INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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



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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

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

**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?  No / Non  Yes / Oui  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

**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).**




Contract Number / Numéro du contrat

897574

 Security Classification / Classification de sécurité  
 UNCLASSIFIED
**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

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

Name (print) - Nom (en lettres moulées) Kory Phillips		Title - Titre Site Operations Supervisor	Signature 
Telephone No. - N° de téléphone (250) 497-2361	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel kory.phillips@nrc-cnrc.gc.ca	Date 22-04-20

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

Name (print) - Nom (en lettres moulées) Tori Pelletier		Title - Titre Analyst, Security in Contracting	Signature <b>Pelletier, Tori</b> <small>Digitally signed by Pelletier, Tori DN: cn=Pelletier, Tori, c=CA, o=GC, ou=NRC-CNRC, email=tori.pelletier@nrc- nrc.gc.ca Date: 2022.04.20 14:55:11 -04'00'</small>
Telephone No. - N° de téléphone 613-998-7352	Facsimile No. - N° de télécopieur 613-990-0946	E-mail address - Adresse courriel Tori.Pelletier@nrc-cnrc.gc.ca	Date

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
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## 16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées) Tania Backes		Title - Titre Procurement Officer	Signature <b>Backes, Tania</b> <small>Digitally signed by Backes, Tania DN: cn=Backes, Tania, c=CA, o=GC, ou=NRC-CNRC, email=tania.backes@nrc- nrc.gc.ca Date: 2022.05.16 11:46:10 -04'00'</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Tania.Backes@nrc-cnrc.gc.ca	Date

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

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





## List of names for integrity verification form

### Requirements

Section 17 of the [Ineligibility and Suspension Policy](#) (the Policy) requires suppliers, regardless of their status under the Policy, to submit a list of names with their bid or offer. The required list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Suppliers that are a partnership do not need to provide a list of names.

Suppliers may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to [Information Bulletin: Required information to submit a bid or offer](#) for additional details.

### Supplier information

<b>Supplier's legal name:</b>
<b>Organizational structure:</b>  <input type="checkbox"/> Corporate entity <input type="checkbox"/> Privately owned corporation <input type="checkbox"/> Sole proprietor
<b>Supplier's address:</b>
<b>Supplier's procurement business number (optional):</b>
<b>Solicitation or transaction number:</b>



**Date of bid, offer submission or closing date of Invitation to Offer (yyyy-mm-dd):**

### List of names

Name	Title

### Declaration

I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (supplier's name) \_\_\_\_\_ declare that the information provided in this Form is, to the best of my knowledge and belief, true, accurate and complete. I am aware that failing to provide the list of names will render a bid or offer non-responsive, or I will be otherwise disqualified for award of a contract or real property agreement. I am aware that during the bid or offer evaluation stage, I must, within 10 working days, inform the contracting authority in writing of any changes affecting the list of names submitted. I am also aware that after contract award I must inform the Registrar of Ineligibility and Suspension within 10 working days of any changes to the list of names submitted.

Signature

Please include with your bid or offer.

## PRICING MATRIX

For work within the scope of this contract						
Buildings	Year 1	Year 2	Year 3	Year 4	Year5	Extension
PB-01, PB-08, PB-12, PB-16, PB-18						
<b>Sub-total</b>						
				<b>TOTAL BID PRICE:</b>		

Monthly invoices will be calculated by dividing the annual cost by 12.

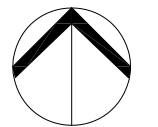
For work outside the scope of this contract, please note the below chart will not be used for evaluation purposes.						
	Year 1	Year 2	Year 3	Year 4	Year 5	Extension
General cleaning on an as needed and as requested basis.	/hr	/hr	/hr	/hr	/hr	
Sanitizing	/hr	/hr	/hr	/hr	/hr	
Carpet cleaning (Steam)	/sqft	/sqft	/sqft	/sqft	/sqft	
Floor Finishing (strip & finish)	/sqft	/sqft	/sqft	/sqft	/sqft	
Floor Finishing (burnishing)	/sqft	/sqft	/sqft	/sqft	/sqft	
Floor finishing (wet scrub & finish)	/sqft	/sqft	/sqft	/sqft	/sqft	

---

Appendix G



NORTH



PROJECT:

DOMINION RADIO  
ASTROPHYSICAL OBSERVATORY  
717 White Lake Rd.  
PENTICTON, B.C.

DRAWING TITLE:

BUILDING NAMES  
& NUMBERS

DRAWN BY:

R.O.

CHECKED BY:

K.P.

DATE:

27/04/20

PROJECT NO:

NRC-10-12

DRAWING NO:

A1.1

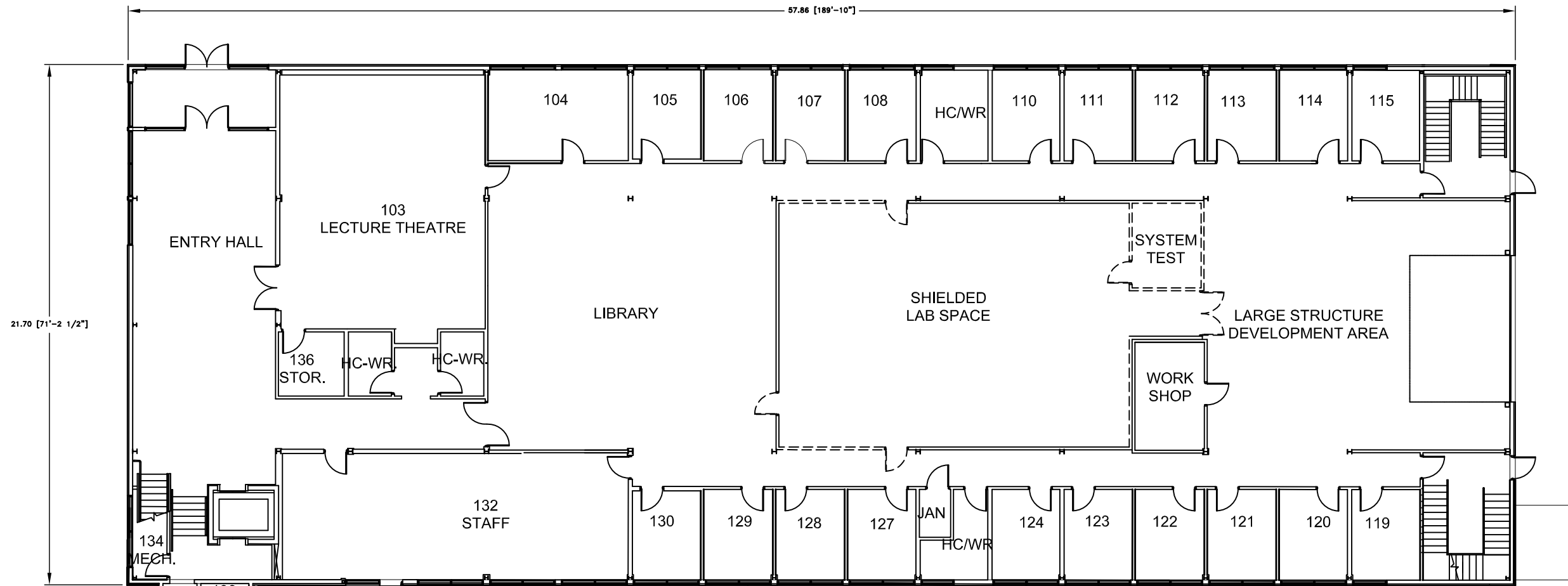
SCALE:

AS SHOWN

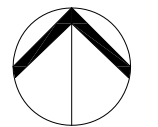
National Research Council Canada  
Conseil national de recherches  
Canada  
P.O. Box 248, Penticton,  
BC V2A 6J9  
C.P. 248, Penticton  
(C.-B.) V2A 6J9



1 BUILDING NAMES/NUMBERS  
A1.1 SCALE 1:1250



NORTH



PROJECT:

DOMINION RADIO  
ASTROPHYSICAL OBSERVATORY  
717 White Lake Rd.  
PENTICTON, B.C.

DRAWING TITLE:

MAIN FLOOR  
PB#1

DRAWN BY:

R.O.

CHECKED BY:

K.P.

DATE:

27/04/20

PROJECT NO:

NRC-10-12

DRAWING NO:

F2.0

SCALE:

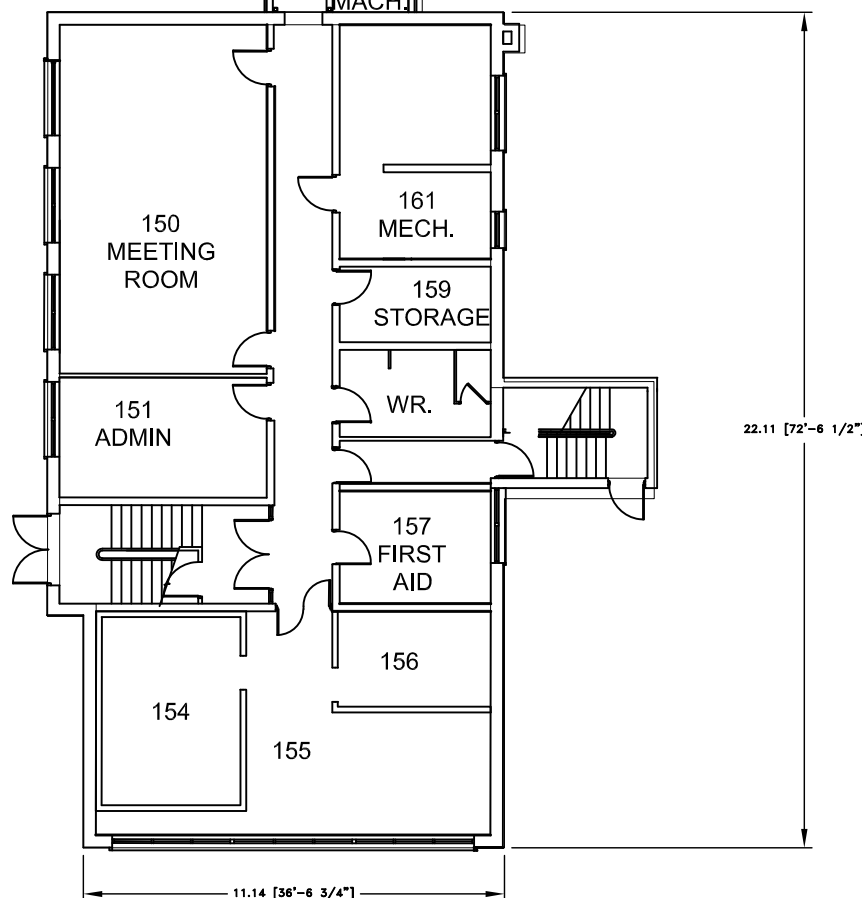
AS SHOWN

National Research Council Canada  
Conseil national de recherches  
Canada  
P.O. Box 248, Penticton,  
BC V2A 6J9  
C.P. 248, Penticton  
(C.-B.) V2A 6J9

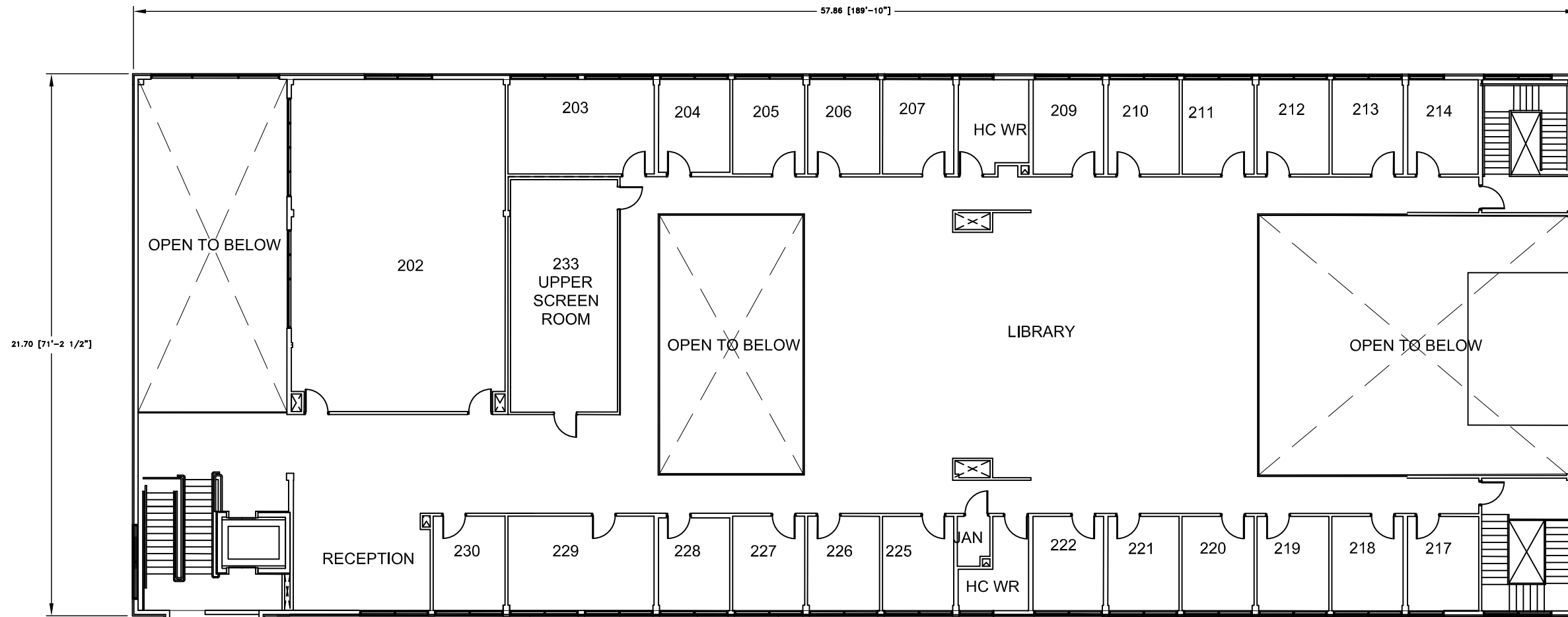
PB#1  
COVINGTON BUILDING  
MAIN FLOOR  
1228.8 SQ.M.  
13227 SQ. FT.

JANITORIAL  
CLEANING AS PER  
CONTRACT

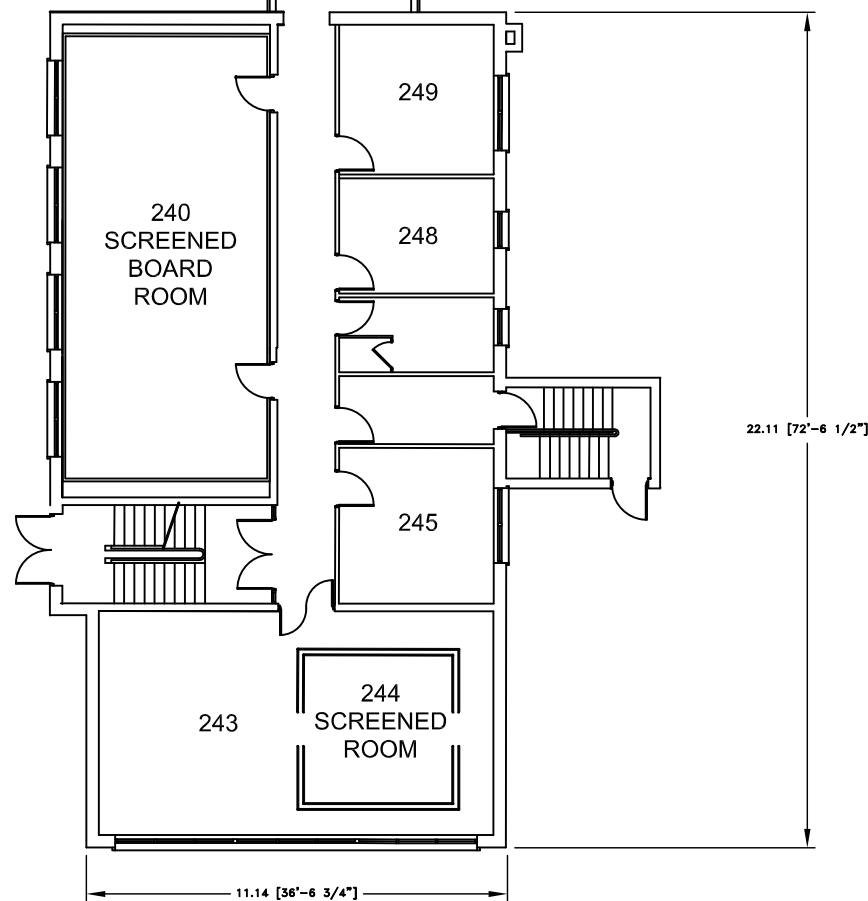
1959 WING  
SOUTH BASEMENT  
248.5 SQ. M.  
2675 SQ. FT.



1 MAIN FLOOR PB#1  
F2.0 SCALE 1:200



PB#1  
 COVINGTON BUILDING  
 3RD FLOOR  
 951 SQ.M.  
 10236 SQ. FT.



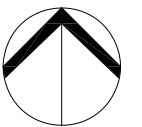
1959 WING  
 2ND FLOOR  
 248.5 SQ. M.  
 2675 SQ. FT.

JANITORIAL  
 CLEANING AS PER  
 CONTRACT

1 UPPER FLOOR PB#1  
 F2.1 SCALE 1:200



NORTH



PROJECT:

DOMINION RADIO  
 ASTROPHYSICAL OBSERVATORY  
 717 White Lake Rd.  
 PENTICTON, B.C.

DRAWING TITLE:

UPPER FLOOR  
 PB#1

DRAWN BY:

R.O.

CHECKED BY:

K.P.

DATE:

27/04/20

PROJECT NO:

NRC-10-12

DRAWING NO:

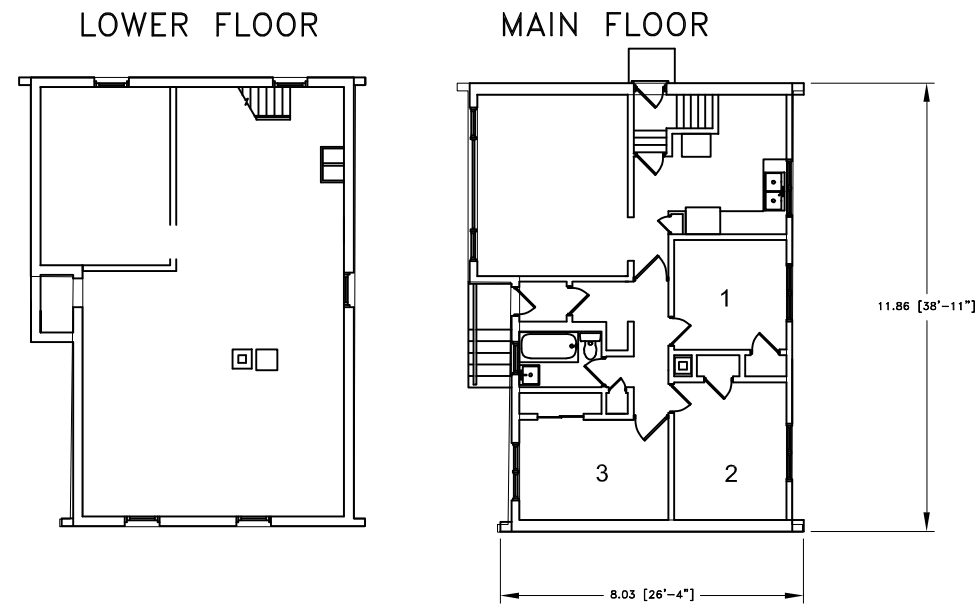
F2.1

SCALE:

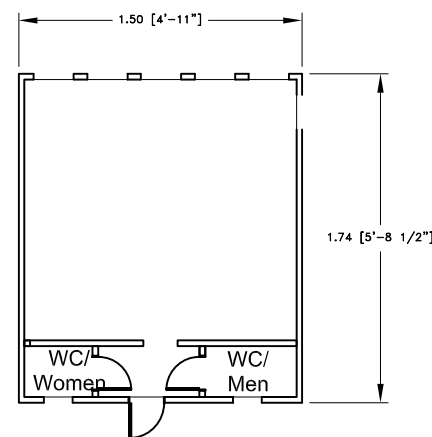
AS SHOWN

National Research Council Canada  
 Conseil national de recherches  
 Canada  
 P.O. Box 248, Penticton,  
 BC V2A 6J9  
 C.P. 248, Penticton  
 (C.-B.) V2A 6J9

PB#16  
 WHITE LAKE INN  
 169 SQ.M.  
 1820 SQ. FT.

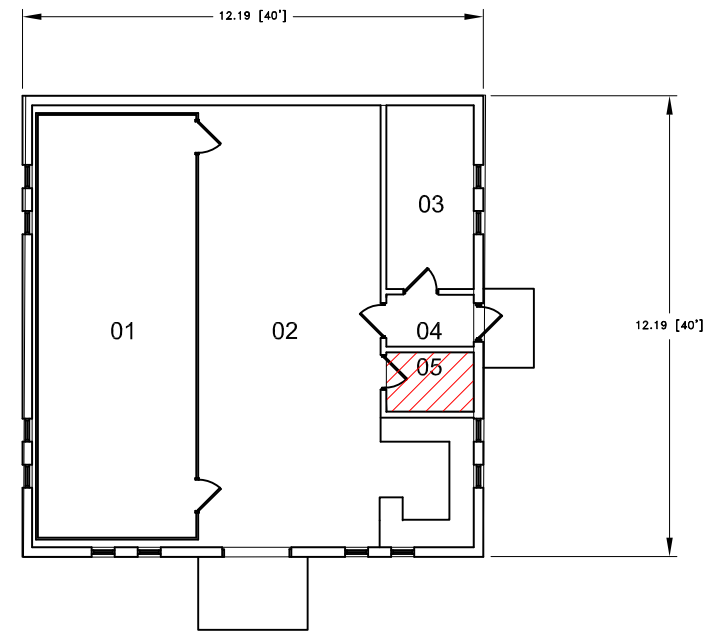


JANITORIAL  
 CLEANING AS PER  
 CONTRACT

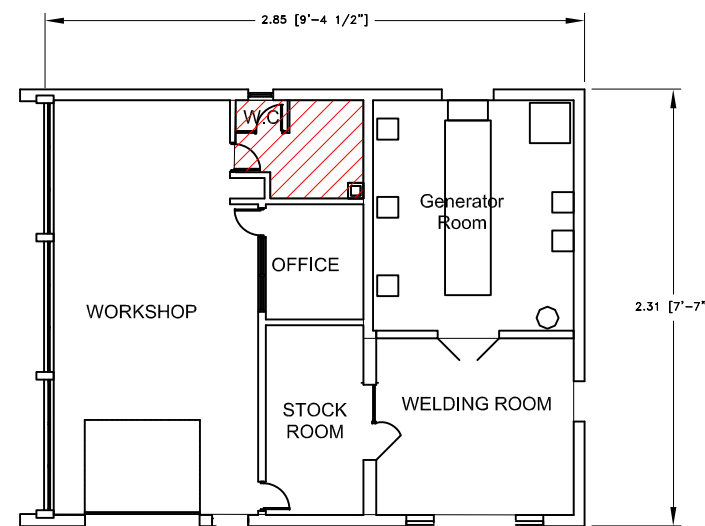


PB#12  
 VISITOR CENTRE  
 60.4 SQ.M.  
 650 SQ. FT.

PB#18  
 BLOCK HOUSE  
 137 SQ.M.  
 1475 SQ. FT.



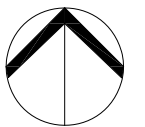
JANITORIAL  
 CLEANING AS PER CONTRACT  
 HATCH AREA ONLY



PB#8  
 MACHINE SHOP  
 116 SQ.M.  
 1249 SQ. FT.



NORTH



PROJECT:

DOMINION RADIO  
 ASTROPHYSICAL OBSERVATORY  
 717 White Lake Rd.  
 PENTICTON, B.C.

DRAWING TITLE:

BUILDING FLOOR  
 PLANS

DRAWN BY:

R.O.

CHECKED BY:

K.P.

DATE:

27/04/20

PROJECT NO:

NRC-10-12

DRAWING NO:

F2.2

SCALE:

AS SHOWN

National Research Council Canada  
 Conseil national de recherches  
 Canada  
 P.O. Box 248, Penticton,  
 BC V2A 6J9  
 C.P. 248, Penticton  
 (C.-B.) V2A 6J9

**Mandatory Requirements****COMPLIANCE MATRIX**

Contractor **MUST** indicate if they **MEET or AGREE (YES)** or **DO NOT MEET or AGREE (NO)** with each item in the Compliance Matrix and provide details and documentation as part of their bid submission, if required. If a contractor indicates "NO" their submission will be considered non-compliant.

For example: 1.2 states that "Must provide a current "Letter of Good Standing" from the workers compensation board of BC." The yes/no box must have YES entered and a letter of good standing must be supplied as part of the bid submission, if a letter of good standing is not supplied, or if NO is entered in the box, the bid submission will be considered non-compliant and the contractors submission will be removed from further consideration

Number	Mandatory Criteria	YES/ NO
1.1	Attend the bidders meeting, Project Authority will have an attendance form which MUST be signed by the bidder's representative. The current contract holder does not have to attend the bidders meeting.	
1.2	Contractor must have technical and financial proposal separated when they are submitted.	
1.3	Must provide a current Clearance Letter or Letter of Good Standing from the workers compensation board of BC	
1.4	Subcontracting in not permitted. Proof of employees on company payroll must be provided.	
1.5	Must provide and maintain, during the term of the contract, Comprehensive General Liability insurance in an amount of \$2,000,000.00 CAD. Copy of the policy provided.	
1.6	Provide at least 2 references for projects of a similar scope to the DRAO site within the last 5 years, or the 2 largest projects undertaken in the last 5 years. The current contractor may use DRAO as 1 of the projects.	
1.7	The contactor must provide previous inspection reports for 2 contracts similar to the DRAO site, or the 2 largest projects undertaken in the last 5 years	
1.8	Submit a list of supplies using table in Appendix "A" with at least 80% eco-friendly as described on page 4 of Appendix "A"	
1.9	All cleaning and disinfecting products shall be used based on the manufacturer's recommendations.	
1.10	The contractor shall supply all detergents, cleaning materials, sealers, waxes etc.	



1.11	NRC will supply all tissue and paper towels, hand soap, urinal deodorant cakes, waste receptacles and waste receptacle bags, as well as disinfecting products	
1.12	Provide a list of disinfection or sanitization training documents for all employees working at site.	
1.13	Provide disinfecting protocols for a pandemic or viral outbreak.	
1.14	If a pandemic, viral outbreak or other event occurs where there is an overall reduction in staff on site for an extended period of time, (one week or longer) the contractor will defer their typical daily duties related to office cleaning etc, and will shift to other cleaning and disinfecting as needed. The contractor's deferred hours will be used towards disinfecting or other cleaning. If the disinfection or other cleaning hours exceed the deferred hours, the contractor will be paid hourly if any extra time is spent.	
1.15	Provide training program documents for new employees.	
1.16	Provide a list of current WHMIS training documents for all employees and contractor shall ensure WHMIS training is up to date for all workers on site for the duration of the contract. (Every 3 years)	
1.17	The contractor will respond to emails and voicemails within 24 hours and will respond to urgent emails and voicemails within 12 hours.	
1.18	If people will be working alone on site, the contractor must provide a working alone program with their tender submission. IE: Lone workers call into office upon arrival to site, they call in every hour while on site and when leaving site, or?	
1.19	The contractor will perform regular inspections, frequency to be determined (based on performance) by NRC's representative, but at a minimum once per month and record the results on the form provided. Completed forms shall be submitted to the NRC's representative at the end of each month with the contractor's invoice.	
1.20	The contractor must notify NRC's representative when each major operation listed in the approved Schedule of Operations has been completed. NRC will perform periodic checks and inspections with the contractor once per month, not to exceed 1 hour.	
1.21	If a checklist is required for cleaning or disinfecting operations in washrooms, kitchens, etc. The contractor shall initial on each completed task after the operation has been performed.	

1.22	For areas that are listed in Appendix "A" on an "as needed, and as requested" basis. These areas will be paid by the hour and are not part of the base price in the contract.	
1.23	Complete and submit Pricing Matrix, detailing costs per building – Appendix "J"	
1.24	Residual materials used to Strip floors, and stripped floor finish material is to be taken off site and disposed of as per manufacturers recommendations and is never to be disposed of in site drains or site garbage)	
1.25	The contractor and all their workers adhere to all Worksafe BC, and Occupational Health and Safety Regulations.	
1.26	All accidents or injuries occurring on site must be reported to the Site operations supervisor.	
1.27	All employees on site & company contacts for the site must understand and speak fluent English	
1.28	The contractor must supply a health and safety plan.	
1.29	The contractor must supply an "Employer Report" letter from Work Safe BC. The report must not have an average incident or injury rate that exceeds an average of 0.5 per 100 person years for the last 5 years, and must not have a higher rate than 0.5 for any single year. If the company has not been in business for 5 years, the same rates as stated above will apply for the number of years the company has been in business.	
1.30	The contractor must supply an "Employer Report" letter from Work Safe BC. The report must not have an average serious injury rate that exceeds an average of 0.0 per 100 person years for the last 5 years, and must not have a higher rate than 0.0 for any single year. If the company has not been in business for 5 years, the same rates as stated above will apply for the number of years the company has been in business.	